

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#78597 hanumeshqb

Email: hanumeshqb@gmail.com ☎ 8142143613

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: ANANTAPUR

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	Server Frequently disconcted from last 3 hours
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.

	<p>1:27:24 PM hanumeshqb is sharing a file with you <a href="#">Screenshot 2025-06-24 132445.jpg</a> - ( Size:27.3 KB )</p>
hanumeshqb	like this issue am facing till last 3 hours
Shivam Singh	I deeply apologize for the inconvenience caused to you.  Allow me 2 minutes to look into it.
hanumeshqb	okay
Shivam Singh	May I take the remote access of your local computer?
hanumeshqb	ya sure
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
hanumeshqb	ya sure
Shivam Singh	<a href="https://assist.acecloudhosting.com/join/1242556834">https://assist.acecloudhosting.com/join/1242556834</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 on the remote. Till the time, I am putting the issue. Once the issue is resolved, kindly give your confirmation on this chat.  As the issue is resolved. Please let us know if you face any issue moving forward  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 details of the issue and the resolution steps taken.  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 support. You can reach me 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> )

*Shivam Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#77794 shari

Email: shari@jkservicesinc.com ☎ 18054079440

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

**Operator:** Manish Singh

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

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

**City:** BOISE

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shari	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
shari	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Shari
	How may I assist you?
shari	Hi Melissa sent the email to give everyone admin access
	I need this updated now please

Manish Singh Sure, we have initiated the task.

Once done we will email you.

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Manish Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77843 Adal Becerra**

**Email:** adal@leadcorestrategies.com

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** SAN FRANCISCO

**State:** California

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
Adal Becerra	I'd like to raise a Request
Acebuddy	Please select your request type.
Adal Becerra	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

## Chat Transcript

Tried to reset my password, now it says my account is restricted.  
Please advise

### Visitor Details

#### #78523 Jeff Berman

**Email:** jberman@chesta.com  6143237491

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 2 Secs

**City:** COLUMBUS

**State:** Ohio

**Country:** UNITED STATES

### Chat Transcript

Jeff Berman Tried to reset my password, now it says my account is restricted. Please advise

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

Jeff Berman ok

Gantavya	Could you please confirm your Account name with ACE or your CID
Jeff Berman	jberman@chesta.com
Gantavya	Thanks a lot for sharing this, let me transfer you to our support team to help with with your Password reset issue
<p><i>Gantavya is transferring the chat to Support(QB &amp; App Hosting).</i></p>	
<p><i>Anurag Sharma accepted the chat transfer request.</i></p>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Jeff
Jeff Berman	hi
	can you help me reset my password?
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jeff Berman	Chesta.myrealdata.net
	jberman@chesta.com
Anurag Sharma	Thanks for the confirmation !
	Let me transfer you to a specialist who can better address your concern.
<p><i>Anurag Sharma is transferring the chat to Sanyam Madan.</i></p>	
<p><i>Sanyam Madan accepted the chat transfer request.</i></p>	
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	Kindly allow me two minutes to check the same.
	Jeff your account was disabled due to inactivity
	I am activating your account
	do you know your previous password, or you need to reset it now?
Jeff Berman	need to reset
Sanyam Madan	okay jeff , for that i need authorization via email from the registered account owner (dberman@chesta.com)
	as soon as we will receive it , we will immediately reset your password
Jeff Berman	fine, it won't happen until Monday, send her the email
Sanyam Madan	jeff let me check one more thing real quick to assist you
	jeff are you enrolled in selfcare portal ?
Jeff Berman	i belive so, is there where i cukd reset my password?
Sanyam Madan	yes , I will activate your account as soon as this chat ends and then you can reset your password from selfcare.acecloudh
Jeff Berman	perfect, thank you!
Sanyam Madan	i will send you the guide over email
	Is there anything else I may help you with ?

Jeff Berman no, thank you for your time and help!

Sanyam Madan 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](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/>)

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

*Sanyam Madan has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77767 fabell**

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

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

**Operator:** Shivam Singh

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 41 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)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fabell	I'd like to report an Issue
Acebuddy	Please select an option!
fabell	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
fabell	When I try to access QB, I am getting error code: H505
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.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
fabell	Server Name: QBlive03.myrealdatal.net
	User Name: FrankA.q3
	My name is Franklin Abell
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.
	Please check in 2 minutes, we have made some changes from the backend.
	Please check now, if it is working now.
fabell	When I open QB, it still is giving me H505
Shivam Singh	Please check now.
fabell	Looks like we are good. Thank you for your help.
Shivam Singh	Great
fabell	I am going to disconenct
Shivam Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	This message has been deleted
	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)
	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 appreciate your cooperation 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/>)

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

*Shivam Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78727 mary**

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

**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:** 30 Secs

**City:** ZAPOTE

**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 is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
mary	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>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
mary	hi
	help to fix my freeze qb desktop
Ankit	Hello Mary, How are you doing today?
mary	.
Ankit	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?
mary	how to fix it? i already tried to log in again and agin but it cannot touch it
Ankit	Please confirm if this is your username: Admin.NPRE ?
mary	myrealdata\AllenC.NPRE
Ankit	Thank you for your confirmation. I can see that your session appears to be disconnected on the server. Please confirm if I you can try logging in again.
mary	Yes, please go ahead and end the session. I'll log back in afterward. Thank you!
Ankit	Thanks for the confirmation! Please try to access the server now and check if everything is working as expected or not.
mary	hold on
Ankit	Sure, please take your time.
	Mary, may I know if this is the first time you are experiencing this issue, or has it occurred frequently before?
	As I can see, you are currently logged back into the server.
mary	this is the first time since our desktop has been renewed
	its fine now
Ankit	Okay. Thank you for the details.
	Is there anything else I may help you with ?

mary	thanks and have a good day
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.	
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback 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> )	

*Ankit has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #78278 AIFinancedone

**Email:** aifinancedone@outlook.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 57 Secs

**City:** KHARAR

**State:** Chandigarh

**Country:** INDIA

### Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
AIFinancedone	I'd like to report an Issue
Acebuddy	Please select an option!
AIFinancedone	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
AIFinancedone	RDP not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
AIFinancedone	Kindly reset server
	Is there anyone else
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
AIFinancedone	Accountsavvycpas
	Hey tushar few days just passed & again issues started coming
	Please fix this.
Tushar	I deeply apologize for the inconvenience caused to you.
	I just checked your previous tickets.
AIFinancedone	Please fix this asap. I really don't have too much time.
Tushar	Kindly allow me 2-4 minutes to see if any spikes are there on server end.
	Also, as this is a repetitive issue we will have to escalate the case to the escalation department.
AIFinancedone	Please check & escalate as well
Tushar	May I take the remote access of your local computer?
AIFinancedone	No
Tushar	Okay.
	I will reset the server for now to resolve the issue temporarily.
AIFinancedone	Sure please do
	& let me know when I logged in
Tushar	We have gathered the server end data and will escalate this issue to the escalation team.
	Kindly allow me a few minutes to check the same.
AIFinancedone	

	ok
Tushar	<p>Thank you for waiting it is now rebooting.</p> <p>Kindly login now.</p> <p>and we will escalate the issue further.</p> <p>Is there anything else I may help you with ?</p>
AIFinancedone	<p>No</p> <p>thanks</p>
Tushar	<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p>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.</p> <p>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!</p> <p>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>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>
<i>Tushar has ended this chat session</i>	

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #77953 Wayne

**Email:** account@ptarc.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** SAN FRANCISCO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Wayne	Hello, I am your Acebuddy
Acebuddy	Hello Wayne, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Wayne	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Wayne	I'd like to raise a Request
Acebuddy	Please select your request type.
Wayne	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 :
Wayne	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Wayne	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Wayne	egynte file error
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 Wayne
Wayne	Hi Shashwat
	I'm having error when open pdf on egynte server
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
	Are we still connected here?
Wayne	yes
Shashwat Verma	May I take the access of your end, to check the issue?

Wayne	the remote computer
Shashwat Verma	Yes
Wayne	okay
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
Wayne	closed
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/4432187976">https://assist.acecloudhosting.com/join/4432187976</a>
	Kindly Click on the link and open the downloaded file.
Wayne	are you access the remote computer?
Shashwat Verma	Would like to take your local access from the above link.
Wayne	the computer not working is the remote computer, not my computer
	I can open the files on my computer, but can't open on the remote computer
Shashwat Verma	Wait, let me try to get the access from the server, kindly accept the invite on remote server.
	Wayne, due to some technical glitch, we have to take the access of your local pc, will try to connect on server from your e remote session (Edited)
	Kindly Click on the link and open the downloaded file.
	Wayne, are you able to connect?
	Let me know if you are facing any particular issue in connecting.
	Are we still connected here?
	Are we still connected here?
Wayne	yes
Shashwat Verma	Wayne, I would like to have your local pc access.
	May I take the remote access of your local computer?
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
	As per remote session, will re-install the Adobe pdf reader
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #78641 Jeff Beckley

**Email:** jeff@beckleyandassociates.com  972-309-0002

**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:** DALLAS

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Jeff Beckley	Hello, I am your Acebuddy
Acebuddy	Hello Jeff Beckley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jeff Beckley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jeff Beckley	I'd like to raise a Request
Acebuddy	Please select your request type.
Jeff Beckley	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re-update 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
<i>Ended due to chat idle timeout</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #77924 Kirk Thirapatpibul

Email: kthirapatpibul@uscalibration.com ☎ 19493363368

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 58 Secs

City: LAGUNA HILLS

State: California

Country: UNITED STATES

## Chat Transcript

Kirk Thirapatpibul	Hello, I am your Acebuddy
Acebuddy	Hello Kirk Thirapatpibul, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kirk Thirapatpibul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kirk Thirapatpibul	I'd like to report an Issue
Acebuddy	Please select an option!
Kirk Thirapatpibul	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kirk Thirapatpibul	MFA no longer showing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>

*Manish Singh accepted the chat transfer request.*

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Kirk Thirapatpibul	Hii Kirk
Manish Singh	Hi, we have MFA setup and working and then earlier this week all of the sudden MFA is no longer required. We can just log in without it.
Kirk Thirapatpibul	So, would you like to add MFA again on user end?
Manish Singh	Well yes, why did MFA got disabled all of the sudden
Kirk Thirapatpibul	all users must have MFA
Manish Singh	We did not disable it
Kirk Thirapatpibul	Kindly allow me two minutes to check the same.
Manish Singh	As I can check all users have access to MFA
Kirk Thirapatpibul	It's not working right now as I can log in without it asking for MFA
Manish Singh	Kindly allow me two minutes to check the same.
Kirk Thirapatpibul	May I take the remote access of your local computer?
Manish Singh	Yes
Kirk Thirapatpibul	You can also call me if it will make it easier
Manish Singh	<a href="https://assist.acecloudhosting.com/join/9622016003">https://assist.acecloudhosting.com/join/9622016003</a>
Kirk Thirapatpibul	Prior providing the access, I would suggest you to close any important documents at your end.
Manish Singh	You have access now
Kirk Thirapatpibul	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.
Manish Singh	Once the issue is resolved, kindly give your confirmation on this chat.
Kirk Thirapatpibul	We will investigate the issue and let you know.
Manish Singh	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue as soon as possible.
Kirk Thirapatpibul	Is there anything else I may help you with ?
Manish Singh	that's it for now
Kirk Thirapatpibul	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Manish Singh	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.
Kirk Thirapatpibul	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.
Manish Singh	quality@acecloudhosting.com. Thanks!
Kirk Thirapatpibul	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> )
Manish Singh	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78331 Zoey Zhang**

**Email:** zoey@alsetinternational.com  3019703942

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

**Operator:** Gaurav kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** GREAT FALLS

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Zoey Zhang Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Zoey Zhang Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Zoey Zhang I'd like to report an Issue

Acebuddy Please select an option!

Zoey Zhang QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Zoey Zhang QuickBooks Login Issue

Acebuddy I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv

Was that helpful?

Zoey Zhang	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>Gaurav Kumar accepted the chat transfer request.</i>	
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Zoey Zhang	MyRealData\MagdalenaU.Q6
Gaurav Kumar	Thank you for the information and allow 2-3 minutes to check the same.
Zoey Zhang	Sorry. Shall be "myrealdata\ZoeyZ.q6"
Gaurav Kumar	Got it
	May I take the remote access of your server?
Zoey Zhang	I clicked "yes"
Gaurav Kumar	ok we are connected
	This seems to be working fine now.
	Is there anything else I may help you with ?
Zoey Zhang	Ok. Thank you!
Gaurav Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	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.ace">https://selfcare.ace</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Gaurav Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #78138 Molly Walker

**Email:** mwalker@communitygreengroup.com ☎ 15137030200

**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:** 12 Secs

**City:** KISSIMMEE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Molly Walker	Hello, I am your Acebuddy
Acebuddy	Hello Molly Walker, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Molly Walker	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Molly Walker	I'd like to report an Issue
Acebuddy	Please select an option!
Molly Walker	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>7:12:32 AM Molly Walker is sharing a file with you <a href="#">image.png</a> - ( Size:9.35 KB )</i>
	<i>My screen is stuck on this</i>
	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 Molly
	I will surely help you with this issue.
Molly Walker	Thank you

Shashwat Verma	Kindly try now, we have made some changes
Molly Walker	It worked. Thank you so much
Shashwat Verma	Is there anything else I may help you with ?
Molly Walker	No. Have a great evening
Shashwat Verma	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of  Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #78430 Stephen Stull

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

**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:** 46 Secs

**City:** TAMPA

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
Stephen Stull	I'd like to report an Issue
Acebuddy	Please select an option!
Stephen Stull	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stephen Stull	A tech told me that all of the users now should see the C drive but the user Michelle can't see the C drive
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.
Stephen Stull	Hi! Thank you
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Stephen Stull	The remote server is our server, the stullcpa server and the user is Michelle  the name of the server is StullCPALLC.myrealdatal.net
Anurag Sharma	Thanks for the confirmation !
Stephen Stull	Of course
Anurag Sharma	May I take the remote access of your server?
Stephen Stull	Yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Stephen Stull	Sure
Anurag Sharma	Please accept the remote session request on the server.
Stephen Stull	Done
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it. Once the issue is resolved, kindly give your confirmation on this chat.
Stephen Stull	Ok
Anurag Sharma	Please login again on the server
	Are we still connected here?
Stephen Stull	Yes sorry  I work on this with a partner of yours before. And for my user and Catalina's, it works
	We can see and use the C drive
Anurag Sharma	Okay  Ddarrigo, I would need to reboot the server in order to make the C drive visible.

	But as I can see there are active users on the server.
Stephen Stull	Oh yeah, we can't reboot it now
Anurag Sharma	I strongly believe that after the reboot you will also be able to check the C drive on your end.
Stephen Stull	Do you know why this is happening? It works for my user and Cata's  I can check my C drive on my end  that's what I was mentioning before
Anurag Sharma	Yes, it should be working for all the users. But sometimes due to some issues. A reboot is required.
Stephen Stull	Ok, I see  Are you going to reboot it later? If the problem is on Michelle's user online, maybe you can force her session out
Anurag Sharma	You can tell me the time when I can schedule this server reboot.
Stephen Stull	She's not using the server now
Anurag Sharma	Yes, I know. But a server reboot will log out all the active users on the server.  So if you wish, I can schedule this reboot as per your given timings.
Stephen Stull	No no, I was thinking of just closing Michelle's session  If that's possible  If not, you can reboot the server after 10 pm CST today  Anytime after that time
Anurag Sharma	I have successfully logged the requested user out of the server.  Thanks for the confirmation.  Is there anything else I may help you with ?
Stephen Stull	No thank you
Anurag Sharma	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 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 <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> )

*Anurag Sharma has ended this chat session*

# Chat Transcript

Hi I am looking for help with printing/installing uniprint on laptop

## Visitor Details

**#78586** **Gretchen Carol Reeves**

**Email:** gr@skygroupacct.com **Phone:** 9706884829

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

**Operator:** Yash Kalra

**Website:** [https://www.acecloudhosting.com/ace-support/?utm\\_source=Bing&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=Ace+Cloud+Hosting&utm\\_adgroup=Primary&msclkid=63333333333333333333333333333333](https://www.acecloudhosting.com/ace-support/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace+Cloud+Hosting&utm_adgroup=Primary&msclkid=63333333333333333333333333333333)

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** EDWARDS

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Gretchen Carol Reeves	Hi I am looking for help with printing/installing uniprint on laptop
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
	Sure, let me transfer this chat to our support agent to help you with your concern.
	<i>Gantavya is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Gretchen Carol Reeves	HI
Yash Kalra	Hello Gretchen
Gretchen Carol Reeves	HI how are you
Yash Kalra	I am good. How are you?
Gretchen Carol Reeves	well thanks
Yash Kalra	Kindly help me with your server name and user name?

Gretchen Carol Reeves	GCRCorp/my realdata/Gretchen
Yash Kalra	Kindly allow me two minutes to check the same.
	Gretchen, please elaborate your issue so that I can assist you further. (Edited)
Gretchen Carol Reeves	I was having trouble printing to database (Canopy). I had someone help me with this last Friday on my office computer. I think he may have missed something
Yash Kalra	May I take the remote access of your local computer?
Gretchen Carol Reeves	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
Gretchen Carol Reeves	ok
Yash Kalra	Kindly Click on the link and open the downloaded file.  <a href="https://assist.acecloudhosting.com/join/4642280851">https://assist.acecloudhosting.com/join/4642280851</a>
	Are we still connected here?  Gretchen, As we've successfully resolved the issue during our remote session, and this chat is no longer visible on your side, we'll proceed to end the session.

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78545 Steve Frisbie**

**Email:** sfrisbie@ifsgroupusa.com **Phone:** 18165478338

**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 20 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Steve Frisbie	Hello, I am your Acebuddy
Acebuddy	Hello Sfrisbie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Steve Frisbie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Steve Frisbie	I'd like to report an Issue
Acebuddy	Please select an option!
Steve Frisbie	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Steve Frisbie	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Steve Frisbie	Recently I spoke with Shivam Singh about our need to have QuickBooks linked to Method application (already installed on the server.) " But I never received the follow up said would be coming. Please see the full transcript below. How can I get this accomplished? How long does it take and is there an extra cost.
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.
Steve Frisbie	Recently I spoke with Shivam Singh about our need to have QuickBooks linked to Method application (already installed on the server.) " But I never received the follow up said would be coming. Please see the full transcript below. How can I get this accomplished? How long does it take and is there an extra cost.
Shivam Singh	We were just waiting for the approval on the email on ticket number-#715772.
Steve Frisbie	I did not receive that ticket. Just so you know; your support email won't accept my email. It seems to be rejected by the server. Maybe I can't receive messages from you either.
	Can you use my approval here as confirmation>
Shivam Singh	It should come as in written over the email.
	Allow me some time to look into it.

Steve Frisbie	ok
Shivam Singh	thanks
	Thanks for your patience, I will be back with you shortly
Steve Frisbie	ok thanks
Shivam Singh	I will be creating an auto logon user and will update you about that soon. But would you share any email address where I can send the updates.
Steve Frisbie	sfrisbie@ifsgroupusa.com
Shivam Singh	Please stay on the chat, meanwhile I will try sending the email to sfrisbie@ifsgroupusa.com
	Actually we have shared the mail to sfrisbie@ifsgroupusa.com and got rejected.
	Can you share any other email so that you can be updated about the task completed.
Steve Frisbie	what's next?
	sfrisbie@outlook.com
Shivam Singh	let me try this.
	Mail has been sent to sfrisbie@outlook.com, could you please check now.
Steve Frisbie	i got it.
Shivam Singh	Perfect
Steve Frisbie	no what
	now what?
Shivam Singh	We will be creating the autologon user now.
Steve Frisbie	Thank you, how long with that take?
Shivam Singh	This needs downtime of 60 minutes and we would be calling you too, to get it configured.
Steve Frisbie	OK great, when will you shut us down?
Shivam Singh	Please give us the best time when users were not available ?
Steve Frisbie	let me see
	You can do it now!
Shivam Singh	I can start now.
Steve Frisbie	ok, I will exit the server now. how will I know when to return?
Shivam Singh	please allow me 2 minutes
	Before you leave the chat.
Steve Frisbie	ok
Shivam Singh	As I check with the resources available here, it will take 2-3 hours to complete the whole task. Would you be available?
Steve Frisbie	yes, will you email me at sfrisbie@outlook.com or call me?

Shivam Singh	We will email you on vacation and then will give you a call to get it configured.
Steve Frisbie	ok, I'll leave now if that's ok
Shivam Singh	So, we will start now
Steve Frisbie	bye
Shivam Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the call (1-888-415-5240) if any further assistance is required.
	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 your conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhost.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Self-care 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

**#78054 Robert mckay**

**Email:** robert.mckay@webmethod.com  4805403756

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

**Operator:** Manish Singh

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

**Operating System:** Apple iPhone

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 27 Secs

**City:** EAGLE MOUNTAIN

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Robert mckay	Hello, I am your Acebuddy
Acebuddy	Hello Robert Mckay, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert mckay	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert mckay	I'd like to report an Issue
Acebuddy	Please select an option!
Robert mckay	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support rep
Robert mckay	I am following up on:
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you.
Robert mckay	Ticket ID: 708820 Issue: 0% space left in C Drive
	Hi! I am following up on the ticket above.
Manish Singh	Can we call you regarding the matter.
	Robert
Robert mckay	Sure
Manish Singh	Is there anything else I may help you with ?
Robert mckay	Nope - just following up on that
Manish Singh	Sure, one of our Engineer will call you soon.
	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 your conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my managers can work on it. I will appreciate that. or you may send your feedback at quality@acecloudhost.com  
Thanks!

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

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

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78782 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 rep

test qb

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

**#78490 will.okeefe**

**Email:** will.okeefe@emailshutters.com  16185670384

**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:** 51 Secs

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

will.okeefe

Hello, I am your Acebuddy

Acebuddy	Hello Will.okeefe, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
will.okeefe	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
will.okeefe	I'd like to report an Issue
Acebuddy	Please select an option!
will.okeefe	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
	<i>6:31:45 AM will.okeefe is sharing a file with you <a href="#">1_image.png</a> - ( Size:8.91 KB )</i>
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
will.okeefe	I am trying to connect to a SQL database from the remote server and am getting this error. I have checked connections on our side and things appear to be in working order. Is there something else that may be disrupting the connection?
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name.
will.okeefe	BrianJo houstonshutters
	houstonshutters.myrealdatal.net is the full server name
Tushar	Kindly allow me two minutes to check the same.
	Thank you for your patience.
	Are you the only user facing the problem ?
will.okeefe	no, it's been affecting all users
Tushar	Is it the first time this error has arrived?
will.okeefe	it just started occurring today
Tushar	Okay.
	I will have to reboot the server once.
	Kindly ask Brianjo to log off from the server.
will.okeefe	i'm logged off!
Tushar	I have started the reboot the process.
	Kindly login and check if the issue is resolved or not.

	will.okeefe	the issue is not resolved
	Tushar	May I take the remote access of your server?
		Prior providing the access, I would suggest you to close any important documents at yo
	will.okeefe	yes
		done
	Tushar	Kindly show me the error.
		It is an application specific error for this you will have to connect with the application su may I know how you got this application who installed it on the server?
	will.okeefe	ok i will check with the support
	Tushar	If they will suggest any server-side changes you can connect with us during the session with them, and we will be happy to assist you. You can initiate the chat or call us at 888 (toll-free).
	will.okeefe	well they suggested it may be an outbound connection issue
		if that helps at all
	Tushar	Are there any setup file to install this application?
	will.okeefe	no there are no set up files
		would there be a firewall that blocks outside connection?
	Tushar	The best solution would be that you connect with the application support and initiate a with us as well at 888-415-5240 (toll-free).
		No.
	will.okeefe	ok thank you
	Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you t
		You may end this chat now. Once you end this chat, you will receive an email from us re 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@acecloudhost Thanks!
		Note: You may change/reset your server password on your own by registering on our Se ( <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/knowle">https://www.acecloudhosting.com/knowle</a>

*Tushar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78212 Richard Schmidt**

**Email:** r.schmidt@rcfpllc.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:** 2 Secs

**City:** WALDORF

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Richard Schmidt	Hello, I am your Acebuddy
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assist
	Hello Richard
	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 c (1-888-415-5240) if any further assistance is required.
	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

### #78606 Stephanie Moore

**Email:** stephanie@thedeliveryauthority.com  6305423466

**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:** 1 Min 20 Secs

**City:** NAPERVILLE

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

*Shubham Kataria accepted the chat transfer request.*

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assi today.
	Hello Stephanie
Stephanie Moore	My password stopped working yesterday and I don't understand why
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user n
Stephanie Moore	RDG.myrealdatal.net
Shubham Kataria	Its the Gateway of the Ace server, Kindly confirm your business name which is registere
Stephanie Moore	DSTM, Inc
Shubham Kataria	Thank you, please allow me a minute to check the same.
Stephanie Moore	ok
Shubham Kataria	Thank you for your patience.
	It appears that your password may have expired, as the account status is showing as no
Stephanie Moore	you'd think it would say expired
	but it doesn't tell me that
	and I haven't had it that long
	but either way, let's reset it please
Shubham Kataria	Alright
	May I take the remote access of your local computer to check the error.
Stephanie Moore	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at yo
Stephanie Moore	ok
	i'm good
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/9032868050">https://assist.acecloudhosting.com/join/9032868050</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 on t the time, I am putting the chat on hold, please do not disconnect it. Once the issue is re give your confirmation on this chat.
	Thank you for your patience.
	As we are disconnected from the remote session.
	We apologize for the inconvenience, but we would like to inform you that the email add <b>odgerbloch@me.com</b> is registered with us. Therefore, we require an approval email fr address in order to proceed with resetting your password.

	Are we still connected here?
	Are we still connected here?
Stephanie Moore	I have no desire to discuss anythign else withy ou  I am going to leave Ace altogether.
	I am the president of the company and I can't get a simple password change
Shubham Kataria	I deeply apologize for the inconvenience caused to you.  I have an option for you that could help avoid the need for account owner approval in th you'd like, we can add you as an authorized person on the account. This will allow you t passwords directly through my portal. Additionally, we can assist you with enrolling in the Self-Care Portal, which will give you over the account and help prevent this type of issue from occurring again.
	Are we still connected here?
	Are we still connected here?
Stephanie Moore	why wouldn't you have offered that in the first place instead of me goign through all of tape*
Shubham Kataria	We sincerely apologize for the inconvenience. However, as per company protocol, we re from the registered individual who is listed as an authorized person on the account.
	Since you've stated that you are the President of the company, we can offer you the op added as an authorized person on the account. However, to proceed, we require a one- from the registered email address: <b>odgerbloch@me.com</b> .
	One you will added as as authorized person on the account, you will be able to use my   the password and manage the billings.
Stephanie Moore	he's 80 years old and isn't working today  so forget it  he gave approval last week
Shubham Kataria	Alright, please allow me two minutes to check your recent ticket.  Thank you for your patience.
	Kindly try to access the server with below password link which was shared by sujeet ove  Link : <a href="https://otp.acecloudhosting.com/s/TH8aeDoTKgdg34wBLHyJvplt0gbNInOD">https://otp.acecloudhosting.com/s/TH8aeDoTKgdg34wBLHyJvplt0gbNInOD</a>
	Kindly confirm if you're able to login to the server with this password.
Stephanie Moore	i did  so now I'm fine, but the issue was my dad needing his password reset.  that's why HE sent the email requesting HIS password to be reset. You wouldn't reset it request, so he had to request it himself  so I'm fine now, but he still can't get in

Shubham Kataria	I sincerely apologize for the inconvenience caused and assure you that it will not happen again. I appreciate your understanding and patience.
	Okay, let me check the password in the email and share with you.
Stephanie Moore	i don't need it
	i have it
	it worked for MY PASSWORD RESET WHICH I DIDN'T NEED. I NEEDED MY DAD'S PASSWORD
	so I just used it to get into quickbooks for ME
	i didn't originally need it for me, my dad needs it!
Shubham Kataria	I understand that there was some confusion involving both accounts. You requested a password for Mr. Rodger, but mistakenly, we reset your password instead. I sincerely apologize for this mistake. I assure you it won't happen again.
	Please confirm if Mr. Rodger is able to log in using the new password that was shared in the email?
Stephanie Moore	he received one email with a link. It didn't work, but it works for me. Was he sent another email?
	<i>9:39:04 PM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - (Size:36.82 KB)</i>
	<i>Here is the email which was shared for Mr. Rodger password</i>
	ok. I'm sure that worked then. He's not here.
	I don't know
Shubham Kataria	Noted.
	And Thank you for the confirmation.
Stephanie Moore	ok, how do I change my password because I'll never remember it
Shubham Kataria	Sure, I will help you to enroll in selfcare portal.
	May I take the remote access of your server?
Stephanie Moore	ok
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly accept the remote request. (Edited)
Stephanie Moore	ok
	i don't see it
Shubham Kataria	Please check on the server screen now.
	We are connected on the remote session and will proceed with the troubleshooting on the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will give your confirmation on this chat.
Stephanie Moore	ok

Shubham Kataria	Thank you for your patience.
	please enter your password in the selfcare portal.
	Kindly enter your password in the selfcare as I am unable to type in the notepad over re
Stephanie Moore	ok
Shubham Kataria	Thank you
	Please choose the security Questions for the authentication.
	Great, now you're enrolled in selfcare portal.
	Now you can reset your password from your end by following below steps.
	<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 passw</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>
	Great, your password has been changed. From now onwards you may use this password to connect to the server.
Stephanie Moore	thank you
Shubham Kataria	You're welcome and Thank you for your time and patience.
	Is there anything else I may help you with ? I will be happy to assist you.
	Are we still connected here?
	Are we still connected here?
Stephanie Moore	i'm good
	thanks
	appreciate you helping to figure this out
	sorry that i was so frustrated
Shubham Kataria	You're welcome
	No problem at all, I completely understand your concern.
	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 the outcome of this 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 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 Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78338 Hailey**

**Email:** hailey@jkservicesinc.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 38 Secs

**City:** SAN JOSE DEL CABO

**State:** Baja California Sur

**Country:** MEXICO

### Chat Transcript

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

Please specify the issue you are facing before I connect you to an available support rep

Hailey I need help setting up my rdp to the new server.

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 assis

Hello Hailey

Hailey hi

I am a new user on the blue isle-Drake server and I am unable to access the new versio  
please remote in and set up my RDP.

Shashwat Verma I will surely help you with this issue.

May I take the remote access of your local computer?

Hailey yes

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

Hailey all set

Shashwat Verma <https://assist.acecloudhosting.com/join/7442604718>

Kindly Click on the link and open the downloaded file.

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

As per discussion over the remote session, The issue is resolved by configuring the RDP

It would be great if you could share your feedback after this chat ends. Thanks in advan

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

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#78297 Desiriah Mabray****Email:** caoffice@elevators.com  9169333550**Department:** Support(QB & App Hosting)**Operator:** Abhay Kumar Saraswat**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 28 Secs**City:** OAKLAND**State:** California**Country:** UNITED STATES**Chat Transcript**

Desiriah Mabray	Hello, I am your Acebuddy
Acebuddy	Hello Desiriah Mabray, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Desiriah Mabray	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Desiriah Mabray	I'd like to report an Issue
Acebuddy	Please select an option!
Desiriah Mabray	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Desiriah Mabray	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?
Desiriah Mabray	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>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be happy to assist you.
	How may I help you today?
Desiriah Mabray	QB is not allowing users to login due to windows administrator permissions

Abhay Kumar Saraswat	Sure, I can help with that. Let me look into it for you.
Desiriah Mabray	I will be surely assisting you with this. Kindly help me with your server name and user n
Abhay Kumar Saraswat	Martin elevators Project
	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	Could you please confirm me which QB app you were trying to open for the company fil
Desiriah Mabray	We use QB enterprise solutions 24.0
Abhay Kumar Saraswat	And are you the only one facing this issue?
	Thanks for the confirmation !
Desiriah Mabray	no other users are having the same issue
Abhay Kumar Saraswat	Okay.
	No worries.
	Kindly allow me two minutes to check the same.
	Could you please confirm me that how many users are there on server now?
	As I can see, there are two users on the server, Project and Business.
	Are we still connected here?
Desiriah Mabray	Admin will be attempting to log in in a few minutes as well
	so 2 users now, 3 soon
Abhay Kumar Saraswat	If you can allow me 10-15 minutes, I can try with updating the QuickBooks Enterprise. Because I can see the multiple pending updates on QB.
	But for this I need everyone logged out from the server for 10-15 minutes , because ser be restart after every update of QuickBooks.
Desiriah Mabray	Hi, this should have been set to update Friday night 06/13 as i had this same issue Frida requested it be updated that night after business hours?
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	Did you raise this concern on Friday as well?
Desiriah Mabray	yes - via support chat.
Abhay Kumar Saraswat	Okay.
	Kindly allow me two minutes, let me check that ticket.
	Thank you for your patience.
	I checked that ticket and found that Shivam helped you to fix the same issue on Friday .

	Could you please check your QB again?
	I've just restarted the QB services from the backend.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Desiriah Mabray	thank you, that corrected the issue
Abhay Kumar Saraswat	No worries.
	Is there anything else I may help you with ?
Desiriah Mabray	can we be sure to get these updates done tonight? after 5PM
Abhay Kumar Saraswat	Sure, I'll arrange someone to update your QuickBooks tonight.
	Could you please confirm me your time zone?
Desiriah Mabray	PST
Abhay Kumar Saraswat	Great. I'll inform our respective team member to update your QuickBooks as per your time zor
	Is there anything else I may help you with ?
Desiriah Mabray	No that is all! Thank you!
Abhay Kumar Saraswat	My pleasure.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at chat.
	You may end this chat now. Once you end this chat, you will receive an email from us re 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@acecloudhost Thanks!
	Note: You may change/reset your server password on your own by registering on our Se ( <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/knowle">https://www.acecloudhosting.com/knowle</a>
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Abhay Kumar Saraswat has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78440 wendyp**

**Email:** wendyp@surfaceenergysolutions.com  587-226-8253

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 53 Secs

**City:** CALGARY

**State:** British Columbia

**Country:** CANADA

## Chat Transcript

wendyp	Hello, I am your Acebuddy
Acebuddy	Hello Wendy Porter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
wendyp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
wendyp	I'd like to report an Issue
Acebuddy	Please select an option!
wendyp	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support rep
wendyp	Cannot launch the remote host
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting yo

	I will be surely assisting you with this. Kindly help me with your server name and user n
wendyp	user name WendyPo The server is fletchergroupmyreldata.net
Yash Kalra	Kindly allow me two minutes to check the same.
	Please let me know if the issue is faced by all the user or is it just you facing this issue r
wendyp	I have absolutely no idea if I am the only one. If you have not heard from others in my c then it must be only me
Yash Kalra	May I take the remote access of your local computer?
wendyp	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at yo
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/7652082783">https://assist.acecloudhosting.com/join/7652082783</a>
wendyp	Nothing is open
Yash Kalra	Wendy, we assisted you regarding rdp logging issue Is there anything else I may help you with ?
wendyp	No, this looks resolved now. Thank you
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at chat by clicking on the Smilies.
	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 re 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@acecloudhost Thanks!
	Note: You may change/reset your server password on your own by registering on our Se ( <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/knowle">https://www.acecloudhosting.com/knowle</a>

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78352 George Fowler**

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

**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 20 Secs

**City:** WILMINGTON

**State:** Delaware

**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	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option
George Fowler	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
George Fowler	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
George Fowler	need to recover a file
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 assistin
George Fowler	Hello Shivam, I am missing an excel file. can you help me recover it?
Shivam Singh	I will surely help you with this issue.
George Fowler	Ok, I believe the name of the file is "la rosa 2 year projections" or something similarly n
Shivam Singh	To assist you further and help pinpoint the exact location, we kindly request the followir The last date and time you accessed the data The exact file or folder path where the data was stored
George Fowler	and i believe the file was made in about september 2024  it was on my desktop in ace cloud  last time i accessed was around september 2024
Shivam Singh	We retain incremental data for the last 45 days. I can check for the specific data you ne it has been deleted beyond this retention period, it will unfortunately be irrecoverable. ( system only allows recovery of data up to 45 days old.
George Fowler	ok  lets see if still available
Shivam Singh	Sure, let me have a look at it. I will be searching with the title ""la rosa 2 year projector
George Fowler	ok thanks  if you cant find that way you could try searching "la rosa 2" and see what files appear
Shivam Singh	Sure, allow me 5 minutes to check, as the previous title failed " No items match the title
	<i>5:55:51 PMShivam Singh is sharing a file with you <a href="#">image.png</a> - ( Size:30.08 KB )</i>  <i>We have these matches, please check the screenshot attached below:</i>
George Fowler	sorry none of those match  its ok, i will be fine without it  without it
Shivam Singh	I really apologize for the same, however the data backup is limited to 45days.  George, Is there anything else I may help you with?
George Fowler	no that is all thanks
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us re 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@acecloudhost Thanks!

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

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

*Shivam Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78308 Mahendi Thobhani**

**Email:** mthobhani@sarinenergy.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please select an option below
Mahendi Thobhani	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which 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?
	As we haven't got any response from your end, We are closing this chat. If you still need help Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78156 Rebecca Kelly**

**Email:** becky.kelly@cammidwest.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** SOUTH ROXANA

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
Rebecca Kelly	I'd like to raise a Request
Acebuddy	Please select your request type.
Rebecca Kelly	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option
Rebecca Kelly	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77789 Maria E Rivera**

**Email:** monarcaservice2025@gmail.com ☎ 4802420882

**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:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

Maria E Rivera	Hello, I am your Acebuddy
Acebuddy	Hello Maria E Rivera, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Maria E Rivera	Managed Security
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>
Maria E Rivera	answer for my ticket ID 704779
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assi today.
	Please allow me two minutes to check the same.
	Thank you for your patience.
	Let me transfer your chat to our billing Team to assist you on this ticket.
	<i>Shubham Kataria is transferring the chat to Billing.</i>
Maria E Rivera	thanks
	<i>Aditya accepted the chat transfer request.</i>
Aditya	My name is Aditya I will assist you today!
Maria E Rivera	hi
	looking to reply to my ticket id 704779
Aditya	This message has been deleted
	Just wait for 2 mins so that I check the ticket id.
	We are not charging for PCI compliance.
	<i>9:15:39 PM Aditya is sharing a file with you <a href="#">860378.pdf</a> - ( Size:6.12 KB )</i>
	<i>We are only charging you for these items only.</i>
Maria E Rivera	how much is for PCI compliance? can this be used with quickbooks online to accept credit payments?
Aditya	This is the query for the support department issue.
	I am transferring this chat to the support department.
Maria E Rivera	ok
	<i>Aditya 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 assistin

Maria E Rivera

hello

i need to get the PCI compliance but I need to know if i can use it in my quickbooks onli credit cards

Shivam Singh

Coud you please elaborate on the issue you ae facing ?

Maria E Rivera

for quickbooks online I'm receiving payment from my clients via credit card payment. Ir need to be PCI compliant

I want to know if I buy the PCI compliance service from you, it can be used with Intuit/qi should I buy it directly from them

Shivam Singh

Are you using the QB online on Ace server ?

Maria E Rivera

yes

Shivam Singh

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

Thank you for your patience.

I've checked with our internal resources regarding this, and I would recommend reachin directly for the most accurate guidance on PCI compliance. They'll be in the best positic further.

Maria E Rivera

ok thanks

Shivam Singh

Is there anything else I may help you with ?

Are we still connected here?

Maria E Rivera

thank you

bye

Shivam Singh

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

You may end this chat now. Once you end this chat, you will receive an email from us re 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@acecloudhost Thanks!

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

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

*Shivam Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78186 Cesar Colmilio**

**Email:** cesar@poetseyewear.com  3057638981

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 12 Secs

**City:** STUART

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

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

	Hi Cesar. How are you doing today?
Cesar Colmilio	I am good how are you
Yash Ahi	I am doing good Cesar. Thank you for asking.
	I will surely help you with this issue.
	Could you please help me with your server name or business 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 call (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Yash Ahi has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78656 Jojo**

**Email:** jojo.philip@mgvinc.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** DUNCAN

**State:** British Columbia

**Country:** CANADA

### Chat Transcript

	Jojo	Hello, I am your Acebuddy
	Acebuddy	Hello Jojo, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Jojo	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Jojo	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Jojo	Setup Ace Server
	Acebuddy	If you would like to configure the server access link on your computer, Kindly select your Operating System
	Jojo	Microsoft Windows
	Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud on your Windows PC
		Do you need any further assistance on the topic?
	Jojo	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>
	Jojo	I need help in setting up my account
	Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you.
	Jojo	i just received this from ace
		<i>9:38:48 PM Jojo is sharing a file with you <a href="#">image.png</a> - ( Size:36.02 KB )</i>
		are you there?
	Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'll resolve it as quickly as possible.
	Jojo	thanks!
		i am a new user
		user
	Anjainay Singh	In order to have user credentials you may need to contact aiko.nafissah@mgvinc.com about your account.
	Jojo	what does she need to do
		<i>9:42:21 PM Anjainay Singh is sharing a file with you</i>

[image.png](#) - ( Size:20.37 KB )

Anjainay Singh	User login is already setup for you.
	You just need to contact Aiko and ask for below details Username- Password-
Jojo	should i ask her to check her email?
Anjainay Singh	She has the details , you just ask her to send the your credentials over an email.
Jojo	i got the infoirmation  just need to sign in?
Anjainay Singh	Yes .
Jojo	do i need to download something  ?
Anjainay Singh	Please sign into the server using same credentials.  You need to have RDP file in order to sign into account.
Jojo	Aiko has the RDP?  she just gave user and PW
Anjainay Singh	I will send it to you over an email.
Jojo	thanks!
Anjainay Singh	Once this chat gets disconnected an automatic ticket will be created in which I will senc
Jojo	sounds good!  appreciate your help
Anjainay Singh	Is there anything else I may help you with ?
Jojo	all is good for now  thanks so much
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by smiling emoji.
Jojo	cool  one more, is QB alreaddy installed in the remote server
Anjainay Singh	Yes when you will login into server you will get all applications pre installed.
Jojo	thanks!  please send RDP
Anjainay Singh	Sure. Once this chat gets disconnect I will send quickly.
Jojo	

sounds good thanks!

Anjainay Singh

It pleasure assisting you.

*Jojo has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78230 Brenda Rosales**

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

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

**Operator:** Yash Ahi

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 28 Secs

**City:** DANAO

**State:** Bohol

**Country:** PHILIPPINES

### Chat Transcript

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

Acebuddy	What type of QuickBooks Issue are you facing?
Brenda Rosales	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we make application updates at the backend and apply the necessary patches as and when issue might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it with us at support@acecloudhosting.com. Our engineers will manually check and implement the patch and share a confirmation via email.
	Do you need any further assistance on the topic?
Brenda Rosales	Restart
Acebuddy	Hello Brenda Rosales, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brenda Rosales	Yes
Acebuddy	You have chosen an Invalid Option. Please try Again!
	Whom Would You Like to Connect With?
Brenda Rosales	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Rosales	I'd like to report an Issue
Acebuddy	Please select an option!
Brenda Rosales	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brenda Rosales	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we make application updates at the backend and apply the necessary patches as and when issue might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it with us at support@acecloudhosting.com. Our engineers will manually check and implement the patch and share a confirmation via email.
	Do you need any further assistance on the topic?
Brenda Rosales	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vignesh Arul accepted the chat transfer request.</i>
	<i>Vignesh Arul is transferring the chat to Yash Ahi.</i>

*Yash Ahi accepted the chat transfer request.*

Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you.
Brenda Rosales	Hi Yash
Yash Ahi	Hi Brenda. How are you doing today?
Brenda Rosales	Good MORNING
	Im ok
Yash Ahi	Good morning Brenda.
Brenda Rosales	Thank u for asking
	I just wanted to follow up with the status of my tQB upgradr
Yash Ahi	Sure Brenda. I will help you with that.
	Could you please help me with your server name or business name?
Brenda Rosales	I have not heard from billing about if they can provide resolution (hopefully)
	JXNOEPH
Yash Ahi	Do you have any ticket id?
Brenda Rosales	Wait, let me check.
Yash Ahi	Sure.
Brenda Rosales	698269
Yash Ahi	Thank you for the information and allow 2 minutes to check the same.
Brenda Rosales	Ok. Thank u
Yash Ahi	Well it seems like the ticket is already with the billing department and it needs to be prc from their end.
	Let me just expedite your request, I will make sure you get an update within next 24 ho
Brenda Rosales	Yes, but they told me that they will get back to me, last Wednesday
	Its already Friday
Yash Ahi	I really apologize Brenda for this long delay.
Brenda Rosales	Its ok
Yash Ahi	I will make sure, you get an update today itself.
	It won't be Saturday.
Brenda Rosales	Im just worried that we might not access wiylh QB
	Because qb emailed me again with reminders
	Up to june 18 only
	Thank u so much Yash

Yash Ahi	I totally understand Brenda. I will make sure you get an update today itself and you get soon as possible before 18th June.
Brenda Rosales	Thank u again
Yash Ahi	My pleasure.  I will just update the billing department.
	One moment Brenda.
	Let me see if anyone is available from the billing department, so I can just transfer chat
	Kindly allow me two minutes.
Brenda Rosales	Sure
Yash Ahi	Unfortunately, no one is available right now Brenda.
Brenda Rosales	Sad  But its ok
Yash Ahi	I really apologize. Once anyone is available from them, they will update you over that ti
Brenda Rosales	You can update me thru email
Yash Ahi	Sure Brenda. I will ask them to update you about the status today.
Brenda Rosales	Thank u again Yash 😊
Yash Ahi	My pleasure Brenda 😊  Is there anything else I may help you with ?
Brenda Rosales	None
Yash Ahi	I would greatly appreciate if you could share the feedback after this chat  After this chat you will get the reference ticket ID
Brenda Rosales	Just hoping i can get update soonest  Ok
Yash Ahi	I will try that.  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 re 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@acecloudhost Thanks!
	Note: You may change/reset your server password on your own by registering on our Se (https://selfcare.acecloudhosting.com).

*Yash Ahi has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77919 Rhett Gavson**

**Email:** rhett@hyginix.com

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** SAN DIEGO

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Rhett Gavson	Hello, I am your Acebuddy
Acebuddy	Hello Rhett Gavson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rhett Gavson	Managed Security
Acebuddy	
Please wait while we connect you to an available Representative.	
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Pradeep Kumar accepted the chat transfer request.</i>	
Rhett Gavson	password reset assistance (707608)
<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Yash Ahi accepted the chat transfer request.</i>	

Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you.
Rhett Gavson	Hi Rhett. How are you doing today?
Yash Ahi	I'm doing alright just needed to get back into my ace account
	Alright, I will surely help you with this.
	Kindly allow me two minutes to check the same.
	Thank you for your patience Rhett.
	I need to inform you that there is another issue, we need to change the server name at
	May I take the remote access of your local computer to help you with the login?
Rhett Gavson	I changed the server name, but got locked out of the account as I did not remember my
Yash Ahi	Okay let me check
	Alright Rhett. I have unlocked your account.
	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>
	Please follow the above steps and you will be able to reset your password.
	Let me know if you want me to assist you over the remote session.
Rhett Gavson	okay got it thank you

*Rhett Gavson has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#77871 misty

**Email:** invoice@cyrushotels.com  14065335187

**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:** BUTTE

**State:** Montana

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78825 johnathon**

**Email:** johnathon@islandentertainment.com ☎ (250) 746-9707

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

**Operator:** Manish Singh

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 4 Secs

**City:** ORANGE

**State:** Louisiana

**Country:** UNITED STATES

## Chat Transcript

johnathon	Hello, I am your Acebuddy
Acebuddy	Hello Johnathon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnathon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnathon	I'd like to raise a Request
Acebuddy	Please select your request type.
johnathon	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
johnathon	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptio

compatible on Windows Server Operating Systems :

- O365 E3
- O365 E5
- O365 Apps for Enterprise

If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.

If you do not have any of the above mentioned subscription plans, Consider upgrading your plan to the one mentioned above or you may purchase a compatible license from Ace.

Do you need any further assistance on the topic?

johnathon Yes

Acebuddy Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Manish Singh accepted the chat transfer request.*

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

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.

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77757 dmh**

**Email:** dmh@hayesacs.com ☎ 4089817015

**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:** CINCINNATI

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77895 Lisa Storey**

**Email:** lisas@oneil-engineering.com  8049141475

**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:** 59 Secs

**City:** HENRICO

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Lisa Storey	Hello, I am your Acebuddy ticket ID 707431
Acebuddy	Hello Lisa Storey, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lisa Storey	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lisa Storey	I'd like to raise a Request
Acebuddy	Please select your request type.
Lisa Storey	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with once the task has been completed.  Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Lisa Storey	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
Lisa Storey	ticket ID 707431
	<i>Shivam Singh accepted the chat transfer request.</i>
	<i>Shivam Singh is transferring the chat to Anjainay Singh.</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.  Please provide me two minutes Lisa, I am looking into it.  Thankyou Lisa for being on hold.  I understand its important to update QB to complete the pending task.  I will update it for you.  Please stay connected.  The update has been started and it may take 5-10 minutes.  The QB update has been completed.

Lisa Storey	i will try to send
Anjainay Singh	Sure
	<i>7:29:53 PM Lisa Storey is sharing a file with you <a href="#">1_image.png</a> - ( Size:43.98 KB )</i>
	You may ignore it as it is related to File Doctor.
	<i>7:30:58 PM Lisa Storey is sharing a file with you <a href="#">image.png</a> - ( Size:11.71 KB )</i>
	<i>still can not email invoices</i>
	May I take the remote access of your server?
Lisa Storey	sure
Anjainay Singh	Please allow me remote access.
Lisa Storey	I did
Anjainay Singh	Thankyou.
Lisa Storey	sorry are you still working it
Anjainay Singh	No Lisa, I am observing the issue, could you please confirm is it resolved?
	I have got the issue.
Lisa Storey	not resolved. the installs are all now pending
	ok
Anjainay Singh	Please close QB.
	We may need to reboot the server in order to get updates highlighted.
Lisa Storey	Can that be done today?
Anjainay Singh	Yes we can reboot it now after your approval.
Lisa Storey	yes please
Anjainay Singh	Sure, I am rebooting the server.
	I have restarted the server , please try to login after 5 minutes into the server.
Lisa Storey	ok
	Do you happen to know when the 2023 desktop version will sunset?
Anjainay Singh	Yes intuit will discontinue it on 31st My 2026.
	You may login nnow.
	QB update is still in progress Lisa, it is major update so it will take sometime.
	<i>7:45:23 PM Anjainay Singh is sharing a file with you <a href="#">image.png</a> - ( Size:29.93 KB )</i>
Lisa Storey	It appeared to be updated when I checked.

	<p>It says ready...</p> <p>but the error with sending invoices is still there</p>
Anjainay Singh	Actually update is still incomplete as I have shared the snip.
	<p><i>7:47:05 PM</i>Lisa Storey is sharing a file with you  <a href="#">1_image.png</a> - ( Size:44.22 KB )</p>
Lisa Storey	I believe you but mine is saying something different
	<p><i>7:48:51 PM</i>Anjainay Singh is sharing a file with you  <a href="#">image.png</a> - ( Size:31.83 KB )</p> <p><i>Just allow me update it to latest version and I request you to please log</i></p>
	i did thanks
	can i step away for a moment while you update
Anjainay Singh	Yes and thankyou for your understanding.
	Please allow the remote session.
Lisa Storey	you should have access
Anjainay Singh	Yes I have access to it.
	QB update is taking time so please be patient with me.
Lisa Storey	no problem
Anjainay Singh	Thankyou.
	QB update is near to be completed.
	We need to reboot the server once again.
	<p><i>8:00:13 PM</i>Anjainay Singh is sharing a file with you  <a href="#">image.png</a> - ( Size:6.18 KB )</p>
Lisa Storey	ok
Anjainay Singh	Please login again Lisa.
Lisa Storey	ok
	<p><i>8:02:33 PM</i>Lisa Storey is sharing a file with you  <a href="#">1_image.png</a> - ( Size:188.17 KB )</p>
	<p><i>8:02:41 PM</i>Anjainay Singh is sharing a file with you  <a href="#">image.png</a> - ( Size:11.34 KB )</p> <p><i>It is updated to latest version.</i></p>
	i can't get on the the server
	nevermind
	had to quit my vpn to the office network
Anjainay Singh	Okay.

Lisa Storey	upon opening it said "up to date" but checking the updates it shows install pending  8:05:05 PM Lisa Storey is sharing a file with you <a href="#">1_image.png</a> - ( Size:39.48 KB )
Anjainay Singh	still getting the internal error for sending forms
Lisa Storey	No worries Lisa , I am using alternative method to fix this issue.
Anjainay Singh	I am working on it Lisa , I am trying to resolve it urgently.
Lisa Storey	Thank you.
Anjainay Singh	Lisa, could you please try again?
Lisa Storey	yes
Anjainay Singh	Sure.
Lisa Storey	install pending on the file doctor but I will ty to send the forms  8:13:52 PM Lisa Storey is sharing a file with you <a href="#">1_image.png</a> - ( Size:16.96 KB )
Anjainay Singh	I have escalated your issue to the escalation team member.  I want it to resolve on urgent basis.
Lisa Storey	I will be out of the office this afternoon around 12pm EST. Do we know how long it may
Anjainay Singh	Could you please provide me your call back details so that our finest engineer can conn call to resolve the issue?
Lisa Storey	804.914.1475 I should be back in the office by 4pm EST  Thank you for all you did to try to fix it.
Anjainay Singh	I am arranging a call back .  I understand your situation.  Please provide the available time now so that we can fix it on call.
Lisa Storey	After 4pm EST today will work
Anjainay Singh	Please provide me your 4-5 minutes I am trying to repair the QB.
Lisa Storey	I'm not sure I understand what you mean
Anjainay Singh	Please try to export file once again when I notify you.
Lisa Storey	ok
Anjainay Singh	Please stay connected.
Lisa Storey	of course :)
Anjainay Singh	I appreciate your patience.  I have rebooted the sever , please try to login QB after 5 minutes and try to export file.
Lisa Storey	ok

Anjainay Singh	Please login into server and try to export the file.
Lisa Storey	doing so now
Anjainay Singh	Thankyou Lisa I can understand your situation.
Lisa Storey	Still the internal error when emailing invoices
Anjainay Singh	I have arranged a call back regarding this situation.
Lisa Storey	Thank you. We tried!
Anjainay Singh	I am too worried about your issue.
	One of my escalation engineer will reach you over call to resolve this issue.
Lisa Storey	Don't be. We have a workaround to pdf and email to clients but that will not allow us to invoice progress when they view or pay, etc. So it's best to use the software as intended.
Anjainay Singh	Is there anything else I may help you with ?
Lisa Storey	No. Thank you for your time today. Have a good rest of your day!

*Lisa Storey has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78303 lorena seppanen**

**Email:** lorenas@sentryusa.com ☎ 6058801246

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** WATERTOWN

**State:** South Dakota

**Country:** UNITED STATES

### Chat Transcript

lorena seppanen	Hello, I am your Acebuddy
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assis
lorena seppanen	Our chat ended too quickly. Before your backend teams goes in, can you let me know to you going to be backingup/restoring our files? We would like to download a list of entries
Ashutosh Mishra	Yes, we have backup of 45 days.
	I will also inform backend team to make backup before proceeding with reinstallation.
lorena seppanen	So you will be restoring back to 45 days?
Ashutosh Mishra	No, we just maintain backup for up to 45 days. Reinstalling QuickBooks will not have an your data however just in case any issue occurs we can restore backup.
lorena seppanen	Ok, we will run the report and then I will let you know when I'm out for your team to do
Ashutosh Mishra	That would be great.
	Once we have a response from you we will proceed accordingly.
	Is there anything else I may help you with ?
lorena seppanen	That is all. We are still downloading the report
Ashutosh Mishra	Sure. i will send you an email after this chat you can also respond on that to let us know
lorena seppanen	Ok, thank you for your help
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us re 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@acecloudhost Thanks!
	Note: You may change/reset your server password on your own by registering on our Se ( <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/knowle">https://www.acecloudhosting.com/knowle</a>

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78309 Johnny Johnny Tsoi**

**Email:** jtsoi888@gmail.com ☎ 17186569393

**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:** 48 Secs

**City:** MANHASSET

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Johnny Johnny Tsoi	Hello, I am your Acebuddy
Acebuddy	Hello Johnny Tsoi, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Johnny Johnny Tsoi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Johnny Johnny Tsoi	I'd like to raise a Request
Acebuddy	Please select your request type.
Johnny Johnny Tsoi	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
Johnny Johnny Tsoi	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptio compatible on Windows Server Operating Systems :
	<ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul>
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.
	If you do not have any of the above mentioned subscription plans, Consider upgrading ! plan to the one mentioned above or you may purchase a compatible license from Ace.

	Do you need any further assistance on the topic?
Johnny Johnny Tsoi	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Johnny Johnny Tsoi	I forget the logon user id and password for the Excel
	<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 assisti
Johnny Johnny Tsoi	I forget the logon user id and password for the Excel. Please help recover
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'll resolve it as quickly as possible.
	Could you please confirm the CID number related to account so that I can provide you resolution?
Johnny Johnny Tsoi	what CID?
	could it be CID67695?
Anjainay Singh	Could you please confirm your username with which you login into server so that I can accordingly?
	Thankyou for your information.
Johnny Johnny Tsoi	qb1 / SouthEastWWL.myrealdata.net
Anjainay Singh	Please allow me two- three minutes so that I can assist you accordingly.
Johnny Johnny Tsoi	asap
Anjainay Singh	Sure.
	I understand your urgency Johnny, I am working on it and will resolve it urgently.
	Could you please provide your O365 email address?
Johnny Johnny Tsoi	that is what I forgot
Anjainay Singh	Please be patient with me I am looking into it.
	I appreciate your patience.
	As I got confirmation from my manager that permission has been expired.
	You need to contact the O365 admin at your end to enable the permission and to reset We tried to reset the password but its not allowing us to do so.
	<i>10:47:42 PMAanjainay Singh is sharing a file with you <a href="#">image.png</a> - ( Size:90.07 KB )</i>
	<i>I am sharing the snip for reference.</i>
Johnny Johnny Tsoi	Since when it was expired?
Anjainay Singh	We do not have this information Johnny, only O365 admin of your account may provide

	information and can also provide the email address and reset password for you to login (Edited)
Johnny Johnny Tsoi	I am Johnny  <i>The visitor's email address and phone number were changed.</i>
Anjainay Singh	Could you please provide your call back details so that I can urgently setup the call back this issue at your end as it is critical situation which I can understand ?
	Call back number- Timezone- Suitable time for call-
Johnny Johnny Tsoi	9178333668 EST. I need to resolve now
Anjainay Singh	Yes , One of our finest engineer will reach you over call not to resolve the issue related to you
Johnny Johnny Tsoi	call me now
Anjainay Singh	Sure.
	Johnny I will have to pass all this incident to our escalation member in form of ticket so I have to repeat any issues to him over a call and he will assist you with all your issues at your end within 5-10 minutes. Will that work for you? (Edited)
Johnny Johnny Tsoi	please
Anjainay Singh	Sure he is calling you asap.
	I have informed him about the issue you are facing at your end.
	Please stay connected to me as well.
Johnny Johnny Tsoi	no call yet!
Anjainay Singh	Yes , he is dialing your number and also looking to recover your account from O365 portal
Johnny Johnny Tsoi	still no call yet
Anjainay Singh	We are trying to call your provided number but it is reaching over to voicemail. (Edited)
Johnny Johnny Tsoi	call alternate no. 718-656-9393
	now please
Anjainay Singh	Sure.
	Our engineer is calling you , please receive the call .
Johnny Johnny Tsoi	no call yet
Anjainay Singh	The bell is ringing at our end.
Johnny Johnny Tsoi	not ringing
Anjainay Singh	Could you please try to call us back at number 888-415-5240 ? (Edited)
Johnny Johnny Tsoi	calling now
	which option?

Anjainay Singh	Please select support option.
Johnny Johnny Tsoi	then
Anjainay Singh	Could you please confirm whether you are connected to any agent?
Johnny Johnny Tsoi	waiting
Anjainay Singh	I am asking someone to pickup the call.
Johnny Johnny Tsoi	still waiting
	connect
Anjainay Singh	Thankyou for your confirmation.
Johnny Johnny Tsoi	talking to sandeep
Anjainay Singh	Yes I informed him to pickup the call so your issue can be resolved.
	You may disconnect this chat as he will be assisting you with O365 issue. (Edited)
	Please mention all related issues at your end so it can be resolved urgently.
Johnny Johnny Tsoi	ok
Anjainay Singh	You may disconnect this chat.
	As you are connected to engineer on call so I am disconnecting 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

**#77949 Mordeche Samet**

**Email:** msamet@sanderscollection.com **Phone:** 18457384832

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** PALISADES

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Mordeche Samet	Hello, I am your Acebuddy
Acebuddy	Hello Mordeche Samet, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mordeche Samet	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mordeche Samet	I'd like to report an Issue
Acebuddy	Please select an option!
Mordeche Samet	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support rep
Mordeche Samet	I tried to edit username on the portal I got an error something went wrong please conta team for further assistance
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you
	Hi Mordeche. How are you doing today?
Mordeche Samet	yes I have your name in my email exchange with you in the past
	I'm trying to add a new user I was not able to do it I gave an error message I should call
Yash Ahi	I will surely help you with this issue Mordeche.
	Could you please help me with your server name or business name?
Mordeche Samet	Sanders collection
Yash Ahi	Thankyou for the information
	May I take the remote access of your local computer to help you with the same?
Mordeche Samet	yes
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at yo
	Kindly paste this link in the browser of local computer and join the session.

<https://assist.acecloudhosting.com/join/7322117858>

	We are connected on the remote session and will proceed with the troubleshooting on the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, give your confirmation on this chat.
Mordeche Samet	ok
Yash Ahi	Alright Mordeche.
	Is there anything else I may help you with ?
Mordeche Samet	done for now
Yash Ahi	Alright.
	I am closing the remote session now.
	I would greatly appreciate if you could share the feedback after this chat.
Mordeche Samet	please check out
Yash Ahi	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding the 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 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 ( <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> ).
Mordeche Samet	of course will
Yash Ahi	Thank you

*Yash Ahi has ended this chat session*

## Chat Transcript

Quickbooks keeps crashing while trying to clear bank feed transactions.

## Visitor Details

#78593 rob

Email: rsteinla@outlook.com ☎ 3104159913

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 15 Secs

City: WOODLAND HILLS

State: California

Country: UNITED STATES

## Chat Transcript

rob	Quickbooks keeps crashing while trying to clear bank feed transactions.
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
	Let me transfer you to our support team to assist you with your query
rob	thx
<i>Gantavya is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Yash Ahi accepted the chat transfer request.</i>	
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you
rob	hey - I think you were just helping me before with setting up the path to get to my desk
Yash Ahi	Hi Rob. How are you doing?
	Yes. I helped you with that.
rob	im good, thx. I imported a .QBO file and every time I try to clear transactions from the k file crashes.
	can we do a remote session so I can show you?
Yash Ahi	Alright. I will surely help you with this issue.
	Sure.
	Let me send you a remote request.
	<a href="https://assist.acecloudhosting.com/join/9912418504">https://assist.acecloudhosting.com/join/9912418504</a>
	We are connected on the remote session and will proceed with the troubleshooting on t the time, I am putting the chat on hold, please do not disconnect it. Once the issue is re give your confirmation on this chat.
	We are connected on the remote session and will proceed with the troubleshooting on t

	the time, I am putting the chat on hold, please do not disconnect it. Once the issue is re give your confirmation on this chat.
	As discussed Rob, we are scheduling a clean installation of QB 2024 on the server.
	Once it is done, we will inform you over the email.
	Is there anything else I may help you with ?
rob	fingers crossed this solves the problem. I'm guessing I will have to test it tomorrow to fi ?
Yash Ahi	Yes Rob.
	I also hope, this resolves the issue.
	Is there anything else I may help you with ?
rob	no, I think we're all set. thanks for your help. Hopefully we'll be all set after that.
Yash Ahi	My pleasure Rob.
rob	have a good one!
Yash Ahi	I would greatly appreciate if you could share the feedback after this chat
	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us re 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@acecloudhost Thanks!
	Note: You may change/reset your server password on your own by registering on our Se ( <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/knowle">https://www.acecloudhosting.com/knowle</a>

*rob has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77847 ERICAJOHNS**

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

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

**Operator:** Ankit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

ERICAJOHNS	Hello, I am your Acebuddy
Acebuddy	Hello Erica Johns, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ERICAJOHNS	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ERICAJOHNS	I'd like to report an Issue
Acebuddy	Please select an option!
ERICAJOHNS	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ERICAJOHNS	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following help you with resolving the issue
	Was that helpful?
ERICAJOHNS	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist yo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you to
ERICAJOHNS	Good afternoon, I am unable to get into my QB... it says "Hold tight, We're updating you

	This could take a few minutes."
Ankit	Hello Erica, How are you doing today?
ERICAJOHNS	It's been all day, so far.
Ankit	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
	Kindly allow me 2-3 minutes to check the same.
ERICAJOHNS	Ok.
Ankit	Thank you for your patience. Please confirm if this is your username : Erica_Jo@myrealdata.net ?
ERICAJOHNS	yes
Ankit	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to make the required changes to the application.
ERICAJOHNS	No problem
Ankit	Once the application is updated and working, I will inform you.
ERICAJOHNS	Ok.
Ankit	Erica, We sincerely apologize for the delay, as the process is taking longer than expected.
ERICAJOHNS	Do you have an idea of how much longer?
Ankit	Please confirm if we can proceed with rebooting the server. This may take approximately 5-7 mins.
ERICAJOHNS	Whatever has to be done..
Ankit	Thank you, Please ask the users to logout from the server for 3-5 min.
	Once the server is up and running, I will inform you here on the chat.
ERICAJOHNS	o
	Okay, thank you.
	<i>10:07:51 PM Ankit is sharing a file with you <a href="#">image.png</a> - ( Size:5.69 KB )</i>
	<i>Please ask the users to logout from the server, So that I can proceed with the reboot.</i>
	How do you log off from the server?
	I will not be able to get ahold of Alexander - is there any way you can force him out?
Ankit	Yes, I can force all the users to log out and then proceed with the reboot. If you wish.
ERICAJOHNS	please.
	<i>10:09:41 PM Ankit is sharing a file with you <a href="#">image.png</a> - ( Size:5.16 KB )</i>
	<i>Just need to double-click on the icon to log off from the server</i>

Ankit	Sure, Thank you.
ERICAJOHNS	If i do that, I will lose connection to this chat
Ankit	Okay, you can initiate a new chat, and I will connect back with you.
	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 call (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Ankit has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77791 michele hopkins**

**Email:** michele@multifr.com  6788057457

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** LAWRENCEVILLE

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

michele hopkins	Hello, I am your Acebuddy
Acebuddy	Hello Michele Hopkins, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
michele hopkins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
michele hopkins	I'd like to report an Issue
Acebuddy	Please select an option!
michele hopkins	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
michele hopkins	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support rep
michele hopkins	Need space PLEASE!!! Cannot work until this is resolved!! Already sent email authorizin space
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 assisti I really understand your concern and apologize for inconvenience caused at your end.
michele hopkins	Can you confirm this is being worked on?
Anjainay Singh	Could you please share the relating ticket ID regarding space addition request?
michele hopkins	705905
Anjainay Singh	Thankyou for your cooperation, please allow me two minutes so that I can fetch the rela As C drive has 195.36 GB free space available, please confirm the disk space that we ca drive from C drive. (Edited)
michele hopkins	Please move 100 GB
	QB says we need 512 KB available to open, will this be enough?
Anjainay Singh	It very small amount of space in comparison to 100 GB.
michele hopkins	ok please move the space over so we can work ASAP
Anjainay Singh	As C drive is critical for server functioning so I am just moving 45 GB from C drive to D c confirm will that work for you?
	Sure.
michele hopkins	yes please
Anjainay Singh	I have moved 45 GB from C drive to D drive.
	Could you please try again to launch QB and let me know the outcome.

michele hopkins	Thank you, let me try to login
Anjainay Singh	Ok Thank you thank you, that worked!
michele hopkins	Is there anything else I may help you with ?
Anjainay Singh	Nope thank you again!
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by smiling emoji.

*michele hopkins has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78077 Toni Winkle**

**Email:** toni@sierraviewequipment.com  17757833580

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

**Operator:** Shubham Kataria

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** MINDEN

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
Toni Winkle	I'd like to report an Issue
Acebuddy	Please select an option!
Toni Winkle	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Toni Winkle	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following help you with resolving the issue
	Was that helpful?
Toni Winkle	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist yo
	<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 assi today.
Toni Winkle	hello
Shubham Kataria	Hello Toni
Toni Winkle	I can't log onto qb. can you please help me
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user n
Toni Winkle	I think I forgot my password
Shubham Kataria	Alright, Kindly confirm if you're unable to access the QB application only or the entire se
Toni Winkle	I can't sign on the my real data page
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user n
Toni Winkle	myrealdatalToniVanW.pro
Shubham Kataria	Please allow me two minutes to check the same.
Toni Winkle	thank you
Shubham Kataria	You're welcome. Please stay connected. I'm checking it
Toni Winkle	okay
Shubham Kataria	May I take the remote access of your local computer?
Toni Winkle	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at yo
Toni Winkle	ok
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/6062939525">https://assist.acecloudhosting.com/join/6062939525</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 on the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved give your confirmation on this chat.

*The visitor's name and phone number were changed.*

Thank you for your patience.

As per our remote conversation your issue has been resolved.

Is there anything else I may help you with ?

Are we still connected here?

Toni Winkle

here we are

thank you for your help!

Shubham Kataria

You're welcome

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

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding the resolution of your issue, 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 will appreciate that. or you may send your feedback at quality@acecloudhost.com. Thanks!

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

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

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#78105 lynnnae beld

**Email:** lynnaeb@sentryusa.com

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** WATERTOWN

**State:** South Dakota

**Country:** UNITED STATES

### Chat Transcript

lynnae beld	Hello, I am your Acebuddy
Acebuddy	Hello Lynnae Beld, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
lynnae beld	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lynnae beld	I'd like to report an Issue
Acebuddy	Please select an option!
lynnae beld	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
lynnae beld	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
lynnae beld	When I try to login to my QBs, it pops up with a 'QuickBooks - Unrecoverable Error' and restarting, but it didnt fix it
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you with your issue.
lynnae beld	okay
Ashutosh Mishra	Lynnae, I will be surely assisting you with this. Kindly help me with your server name and IP address.
lynnae beld	sentry.myreldata.net lynnaeb
	server: <a href="http://sentry.myreldata.net">sentry.myreldata.net</a>

	username: lynnaeb
Ashutosh Mishra	Thanks for the confirmation !
	Is this issue occurring only for you, or are other users on the server also experiencing it?
lynnae beld	One other coworker is experiencing it also. She contacted you guys yesterday, but I don't know if it got solved.
Ashutosh Mishra	We regret the inconvenience caused due to this and will assist you right away. May I know if there is any ticket ID for the reported issue?
lynnae beld	I don't believe I do
Ashutosh Mishra	Thanks for the confirmation !
	May I transfer the chat session to one of our senior team members who will be able to assist you further with the concern?
lynnae beld	Yes of course
Ashutosh Mishra	Thanks for the confirmation !
	<i>Ashutosh Mishra is transferring the chat to Ankit.</i>
	<i>Ankit accepted the chat transfer request.</i>
	<i>Ankit is transferring the chat to Sanyam Madan.</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you with this.
	I will be surely assisting you with this (Edited)
lynnae beld	server name: sentry.myrealdata.net
Sanyam Madan	May I take the remote access of your local computer?
lynnae beld	Yeah
Sanyam Madan	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.
	<a href="https://assist.acecloudhosting.com/join/1652433127">https://assist.acecloudhosting.com/join/1652433127</a>
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #78629 Brenda Rosales

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

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** AYALA-PASEO DE ROXAS

**State:** National Capital Region

**Country:** PHILIPPINES

## Chat Transcript

Brenda Rosales	Hello, I am your Acebuddy
Acebuddy	Hello Brenda Rosales, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brenda Rosales	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Rosales	I'd like to report an Issue
Acebuddy	Please select an option!
Brenda Rosales	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brenda Rosales	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we make application updates at the backend and apply the necessary patches as soon as possible, issues might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and email it to support@acecloudhosting.com. Our engineers will manually check and implement the fix and share a confirmation via email.

	Do you need any further assistance on the topic?
Brenda Rosales	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
Brenda Rosales	hi shashwat
Shashwat Verma	Hello Brenda
Brenda Rosales	i have a ticket number.
Shashwat Verma	Sure, kindly share with me
Brenda Rosales	i just wanted to request if you have update.
	698269
Shashwat Verma	Kindly allow me two minutes to check the same.
Brenda Rosales	ok
Shashwat Verma	I will surely help you with this issue.
Brenda Rosales	thank u
Shashwat Verma	<b>Brenda ,</b> We have checked and found that our billing team has already ordered the QuickBooks license for you. It is currently being processed by Intuit. Once we receive the license — likely within the next 24 hours — we will begin the next steps and complete your upgrade within 24 hours.
Brenda Rosales	wow!
	thank u
Shashwat Verma	I apologize for any delay. Thank you for your patience.
Brenda Rosales	i just really worried now
	because of the QB says we cannot log in after 6 days
	thank u for the help
Shashwat Verma	No worry, will get this done on the priority and will inform you on email on each step to completion.
Brenda Rosales	thank u
Shashwat Verma	Is there anything else I may help you with ?
Brenda Rosales	none
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 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. I will appreciate that. or you may send your feedback at quality@acecloudhost Thanks!

Note: You may change/reset your server password on your own by registering on our Self-care Portal (<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

**#77974 liz**

**Email:** liz@cjklns.com **Phone:** 9192259110

**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

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

liz	I'd like to report an Issue
Acebuddy	Please select an option!
liz	Password Reset
Acebuddy	Please select an option below
liz	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which 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?
	As we haven't got any response from your end, We are closing this chat. If you still need help Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78355 Jose Zavala**

**Email:** jz@dornsgas.com **Phone:** 15598673505

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

**Operator:** Manish Singh

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** AHWAHNEE

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Jose Zavala

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

*The visitor's name was changed from jz to Jose Zavala.*

Jose Zavala Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jose Zavala I'd like to report an Issue

Acebuddy Please select an option!

Jose Zavala QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Jose Zavala Other QB related issue

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

Jose Zavala QBOX CLIENT HAS STOPPED WORKING ERROR WHEN I TRY TO OPEN QUICKBOOKS

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Manish Singh accepted the chat transfer request.*

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

Jose Zavala thank you

Manish Singh I will surely help you with this issue.

Kindly allow me two minutes to check the same.

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

Jose Zavala yes its the first time with this issue and all the users are affected with this issue.

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

Jose Zavala thanks you

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

Jose Zavala yes

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

Jose Zavala yes i did

Manish Singh Kindly accept the remote session on server.

We are connected on the remote session and will proceed with the troubleshooting on the same. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and give you confirmation on this chat.

Is there anything else I may help you with ?

Jose Zavala

thats it for now thank you

Manish Singh

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

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding 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 will appreciate that. or you may send your feedback at quality@acecloudhost.com. Thanks!

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

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

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78754 leslie**

**Email:** leslie@es12.org **Phone:** 8183122231

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** TARZANA

**State:** California

**Country:** UNITED STATES

### Chat Transcript

leslie

Hello, I am your Acebuddy

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78558 pam**

**Email:** pam@multifr.com ☎ 6786648333

**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:** 24 Secs

**City:** ATHENS

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

pam	Hello, I am your Acebuddy
Acebuddy	Hello Pam, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
pam	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
pam	I'd like to report an Issue
Acebuddy	Please select an option!
pam	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
pam	I cannot access my quickbooks and have a ton of work to do-- it says remote access to the server is not available
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
pam	this must be resolved ASAP
	hello
	<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.
pam	remote access to the server is not available
Ashutosh Mishra	Hello Pam, I will surely assist with this.
pam	i must get into my quickbooks - this is urgent
	remote computer turned off / remote computer not available on the network ??
Ashutosh Mishra	Yes i am checking from backend and making some changes.
	Please try login after a minute and see if it works.
	We sincerely appreciate your patience.
pam	i still get same error
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
pam	i am in!! thank you
	thank you thank you

Ashutosh Mishra	Thanks for the confirmation !
pam	Is there anything else I may help you with ?
Ashutosh Mishra	that will be all- i really appreciate you
	I would greatly appreciate if you could spare a minute to give your valuable feedback at chat.
	You may end this chat now. Once you end this chat, you will receive an email from us re 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@acecloudhost Thanks!
	Note: You may change/reset your server password on your own by registering on our Self-care 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> )

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77878 dansilver315**

**Email:** dansilver315@gmail.com ☎ 8087817861

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** BILLINGS

**State:** Idaho

**Country:** UNITED STATES

### Chat Transcript

dansilver315	Hello, I am your Acebuddy
Acebuddy	Hello Daniel Silver, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
dansilver315	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any response from your end, We are closing this chat. If you still need Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78824 Daniel Silver**

**Email:** dan@silvermedstaff.com ☎ 808-781-7861

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 16 Secs

**City:** SPOKANE

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

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

Daniel Silver	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Daniel Silver	I'd like to report an Issue
Acebuddy	Please select an option!
Daniel Silver	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Daniel Silver	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Daniel Silver	I am getting an error code when I try to create a portable file
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	
Daniel Silver	ok
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
Daniel Silver	Hi
Sujeet Kumar Suman	May I take the remote access of your server?
Daniel Silver	yes
Sujeet Kumar Suman	Hello Daniel
Daniel Silver	The server is DanielS.NPRO1@myrealdatalab
	oops actually its DanielS.NPRO1@myrealdatalab.net
Sujeet Kumar Suman	Thanks for the Information. (Edited)
Daniel Silver	What do I need to do
Sujeet Kumar Suman	Are you logged into the server?
Daniel Silver	no but I can now
Sujeet Kumar Suman	Kindly log into the server so I can see the error message
Daniel Silver	ok almost in
Sujeet Kumar Suman	No issue take your time.
Daniel Silver	ok I'm in
Sujeet Kumar Suman	kindly approve for remote access.
Daniel Silver	ok I did

Sujeet Kumar Suman	Thanks I am in.
Daniel Silver	o
	ok
Sujeet Kumar Suman	could you please show me again?
Daniel Silver	yes
Sujeet Kumar Suman	I try to resolve your issue.
Daniel Silver	ok
Sujeet Kumar Suman	I checked with my senior team member regarding the issue, and we'd like to offer you some options to proceed: <b>Create a Backup File:</b> You can create a backup file of your QuickBooks company file and share it with us for processing. <b>Provide QuickBooks Admin Credentials:</b> If you're comfortable, you can provide us with the QuickBooks admin credentials. With full access, we can log in, create the portable file on your behalf, and place it directly in your drive.
Daniel Silver	ok - since this is a hassle I think I may just handle this another way instead of creating a portable file. Thanks for your help
Sujeet Kumar Suman	Is there anything else I may help you with ?
Daniel Silver	no thanks
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regarding this 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 know how I am working. I will appreciate that. or you may send 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 Self-care 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> )

*Sujeet Kumar Suman has ended this chat session*

