

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78611 Anthony DelVecchio**  
**Email:** adelvecchio@rvirtualtax.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:** 32 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

Anthony DelVecchio	Hello, I am your Acebuddy
Acebuddy	Hello Anthony Delvecchio, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anthony DelVecchio	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anthony DelVecchio	I'd like to report an Issue
Acebuddy	Please select an option!
Anthony DelVecchio	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Anthony DelVecchio	Cannot log into Ultra Tax
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 today.

	Hi Anthony. How are you doing today?
Anthony DelVecchio	living the dream
Yash Ahi	Thats great.
	I will surely help you with this.
	Could you please help me with your server name or business name?
Anthony DelVecchio	Rvirtualtax
Yash Ahi	Thankyou for the information.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your server to check that Anthony?
Anthony DelVecchio	Sure
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.
	Well the application seems to be opening.
Anthony DelVecchio	opens then immediately closes
Yash Ahi	okay let me check.
	Please enter the code Anthony.
	Are you able to open other Ultra Tax version?
Anthony DelVecchio	No
Yash Ahi	Alright, let me see.
	Have you checked with any other user?
	Are they also facing same issue?
Anthony DelVecchio	They were but apparently the issue has been resol
Yash Ahi	Alright, let me check few other things.
	Alright Anthony. I checked everything and that seems to be with the application issue internally.
	In that case, you need to connect to Thomas Reuters support, as they will be able to fix the issue from their end.
	Incase you require our assistance while being on call or chat with them, you can add us on a three way conference call.
Anthony DelVecchio	ok will schedule something at a later date
Yash Ahi	Alright.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

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

**#77922 Kathy Dunham**  
**Email:** kathy@dunhamaccounting.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:** GRAND RAPIDS  
**State:** Michigan  
**Country:** UNITED STATES

## Chat Transcript

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

Hello, I am your Acebuddy

## Visitor Details

**#78367 office.fusionfab**  
**Email:** office.fusionfab@gmail.com  
**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:** 53 Secs  
**City:** FT COLLINS  
**State:** Colorado  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
office.fusionfab	Is that a way to Save/ memorize the settings on the shared screen
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Abhay Kumar Saraswat accepted the chat transfer request.	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	How may I help you?
office.fusionfab	Is that a way to Save/ memorize the settings on the shared screen
	every time you log in it changes the size to is there away to save it
Abhay Kumar Saraswat	I will be surely assisting you with this. Kindly help me with your server name and user name?
office.fusionfab	its yes or no
	no thank you ....iot's yes or no question
	BYe thanks anyway you don't need to log in to answer the question
	BYe thanks
Abhay Kumar Saraswat	Are you talking about the internal resolution screen for the server?
	I would like to know the exact issue which you are facing with the resolution screen.
	Yes, setting can be saved but first we need to check the screen which you are talking about.
Abhay Kumar Saraswat has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78571 GLORIA CORREA

Email: gloria@wellytails.com 📞 7163448610

Department: Support(QB & App Hosting)

Operator: Acebuddy

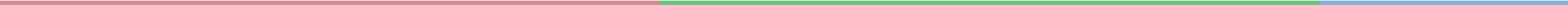
Website: <https://www.acecloudhosting.com/support-chat.php>

**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** CAMBRIDGE  
**State:** Ontario  
**Country:** CANADA

Chat Transcript

GLORIA CORREA	Hello, I am your Acebuddy
Acebuddy	Hello Gloria, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
GLORIA CORREA	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
GLORIA CORREA	I'd like to raise a Request
Acebuddy	Please select your request type.
GLORIA CORREA	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
GLORIA CORREA	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77809 Adam Christopher Schwindt

**Email:** adam@remingtonsupply.com 📞 18148811463

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

**Operator:** Anjainay Singh

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 8 Secs

**City:** ERIE

**State:** Pennsylvania

**Country:** UNITED STATES

Chat Transcript -----

Adam Christopher Schwindt	Hello, I am your Acebuddy
Acebuddy	Hello Adam Christopher Schwindt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Adam Christopher Schwindt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Adam Christopher Schwindt	I'd like to report an Issue
Acebuddy	Please select an option!
Adam Christopher Schwindt	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Adam Christopher Schwindt	I am unable to connect using the RDP provided
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Adam Christopher Schwindt	Nevermind. I think I got it figured out
Anjainay Singh	I understand your concern and really apologize for the inconvenience caused at your end.
	That's really great to hear that.
	Is there anything else I may help you with ?
Adam Christopher Schwindt	I'm good. Thanks

Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	As issue has been resolved I am closing this chat from my end.
Anjainay Singh has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77787 Daniel**  
**Email:** soufloretail@gmail.com 📞 7862736166  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 34 Secs  
**City:** HOLLYWOOD  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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



	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Daniel	Hello. I have problem with my printer when I use QB. The usert is Andre. Thanks
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer 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.
Daniel	Hi
Manish Singh	Hii Rubens
Daniel	Hi
Manish Singh	How may I assist you today?
Daniel	I need help with my printer
Manish Singh	What exactly the issue you are facing?
Daniel	Hello. The user Andre, we have a problem with the printer. The printer is working well in our computer, but when we go to
Manish Singh	Kindly allow me two minutes to check the same.
Daniel	Ok thanks
Manish Singh	South East Florida Glass & Hardware LLC
	Is this your account name?
Daniel	Yes
Manish Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
	And is it for QuickBooks 2024?
Daniel	Only this user
	<i>8:55:38 PMDaniel is sharing a file with you</i> <i><a href="#">Screenshot 2025-06-03 at 11.25.25 AM.png</a> - ( Size:72.76 KB )</i>
	I need please if you can finish take control of the remote in order to fix the issue with the printer please
Manish Singh	Yes, in need to correct this issue we need to update QB 2024.
	Kindly logout all users for 15-20 minutes or we can schedule this in night hours.
Daniel	BUT WE HAVE THE ISSUE ONLY IN ONE USER. NOT IN ALL
Manish Singh	Alright, we can try to take remote access the user local system to check.
	May I take the remote access of local computer?
Daniel	Yes

Manish Singh	<a href="https://assist.acecloudhosting.com/join/2822609846">https://assist.acecloudhosting.com/join/2822609846</a>
	Kindly paste this link in the browser of local computer and join the session.
Daniel	Ok
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Daniel	Done
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting give your confirmation on this chat.
	We need to update QB in last and try with clean installation in night hours.
	We have installed Uniprint client to its local reset the profile of the user. But QB is not opening most of the prompts. We can check by updating if it works . If not we need to escalate the issue.
	Are we still connected here?
Daniel	yes
Manish Singh	We will perform the clean installation of QB in night hours and notify you over email.
	If the issue is not resolved, we need to Escalate the issue.
Daniel	Ok but sometime we have issue after update so please: 1. Do a backup just in case we have problem after update 2. Please
Manish Singh	Noted.
	Is there anything else I may help you with ?
Daniel	Ok thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with  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 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> )

*Manish Singh has ended this chat session*

Visitor Details

**#78769 Dickstein**  
**Email:** tobidickstein@ffcpmaryland.com 📞 240-277-3359  
**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:** 19 Secs  
**City:** OLNEY  
**State:** Maryland  
**Country:** UNITED STATES

Chat Transcript

Dickstein	Hello, I am your Acebuddy
Acebuddy	Hello Tobi Dickstein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dickstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dickstein	I'd like to report an Issue
Acebuddy	Please select an option!
Dickstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Dickstein	I was recently moved to a different server and now I am unable to login to the server to access Quickbooks
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Dickstein	Server is QBNXTENT
	My user name is myrealdata\TobiD.q10

Tushar	Thank you for the details.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
Dickstein	yes you can
Tushar	<a href="https://assist.acecloudhosting.com/join/1822587193">https://assist.acecloudhosting.com/join/1822587193</a>
	Kindly Click on the link and open the downloaded file.
	Kindly show me the email on which you have received the new login details.
	The gateway was not configured.
	I have configured it now.
Dickstein	ok...but I was able to log in earlier this week
	but thank you for fixing it
Tushar	Is there anything else I may help you with ?
Dickstein	no thank you...have a good day
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Tushar has ended this chat session</i>



# Chat Transcript

Hello, I am your Acebuddy

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** ALWAL

**State:** Andhra Pradesh

**Country:** INDIA

Chat Transcript -----

srinivas	Hello, I am your Acebuddy
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
srinivas	rdp is very slow
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
srinivas	hi
Manish Singh	I will surely help you with this issue.
srinivas	connected to the server
Manish Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
srinivas	ONLY for me
	I will be in India for a month
Manish Singh	Alright!

srinivas	and having hard time in working on the server
Manish Singh	Is your Internet speed is working fine?
	On your local system?
srinivas	yes
Manish Singh	Kindly allow me two minutes to check the same.
srinivas	we have 500 mbps
	it says connection round up time is high
	arindam99@gmail.com
	ignore this email..by mistake
	[Window Title] Remote Desktop Connection [Content] Your connection round trip time is high and your network might be slow. [Details] Timestamp (UTC): 06/27/25 06:07:08 PM Activity ID: b19e6a90-6796-416f-8f8d-6fc7e8480100 [Client details] Client version: 6.0.2600.5512 [Network details] Transport protocol: TCP Round-trip time: 280 ms Available bandwidth: 1.63 Mbps Frame rate: 1 FPS [Remote computer] Remote computer: RDGHTN.myrealdata.net Gateway logon method: NTLM protocol Remote computer: 38.15.187.77 Press Ctrl+C to copy.
Manish Singh	Alright, let me check Is there any other user active on the server other than you?
	Kindly check now.
srinivas	yes
	my colleagu is also active on the server
Manish Singh	Is it working fine now.
srinivas	it is fine for her where she is connecting from dallas
	for me connecting to hyderabad..it is very slow
Manish Singh	Kindly close your Sharefile and chrome application and let us know.
	And may I take the remote access of your local computer?
srinivas	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/4462157631">https://assist.acecloudhosting.com/join/4462157631</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
srinivas	you can see it is loading very slow
Manish Singh	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. Please give your confirmation on this chat.
	Is there anything else I may help you with ?
srinivas	good now
	will let you know
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Sure, we will be happy to assist you.

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to help us improve our service.

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

Thanks!

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

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

Manish Singh has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77737 Matthew Tallman**  
**Email:** matt@bohserv.com 📞 3105924928  
**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:** WESTLAKE VILLAGE  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Matthew Tallman	Hello, I am your Acebuddy
Acebuddy	Hello Matthew Tallman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77896 Dustin Minnich**  
**Email:** dustin.minnich@paragonpoultry.com ☎ 17177427323  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** PITTSBURGH  
**State:** Pennsylvania  
**Country:** UNITED STATES

## Chat Transcript

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

**#78757 Jenifer campa**  
**Email:** jc@acpnational.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Abhay Kumar Saraswat  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 7 Secs  
**City:** MIAMI  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Abhay Kumar Saraswat accepted the chat transfer request.

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	I will be surely assisting you with this.
	Is this for account: <b>Advanced Commercial Painting LLC</b> ?
	Could you please confirm if you’re looking to unlock your own account?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Abhay Kumar Saraswat has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#78164 Eva**  
**Email:** eva@backstoptax.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**Average Response Time:** 46 Secs  
**City:** BEAVERTON  
**State:** Oregon  
**Country:** UNITED STATES

Chat Transcript

Eva	Hello, I am your Acebuddy
Acebuddy	Hello Eva Leong, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Eva	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eva	Restart
Acebuddy	Hello Eva Leong, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Eva	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eva	I'd like to report an Issue
Acebuddy	Please select an option!
Eva	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Eva	Login issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello Eva
Eva	Hi, I'm trying to log in
	But I have never received verification code by email
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Eva	How to find the names?
Shubham Kataria	You may also provide your business name which is registered with ACE
Eva	Business name is Backstop Tax LLC
Shubham Kataria	Thank you for the information. Please allow me a minute to check the same.
Eva	Thx
Shubham Kataria	You're welcome

	May I take the remote access of your local computer to check the issue.
Eva	Yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Eva	No problem
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/8002504267">https://assist.acecloudhosting.com/join/8002504267</a>
	Kindly paste this link in the browser of local computer and join the session.
Eva	Does it work?
Shubham Kataria	Yes
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti give your confirmation on this chat.
	Thank you for your patience.
	As You're disconnected from the chat, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-

Shubham Kataria has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78442 Jennifer Hudson**  
**Email:** jennifer@accounting-offices.net  
**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:** HOPKINS  
**State:** Minnesota  
**Country:** UNITED STATES

## Chat Transcript



Jennifer Hudson	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Hudson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Hudson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Hudson	I'd like to report an Issue
Acebuddy	Please select an option!
Jennifer Hudson	Password Reset
Acebuddy	Please select an option below
Jennifer Hudson	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78247 info**  
**Email:** info@brkimcpa.com 📞 9729724930  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 19 Secs  
**City:** NEW YORK  
**State:** New York

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Annie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	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 :
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at
	get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh
	be and share a confirmation via email.
	Do you need any further assistance on the topic?
info	Restart
Acebuddy	Hello Annie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Yes
Acebuddy	You have chosen an Invalid Option. Please try Again!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh be and share a confirmation via email.
	Do you need any further assistance on the topic?
info	Restart
Acebuddy	Hello Annie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh be and share a confirmation via email.
	Do you need any further assistance on the topic?
info	Restart
Acebuddy	Hello Annie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	No
Acebuddy	You have chosen an Invalid Option. Please try Again!
	Whom Would You Like to Connect With?
info	

	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh be and share a confirmation via email.
	Do you need any further assistance on the topic?
info	Restart
Acebuddy	Hello Annie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	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 :
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh be and share a confirmation via email.



	Do you need any further assistance on the topic?
info	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
info	hello, Could you update the QB?
	today midnight please.
Manish Singh	We have noted your request, Once the QuickBooks is updated, we will notify you over the email.
	Please let us know the version of QuickBooks.
info	23? How can I check the version of QB?
Manish Singh	When you open the QuickBooks enter F2 button to see the license details and version on it.
	We will update QuickBooks 2023 and notify you once updated.
	Is there anything else I may help you with ?
info	no. that was all.
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
info	thank you.
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
<i>Manish Singh has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78426 Jordan Barria

Email: treasury@hineslaw.org ☎ 16789758107

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: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78307 nixsprinklerco

Email: nixsprinklerco@gmail.com ☎ 9407451522

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:** MINERAL WELLS

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

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

#78452 Brenda Rosales

**Email:** [brenda.rosales@eneos.com.ph](mailto:brenda.rosales@eneos.com.ph) 📞 636325071840

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 43 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 manage the application updates at get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh be 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>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.
Brenda Rosales	Hi Tushar

	i have a ticket
Tushar	Hi Brenda.
	May I know the ticket number.
Brenda Rosales	Ticket number: 698269
	i just wanted to clarify that QB emailed me that they will disable my access by June 19
	but can you request QB to extend our access
	since we already purchase Enterprise
	we are just waiting for Ace Cloud to install and migrate
	i emailed you also regarding this, in reply to your email
Tushar	Did you purchase it by your end?
	Yes, we received it.
Brenda Rosales	yes
Tushar	That we cannot do from our end and also unsure if there is any option to do that from intuit side as well.
Brenda Rosales	it was purchase thru Ace Cloud
Tushar	May I know the license number and product code for the new purchased QuickBooks if you have taht. (Edited)
	Thank you for clarifying.
	As I can see this is being taken care of from our billing department, I just contacted the team they will be available after 8
Brenda Rosales	i dont have the license number for Enterprise, since from last conversation with support, it is in the billing department
Tushar	Also the migration process and installing process will go smoothly and will hardly take any time.
Brenda Rosales	yes, from the last migration, does not take time also
Tushar	As soon as we get the license and product code from the team, we will deliver the new server and login details.
Brenda Rosales	hopefully by tomorrow the billing can clear this out
	or you can start already?
Tushar	Everything is set we just need to install the QuickBooks on the server as soon as we get the license details from the team
	Rest assured your QuickBooks will be functional tomorrow.
Brenda Rosales	omg
	thank u so much
	makes me less worried
	thank u
Tushar	Is there anything else I may help you with ?
Brenda Rosales	none
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a link to our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Tushar has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	
#78365 Denver Kohler	
Email: denver@brite-electrical.com	
Department: Support(QB & App Hosting)	
Operator: Acebuddy	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Google Chrome	
Device: Desktop	
City: KAMAS	
State: Utah	
Country: UNITED STATES	

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

	Please chose an option :
Denver Kohler	I'd like to report an Issue
Acebuddy	Please select an option!
Denver Kohler	Password Reset
Acebuddy	Please select an option below
Denver Kohler	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77945 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: 40 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	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kirk Thirapatpibul	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kirk Thirapatpibul	Clicking Setup QuickBooks Online Backup and nothing happens
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Kirk
Kirk Thirapatpibul	Hi again
Manish Singh	I will also share the ticket id with you over the mail once this chat is disconnected.
Kirk Thirapatpibul	I'm trying to setup QuickBooks Online Backup but nothing happens when I click it
	no error message or any windows
Manish Singh	May I take the remote access of your server?
Kirk Thirapatpibul	yes
	There are people using it for production so please don't do anything that would kick them out
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Kirk Thirapatpibul	I am logged into Quickbooks as admin
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti give your confirmation on this chat.
	May I log you off from the server as I have made some changes from the backend?
Kirk Thirapatpibul	Yeah you can log me off but not other users
	Should I log back in?
Manish Singh	Yes please log back in.
	Surething!





#78469 Bob Combie

Email: bcombie@seaviewinvestors.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Visitor Details

#78163 Lewisville

Email: lewisville@eaglefintax.com 📞 4696098829

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: KORATLA

State: Telangana

Country: INDIA

Chat Transcript

Lewisville	Hello, I am your Acebuddy
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Lewis
Lewisville	can you takle my screen
Anurag Sharma	May I take the remote access of your server?
Lewisville	yea
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Lewisville	OKAY
Anurag Sharma	Please accept the remote session request on the server.
	Please login on the server first
Lewisville	OKAY
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti give your confirmation on this chat.
Lewisville	drake opeened
Anurag Sharma	Please login into the server again
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti give your confirmation on this chat.
	I would like to inform you that we have successfully updated the application on the server.
	Is there anything else I may help you with ?
Lewisville	okay

	thankyou
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Lewisville has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78391 shari**  
**Email:** shari@jkservicesinc.com 📞 18054079440  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**Average Response Time:** 4 Mins 55 Secs  
**City:** LOS ANGELES  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	Got disconnected from previous chat
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Yash Kalra accepted the chat transfer request.	
shari	Hi we got disconnected
	You can connect to Joel.b now
	This entire D drive should be hidden and we can remove the QB shortcut and just have a shortcut to actual Beacon Marine
Yash Kalra	Okay, we are connected to Joel now and we will make the desired changes. (Edited)
	Shari, Regarding your request to hide the D drive:
	<b>Please Note:</b> This change will apply universally to all users - we cannot configure drive visibility settings for individual users.
shari	That's not true
	I have access on another server and I can only see my folders I don't see everyone else
	This is an issue that I have stated since we had the other users
	The other server blueisle-ent.myrealdata.net
Yash Kalra	Yes, this setting can be made for the folder, but we cannot make same setting for the drives. (Edited)
	Please stay connected while I can check what best we can do from our end.
shari	Ok well the only folder that should be seen is the beacon marine folder
	Nothing else should be seen
	Not Drake not client data nothing
	-
	Also the one drive in the folder? On the left
	Can I see where that goes
Yash Kalra	Okay Shari, please stay connected while we are making some changes from the backend.
shari	Ok
Yash Kalra	Shari, we have made some changes from the backend, please check now.
	Also hiding the One drive is a user specific
shari	Can you delete the qb accountant icon so it's only beacon

	Then we need to apply these same changes to aadmin user
Yash Kalra	Yes, please provide us the access for the user aadmin as well so the can proceed with the changes
	Please allow me some time I will do it from the backend
shari	Ok let me know and I'll log out
	And into aadmin
Yash Kalra	Are we still connected here?
Yash Kalra has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77848 rhernandez**  
**Email:** rhernandez@usmicroproducts.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 47 Secs  
**City:** AUSTIN  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

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

	Please chose an option :
rhernandez	I'd like to report an Issue
Acebuddy	Please select an option!
rhernandez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
rhernandez	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
rhernandez	Since the upgrade last Friday, QB resets to single user mode every morning. Prior to the upgrade, we never had to rest to
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
rhernandez	Hel lo. We've been able to figure out how to reset into multi-user mode but it's individual users doing it everyday. Before t
Anjainay Singh	I really apologize for the inconvenience caused at your end.
	Please allow me two minutes so that I can fetch you account details and look for the right resolution to it .
	I am working on the resolution , please be patient with me once configuration is performed I will confirm you accordingly.
rhernandez	Thank you
Anjainay Singh	Please stay connected.
	I am working on it and it may take 10 minutes approximtely.
rhernandez	OK
Anjainay Singh	Thankyou for being patient with me.
	I have changed the configuration at each end for Multiusermode.
	Please inform each user to sign out from QB and sign in back in order to update the settings at each users end.
	Are we still connected here?
	Are we still connected here?
rhernandez	yes
Anjainay Singh	Please inform each users to logout from QuickBooks and sign in back in order to update the settings. (Edited)
rhernandez	OK
	I will do that but some of them might be on break
Anjainay Singh	No issue, I have made the backend settings and it will resolve the issue.
rhernandez	Thank you. I'll reach back to you if there is still some issues about this
	Honestly, we won't be able to tell if the issue is resolved until tomorrow morning

	because that's when we see the issue
Anjainay Singh	No issues with it, I will send you an email documenting the chat , and you may update the status of issue with us.
rhernandez	Thank you! Have a great rest of your day.
Anjainay Singh	Is there anything else I may help you with ?
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	I will also share the ticket id with you over the mail once this chat is disconnected.
rhernandez	Will do. Thanks!
Anjainay Singh	You may disconnect this chat.
RHIA MARIE HERNANDEZ has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78202 zahid

Email: zahid@columbiatax.onmicrosoft.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: DHAKA

State: Dhaka

Country: BANGLADESH

Chat Transcript

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



zahid	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
zahid	I'd like to report an Issue
Acebuddy	Please select an option!
zahid	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
zahid	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh be and share a confirmation via email.
	Do you need any further assistance on the topic?
zahid	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
zahid	Agent
	<i>Deepak Taneja has not responded for the transfer request.</i>
Acebuddy	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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** FRANKFURT AM MAIN

**State:** Hessen

**Country:** GERMANY

Chat Transcript

marketing	Hello, I am your Acebuddy
Acebuddy	Hello Marketing, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
marketing	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
marketing	I'd like to report an Issue
Acebuddy	Please select an option!
marketing	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
marketing	The MySQL80 service is not running on our VM. Please assist in starting the service
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
marketing	I have Fishbowl support on line. They have requested to start the MySQL80 service. Please assist in starting the service
	It is prompting for Administrator access when we try to do it.
Ashutosh Mishra	I will surely help you with this issue.
	Do you have an existing ticket for this concern?
	<i>7:40:44 PMmarketing is sharing a file with you</i> <i><a href="#">1_image.png</a> - ( Size:303.53 KB )</i>
marketing	No I do not have a ticket.
	Please help at the earliest as we have business downtime right now due to a FB problem.
Ashutosh Mishra	Rest assured i will quickly assist with this.
marketing	Thank you

Ashutosh Mishra	Is your business name Nedia Enterprise?
marketing	Yes. That is right.
Ashutosh Mishra	I have started the service from backend.
marketing	I can see that the service is running now. Thanks.
	I have a question. Do you by any chance have a backup of our files ?
Ashutosh Mishra	Sure, we can provide backup of your files, you can let me know the name and location of the file on server as well as pref
marketing	Sure. That is good to know. Could you please stay online just for a few until this is resolved.
	Is it possible to provide admin access to User 2? Until the technician has a look at it?
	We may need backup of our files from Friday. June 20. Not sure if we need it yet but could you please check and let me kn
	Location of the filles C:\Program Files\Fishbowl\data\backups
Ashutosh Mishra	We can provide the backup as well as also provide admin rights to User2 however we would require approval from the reg
marketing	I will send the approval right away. Please hold.
	Sent to which email?
Ashutosh Mishra	I will send an email to you on [spothen@nedia.com](mailto:spothen@nedia.com)
marketing	Okay..
Ashutosh Mishra	You can reply with the approval.
marketing	Is it sent already?
Ashutosh Mishra	Please allow me few minutes I am creating the mail.
	I have sent the mail.
marketing	Okay. Let me check.
Ashutosh Mishra	Sure, please take your time
	Are we still connected here?
marketing	Yes.
	You should be receiving the approval shortly...
Ashutosh Mishra	Thanks for the confirmation !
marketing	Email sent
	Please let me know once the admin rights have been granted.
Ashutosh Mishra	We are saving the backup on D drive however we can only find backup for today morning. (Edited)
marketing	You are not saving C drive?
	?
Ashutosh Mishra	The C drive does not have enough space.

	Please allow me few minutes i am providing the admin rights.
marketing	Oh you mean the backup of everything is saved in D drive. You are not able to retrieve data from last Friday?
	Or may be prior to that?
	Also, we requested for an upgrade of storage yesterday. Please advise if this is done?
Ashutosh Mishra	I am forwarding the request to backend team to retrieve the older data.
marketing	Thank you!
Ashutosh Mishra	This may take at least 30 minutes meanwhile I am making changes for admin rights.
marketing	Sure, The admin rights is required right away as I have FB support on line.
Ashutosh Mishra	I have provided the required rights.
	We require approval from registered contact that is added in CC.
marketing	Do we need to restart the User?
Ashutosh Mishra	Yes you can logout and login after few minutes meanwhile i will also restart the server.
	Is there anything else I may help you with ?
marketing	Let me check on our end
Ashutosh Mishra	Sure
	Are we still connected here?
marketing	Yes. It is still trying to connect.
	I think it is up now
Ashutosh Mishra	Yes i can see you are connected now.
marketing	Yes. We will send the email for the storage right away.
Ashutosh Mishra	Thanks for the confirmation !
	Once the approval is received we will increase the space from the backend.
marketing	Approval has been sent now
	When can we hear back regarding the backup? Could you please let the backend team know that we are looking for a file
Ashutosh Mishra	Yes i have informed the backend team to restore backup file as well as increase the space on server. This can take maxim do my best to expedite this.
marketing	Hold on Ashuthosh...FB technician fixed the issue now So we would not need the back up
	Thank you though!
Ashutosh Mishra	Well that's great.
	Rest assured we will increase the space on the server and let you know shortly.
marketing	But please we want the storage upgrade right away.. If you could help us with that . That would be great
	Perfect. Thanks

Ashutosh Mishra	Thank you for your patience
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. (Edited)
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to help us improve our service.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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

**#78615 help**  
**Email:** help@triadcybersolutions.com ☎ 3362999989  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 2 Mins 5 Secs  
**City:** ROBSTOWN  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sushant accepted the chat transfer request.</i>
help	hello
Sushant	Thank you for contacting Ace Cloud Hosting. My name is Sushant. I will be assisting you today.
	<i>12:16:43 AM</i> help is sharing a file with you <a href="#"><i>image.png</i></a> - ( <i>Size:105.42 KB</i> )
	Can you please let me know your company name?
help	ok I am having the same issue again
Sushant	Please wait while we connect you to concern team.
help	TCSSecuredSVR.myrealdata.net Anne.g
	<i>Sushant is transferring the chat to Support(QB &amp; App Hosting).</i>
	please check the previous case
	had this issue 2 times
	<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.
help	check previous case please
Yash Kalra	Kindly allow me two minutes to check the same.
help	the reset profile and relods the data and this issue gets resolved
	so please do it fastttttt
	no other troubleshooting I want
	reset profile and then restore data back
	asap
Yash Kalra	Please log off from the server once
	while we are making some changes from the backend.
	Please let us know once you log off so that we can proceed with the next step (Edited)
help	done
	reset man
	dont waste time
	user is frustrated
	as this is the same issue again just in a month
Yash Kalra	Please ask the user to login again

	I really empathize with you regarding this issue
help	ok
Yash Kalra	We will be moving this issue to the escalation team so that they can investigate the issue and provide a permanent soluti
help	yes please
	should the user try now?
	why its asking to sign out again and again
Yash Kalra	Please allow 2-4 minutes more to resolve this issue. (Edited)
help	ok im waiting
	dont leave chat without resolving
Yash Kalra	Thank you for your patience
	Please try to sign in now
help	ok
	restore data
Yash Kalra	Please check now if the issue is resolved.
help	ok wairt
Yash Kalra	Sure, please take your time
help	wait
	same
	not resolved
Yash Kalra	May I take the remote access of your server?
help	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
help	go on
	Man please consult with the ones who resolved this previously
	we do not have whole day
Yash Kalra	Hello, we have identified the issue and to get it permanently fixed we need to reinstall Apps for enterprise on the server.
help	so what next
Yash Kalra	The upcoming changes will require approximately <b>1-2 hours of system downtime</b> . To minimize disruption, we're happi
	<b>Option 1:</b>
	Proceed immediately during business hours
	Estimated downtime: 1-2 hours
	<b>Option 2:</b>
	Schedule after-hours maintenance (nighttime)

	No business disruption We'll handle everything remotely (Edited)
	Please let us know your preference
help	so after that issue will be resolved is this sure?
Yash Kalra	Yes, we are confident that this issue will be resolved.
help	I don't think this is the issue  as the other user using the same thing has no issue
Yash Kalra	It's may be because they are not using Excel with the QuickBooks application
help	they are
Yash Kalra	Then please allow me to escalate this issue to the higher team, they will call you back soon regarding this issue to get this resolved.
	We have already reset the profile, but this cannot help everytime as this is just a temporary solution.
	Please share your call back number and a good time to reach you along with time zone or you can call us at 888-415-5241
help	wait
Yash Kalra	Sure, please take your time
help	can I call now?
Yash Kalra	Yes, you can call us anytime.
help	ok escalate the issue and discuss and then call me with a solution in as soon as possible time send me full detail explanation
Yash Kalra	We need to end this chat so that I can send this transcript to escalation team.
	Also Please share your call back number
help	send me a proper separate email  it's attached  I gave in start
Yash Kalra	Okay, I'll now conclude this chat session and promptly:  <ol style="list-style-type: none"><li>1. Send you a detailed email regarding this ticket</li><li>2. Escalate the matter to our senior support team for priority resolution</li><li>3. Include all relevant details from our conversation</li></ol>
	Thank you for choosing ACE Cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript of this chat.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. Thanks!  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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> )



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77995 Vivian Grau**  
**Email:** vgraucalvary@gmail.com 📞 17076884875  
**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:** VACAVILLE  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

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

Ended due to chat idle timeout

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78681 Paul Mezey**  
**Email:** paul@premierconcreteservices.com ☎ 3035066292  
**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:** 27 Secs  
**City:** GRANBY  
**State:** Colorado  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>
	<i>Abhijeet Arun Thakur 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 today.
	Hi Paul. How are you doing today?
Paul Mezey	I HAVE TO MANUALLY INPUT MY INFO every time I login. and i cant change the size of the fonts on the server. the font is so small
Yash Ahi	Alright I will surely help you with that.
	Could you please help me with your server name or business name?
Paul Mezey	Premier Concrete Services Inc
Yash Ahi	Thank you for the information.
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
	May I take the remote access of your local computer?
Paul Mezey	yes, please
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.
Paul Mezey	got it
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/3712253228">https://assist.acecloudhosting.com/join/3712253228</a>
	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. Please give your confirmation on this chat.
	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.
	<i>Ended due to chat idle timeout</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77797 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 12 Secs

City: BOISE

State: Idaho

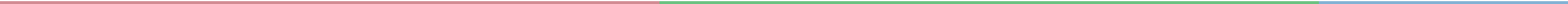
Country: UNITED STATES

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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	Checking status of users updated to admin privileges
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Yash Ahi declined the transfer request.	
Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
shari	Hi just checking if my users have been updated yet
Manish Singh	Agent is working on its Shari, it will take some once done we will email you. (Edited)
shari	Can this be expedited
	they can not work and it is normal business hours

Manish Singh	Let me check.
	It will take 15-20 minutes.
	Shari
shari	Ok
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
shari	Yes
	I'm just waiting it has already dry been over an hour
Manish Singh	We will notify you over the email.
	I apologize for any delay. Thank you for your patience.
	Shall I close this chat?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session



# Chat Transcript

My company has an account with you-- I am hav  
logged into QB Desktop bank feed because I do  
credentials

## Visitor Details

**#78053 kate**  
**Email:** kate@jbid.co ☎ 6125980852  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** [https://www.acecloudhosting.com/hosting/ultratax-software/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Pmax\\_UltraTax&utm\\_term=&utm\\_adgroup=&gad\\_source=1&gad\\_campaignid=225965351](https://www.acecloudhosting.com/hosting/ultratax-software/?utm_source=google&utm_medium=cpc&utm_campaign=Pmax_UltraTax&utm_term=&utm_adgroup=&gad_source=1&gad_campaignid=225965351)

C3Y1upTCHl8BYMropOUidsTy4wIQd6khEE8UyNJtmf02pr0aAnE8EALw\_wcB

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

Chat Transcript

kate	My company has an account with you-- I am having issues getting logged into QB Desktop bank feed because I do not ha
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further.
	Please help me with your CID number
kate	how do I find that?
Rahul	It should be on your invoice sir
kate	we aren't directly invoiced. We pay through our CPAs
	also I'm a woman
Rahul	please help me with your business name
kate	Joanna Branzell Interior Design
Rahul	let me check
	This is your Customer ID number for your reference: CID69795
	I am transferring this chat to our support team, they will handle it from here
	have a great one

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

*Anjainay Singh accepted the chat transfer request.*

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Thank you for bringing this to our attention. I understand the issue you're facing, and I’m here to help you resolve it as qu
	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)

*Anjainay Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78463 Tamara Coward**  
**Email:** spray@spgspg.com ☎ 8645346364  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 35 Secs  
**City:** HUDSON FALLS  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

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

	Tamara Coward	No
	Acebuddy	No issues, please wait while I connect you to one our support engineer
		<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
	Tamara Coward	Hi Manish, thanks!
		Yesterday I was kicked out of the ACE server several times and the last
		this morning it took me 25 minutes to gain access
	Manish Singh	Alright!
	Tamara Coward	Also...
	Manish Singh	Is anyone from your team is using your credentials to access server or
	Tamara Coward	A co-worker has also experienced issued with QB freezing up and or ki
		weeks - Closing down the ACE app on PC is the only way she can get b
		No
	Manish Singh	Ok, so are you accessing the server right now?
	Tamara Coward	Yes, I was finally able to get in, but, it seems the wait time gets longer
	Manish Singh	May I take the remote access of your local computer?
	Tamara Coward	sure
	Manish Singh	<a href="https://assist.acecloudhosting.com/join/1872963660">https://assist.acecloudhosting.com/join/1872963660</a>
		Prior providing the access, I would suggest you to close any important
		Kindly paste this link in the browser of local computer and join the ses
		We are connected on the remote session and will proceed with the trou
		the time, I am putting the chat on hold, please do not disconnect it. Or
		give your confirmation on this chat.
	Tamara Coward	connection looks to have dropped, are we still connected here?
	Manish Singh	Yes
		We are still here
		Is there anything else I may help you with ?
	Tamara Coward	nope, that was it - thanks
	Manish Singh	I would greatly appreciate if you could spare a minute to give your val
		smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Tamara Coward	sure, you as well



Manish Singh	We will mark this ticket as follow up
Tamara Coward	okay, sounds good
Manish Singh	If you will face any issue in future kindly let us know
	<p>You may end this chat now. Once you end this chat, you will receive ar conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that r working. I will appreciate that. or you may send your feedback at qual Thanks!</p> <p>Note: You may change/reset your server password on your own by reg (<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.acecloudhos">https://www.acecloudhos</a></p>
Manish Singh has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78279 Michael P Gillett**  
**Email:** mikegillett44@gmail.com 📞 14104045684  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohit Kumar  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 24 Secs  
**City:** THA YANG  
**State:** Prachuap Khiri Khan  
**Country:** THAILAND

## Chat Transcript

Michael P Gillett	Hello, I am your Acebuddy
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	Acebuddy	Hello Michael P Gillett, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Michael P Gillett	VDI/DaaS Support
	Acebuddy	Please wait while we connect you to an available Representative.
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Priyanshu accepted the chat transfer request.</i>
	Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Ne
	Michael P Gillett	my vdi is not working again... I was just on with help this morning
	Priyanshu	Apologies for the inconvenience. Could you please help me with your I
	Michael P Gillett	mpg cpa llc
	Priyanshu	Thank you
	Michael P Gillett	michaelgillett@myrealdata.net
	Priyanshu	It seems that your server is being managed by different team, please concerned team so that they may better assist you.
		<i>Priyanshu is transferring the chat to Support(QB &amp; App Hosting).</i>
		<i>Rohit Kumar accepted the chat transfer request.</i>
	Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar.
	Michael P Gillett	ok
		not very happy ... second time today I'm reaching out for help
		my connection is failing
	Rohit Kumar	I am so sorry for the inconvenience.
	Michael P Gillett	my internet speedtest is good
	Rohit Kumar	I will definitely assist you. Let me pull up your account details.
		May I take the remote access of your regular screen so I can investiga
	Michael P Gillett	sure
	Rohit Kumar	Thank You.
		I want to assure you that in order to troubleshoot the issue if required
		Please share the best call back number for that.
	Michael P Gillett	4104045684
	Rohit Kumar	You can join the session using the below mentioned link:
		<a href="https://assist.acecloudhosting.com/join/5162635802">https://assist.acecloudhosting.com/join/5162635802</a>
		Thanks

		Prior providing the access, I would suggest you to close any important
		We are connected on the remote session and will proceed with the troi the time, I am putting the chat on hold, please do not disconnect it. Or give your confirmation on this chat.
		Thanks for your patience
		This message has been deleted
		Is there anything else I may help you with ?
		are we connected?
		As there was no response, we are disconnecting the chat now. You ma (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 ar 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 n working. I will appreciate that. or you may send your feedback at qual Thanks!
		Note: You may change/reset your server password on your own by reg ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
		For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhos">https://www.acecloudhos</a>

*Rohit Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78427 Cristina Prieto**  
**Email:** cristina@prietolaw.net  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Apple Safari

**Device:** Desktop  
**Average Response Time:** 7 Secs  
**City:** RIVERHEAD  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript -----

Cristina Prieto	Hello, I am your Acebuddy
Acebuddy	Hello Cristina Prieto, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cristina Prieto	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cristina Prieto	I'd like to report an Issue
Acebuddy	Please select an option!
Cristina Prieto	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an avai
Cristina Prieto	this error message when I log into my server:
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 \
	I will be surely assisting you with this. Kindly help me with your server
	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 ma (1-888-415-5240) if any further assistance is required.
	<i>Yash Kalra has ended this chat session</i>



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78062 Stephen Stull**  
**Email:** ddarrigo@stullcpa.com ☎ 18176610095  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Ahi  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 24 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 avai
Stephen Stull	One of the users of my company can't access her remote desktop ses
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Stephen Stull	Ok
	<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 today.
		Hi Damian. How are you doing today?
		I will surely help you with this issue.
		Could you please help me with your server name or business name?
	Stephen Stull	Hello! Thank you for your help
		Stull CPA, the user is Ornella.F@myrealdata.net
	Yash Ahi	Thankyou for the information
		Kindly allow me two minutes to check the same.
	Stephen Stull	She was ask to change the password and now she can't access the server
		Thank you
	Yash Ahi	Thank you for your patience.
		May I take the remote access of her local computer?
		Is she available?
	Stephen Stull	Yes, one second please
	Yash Ahi	Prior providing the access, I would suggest you to close any important applications
	Stephen Stull	Got it, thanks
	Yash Ahi	Kindly ask her to paste this link in the browser of local computer and join the session <a href="https://assist.acecloudhosting.com/join/2962787638">https://assist.acecloudhosting.com/join/2962787638</a>
	Stephen Stull	Installing
	Yash Ahi	Okay
		We are connected on the remote session and will proceed with the troubleshooting. In the meantime, the chat will be on hold, please do not disconnect it. Or give your confirmation on this chat.
		Alright Damian, she is able to login now
		Is there anything else I may help you with ?
	Stephen Stull	Yes, is there any protocol or something that I should now so I don't bot access?
		Or just remove the old creds from the RDP file?
	Yash Ahi	Well, it wasn't a protocol Damian, her old password was saved in her RDP file, I asked her to enter the new password.
		Yes, just remove the old creds from RDP file, whenever, the password is changed.
	Stephen Stull	Got it! Sorry about that, thank you!
	Yash Ahi	No problem at all Damian.
		I would greatly appreciate if you could spare a minute to give your valuable feedback.

	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 ar 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 n working. I will appreciate that. or you may send your feedback at qual Thanks!
	Note: You may change/reset your server password on your own by reg ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhos">https://www.acecloudhos</a>
	<i>Yash Ahi has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78347 Hiral**  
**Email:** mohana.priya@sqcpafirm.com  
**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:** 8 Secs  
**City:** ATLANTA  
**State:** Nevada  
**Country:** UNITED STATES

## Chat Transcript

Hiral	Hello, I am your Acebuddy
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	Acebuddy	Hello Hiral, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Hiral	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Hiral	I'd like to report an Issue
	Acebuddy	Please select an option!
	Hiral	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an avai
	Hiral	just want to inform Ankit that everzthing is working fine now
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	Hiral	no need
		thanks
		<i>Ankit accepted the chat transfer request.</i>
	Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may call us at (1-888-415-5240) if any further assistance is required.
		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 -----



**#78042 Kory**  
**Email:** kory.wei@outlook.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Android  
**Browser:** Microsoft Edge  
**Device:** Mobile  
**City:** MAYWOOD  
**State:** California  
**Country:** UNITED STATES

Chat Transcript -----

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

*Ended due to chat idle timeout*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78792 Michael Rieck**  
**Email:** michael@highviewtaxandaccounting.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 24 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript

Michael Rieck	Hello, I am your Acebuddy
Acebuddy	Hello Michael Rieck, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Rieck	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Rieck	I'd like to report an Issue
Acebuddy	Please select an option!
Michael Rieck	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an avai
Michael Rieck	Once I log into Ace Cloud and try to open Lacerte programs (both 2021 and 2022) it never gets me to a login page. I will not be in the office until 10am CD so please let me know if you can in the background to solve this issue. If
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Ashutosh Mishra accepted the chat transfer request.

	Michael Rieck	You need to speak with me then call me after 10am.
		Michael Rieck
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mis
		I will surely help you.
	Michael Rieck	Fine I have a call from IRS in a couple minutes so this is simply first rec
	Ashutosh Mishra	Sure we will check from the backend to resolve issue and inform you o
		If required we will also call you for real time assistance.
	Michael Rieck	very well
	Ashutosh Mishra	Is there anything else I may help you with ?
	Michael Rieck	no
	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 ar 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 n working. I will appreciate that. or you may send your feedback at qual Thanks!  Note: You may change/reset your server password on your own by reg ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhos">https://www.acecloudhos</a>

*Ashutosh Mishra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details -----

**#77725 Brady Kaiser**  
**Email:** bkaiser@truenorthoutdoor.com 📞 19132845751  
**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:** 30 Secs  
**City:** KANSAS CITY  
**State:** Kansas  
**Country:** UNITED STATES

Chat Transcript -----

Brady Kaiser	Hello, I am your Acebuddy
Acebuddy	Hello Brady Kaiser, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brady Kaiser	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brady Kaiser	I'd like to raise a Request
Acebuddy	Please select your request type.
Brady Kaiser	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief de: technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the
Brady Kaiser	Restart
Acebuddy	Hello Brady Kaiser, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brady Kaiser	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brady Kaiser	I'd like to raise a Request
Acebuddy	Please select your request type.
Brady Kaiser	Change in Users
Acebuddy	Please select your desired option!
Brady Kaiser	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via M owner, Please refer to the following link for a detailed guide on how to

		Do you need any further assistance on the topic?
	Brady Kaiser	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	Brady Kaiser	Hello, I've been added to Ace Cloud Hosting but need help connecting
		<i>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kat today.
		I will be surely assisting you with this. Kindly help me with your server
	Brady Kaiser	Hello
	Shubham Kataria	Hello Brady
		Good Day
	Brady Kaiser	Yeah one sec let me get that for you
	Shubham Kataria	Sure, take your time
	Brady Kaiser	Computer: TNOLLC.myrealdata.net User name: Brady Kaiser is my nar name
		Idk if that's the right information you need
	Shubham Kataria	Thank you for the information. Kindly confirm if you're receiving any e
	Brady Kaiser	It says "Remote desktop can't connect to the remote computer for one access to server is not enables 2) remote computer is turned off 3) rer on the network"
	Shubham Kataria	I will surely help you with this issue.
	Brady Kaiser	Thanks
	Shubham Kataria	May I take the remote access of your local computer?
	Brady Kaiser	I would rather not as there is sensitive information on my computer
		Is there a way to resolve the issue without that?
	Shubham Kataria	Since you're encountering this error during login, I'll need to check the could you please close that information for sometime so I can proceed (Edited)
		Or let me share a new RDP file with you, please try to login with that
		Unfortunately, the file is not getting sent via chat
	Brady Kaiser	What file would you need to send?
	Shubham Kataria	The RDP file from which you can login using your password.
		It would be easy to do over remote session, I will check the RDP file co

	Brady Kaiser	This is a private computer is there anyway for you to walk me through desktop without handing over remote access?
	Shubham Kataria	Sure, Let me send you the SOP file which includes the steps to login or
		<i>10:13:07 PMShubham Kataria is sharing a file with you</i> <a href="#">New ACE Cloud Hosting Setup Guide (Windows) - Copy 1 (1).pdf</a> - ( Siz
		You may refer this file for server login steps
	Brady Kaiser	Awesome let me take a look
	Shubham Kataria	Sure, take your time
	Brady Kaiser	This seems to be the setup for a new server, I'm trying to connect to a desktop connection, does this change anything?
		Is there something I need to setup besides logging into Remote desktc as a new user under the user name: User added: Brady Kaiser (brady.k
	Shubham Kataria	Could you please right click on the RDP file and click on edit option and
		<i>10:20:48 PMShubham Kataria is sharing a file with you</i> <a href="#">image.png</a> - ( Size:29.81 KB ) <i>Your configuration should be like this</i>
	Brady Kaiser	Yes it does look like that, but I don't have an RDP file saved
		Do I save the connection settings on the bottom and send that to you?
		<i>10:22:08 PMShubham Kataria is sharing a file with you</i> <a href="#">image.png</a> - ( Size:33.78 KB ) <i>And when you click on the Advanced option, it should be lik</i>
		<i>10:23:13 PMBrady Kaiser is sharing a file with you</i> <a href="#">image.png</a> - ( Size:36.75 KB ) <i>So i should change the server name to TNOLLC?</i>
		Through the "Use these RD Gateway server settings"?
	Shubham Kataria	Please click on Use these RD Gateway server settings
		and enter RDG.myrealdata.net
	Brady Kaiser	Alright
		<i>10:24:41 PMShubham Kataria is sharing a file with you</i> <a href="#">image.png</a> - ( Size:31.12 KB ) <i>And check the use my RD gateway credentials for the remote</i>
		Done
	Shubham Kataria	Please perform this steps and confirm if its start working fine
	Brady Kaiser	It asked for my password, where would I have received this password?
		<i>10:25:54 PMShubham Kataria is sharing a file with you</i> <a href="#">image.png</a> - ( Size:27.18 KB )

		Once all the configuration done click on save and try to co
	Shubham Kataria	Yes, use the same password
	Brady Kaiser	What password, I never used one
	Shubham Kataria	As you mentioned earlier, you are newly added on the ace server
		Did you received the password from the account owner?
		Justin Waters (Edited)
	Brady Kaiser	I did not, should he have received an email with my password?
	Shubham Kataria	Its depend on the Account owner where he/she had sent the password
	Brady Kaiser	When I get added as a user does it create a temporary password and s
		one for me when adding a new user?
	Shubham Kataria	So I know where to tell him to look
		He created a password for you at the time of addition
		If you would like us to reset your password, we can also do that but we
		owner on support@acecloudhosting.com
	Brady Kaiser	Alright, so I would need Justin to go through this process to reset it?
	Shubham Kataria	Yes, Please ask justin to send us an email to reset your password
		Once we will receive the email from him. We will send the password on
		access the server without any issue.
	Brady Kaiser	Alright, thank you for your help
		I appreciate it
	Shubham Kataria	You're welcome. After this chat I will send you a email and will keep jus
		approval to reset your password.
	Brady Kaiser	sounds good
	Shubham Kataria	Great
		Is there anything else I may help you with ?
	Brady Kaiser	Nope that's it, thank you
		Have a good week
	Shubham Kataria	You're welcome and I will send you a RDP file as well for your referenc
	Brady Kaiser	Cool
	Shubham Kataria	Wishing you the same
		I would greatly appreciate if you could spare a minute to give your val
		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 a 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 it's working. I will appreciate that. or you may send your feedback at [qualtrics.acecloudhosting.com](#). Thanks!

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

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

*Shubham Kataria has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77918 Stephen Stull**  
**Email:** ddarrigo@stullcpa.com ☎ 18176610095  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 35 Secs  
**City:** REMEDIOS DE ESCALADA  
**State:** Buenos Aires  
**Country:** ARGENTINA

## Chat Transcript

Stephen Stull	Hello, I am your Acebuddy
Acebuddy	Hello Damián D'arrigo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephen Stull	Managed IT



	Acebuddy	Please wait while we connect you to an available Representative.
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham accepted the chat transfer request.</i>
		<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>
	Stephen Stull	Hello!
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh
	Stephen Stull	Hi Manish, nice to meet you, my name is Damian and I'm the new Sys.
	Manish Singh	Hii Damian
		How may I assist you today?
	Stephen Stull	I have a ticket open, I'm not sure what is the number, in the email it says is #8143, but they are the same request
	Manish Singh	Kindly allow me two minutes to check the same.
	Stephen Stull	Thanks
	Manish Singh	User unable to login to the server?
		Was that the issue.
	Stephen Stull	We have a new accountant that needs to use a software that is on the  Let me confirm if she can access the server, I'm not sure, one sec
	Manish Singh	You can access the software via using any user credentials or need to
		Damian
	Stephen Stull	<i>10:33:34 PMStephen Stull is sharing a file with you</i> <i><a href="#">1_image.png</a> - ( Size:40.33 KB )</i>
		I can access the server, but I need another user to access the software when I try to access it, it gives me a permissions error
		the ideal scenario would be that I have Admin permissions to both give server and the software
	Manish Singh	Regarding this issue we need to provide you the Admin access.
	Stephen Stull	But the urgent thing that we need is for the user to start using the soft
	Manish Singh	I will email you regarding the Admin Access kindly provide us approval (mailto:stephen@stullcpa.com)
	Stephen Stull	And since I'm new and there's no documentation, I'm not entirely sure
	Manish Singh	So that we can proceed with the request.
	Stephen Stull	Stephen already sent approval
	Manish Singh	Regarding Admin Access?

	Stephen Stull	Yes. Do you want me to forward you the email?
	Manish Singh	Yes From Stephen
		On Email: support@acecloudhosting.com
		Kindly email us that you need admin access for software access.
	Stephen Stull	Done, take in count that Stephen send it to my personal email and you my Stull email: ddarrigo@stullcpa.com
	Manish Singh	Once we will receive the approval from Stephen email we will provide
		Please send us the email from Stephen (Edited)
		Please It's related to security.
	Stephen Stull	I'm not sure I follow
		Sorry
	Manish Singh	Kindly email us from [stephen@stullcpa.com](mailto:stephen@stullcpa.com) access as it is related to security.
	Stephen Stull	He already did that, I just forwarded you the email he sent
	Manish Singh	Alright
	Stephen Stull	And reaching out to him is really difficult sadly, I can try of course, but the email that he already sent
	Manish Singh	Is there anything else I may help you with ?
	Stephen Stull	For now, no. Just this, but how are we standing on this?
	Manish Singh	Yes, email us then we will proceed accordingly.
	Stephen Stull	Ok, I'll try to reach out to Stephen again. Thank you
	Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive a 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 it is working. I will appreciate that. or you may send your feedback at qual Thanks!
		Note: You may change/reset your server password on your own by reg (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
		<i>Manish Singh has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77802 shari**  
**Email:** shari@jkservicesinc.com ☎ 18054079440  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**Average Response Time:** 46 Secs  
**City:** SPOKANE  
**State:** Washington  
**Country:** UNITED STATES

## Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an avai
shari	Still having issues with users not being updated
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Deepak Taneja declined the transfer request.	

Anjainay Singh accepted the chat transfer request.	
shari	Hi Edna still does not have admin access
	On the Drake server
	Waiting to hear on Stephanie
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh
	As confirmed from escalation team member we have already provided
shari	No she has not been updated and still can't access the files
	And neither does Stephanie
	Only Jim and Shari have access
Anjainay Singh	I truly understand your concern we have provided the admin rights to
	11:57:21 PMAnjainay Singh is sharing a file with you <a href="#">image.png</a> - ( Size:14.43 KB )
shari	Ok then please assist why they can't access
Anjainay Singh	Please inform users to sign out and sign in back to server in order to u
shari	They have done thatv
	One of my employees has been on the clock for 2 hours waiting for yo
Anjainay Singh	We need to reboot the server.
shari	Ok
Anjainay Singh	Please confirm so that I can proceed with reboot process.
shari	Yes
Anjainay Singh	Thankyou for your confirmation, I am rebooting the server.
	I have rebooted the server.
	I have rebooted the server , please login back and try to access the se know the outcome.
	Are we still connected here?
	As there is no response from your end so we are disconnecting this ch

*Anjainay Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78016 shari**  
**Email:** shari@jkservicesinc.com ☎ 18054079440  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 1 Min 14 Secs  
**City:** MERIDIAN  
**State:** Idaho  
**Country:** UNITED STATES

## Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an avai
shari	need to speak with Ankit about the conversion to our new server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kat today.

	shari	Hi Shubham
	Shubham Kataria	Hello shari
	shari	Hi I just sent an email back to support
	Shubham Kataria	Kindly share the ticket number so that I can check the ticket
	shari	704588
		I had an email yesterday saying the users were disabled but they were
	Shubham Kataria	Alright, let me check the ticket
	shari	so I have a few QB files that need to be updated and basically all of dr
	Shubham Kataria	Sure, please allow me a minute to check the same.
		Could you also provide your business name or server name. (Edited)
	shari	blue isle - drake
	Shubham Kataria	Please allow me 2-4 minutes, let me check with the concerned engine ticket
	shari	ok
	Shubham Kataria	Kindly confirm if the users were trying to access the old server?
	shari	they were on the old server - I didnt give them the link for the new ser available so I hadnt spoke to them
	Shubham Kataria	As per ankit's email he had removed their access from old server and
	shari	from the email: Summary: Further to our previous email, we would like other users on the server has been temporarily disabled, except for yc awaiting your feedback on the new server. Please let us know if any cl proceed accordingly.
	Shubham Kataria	Yes, their access is temporarily disabled from the old server, If everyth server on your end, we will share the new RDP file for every user.
	shari	They have been accessing the old server all weekend
		jim.k was on the server when I emailed you guys
	Shubham Kataria	No problem, We will check it and if everything working fine on the new RDP for those users as well.
	shari	Please acknowledge that data needs to be updated from the old serve
		because the users were NOT disable
	Shubham Kataria	Yes your all data has been moved to the new server except the beacor
	shari	ok I don't think you understand
		the users were accessing the old server and working this weekend
		therefore data needs to be moved over again

		for all drake and the 2 companies I listed in my email
	Shubham Kataria	Understood. Since the users were working over the weekend, we need correct?
		And the updated data would be these two company files - Murry Ranch drake data
	shari	only C:\Client Data\ JK Services and Murry Ranch
		and the drake data
	Shubham Kataria	Got it. We will proceed with this request and will inform you once completed
	shari	thank you!
		it will be tonight correct?
	Shubham Kataria	Yes, we will inform you once completed
		You're welcome and I apologize for any confusion.
	shari	ok thank you!
	Shubham Kataria	You're welcome
		Is there anything else I may help you with ?
	shari	no thanks
		can you call me when it is final?
	Shubham Kataria	Sure. Kindly provide your contact number
	shari	8054079440
	Shubham Kataria	Thank you, we will inform you via call once completed.
		Is there anything else I may help you with ?
	shari	no thanks
	Shubham Kataria	you're welcome
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email 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 we can be working. I will appreciate that. or you may send your feedback at qualtrics link. Thanks!
		Note: You may change/reset your server password on your own by registering at (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
		<i>Shubham Kataria has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77721 srinivas**  
**Email:** srinivas@taxgeeks.com ☎ 2252847776  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 8 Secs  
**City:** WILMINGTON  
**State:** Illinois  
**Country:** UNITED STATES

## Chat Transcript

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



		<i>Acebuddy (bot) forwarded the chat request</i>
	srinivas	taxge server
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh
		Hii Srinivas
	srinivas	We are not able to access our Z drive
	Manish Singh	I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
	srinivas	sure
	Manish Singh	Is this the first time you're experiencing this issue? Also, are any other your account only?
	srinivas	all our employees not able to access
		we had before also thi sissue
		but it resolved
	Manish Singh	Are you able to access server?
	srinivas	yes
	Manish Singh	Srinivas, Our Escalation Team has emailed you regarding the issue kin
	srinivas	i do not see any email so far
	Manish Singh	Regarding the Pro Series crashing issue we have migrated all the data
		<i>9:22:46 PMManish Singh is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:54.9 KB )</i>
		You can access the data from D:/ drive. (Edited)
		Are we still connected here?
		Are we still connected here?
	srinivas	yes
		let me check
	Manish Singh	Sure, Please take your time.
	srinivas	not able to access yet
	Manish Singh	Let me arrange a callback with Escalation Team so that they can assist
	srinivas	sure
	Manish Singh	Alright
		972-953-5160

	Is this your contact number?
srinivas	yes
Manish Singh	Noted, We will arrange a callback accordingly.
	Is there anything else I may help you with ?
srinivas	no
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive ar conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that n working. I will appreciate that. or you may send your feedback at qual Thanks!</p> <p>Note: You may change/reset your server password on your own by reg (<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.acecloudhos">https://www.acecloudhos</a></p>
<i>Manish Singh has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78478 shari**  
**Email:** shari@jkservicesinc.com ☎ 18054079440  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 55 Secs  
**City:** CABO SAN LUCAS  
**State:** Baja California Sur  
**Country:** MEXICO

Chat Transcript		
	shari	Hello, I am your Acebuddy
	Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	shari	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	shari	I'd like to report an Issue
	Acebuddy	Please select an option!
	shari	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an avai
	shari	I was emailing about Fabulatech
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	shari	per their website : Per User license is required for each remote server Server is installed. For every license, the number of sessions means m user sessions where the software is being used at the same time. Nurr Workstation installations is not limited
		<i>Anurag Sharma accepted the chat transfer request.</i>
	Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharr
		Hello Shari
	shari	the likelihood of two users using a credit card scanner at the same tim
	Anurag Sharma	Okay
		So how can I help you?
	shari	this should not be an issue
		why is beacon not able to use the credit card scanner
		it is only installed on one other user desktop and he isn't even in Quicl
	Anurag Sharma	Okay, let me help you with the issue.
		May I take the remote access of your local computer?
	shari	I am not currently logged in as I am not on site
		let me see if the admin is there
	Anurag Sharma	Okay, please make sure that the user facing the issue provides the acc

	shari	you can connect to joel.b connection
	Anurag Sharma	I would need his local computer's access
	shari	yes he is logging in now
		they are connected
	Anurag Sharma	Okay
		Prior providing the access, I would suggest you to close any important
	shari	ok
	Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/9832310449">https://assist.acecloudhosting.com/join/9832310449</a>
		Kindly ask him to paste this link in the browser of local computer and j
	shari	ok I will keep this chat open
	Anurag Sharma	We are connected on the remote session and will proceed with the tro the time, I am putting the chat on hold, please do not disconnect it. Or give your confirmation on this chat.
	shari	ok please keep me informed
	Anurag Sharma	Sure
		Since we are connected on the remote session, Can I end this chat her the trouble shooting on the remote session? (Edited)
	shari	well I need to know what is going on
		because they are getting frustrated and I am seeing different online fr them
	Anurag Sharma	We are configuring Fabulatech on his local machine
	shari	ok
		I will stay online here to confirm all is completed
	Anurag Sharma	Alright
		Thank you for your patience
		The issue is resolved
		He is able to swipe the card in RDP
		However, please note that there is only single-user license currently in
	shari	yes
		But per Fabulatech it is only an issue if multiple people are scanning c
	Anurag Sharma	No, it is more like if the license is 1 user and more than 1 user has Fab PC then it will impact
	shari	that is not how their support stated when I just inquired
		because you can't remove it from Jim's access

Anurag Sharma	We need to keep the client installation on only single user's local PC
	Right now, it is installed on Jim.K and Joel.B's local PC
	2:02:21 AMAnurag Sharma is sharing a file with you <a href="#">image.png</a> - ( Size:92.79 KB )
	You see this image right?
shari	ok
Anurag Sharma	The license is already there but there are 2 client session installed cau
shari	ok I am waiting on Fabulatech sales to call me back for the best solutic scanner software added
Anurag Sharma	That's alright
	The solution would be to either increase the user count in the license c installed only on 1 user's local PC
	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 ma (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

#78286 liz  
Email: liz@cjklns.com ☎ 9192259110  
Department: Support(QB & App Hosting)  
Operator: Ashutosh Mishra  
Website: https://www.acecloudhosting.com/support-chat.php  
Operating System: Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time: 3 Mins 24 Secs**

City: WILMINGTON

**State:** Delaware

Country: UNITED STATES

## Chat Transcript

	liz	Hello, I am your Acebuddy
	Acebuddy	Hello Liz, 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 raise a Request
	Acebuddy	Please select your request type.
	liz	Setback
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	liz	I'd like to report an Issue
	Acebuddy	Please select an option!
	liz	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an avai
	liz	outlook is now asking me for the password,i cant send emails
	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 Mis
		Hello Liz, I will be surely assisting you with this. Kindly help me with yc
	liz	user is lizg server mdgpartners
	Ashutosh Mishra	Thanks for the confirmation !
		Is this issue occurring only for you, or are other users on the server als
	liz	let me ask. I know Last week Iryna and Chris had the same issue. I wa:

		section but now when i do it it wont let me use my email
	Ashutosh Mishra	Sure, please take your time
	liz	Chris isnt working yet. Iryna said she can email but her problem was s
	Ashutosh Mishra	Thanks for the confirmation !
		Kindly allow me two minutes to check the same.
	liz	thanks
	Ashutosh Mishra	May I take the remote access of your server?
	liz	yes
	Ashutosh Mishra	Prior providing the access, I would suggest you to close any important
	liz	ok
	Ashutosh Mishra	The email is Liz@cjklns.onmicrosoft.com
	liz	not sure what is goiing on and why i cant type anything. i think i need the password again so i can try when i restart
	Ashutosh Mishra	Sure i can send the password over the email.
		Is there anything else I may help you with ?
	liz	okay thank you
	Ashutosh Mishra	Thanks for the confirmation !
		<p>You may end this chat now. Once you end this chat, you will receive ar conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that r working. I will appreciate that. or you may send your feedback at qual Thanks!</p> <p>Note: You may change/reset your server password on your own by reg (<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.acecloudhos">https://www.acecloudhos</a></p>

*Ashutosh Mishra has ended this chat session*

Visitor Details -----

**#77743 Elaine Alford**  
**Email:** elaine.alford@squyres.cpa  
**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:** 37 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript -----

Elaine Alford	Hello, I am your Acebuddy
Acebuddy	Hello Elaine Alford, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Elaine Alford	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Elaine Alford	I'd like to report an Issue
Acebuddy	Please select an option!
Elaine Alford	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an avai
Elaine Alford	Ticket #705422
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	Thankyou for providing me the ticket Id and I will surely assist you with
	I am accessing the server in order to update the Lacerte 2023 and Lac
Elaine Alford	thank you
Anjainay Singh	As users are currently active on server and while updating Lacerte I gc
	<i>2:16:09 AMAnjainay Singh is sharing a file with you</i>



		<a href="#"><i>image.png</i></a> - ( <i>Size:7.92 KB</i> )
	Elaine Alford	i'll ask them to get out
	Anjainay Singh	<b>We can either perform the update now by logging out all users hours to avoid any disruption or data loss.</b>
	Elaine Alford	i'd like to run it now, i'm getting them out
	Anjainay Singh	There are currently 16 users are active on server.
	Elaine Alford	the server or lacerte?
	Anjainay Singh	Sure , thankyou for your confirmation.
		Sixteen users are active on server. (Edited)
	Elaine Alford	everyone is out of lacerte
	Anjainay Singh	Thankyou for your cooperation.
		<i>2:21:39 AMAnjainay Singh is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:12.14 KB</i> )  <i>There are still Lacerte 2023 active on users end , which pr</i>
	Elaine Alford	that screen looks blank to me
	Anjainay Singh	Lacerte 2023 update is underway , it may take 5-10 minutes so to get
	Elaine Alford	ok
	Anjainay Singh	After it is completed we will proceed with Lacerte 2024 update.
	Elaine Alford	thank you
	Anjainay Singh	I will update you over an email once every update is complete.
	Elaine Alford	ok, then we are closing this chat?
	Anjainay Singh	Yes we may end this chat.
		I will also share the ticket id with you over the mail once this chat is di
	Elaine Alford	ok
	Anjainay Singh	Is there anything else I may help you with ?
	Elaine Alford	no thank you
	Anjainay Singh	Once the chat ends, we would appreciate it if you could share your po: smiling emoji.
	Elaine Alford	sure
	Anjainay Singh	You may end this chat.
		<i>Elaine Alford has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77961 aprasla**  
**Email:** aprasla@anishcpa.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 55 Secs  
**City:** MUMBAI  
**State:** Maharashtra  
**Country:** INDIA

## Chat Transcript

aprasla	Hello, I am your Acebuddy
Acebuddy	Hello Aprasla, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
aprasla	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Ne
aprasla	servers working very slow
	server
Priyanshu	Apologies for the inconvenience. Could you please me with your busin can assist you better
aprasla	anishkarediallc
	azizalip

	Priyanshu	Okay
		It seems that your server is being managed by different team.
	aprasla	ok
	Priyanshu	Please let me transfer your chat to the concerned team so that they can help you.
	aprasla	ok
		<i>Priyanshu is transferring the chat to Support(QB &amp; App Hosting).</i>
		<i>Shivam Singh accepted the chat transfer request.</i>
		hi
		<i>Shivam Singh is transferring the chat to Ashutosh Mishra.</i>
		hello
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra.
	aprasla	ok
	Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server details.
	aprasla	anishkarediallc
		azizalip
	Ashutosh Mishra	Thanks for the confirmation !
		Kindly allow me two minutes to check the same.
	aprasla	ok
	Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also facing the same?
	aprasla	as of now i am facing problem don't know about other
	Ashutosh Mishra	I see that you are in disconnected state on the server, let me sign off and get back to you.
	aprasla	NOW SIGN IN
		BUT WORKING SLOW
	Ashutosh Mishra	Is this the first time you are facing this issue?
	aprasla	MANY TIME IN PAST
	Ashutosh Mishra	We regret the inconvenience due to this.
		May I take the remote access of your server?
	aprasla	OK
		OK
	Ashutosh Mishra	Prior providing the access, I would suggest you to close any important applications running on the server.

aprasla	OK
Ashutosh Mishra	Are you still facing slowness as i see you are able to open QuickBooks
aprasla has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78400 mike**  
**Email:** mike@backstoptax.com 📞 6026867247  
**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:** 38 Secs  
**City:** SEASIDE  
**State:** Oregon  
**Country:** UNITED STATES

## Chat Transcript

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

	Acebuddy	Please specify the issue you are facing before I connect you to an avail
	mike	Can't get logged in. Unsure why.
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Ankit accepted the chat transfer request.</i>
	Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be
	mike	Hello
	Ankit	Hello Mike, how are you doing today?
	mike	Good thank you. How are you?
	Ankit	I am doing well, thank you for asking.
		I deeply apologize for the inconvenience caused to you.
		I will be surely assisting you with this. Kindly help me with your server
	mike	I never know the server name. Backstop Tax LLC is the company. My u
		<i>10:27:13 AMmike is sharing a file with you</i> <i><a href="#">1_image.png</a> - ( Size:23.71 KB )</i>
	Ankit	Thank you for the details.
		The server appears to be up and running from the backend. May I know
		while trying to connect?
		Your server name is : BackStopTax.myrealdata.net.
	mike	Not taking my password. Usually it goes to an authenticator and I key in
	Ankit	Okay. As I can see, your user session was in a disconnected state on the
		remote session. I request you to try accessing the server now and check
	mike	Thanks for telling me the server name
		Ok, give me a minute please.
	Ankit	Sure, please take your time.
	mike	Still not letting me in.
	Ankit	May I take the remote access of your local computer?
	mike	Yes please
	Ankit	Prior providing the access, I would suggest you to close any important
		<a href="https://assist.acecloudhosting.com/join/1552063330">https://assist.acecloudhosting.com/join/1552063330</a>
	mike	Nothing is open currently.
	Ankit	Please click on the link.
		We are connected on the remote session and will proceed with the troubleshooting

	the time, I am putting the chat on hold, please do not disconnect it. Or give your confirmation on this chat.
mike	Ok, thank you
Ankit	As per discussion over the remote session, The issue is resolved now.
	Is there anything else I may help you with?
mike	No thank you. Appreciate your help as always.
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 ar 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 n working. I will appreciate that. or you may send your feedback at qual Thanks!
	Note: You may change/reset your server password on your own by reg ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhos">https://www.acecloudhos</a>
	<i>Ankit has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78399 shari**  
**Email:** shari@jkservicesinc.com 📞 18054079440  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 1 Min 27 Secs  
**City:** CABO SAN LUCAS  
**State:** Baja California Sur  
**Country:** MEXICO

Chat Transcript		
shari	Hello, I am your Acebuddy	
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
shari	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
shari	I'd like to report an Issue	
Acebuddy	Please select an option!	
shari	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an avai	
shari	I am logged in as Joel.B and the D drive folders for Drake appear	
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 Ver	
	Hello Shari	
shari	hi	
	my other server is other server blueisle-ent.myrealdata.net	
	I can log in and only see my specific folders	
	this is a major issue	
Shashwat Verma	Yes Shari, if we hide these folders, the application will be unable to fet	
	from functioning as it did earlier.	
	I will surely help you with this issue.	
	Let me check (Edited)	
shari	I do not feel secure with them seeing these folders that do not pertain	
	What if I add a folder- I have zero faith right now that it won't be prote	
Shashwat Verma	Shari, data folder and application functioning folders are two different	
	If you want to protect the data from other users, we can apply access	
	like the Drake folder on the D drive are used directly by the application	
	paths. If these folders are hidden, the application will not be able to lo	
	which can cause it to malfunction. (Edited)	

	shari	What can we do then? Can we move the Drake to the C Drive that the
		why is it different on this server vs the server that there are a lot more
	Shashwat Verma	In that case, I have to get checked the blueisle-ent.myrealdata.net ser
		As you are tickets are already escalated, hence we request you somet escalation team
	shari	this has been going on for over a week with zero responses
		we are having random issues where we can not access the server. The times today on the server for me. CArd reader not working on the new
	Shashwat Verma	I apologize for the trouble you’ve experienced. I want to assure you th steps to resolve this issue.
		Also, as you mentioned the server <i>blueisle-ent.myrealdata.net</i> , we wc is not installed on that server. Unlike other applications such as QuickE behavior of fetching data directly from designated drive folders. This is hidden—doing so would prevent the application from functioning prop does not apply to applications like QuickBooks.
	shari	that is fine. We can point to any drive for the data in Drake. It is usuall application except for the server.
		Do I need a different drive for Beacon users?
	Shashwat Verma	Shari, even if we move Drake to the C: drive or any other drive, we stil permissions to the users who are using Drake. We cannot hide the Dra application requires access to those directories in order to function prc
	shari	Yes that is why I am asking if we should move Beacon to their own driv D drive
	Shashwat Verma	Yes,In that case only, when all beacon users are allowed to have drake
	shari	If their file is not on the D drive then they would not have access corre
	Shashwat Verma	Yes, we can create another drive, having access by beacon users, also the same.
		Kindly note that only beacon users will use the drake on the server
	shari	beacon users will never use drake
		joel.b and aadmin are the only users of the beacon quickbooks file
	Shashwat Verma	We can create a separate drive specifically for Drake’s data and applic to that particular drive will automatically have access to the Drake ap
	shari	Can we keep the D drive for drake so we don't disrupt the majority of t
		Create the new separate drive for the Beacon qb data file
	Shashwat Verma	Shari, I have to this requirement with my supervisor and will let you kr
	shari	OK just an FYI I also sent an email to support that on the new server w down QB when it freezes and the server still shows as needing activat



	Shashwat Verma	Okay
		I have taken your request and will paste the QB reset shortcut on your
	shari	thank you
	Shashwat Verma	And will update you on email for the another drive for QB for the Beac
		Is there anything else I may help you with ?
	shari	no have a good night
		I will be online working for a few more hours
	Shashwat Verma	You too.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#78058 Steve Huffman**  
**Email:** steve@huffcom.com 📞 9038728306  
**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:** CORSICANA  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

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

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

*Acebuddy has ended this chat session*

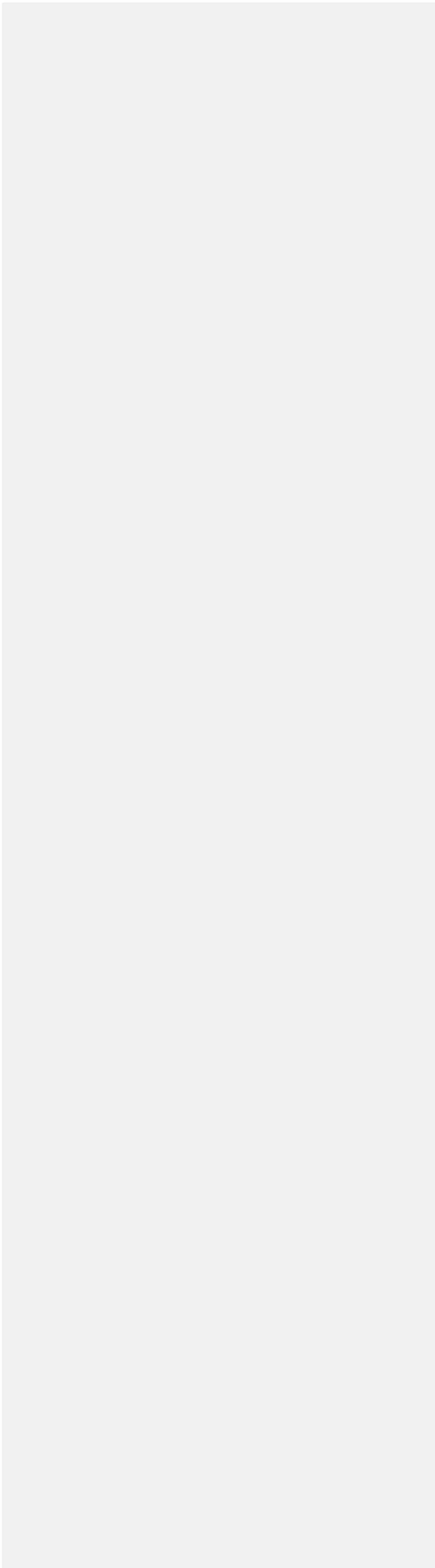
# Chat Transcript

reconnect

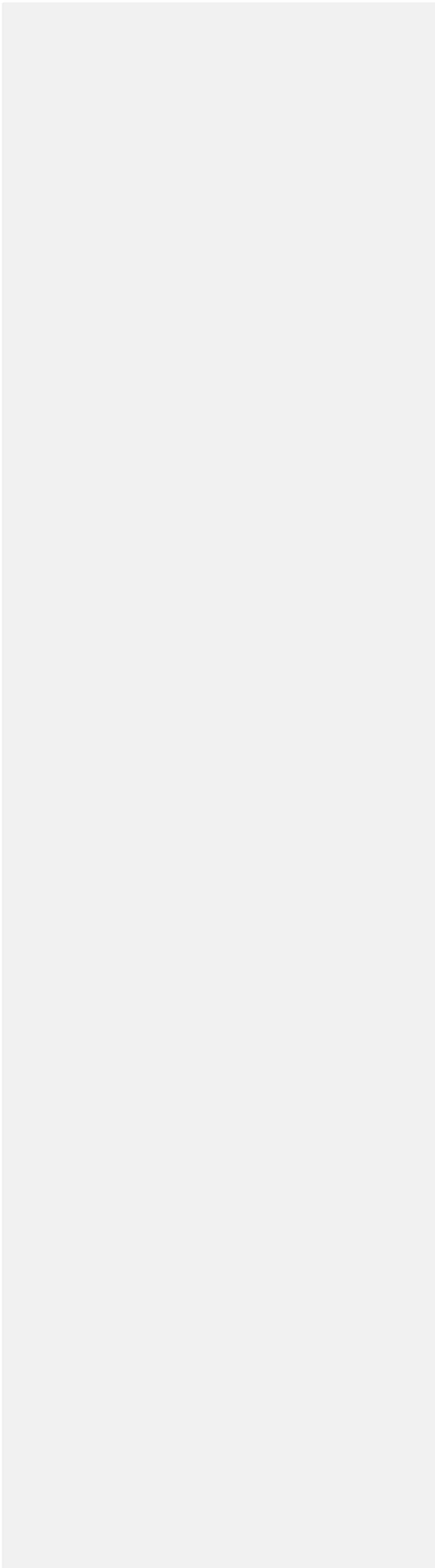
## Visitor Details

**#77752 Amanda Wheeler**  
**Email:** amanda@riverstone.build 📞 8045929436  
**Department:** Support(QB & App Hosting)  
**Operator:** Vikrant Arya  
**Website:** https://www.acecloudhosting.com/thank-you/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 25 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

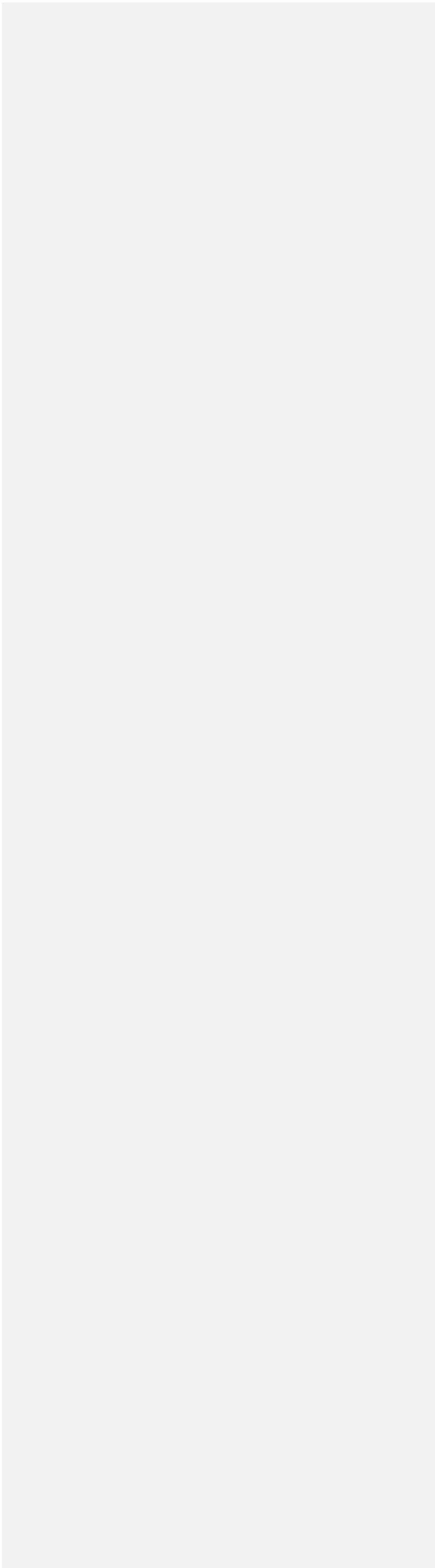
## Chat Transcript



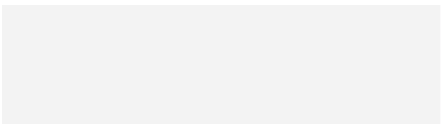
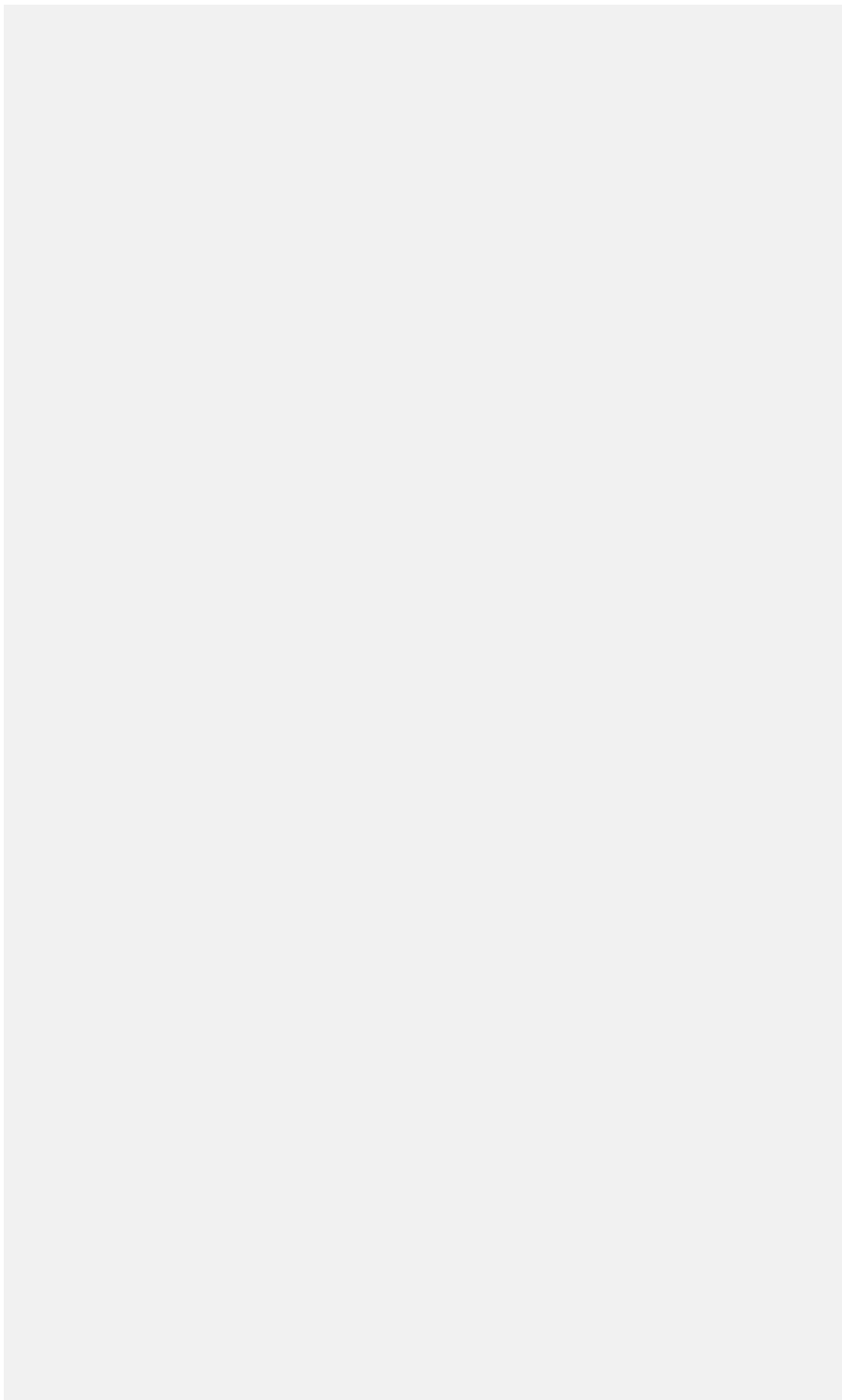
Amanda Wheeler	reconnect
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you.
	Hi Amanda,
	How are you doing today?
Amanda Wheeler	Were talking too an L2 tech
	He cant hear us so we need to use the chat
	chat
Mohit	Are you an existing ACE customer?
Amanda Wheeler	Transfer me over to Vikrant Arya in Server Support
	CID67691
Mohit	Thanks'
	Transferring you chat right now
Amanda Wheeler	Thank you
	<i>Mohit is transferring the chat to Vikrant Arya.</i>
	<i>Vikrant Arya accepted the chat transfer request.</i>
Vikrant Arya	Here we are :)
	Ok, So I see that you already have admin rights.
	What would be needed from our end?
Amanda Wheeler	We wanted a server state restore back to the end of day friday but if possible with your setup is that correct?
Vikrant Arya	It sure is possible. But with a caveat.
	The server name will change. And we will need to send you your full backup.
	But that would be it.
	We may also need to check a what time the full backup of server was taken to make sure it matches with your meets.
	Give me 5 mins. I will check with my Sys Admin team to see which backup we can use for EOD Friday for a full backup.
	I see the resources are also choking.
	We will have to do something about that as well,
Amanda Wheeler	Yes, not enough to run server and two users
	I'm going to try to reinstall the application to see if we can get the server up and running.
	Can you tell if windows updates were applied today



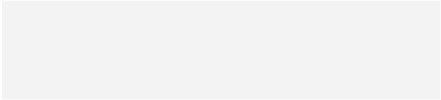
	?
Vikrant Arya	Let me check.
	Yes the Windows is up to date.
Amanda Wheeler	Something was installing when we first logged in. Was there a Wir today?
Vikrant Arya	I have disconnected the remote session that I had of your screen that could be useful while re-installing.
	I do not know what that could be. Although, I do see that optional applied for 30 days.
	Would you like me to apply those?
Amanda Wheeler	not at this time
Vikrant Arya	I have added 4 GB RAM for now as well.
	For testing purposes.
Amanda Wheeler	can i test now? thank you!
	we def need more RAM
	Is it possible to have someone reach out about getting additional
Vikrant Arya	Now it's a total of 10 GB RAM on the server. I will see I can get mc
	Previously the RAM was 6 GB and now I have added 4 GB.
Amanda Wheeler	thank you very much we greatly appreciate your help with this!
Vikrant Arya	Also, we can restore your whole server back to either 1 AM Saturc time.
Amanda Wheeler	1AM Saturday would be best I believe?
	We were working in Sage Saturday when it crashed.
	Do you know if this restoration will effect ERP integrations from ot
Vikrant Arya	I cannot say for sure. But, we can take a backup of this state as w to revert to this current state then that would be done as well.
Amanda Wheeler	Thank you
	Can you please also send me a transcript of this chat when we are a reference.
Vikrant Arya	Definitely. the transcript usually gets made after 2-4 minutes of e that you via email separately.
Amanda Wheeler	thank you again
Vikrant Arya	I would need an email response from you to restore your server to
	I will email you on the existing ticket that is going on. Ticket number - #704513



	You can just reply to that email if you are sure that you need to re 1 AM.
Amanda Wheeler	ok
	I have not seen it yet
	amanda@riverstone.build
	nothing yet
	hello
Vikrant Arya	I just sent the email.
	Amanda, actually we will need Mary's approval for this. I just chec registered contact.
Amanda Wheeler	she is no longer here
	i have sent several e-mails removing her
	i am the business owner
	just changed the reply to PST also
Vikrant Arya	Ok, then you do not need to worry about it. I will check the previo done.
Amanda Wheeler	Yes please and I also requested that our physical address be upda incorrectly on our billing statements.
Vikrant Arya	Will get that done as well.
	It will take half an hour to revert your machine back to Sat 1 AM
	We will let you know when that is done
Amanda Wheeler	thank you, just replied to your email as well
	I hope this will repair all of our issues!
	should we be reaching out to ACE to perform updates regularly?
Vikrant Arya	Updates to the Operating System are done on regular basis. Softv own schedule. For them, you can reach out to us.
Amanda Wheeler	ok great, thank you
Vikrant Arya	<p>You may end this chat now. Once you end this chat, you will recei regarding this conversation, along with a ticket number and surve</p> <p>I request you to kindly spare a moment to fill that out for me so th how I am working. I will appreciate that. or you may send your fee quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base</p>



(<https://www.acecloudhosting.com/knowledgebase/>)



Are we still connected here?

*Vikrant Arya has ended this chat session*