

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77401 alberto**  
**Email:** alberto@robertsrc.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 25 Secs  
**City:** AUSTIN  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

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

	Hello Alberto
alberto	Hello
Shashwat Verma	I will surely help you with this issue.
alberto	thanks
Shashwat Verma	May I take the remote access of your local computer?
alberto	give me a second please
Shashwat Verma	Sure
	Prior providing the access, I would suggest you to close any important documents at your end.
alberto	that is what I am working on right now
Shashwat Verma	No problem
	<a href="https://assist.acecloudhosting.com/join/1102707137">https://assist.acecloudhosting.com/join/1102707137</a>
	Kindly Click on the link and open the downloaded file.
alberto	doing it now
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti the issue is resolved, kindly give your confirmation on this chat.
	as per the remote session, you are able to login
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Shashwat Verma has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76844 Diane Brooks**  
**Email:** admin@dottconstruction.com ☎ 7178269097  
**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:** BATH  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

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

**#76571 docs**  
**Email:** docs@qsteels.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** LEWISVILLE

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

docs	Hello, I am your Acebuddy
Acebuddy	Hello Docs, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
docs	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
docs	I'd like to report an Issue
Acebuddy	Please select an option!
docs	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
docs	connect me to an agent
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati declined the transfer request.</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
	<i>7:43:53 PMdocs is sharing a file with you</i> <i><a href="#">1_image.png</a> - ( Size:49.36 KB )</i>
	<i>Anjainay Singh is transferring the chat to Sanyam Madan.</i>
docs	hey
	I am not able to connect to Rom
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	<i>Sanyam Madan has not responded for the transfer request.</i>
	<i>Anjainay Singh is transferring the chat to Sanyam Madan.</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>

Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
docs	rabiya
Sanyam Madan	Kindly allow me two minutes to check the same.
docs	ok
Sanyam Madan	May I take the remote access of your local computer?
	Are we still connected here?
	Are we still connected here?
docs	yes
	yes you can take access
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.
docs	okay
Sanyam Madan	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/7462240742">https://assist.acecloudhosting.com/join/7462240742</a>
docs	done
Sanyam Madan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
docs	Hi
Sanyam Madan	Hello
	we will send you the new RDP file in the next 20 minutes over email (Edited)
	Is there anything else I may help you with ?
docs	No that is it
Sanyam Madan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
docs	I will try the RDP file once received
	If I have any issues with that, I will let you know
	Thank you
Sanyam Madan	okay sure , welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	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. You can email me at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )

*Sanyam Madan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77079 pnyland**  
**Email:** pnyland@midwestintegrated.com ☎ 18159338376  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 41 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

pnyland	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 Paige
pnyland	Hi. Sorry, I got pulled away from my office on the last chat
Anurag Sharma	No problem
pnyland	We are having issues using Bank Feeds on Quickbooks and they asked me to have you try some troubleshooting on your e wondering if any of the other items were possible
Anurag Sharma	Okay
	Kindly allow me two minutes to check the same.

pnylland	Okay. I sent the steps in an email but I can resend them here if you need
Anurag Sharma	Paige as I can check there are pending QB updates on the server.
	Which needs to be updated.
	Please ask the users to log off from the server once
	So that we can proceed with the QB update right now.
	Are we still connected here?
pnylland	Yes
	It showed the updates went through on my end
	I'll ask everyone to log off
Anurag Sharma	Yes, please ask the users to log off from the server.
	Can we start with the QB update after 5 minutes?
	Or it will take more time for the users to log off from the server?
pnylland	I just logged off and my other coworker just logged off as well
Anurag Sharma	Okay
	Thankyou so much for the cooperation.
	We will update you via email once we are done with the QB update on the server.
	Is there anything else I may help you with ?
pnylland	Did you see the other troubleshooting things they wanted you to check as well?
Anurag Sharma	Yes, of course, we will keep the troubleshooting steps you provided in mind. Thank you so much for sharing the informatic
	I appreciate your efforts.
	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.

*Anurag Sharma has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77138 David Konover**  
**Email:** david@bkfloors.com 📞 18602425200  
**Department:** Support(QB & App Hosting)  
**Operator:** Ankit Kumar  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 37 Secs  
**City:** WEST HARTFORD  
**State:** Connecticut  
**Country:** UNITED STATES

## Chat Transcript

David Konover	Hello, I am your Acebuddy
Acebuddy	Hello David Konover, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Konover	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Konover	I'd like to report an Issue
Acebuddy	Please select an option!
David Konover	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Konover	Ticket # 689793 - The Sage license server is having issues connecting to the internet again. I sent an email an hour and a thing happened last week. Everyone is logging out of the system correctly
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Ankit accepted the chat transfer request.	
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.



David Konover	Hi Ankit you helped me last week to
Ankit	Hello David, How are you doing today?
David Konover	I am doing well how are you
Ankit	I am doing well, thank you for asking.
	I deeply apologize for the inconvenience caused to you.
David Konover	I sent over an email to this ticket this morning with screen shots of what it said.
Ankit	I will surely help you with this issue. Kindly allow me 3-4 minutes to check the ticket details once.
	David, Thank you for your time and patience. I have reviewed the ticket, and I recall we had previously asked you to have have mentioned that the issue still persists, I would like to connect via remote session and check a few things before proc
David Konover	I dod check and they do all log off with the desktop log off icon. Sometimes they say it times out on them if they are not u log back in to complete their tasks and use the logoff button after that  you can connect to Pat. Do you need me to log in?
Ankit	As I can see, there are currently no users logged into the server. I would need at least one active user session to proceed
David Konover	OK I logged into Pat
Ankit	Thank you.
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti the issue is resolved, kindly give your confirmation on this chat.
David Konover	Oh you found the issue  Any idea why its doing that?
Ankit	Did that work as expected?
David Konover	yes if the bottom half populates it means it works but I will check  Yes it works
Ankit	David, for now, you can use this workaround. We will make the required changes to ensure the services remain up and run completed.  Please let me know if you would like me to show the service one more time.
	Is there anything else I may help you with ?
David Konover	All set I understand how to fix it
Ankit	Thank you
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appl quality@acecloudhosting.com. Thanks!

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

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

Ankit has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77227 Stephanie Craven**  
**Email:** stephanie@peaklandscapeinc.com 📞 15304481936  
**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:** 20 Secs  
**City:** TRUCKEE  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

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

Stephanie Craven	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stephanie Craven	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resoln
	Was that helpful?
Stephanie Craven	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>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.
Stephanie Craven	Hi,
Shubham Kataria	Hello
Stephanie Craven	I am unable to log into our server
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Stephanie Craven	independenttech.myrealddata.net
	stephanie_it
	peak landscape inc.
Shubham Kataria	Thank you for the information. Kindly confirm if you're receiving any error while accessing server
Stephanie Craven	it says remote desktop can't find the computer
Shubham Kataria	Alright, please allow me a minute to check the same
	Thank you for waiting.
	Kindly try to access the we have made the required changes from backend
Stephanie Craven	yes, that worked
	thank you
Shubham Kataria	that's great
	You're welcome
	Is there anything else I may help you with ?
Stephanie Craven	actually yes, i have an annual subscription with intuit to upgrade our quickbooks program. How to I have that updated on i'm currently using will not work full on 5/31
Shubham Kataria	You can provide us the updated license details for latest QB, we will install it for you
	you may get the updated License in your intuit portal or you can contact intuit team to get the updated license and produ
	Once you will get the license details, please share with us. We will install it for you

Stephanie Craven	ok, im trying to see if i can find that now.
Shubham Kataria	Sure, but would like to inform you that in order to install new software on the server, we require an approval email from tl
Stephanie Craven	i believe that was switched to my email stephanie@peaklandscapeinc.com
Shubham Kataria	You may send us the approval email on support@acecloudhosting.com along with the license details or after this chat I'll :
Stephanie Craven	ok
Shubham Kataria	Yes, correct
	So after this chat, I'll send you a email for the license details and the approval. please provide us those details after that v
Stephanie Craven	ok
Shubham Kataria	Thank you for your understanding.
	Is there anything else I may help you with ?
Stephanie Craven	no, that is all thanks
Shubham Kataria	You're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acec (https://selfcare.acecloudhosting.com).)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shubham Kataria has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76460 Chris Bernal

Email: chris@bernaltax.com 📞 16616331545

**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:** BAKERSFIELD  
**State:** California  
**Country:** UNITED STATES

Chat Transcript -----

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

#76876 David Garabedian

**Email:** dgarabedian@newburyguesthouse.com ☎ 16176800412

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** WOBURN

**State:** Massachusetts

**Country:** UNITED STATES

Chat Transcript

David Garabedian	Hello, I am your Acebuddy
Acebuddy	Hello David Garabedian, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Garabedian	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Garabedian	I'd like to report an Issue
Acebuddy	Please select an option!
David Garabedian	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
David Garabedian	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Garabedian	I was trying to set up a sync for a new CC and it is just spinning and I can't quit QB to get out of it
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 David
	<i>8:27:23 AMDavid Garabedian is sharing a file with you</i> <i><a href="#">1_image.png</a> - ( Size:86.44 KB )</i>
David Garabedian	just spinning and spinning and I can't get out of it
	it's been like 15 min

	I was trying to connect a new AMEX card
	Credit card
Manish Singh	You can use QB reset icon on the desktop to close QuickBooks
David Garabedian	what does that look like
Manish Singh	And regarding the card connect kindly connect your Bank as it seems like there website is down
David Garabedian	I just closed out of the desk top and went back in and it is still trying to connect
	I just quit the application and went in. I didn't "reset" however
	<i>8:30:56 AM</i> Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:531 Bytes )
Manish Singh	This is the icon of QB Reset
	Kindly try to access now.
David Garabedian	it won't let me back to the desktop
Manish Singh	Let me log you out once
	Try to login again
David Garabedian	thanks!!
Manish Singh	Is it working now?
David Garabedian	all set sir. thank you
Manish Singh	Is there anything else I may help you with ?
David Garabedian	no thank you
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
David Garabedian	good night
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 an email from us regarding this conversation, along with a survey to help us improve our service.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p><i>Manish Singh has ended this chat session</i></p>



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76752 deanne.havel**  
**Email:** deanne.havel@wescominc.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 32 Secs  
**City:** DULUTH  
**State:** Minnesota  
**Country:** UNITED STATES

## Chat Transcript

deanne.havel	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 Deanne
deanne.havel	Hello again, I attempted to change my password and received the following notice.
	WI_Deanna - MYREALDATA - Reset Password Failed Your account is found missing in Active Directory. Contact Administrator
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be sending you an email after this chat. You can revert back to that email with an approval from the primary contact
	We will send you another new password via email.
	Is there anything else I may help you with ?
deanne.havel	I was wondering if you can tell me who the primary contact is, as we have several people out on travel this week. And this is
Anurag Sharma	Both Lance.Foley@wescominc.com and Shane.Stolp@wescominc.com are the primary contact.
	According to our records.
deanne.havel	Thanks!
Anurag Sharma	Is there anything else I may help you with ?
deanne.havel	that is it



Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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. You can email me at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com/](https://selfcare.acecloudhosting.com/)).
	For self-help, check out our Knowledge Base ([https://www.acecloudhosting.com/knowledgebase/](https://www.acecloudhosting.com/knowledgebase/)).
	<i>Anurag Sharma has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76942 sreedom

Email: sreedom@fixmybustedcomputer.com 📞 1612819089

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: 23 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
sreed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sreed	I'd like to report an Issue
Acebuddy	Please select an option!
sreed	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
sreed	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
sreed	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Ashutosh Mishra has ended this chat session</i>

Visitor Details

#77208 Jason Barth

Email: jason@integritybp.com 📞 12144559672

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: PROSPER

State: Texas

Country: UNITED STATES

Chat Transcript

Jason Barth	Hello, I am your Acebuddy
Acebuddy	Hello Jason Barth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jason Barth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jason Barth	I'd like to report an Issue
Acebuddy	Please select an option!
Jason Barth	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jason Barth	Are you there?
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Shivam Singh accepted the chat transfer request.	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Jason Barth	I was just on chat and had to switch over to my pc from the server. You were helping me install the Southstate browser co
Shivam Singh	You would be able to install the application now
	Please give it a try
Jason Barth	I logged back onto the server and I do not see a shortcut. Were you able to install it?
Shivam Singh	As I earlier explained this is a user specific installation needs to be done at the users end.

	Earlier you were facing issue while installation and I have made some changes, please try to install now.
	if you face any issue now, I will take remote and help you with the installation, if you allow we can try now.
Jason Barth	same error
	<i>12:27:17 AMJason Barth is sharing a file with you</i> <a href="#">Screenshot 2025-05-19 135656.jpg</a> - ( Size:27.32 KB )
Shivam Singh	Allow me to sign you off (Edited)
Jason Barth	JasonBA
	ok
Shivam Singh	Were you connected through server or Local PC?
Jason Barth	Local PC into the server
Shivam Singh	Just in case if you get disconnected from the chat please initiate the chat I will take over the chat
Jason Barth	sorry chat is on local pic
	pc
Shivam Singh	Now I'm signing you off
	Oh that's great.
	Please try logging in after 2 minutes.
	Please Login now.
Jason Barth	ok
	Do you want me to try and install it
Shivam Singh	Yes
Jason Barth	It worked.
Shivam Singh	Oh, you did it.
	I'm Glad
	Is there anything else I may help you with ?
Jason Barth	That is all. TY
Shivam Singh	Great
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acec

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

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

Shivam Singh has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77626 Brenda Rosales**  
**Email:** [brenda.rosales@eneos.com.ph](mailto:brenda.rosales@eneos.com.ph) ☎ 636325071840  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 32 Secs  
**City:** 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	Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Brenda Rosales	hi, i received an ACH form
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>
Brenda Rosales	Dear Shubham
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Brenda Rosales	i think you email me a while ago
	but here's my question
	i received the ACH form, and i just wanted to ask what to input in the Depository Name?
	should it be our company name?
	or the Ace Cloud "Real Time... " company name?
Shubham Kataria	Yes, I have also involved our management in your case so that you won't face any inconvenience anymore
Brenda Rosales	thank u so much
Shubham Kataria	Brenda, this information can be shared by the billing team only
	I can do one thing for you, I can update this Query in the ticket and also inform the billing team so that they can directly c details (Edited)
Brenda Rosales	thank u so much
Shubham Kataria	You're welcome and don't worry we will surely assist you with this.
Brenda Rosales	oh, thank u again
Shubham Kataria	I will update the ticket and you will get the call from billing team to fill the ACH form
	Could you please me your contact number so that they can call you.
Brenda Rosales	63917 702 2571
	hope i can get called
	today
Shubham Kataria	Thank you for the information.
Brenda Rosales	because i was about to ask my boss to sign
	thank u so much
	sorry for the inconvenience
Shubham Kataria	Don't worry about it, I will also informing my supervisor to get this done on priority
	You will definitely receive a call.
Brenda Rosales	thank u

Shubham Kataria	You're welcome
	Is there anything else I may help you with.
Brenda Rosales	NONE
	thank u again
Shubham Kataria	You're welcome and thank you for your kindness and understanding.
	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. We value your feedback and would appreciate your input.
	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. You can reach me at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com/](https://selfcare.acecloudhosting.com/)).
	For self-help, check out our Knowledge Base ([https://www.acecloudhosting.com/knowledgebase/](https://www.acecloudhosting.com/knowledgebase/)).

*Shubham Kataria has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#76586 Gregory Fidlon

Email: greg@fidlonlegal.com ☎ 17708762847

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: ALPHARETTA

State: Georgia

Country: UNITED STATES

## Chat Transcript

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

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76859 Amanda Shih

Email: amanda.shih@aataxaccountinggroup.com 📞 14436325992

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: CLARKSVILLE

State: Maryland

Country: UNITED STATES

Chat Transcript

Amanda Shih	Hello, I am your Acebuddy
Acebuddy	Hello Amana, I'm your Ace Buddy. I'll be happy to assist you!



	Whom Would You Like to Connect With?
Amanda Shih	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amanda Shih	I'd like to raise a Request
Acebuddy	Please select your request type.
Amanda Shih	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 :
Amanda Shih	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Amanda Shih	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Amanda Shih	install in a new computer
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja has not responded for the transfer request.</i>
	<i>Testing has not responded for the transfer request.</i>
Amanda Shih	hahah
	waiting on
	Representative pls
	hello
	hello i am here
	<i>Chat request was not picked up by the operators</i>
	HELLO

Hello, I am your Acebuddy

Visitor Details

**#77662 Fritzeltacke**  
**Email:** fritzeltacke@aghostore.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:** 7 Secs  
**City:** SAN ISIDRO  
**State:** Rizal  
**Country:** PHILIPPINES

Chat Transcript

Fritzeltacke	Hello, I am your Acebuddy
Acebuddy	Hello Fritzeltacke, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fritzeltacke	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fritzeltacke	I'd like to report an Issue
Acebuddy	Please select an option!
Fritzeltacke	Password Reset
Acebuddy	Please select an option below
Fritzeltacke	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re processed.
	Do you need any further assistance on the topic?
Fritzeltacke	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Arjun Sikarwar declined the transfer request.</i>

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76560 Ravi Shah

Email: ravi@yourtaxadvisor.com +1 9739609951

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: 40 Secs

City: LAS VEGAS

State: Maryland

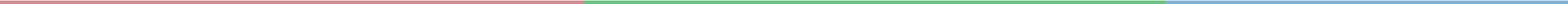
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ravi Shah	I'd like to raise a Request
Acebuddy	Please select your request type.
Ravi Shah	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 :
Ravi Shah	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Ravi Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ravi Shah	I am unable to open Taxwise software
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.
Ravi Shah	I am facing issue in opening the Taxwise 2024
Anjainay Singh	Since when you are facing this issue .
Ravi Shah	from last 1 hr
Anjainay Singh	Please confirm whether other users are also facing this issue .
Ravi Shah	Yes, other users are all facing the same issue
Anjainay Singh	Please allow me sometime so that I can look into the issue .
Ravi Shah	Have you looked into the same?
Anjainay Singh	Yes I tried to launch the application at my end and I am facing the same issue so I am looking for root cause and trying to
Ravi Shah	Okay
Anjainay Singh	Can we reboot the server as it is facing by everyone.
	Please save all your data and sign out so that we can reboot successfully .
Ravi Shah	SO I need to log out from all the users?
Anjainay Singh	Yes kindly logout all the users.
Ravi Shah	Wait
Anjainay Singh	Thankyou for you assistance.
Ravi Shah	So you need that we close the cloud?

	from all the users?
Anjainay Singh	Yes , please sign out from server .
	Its respective for all users.
Ravi Shah	Yes wait
Anjainay Singh	Thankyou .
Ravi Shah	Its done
	Pls do the needful
Anjainay Singh	Once server is up and running , we will notify you to login into server and Taxwise 2024 afterwards to check the issue aga
	Please try to open applictaion once again .
Anjainay Singh has ended this chat session	



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76801 Brian Leavitt**  
**Email:** 1car@earthlink.net 📞 4253482777  
**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:** 38 Secs  
**City:** EVERETT  
**State:** Washington  
**Country:** UNITED STATES

## Chat Transcript

Brian Leavitt	Hello, I am your Acebuddy
Acebuddy	Hello 1car, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Brian Leavitt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brian Leavitt	I'd like to report an Issue
Acebuddy	Please select an option!
Brian Leavitt	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brian Leavitt	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Brian Leavitt	Setback
Acebuddy	What type of QuickBooks Issue are you facing?
Brian Leavitt	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Brian Leavitt	Hi it is saying I don't have authorization to start a quickbooks update
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.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Brian Leavitt	my name is brain leavitt and i think its brianL
Ashutosh Mishra	The business name is Leavitt Auto Sales?
Brian Leavitt	yes but now it is letting me do the update
Ashutosh Mishra	I see.

*1car has ended this chat session*



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# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

---

**#76872 xianna zhong**  
**Email:** visionpointtax@gmail.com ☎ 19173029317  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** SAN JOSE  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

---

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

---

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

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**#77506 Rachel**  
**Email:** accounting@vbnet-works.com ☎ 12508021185

**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:** 1 Min 14 Secs

**City:** VICTORIA

**State:** British Columbia

**Country:** CANADA

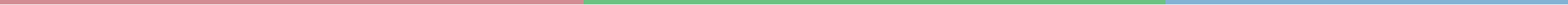
Chat Transcript -----

Rachel	Hello, I am your Acebuddy
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rachel	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Himanshu accepted the chat transfer request.</i>
Rachel	Hello, my CID is CID75053
	<i>Himanshu is transferring the chat to Support(QB &amp; App Hosting).</i>
	I've encountered the issue I've been dealing with again.
	<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.
Rachel	I want to proceed to cancel my subscription with Ace at this time. And since I have been unable to use the service since s
Tushar	Kindly allow me two minutes to check the same.
Rachel	my CID is CID75053
Tushar	I deeply apologize for the inconvenience caused to you.
Rachel	I understand you were trying to resolve the issue, but it could just be resolved, so I have to since another service provider
	Please confirm the cancellation and if you could confirm I will not be charged that would be much appreciated.
Tushar	I will have to move this chat session to the concerned department kindly stay connected till then, they will be the one to ɔ
Rachel	Thanks
Tushar	Could you kindly provide your contact number so we can arrange a callback regarding the issue and discuss the next step chat session.
Rachel	sure. 250-802-1185



Tushar	Also, yes, we will handle the cancellation process accordingly could you provide us your availability for tomorrow.
Rachel	I am available anytime between 8am and 11am PDT.
Tushar	Thanks for the details I will be conveying the information to the concerned department after this chat.
	Is there anything else I may help you with ?
Rachel	Thanks so much. Nothing else right now
Tushar	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. We value your feedback and would appreciate it if you could take a moment to fill out the survey. 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. You can reach me at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com/](https://selfcare.acecloudhosting.com/)).
	For self-help, check out our Knowledge Base ([https://www.acecloudhosting.com/knowledgebase/](https://www.acecloudhosting.com/knowledgebase/))

*Tushar has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76516 Rosane Hayes**  
**Email:** dboyle@cricpa.com ☎ 15058832727  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 47 Secs  
**City:** PALM COAST  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Rosane Hayes	Hello, I am your Acebuddy
Acebuddy	Hello Dawn Boyle, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rosane Hayes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rosane Hayes	I'd like to report an Issue
Acebuddy	Please select an option!
Rosane Hayes	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Rosane Hayes	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Rosane Hayes	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
Rosane Hayes	ticket ID 688017
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Could you please confirm whether you are facing issue while login into QB .
Rosane Hayes	yes, getting multi-hosting errors
	but it won't let me stop multi-user hosting
	to fix the H505 error
	another one of your team members did something in the background, but still getting error and can't log into QB
	on server CRICPAent
Anjainay Singh	Please allow me 5 minutes so that I can analyze the issue from our end .
Rosane Hayes	ok
Anjainay Singh	Thankyou for being patient I am working on the resolution.
Rosane Hayes	thank you!
Anjainay Singh	Is there anything else I may help you with ?

Rosane Hayes	no, client just needs access to their QB file
Anjainay Singh	Please discard this line I am working on your resolution.
	Could you please confirm in QB you are facing this issue .
	is it QB 2024?
Rosane Hayes	no enterpirse 23
Anjainay Singh	Thankyou for your confirmation.
Rosane Hayes	license # 7554-5508-6445-190
Anjainay Singh	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end.
Rosane Hayes	yes
	MarryAnnS
	is the user that is having issues- take control of hers
Anjainay Singh	Thankyou for your confirmation .
Rosane Hayes	i am on the phone with her
Anjainay Singh	I am taking remote session .
	I have taken her remote.
Rosane Hayes	thx! she sees it
Anjainay Singh	Please be patient with me I am working on the resolution.
	Could you please suggest her to sign out and sign in back into the server .
Rosane Hayes	ok, doing now
	she's showing same error code
Anjainay Singh	I am looking into it .
Rosane Hayes	ok
	same error she says
	same message
Anjainay Singh	We are working on it .
Rosane Hayes	thx!
Anjainay Singh	We are trying to find the root cause of issue .
	We are still working on it , with our senior team members and we appreciate your patience.
Rosane Hayes	ok
Anjainay Singh	I think we have resolved the issue .
Rosane Hayes	

	YAY!! She says she sees it working!!!
	WONDERFUL!!
Anjainay Singh	She is able to access the file .
	We appreciate your patience .
Rosane Hayes	thank you very much!!
Anjainay Singh	Is there anything else I may help you with ?
Rosane Hayes	that's it!
Anjainay Singh	You may receive a survey in which you may click on smiling emoji to provide your positive feedback.
	You may end this chat .
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Dawn Boyle has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77313 LESLIE STEPHENS**  
**Email:** stephenshardwood@highland.net ☎ 14236632564  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 51 Secs  
**City:** PINE KNOT  
**State:** Kentucky  
**Country:** UNITED STATES

## Chat Transcript

LESLIE STEPHENS	Hello, I am your Acebuddy
-----------------	---------------------------

Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	Are we connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	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. You can email me at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Shivam Singh has ended this chat session</i>



# Chat Transcript

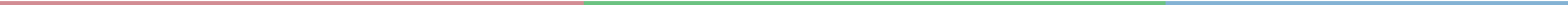
Hello, I am your Acebuddy

## Visitor Details

**#76588 karmenti-yahl**  
**Email:** karmenti-yahl@rwhsgcpa.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:** SUWANEE  
**State:** Georgia  
**Country:** UNITED STATES

## Chat Transcript

karmenti-yahl	Hello, I am your Acebuddy
Acebuddy	Hello Karmenti-yahl, 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
	<i>Ended due to chat idle timeout</i>



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76548 sunil kotkar**  
**Email:** docs@virgostar.com  
**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:** 28 Secs  
**City:** MUMBAI  
**State:** Maharashtra  
**Country:** INDIA

## Chat Transcript

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

sunil kotkar	I'd like to report an Issue
Acebuddy	Please select an option!
sunil kotkar	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
sunil kotkar	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resol
	Was that helpful?
sunil kotkar	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>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 Sunil
	How may I assist you today?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
sunil kotkar	yes
Shubham Kataria	Kindly elaborate, how may I assist you
sunil kotkar	I HAVE A ISSUE IN OUR QUICKBOOK
	cannot open
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
sunil kotkar	Server credentials:
	Username - User3_JS PW - ABab@#12 QB credentials for both AQ & BT Username - aqoffice PW - Office@123
Shubham Kataria	Kindly confirm your business name which is registered with us
sunil kotkar	AQUARIUS USA INC
Shubham Kataria	Unfortunately, no records found with this name. Could you please confirm your CID number
sunil kotkar	OK let me ask my counter part
Shubham Kataria	Sure
sunil kotkar	will come back shortly
Shubham Kataria	no problem
	Are we still connected here?

As you are disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-41

Shubham Kataria has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76666 rlangford**  
**Email:** rlangford@roistrategies.net 📞 14046102218  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 43 Secs  
**City:** ALPHARETTA  
**State:** Georgia  
**Country:** UNITED STATES

## Chat Transcript

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



	What type of QuickBooks Issue are you facing?
rlangford	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
rlangford	I had you all install QBs Acct 2023 for me a couple of weeks ago... I am trying to upgrade my first company file and i keep Windows administrator permissions'
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Harsh Bhardwaj accepted the chat transfer request.</i>
	<i>Harsh Bhardwaj is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
rlangford	ok
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
rlangford	ROI Strategies
	RipLangford
Shivam Singh	Please allow me 2 minutes to check the server end.
	We have to reboot the server to apply the changes, please confirm so that we can go ahead with reboot.
rlangford	yes...go ahead
Shivam Singh	Please wait. I will let you know once the server is up and running again.
	Please login and check now.
rlangford	ok
	it looks like it is working...can you give me a minute or two
Shivam Singh	Sure
rlangford	i am in...thanks for your help!
Shivam Singh	Glad to hear the fix worked — it appears the issue was related to a service interruption that had caused it to stop.
rlangford	ok...thanks!
Shivam Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Shivam Singh has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77420 william Coble**  
**Email:** edwardc@vetoutletinc.com 📞 575-763-5020  
**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:** DENVER  
**State:** Colorado  
**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76412 Brian Archambault**  
**Email:** admin@wvncaz.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 8 Secs  
**City:** SCOTTSDALE  
**State:** Arizona  
**Country:** UNITED STATES

## Chat Transcript

Brian Archambault	Hello, I am your Acebuddy
Acebuddy	Hello Samantha Normile, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brian Archambault	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brian Archambault	I'd like to report an Issue
Acebuddy	Please select an option!
Brian Archambault	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brian Archambault	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Brian Archambault	my chat ended with the person helping me
Acebuddy	Please wait while we connect you to a Support Representative

	<i>Acebuddy (bot) forwarded the chat request</i>
Brian Archambault	can i reconnect with them
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Samantha
Brian Archambault	bertha and rosie are not an option to print on
Anurag Sharma	Okay
	Could you please confirm your printer name?
Brian Archambault	bertha and rosie
Anurag Sharma	Okay
	May I take the remote access of your local computer?
Brian Archambault	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/2572720794">https://assist.acecloudhosting.com/join/2572720794</a>
	Kindly paste this link in the browser of local computer and join the session.
	Are you able to connect?
	Are we still connected here?
Brian Archambault	i have tried the link and it shows my chat pulled up
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/2572720794">https://assist.acecloudhosting.com/join/2572720794</a>
	Please try with this link.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti the issue is resolved, kindly give your confirmation on this chat.
	Are we still connected here?
	The issue seems to be resolved.
	Is there anything else I may help you with ?
	Are we still connected here?
Brian Archambault	yes
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
Brian Archambault	no thank you
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

You may end this chat now. Once you end this chat, you will receive an email 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. You can email me at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com). Thanks!

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

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

Anurag Sharma has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#76422 jaimeflores**

**Email:** jaimeflores@oakgroveschool.org 📞 2025772326

**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:** 46 Secs

**City:** Ojai

**State:** California

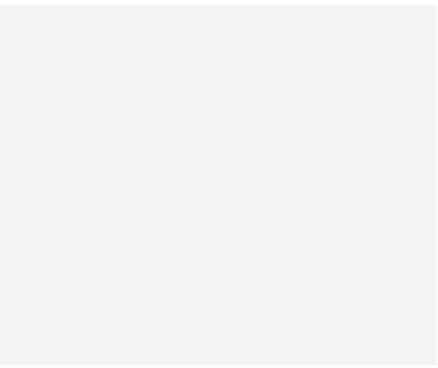
**Country:** UNITED STATES

Chat Transcript

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

jaimeflores	I'd like to report an Issue
Acebuddy	Please select an option!
jaimeflores	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jaimeflores	Hello, would you be so kind to provide a list of the users that we currently have in this account?
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Anurag Sharma accepted the chat transfer request.	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Jaime
jaimeflores	thanks Anurag,
	We nee to know the number of users we are paying for.
	And also wondering if it's possible to restore one of the users. Andrea is unable to log in, could you please help me? The a reset.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
jaimeflores	Oak Grove School
	we have 5 users
	which one do you need?
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
jaimeflores	ok
Anurag Sharma	Thank you for your patience.
	I have successfully resolved the issue from the backend.
	The user should be now able to access the server with his old credentials.
jaimeflores	Great, what credentials should I share with her?
	Andrea
Anurag Sharma	Username is AndreaS_OGS@myrealdata.net
	Please ask the user to use old credentials. And if she still faces the issue. She can reach out to us with a password reset re
jaimeflores	Does she have permission to do so? I believe we allowed her to call.
Anurag Sharma	For this query I need to transfer this chat to our concerned team who can better assist you with this
	We would recommend Andrea to register herself on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ) to manage

	reset the password of the server without having to contact support.
jaimeflores	and what credentials are needed here? on this portal?
	Your account has been disabled. Please see your system administrator.
	this happened with the selfcare portal
Anurag Sharma	If it is saying that she is disabled. Then we would require an approval from the primary contact in order to re-enable her.
	Is there anything else I may help you with ?
jaimeflores	I am the primary contact for this account
	Yes we still need to resolve the issue
	Andrea needs to log in to her account.
	Why is this so difficult?
Anurag Sharma	Okay no problem
jaimeflores	we are paying for her account month after month
	Is her account enabled?
Anurag Sharma	I think I was not able to describe myself.
jaimeflores	Can she try again?
	can we reset her password and end this issue once and for all please?
Anurag Sharma	Yes, her account is already enabled from the backend.
jaimeflores	thank you
Anurag Sharma	Yes, surely we can do that.
jaimeflores	Now we need to give her a password
Anurag Sharma	I would just require an approval from the primary contact's end which is you as you said over the email.
	We can do one thing. After this chat, I will send you an email. You can just revert back to that email with an approval from
	Once we will receive the approval over the email. We will share you the new password for the mentioned user via email.
jaimeflores	OK, and how do I receive the new password?
	ok.
	ready
Anurag Sharma	Is there anything else I may help you with ?
jaimeflores	no
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi



quality@acecloudhosting.com. Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77236 fabell

Email: fabell@abellturf.com ☎ 16782960822

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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



Acebuddy	Please select an option!
fabell	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
fabell	I need help with enhanced security in order to send QB emails.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Fabell
fabell	Okay, setting up my new employee, and need her to be able to email invoices. I had to get help the other day with new u now put in instead of a password in order for the email inside of QB to work.
	Server name: QBlive03.myrealdata.net
	eoyy dcip sbsz mhtz
	That is what the password they got for me looks like
Anurag Sharma	Fabell, just to confirm — you need our assistance in enabling the newly added user to email invoices from QuickBooks, is
fabell	Yes, can you take control and get it to work?
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your server?
fabell	Yes, no problem
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
fabell	understood, it is ready for you
Anurag Sharma	Please accept the remote session request on the server.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti the issue is resolved, kindly give your confirmation on this chat.
	Please stay connected.
	Please stay connected.
	I would request you to please contact your IT team in order to resolve this issue. Please ask the IT person to provide you t
	QB is saying that the code is not correct.
fabell	Can you disconnect!!!!
	I am needing to try someone else
Anurag Sharma	Please do the same and let us know if we can assist you with anything else.
fabell	How do I disconnect??
Anurag Sharma	I deeply apologize for the inconvenience caused to you.

fabell	Just disconnect
Anurag Sharma	I am disconnecting the chat as per your request.
fabell has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#76967 Daniela Rotaru on behalf of Rocio Acosta**  
**Email:** racosta@pblbio.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 23 Secs  
**City:** PISCATAWAY  
**State:** New Jersey  
**Country:** UNITED STATES

Chat Transcript

Daniela Rotaru on behalf of Rocio Acosta	Hello, I am your Acebuddy
Acebuddy	Hello Daniela Rotaru On Behalf Of Rocio Acosta, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Daniela Rotaru on behalf of Rocio Acosta	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Daniela Rotaru on behalf of Rocio	I'd like to raise a Request

Acosta	
Acebuddy	Please select your request type.
Daniela Rotaru on behalf of Rocio Acosta	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 :
Daniela Rotaru on behalf of Rocio Acosta	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Daniela Rotaru on behalf of Rocio Acosta	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Daniela Rotaru on behalf of Rocio Acosta	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Daniela Rotaru on behalf of Rocio Acosta	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
Daniela Rotaru on behalf of Rocio Acosta	Thank you!
	<i>Anjainay Singh accepted the chat transfer request.</i>
	Thank you
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Daniela Rotaru on behalf of Rocio Acosta	Good morning! Thanks for your help! KI am trying to connect to the server with a new login and it is not working. please r
	actually was updated to 692866
Anjainay Singh	Please allow me two minutes so that I can look into it .
Daniela Rotaru on behalf of Rocio Acosta	I tried to set up a Teams call today , but I did not got reply on this
	<i>6:38:20 PMDaniela Rotaru on behalf of Rocio Acosta is sharing a file with you</i> <i><a href="#">1_image.png</a> - ( Size:46.16 KB )</i>
	Thank you!
Anjainay Singh	

	Are you facing while logging into QB or server?
Daniela Rotaru on behalf of Rocio Acosta	server
	I though you can help me to see the issue in my pc
Anjainay Singh	Sure
	May I take the remote access of your local computer?
Daniela Rotaru on behalf of Rocio Acosta	yes, please
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Daniela Rotaru on behalf of Rocio Acosta	Yes, I will leave just the email with my credentials
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/8642602165">https://assist.acecloudhosting.com/join/8642602165</a>
	Please copy this machine at your local machine
	in browser.
Daniela Rotaru on behalf of Rocio Acosta	OK.
Anjainay Singh	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

**#76833 Dan Segawa**  
**Email:** dsegawa@armdynamics.com ☎ 3102935861  
**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:** TORRANCE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Dan Segawa	Hello, I am your Acebuddy
Acebuddy	Hello Dan Segawa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dan Segawa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dan Segawa	I'd like to raise a Request
Acebuddy	Please select your request type.
Dan Segawa	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Dan Segawa	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update
	<ul style="list-style-type: none"><li>• QuickBooks Year</li><li>• Variant : Pro / Premier / Enterprise / Accountant</li><li>• License Number</li><li>• Product Code</li></ul>
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need
	Do you need any further assistance on the topic?
Dan Segawa	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

Visitor Details

**#77485 accounting**

**Email:** accounting@ecpplastictrays.com 📞 5857506545

**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:** FAIRPORT

**State:** New York

**Country:** UNITED STATES

Chat Transcript

accounting	Hello, I am your Acebuddy
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
accounting	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
accounting	I'd like to report an Issue
Acebuddy	Please select an option!
accounting	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
accounting	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

*Ended due to chat idle timeout*



# Chat Transcript

It said my card was declined, I was trying to get into my ac  
said password incorrect, I reset it, tried to login, still said p  
was incorrect, reset password again, still said password is  
and now locked me out of my account

## Visitor Details

**#76580 Kevin Davis**  
**Email:** kevin@thm2g.com 📞 17193379467  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhosting.com/account-login/?utm\_source=google&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Branded&utm\_term=ace+cloud+hosting&utm\_adgroup=Primary&gad\_z2GZIIIG4ecNG9SIc8g&gclid=Cj0KCQjww-HABhCGARIsALLO6XzHcYUJXeVGBtjXrNITIGwCCphItOSJln9CztgCLs5LeMctHvVFCcwaAqgjEALw\_wcB  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 30 Secs  
**City:** COLORADO SPRINGS  
**State:** Colorado  
**Country:** UNITED STATES

## Chat Transcript

Kevin Davis	It said my card was declined, I was trying to get into my account, it said password incorrect, I reset it, tried to login, still said password is incorrect and now locked me out of my account
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.  <i>Amit is transferring the chat to Support(QB &amp; App Hosting).</i>
	Let me transfer this cat to my technical team.  <i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Kevin Davis	thanks
Shivam Singh	Kindly allow me two minutes to check the same.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Kevin Davis	ummm I am not sure it is not in front of me
Shivam Singh	Could you please tell me your business name registered with ace.
Kevin Davis	The Harman Group or The Harman Media and Marketing Group





# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76650 Christina Sillick**  
**Email:** christina@heatkool.com ☎ 13058209000  
**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:** SPENCERPORT  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

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

**#77117 Dixie Brostrom**  
**Email:** dixie@mdgwaste.com ☎ 3174904582  
**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:** 24 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript

Dixie Brostrom	Hello, I am your Acebuddy
Acebuddy	Hello Dixie Brostrom, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dixie Brostrom	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Himanshu accepted the chat transfer request.</i>
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.
	Please allow me 5 minutes, connecting you with the concerned team.
	<i>Himanshu is transferring the chat to Support(QB &amp; App Hosting).</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.
	as this chat session is disconnected from your end.

	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.
<i>Tushar has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76997 sreed

Email: sreed@fixmybustedcomputer.com 📞 1612819089

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 52 Secs

City: MINNEAPOLIS

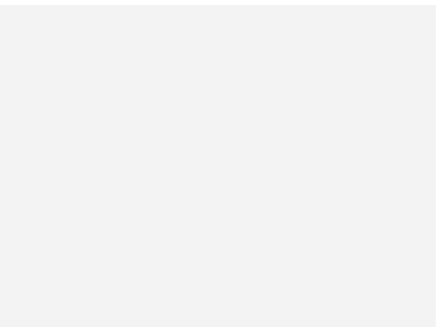
State: Minnesota

Country: UNITED STATES

Chat Transcript

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

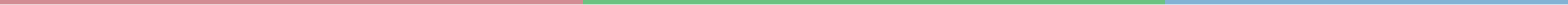
Acebuddy	What type of QuickBooks Issue are you facing?
sreed	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
sreed	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
sreed	yesterday I kept getting discounnected. Hopefully today will be better.
	Our Quicbkooks has an update waiting and is preventing us from using it
	RehabCounselors user name is MeghanBi
Shivam Singh	Please allow me to check.
sreed	ok
Shivam Singh	As we checked some of the critical updates are pending let me update it for you.
	Give me 2 minutes.
sreed	ok thank you
	if anyone is logged in you can log them off
Shivam Singh	Much appreciate your cooperation.
	Please check now, it must have been updated now.
sreed	ok
Shivam Singh	I will wait for your confirmation.
sreed	ok i can open it now. thank you!
Shivam Singh	Great to know that, Is there anything else I may help you with ?
sreed	that should be it. thx again
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day. I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!



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

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

*Shivam Singh has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76601 landongolder**  
**Email:** landongolder@gmail.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** FT LAUDERDALE  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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

landongolder	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

**#76503 thomas mason**  
**Email:** sanddollarinc@gmail.com 📞 +12032096707  
**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:** BONITA SPRINGS  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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

	Please select your request type.
thomas mason	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
thomas mason	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
	<i>Ended due to chat idle timeout</i>

Chat Transcript

I need to talk with support please

Visitor Details

#76928 carolina

Email: carolina@ptaxagents.com 📞 905317123637

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 48 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

carolina	I need to talk with support please
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further.
	Sure Carolina

	Let me transfer you to support team
	<i>Rahul is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
carolina	Hello Shivam
	Professional Tax Agents, CarolinaO
Shivam Singh	Thanks, how may I assist you today?
	Hi there!
	Are we still connected here?
	Are we still connected here?
carolina	Sorry, I received a phone call
Shivam Singh	No problem, please tell what issue you are facing ?
carolina	We want to know if it's possible to use our Microsoft license here in ACE. We want to use Excel, Word and Microsoft Teams
Shivam Singh	Okay, please allow me to check the Compatibility matrix for Microsoft Office license.
carolina	ok
Shivam Singh	<p>As per your query, I wanted to inform you about the compatibility of different Microsoft Office 365 versions with our Ace C using it alongside your QuickBooks application.</p> <p>The following Office 365 versions are fully compatible with Ace Cloud Hosting:</p> <p><b>Office 365 Apps for Enterprise</b></p> <p><b>Office 365 E3 (Enterprise 3)</b></p> <p><b>Office 365 E5 (Enterprise 5)</b></p>
carolina	Ok, let me check which one is ours
Shivam Singh	Sure, you can let us know and we will assist you accordingly.
	Are we still connected here?
carolina	Yes, but I'm waiting for the reply of my colleague
Shivam Singh	Of course, I’m happy to wait for your reply here. However, if it’s more convenient, you’re also welcome to share any upda Whichever works best for you!
carolina	Ok, I will send an email
Shivam Singh	Great, thanks for your response .
	Is there anything else I may help you with ?
carolina	Sorry I just received the reply



Shivam Singh	that's great
carolina	Is Microsoft Family
Shivam Singh	Could you please share the license name.
carolina	One minute
Shivam Singh	Sure
carolina	No, I will send an e-mail, thanks
Shivam Singh	That's alright.
	Is there anything else I may help you with ?
	Hi there! Are we still connected here?
carolina	No, thanks
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acec
	(https://selfcare.acecloudhosting.com).)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

*Shivam Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76626 syed.rehman

**Email:** syed.rehman@krypc.com ☎ 9902432323

**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:** 1 Min 7 Secs  
**City:** BANGALORE  
**State:** Karnataka  
**Country:** INDIA

Chat Transcript -----

syed.rehman	Hello, I am your Acebuddy
Acebuddy	Hello Syed, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
syed.rehman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
syed.rehman	I'd like to raise a Request
Acebuddy	Please select your request type.
syed.rehman	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your issue. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option from the list below.
syed.rehman	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
syed.rehman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
syed.rehman	Hi i have issue with security group its my new account which i have created for testing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati declined the transfer request.</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you.
syed.rehman	Hi Anjainay
	we have created a new ubuntu server but from other office ubuntu not able connect to ur server using rsync

		Anjainay Singh is transferring the chat to Ankit.
		Ankit accepted the chat transfer request.
	Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you
		Hello Syed, How are you doing today?
	syed.rehman	rsync: connection unexpectedly closed (0 bytes received so far) [sender] rsync error: error (code 255) at io.c(232) [sender=3.2.7]
		Yes i am doing Good, How abt u
	Ankit	I am doing well, thank you for asking.
		I will surely help you with this issue.
	syed.rehman	can u we have call to discuss and share my screen
		i have create new security group and not able allow ssh access to my server IP
	Ankit	Yes, if you wish to discuss this over a call, you can reach us on our toll-free number: 1-888-415-5240. Syed, I would kindly request you to share your business name. (Edited)
	syed.rehman	r u available on this number
	Ankit	Alternatively, I can arrange a callback for you, or if you prefer, I can assist you right in chat.
	syed.rehman	pls
		this is my 9902432323
	Ankit	Yes, you can reach us, and you will be connected to one of our senior support engine
		please share your preferred time frame and time zone so that I can arrange the callback
	syed.rehman	it is out of service
	Ankit	Please confirm if you tried calling this number: 1-888-415-5240?
	syed.rehman	is it posible call me now
	Ankit	Sure, I can arrange a call back in next 20-30 min from now.
	syed.rehman	ok
	Ankit	Before arranging a call back, we would need a few details. (Edited)
		Syed, I would kindly request you to share your business name.
	syed.rehman	this number 18884155240 is not going
		KrypC Technologies Pvt Ltd
	Ankit	I can confirm that this number is currently active, as our other clients are able to connect to the same number.
	syed.rehman	is it
		Ankit how soon they can call me , as i need to evaluate this asap
	Ankit	

		Syed, I am unable to retrieve any details using the business name. Could you please ticket number, server name, or CID number to help me locate your account?
	syed.rehman	a2278904-2280-4e54-9da2-85995db7e301
		kvb-vboardVM
		r u there
	Ankit	I sincerely apologize for the inconvenience. Could you please confirm if this is your fi contact ACE?
	syed.rehman	yes this is my first time
	Ankit	Thank you for the details. Syed, do you currently have an account with us?
	syed.rehman	i need to allow few ip for ssh and other access
	Ankit	Thank you for all the details. Please allow me 2-3 minutes to transfer this chat to our Sales and Solutions team, as if you have an active account with us.
	syed.rehman	inbound rules i am facing challenges
		i need support from technical team Ankit
	Ankit	Syed, I can assist you further; however, I would need your account details to proceec assistance.
	syed.rehman	pls let me know
		#11413 Inbound Rule
		this is my ticket number
	Ankit	Please allow me 2-3 minutes to transfer this chat to our Sales and Solutions team.
	syed.rehman	r u from technical team
		<i>Ankit is transferring the chat to Support(QB &amp; App Hosting).</i>
		<i>Rajan accepted the chat transfer request.</i>
		<i>Rajan is transferring the chat to Ankit.</i>
		<i>Ankit accepted the chat transfer request.</i>
		<i>Ankit is transferring the chat to Sales &amp; Solutions.</i>
		<i>Amit accepted the chat transfer request.</i>
	Amit	Hello Syed.
		How may I assist you today.
		<i>Amit is transferring the chat to Support(QB &amp; App Hosting).</i>
		<i>Ankit accepted the chat transfer request.</i>
	Ankit	Kindly allow me 4-5 minutes to check the same.

	I sincerely apologize for the delay in my response.
	Syed, I am unable to retrieve any details using the business name. Please confirm if you are willing to opt for services from ACE. (Edited)
	so that we can connect and review your requirements to assist you further.
	Are we still connected here?
syed.rehman	yes
Ankit	Please confirm if you are willing to opt for services from ACE.
	As I am unable to locate any account with the details provided.
	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 (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

**#77390 Ted Mauch**  
**Email:** dfs@46410.org ☎ 12197691755  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** MERRILLVILLE  
**State:** Indiana  
**Country:** UNITED STATES

Chat Transcript

Ted Mauch	Hello, I am your Acebuddy
Acebuddy	Hello Fr. Ted Mauch, 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 n Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76705 Claire Speake

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

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript

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

		Welcome to Ace Support.
		Please chose an option :
	Claire Speake	I'd like to report an Issue
	Acebuddy	Please select an option!
	Claire Speake	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Claire Speake	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follo help you with resolving the issue
		Was that helpful?
	Claire Speake	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist
		<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 ass
	Claire Speake	I have two users that logged in using the same Credentials and now there QB are linl please help me to fix this.
		Accounting_Sg and CustomerService_SG
		I give you permission to remote access my computer. I am currently remoted in usin CustomerService_SG
	Anjainay Singh	Please allow me two to three minutes so that I can look into the issue .
		I am observing the issue please be patient with me .
	Claire Speake	OK
	Anjainay Singh	May I take the remote access of your server?
		Prior providing the access, I would suggest you to close any important documents at
	Claire Speake	Yes
	Anjainay Singh	Could you please confirm the server name .
	Claire Speake	CustomerService_SG
	Anjainay Singh	Its user name please provide the server name .
	Claire Speake	SGW.myrealdata.net
	Anjainay Singh	Could you please guide me through issue .
	Claire Speake	This computer logged in using the same credentials as another user. So when we log computer, it kicks the other user off. I need to update the credentials on this comput

Anjainay Singh	Please confirm whether both user have same credentials for server or QB .
Claire Speake	They should not have the same credentials, but for some reason, this user used the c credentials this morning.
Anjainay Singh	May I take the remote access of your local computer?
Claire Speake	yES
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at
	<a href="https://assist.acecloudhosting.com/join/1872800147">https://assist.acecloudhosting.com/join/1872800147</a>
	Please copy this URL at your local machine browser.
Claire Speake	It said the session is invalid. can you send me another link ?
Anjainay Singh	Okay in order to better assist you I will send two separate RDP file for users Accounti CustomerService_SG and you may access the server respectively depending upon yc (Edited)
Claire Speake	Ok
	I would rather you take care of this for me. Can you remote into my computers and c no issues.
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/5222971656">https://assist.acecloudhosting.com/join/5222971656</a>
	Please copy this new URL at your local machine browser.
	Could you please try to access again the server.
	As we haven't got any response from your end, We are closing this chat. If you still n Kindly re-initiate the chat.

Ended due to chat idle timeout

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

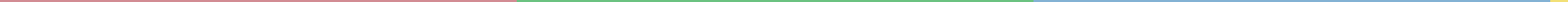
**#77680 Angela Jamieson**  
**Email:** angela@kenstruct.ca ☎ 14167714386  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php



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

Chat Transcript -----

Angela Jamieson	Hello, I am your Acebuddy
Acebuddy	Hello Angela Jamieson, I'm your Ace Buddy. I'll be happy to assist you!
Angela Jamieson	Whom Would You Like to Connect With?
	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angela Jamieson	I'd like to raise a Request
Acebuddy	Please select your request type.
Angela Jamieson	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email ac reason for server reboot and the support team will be happy to update you on the ta
	Do you need any further assistance on the topic?
Angela Jamieson	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!
Acebuddy has ended this chat session	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#77567 Rachel Yu

**Email:** ryu@fuf.net 📞 14152680784  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** BERKELEY  
**State:** California  
**Country:** UNITED STATES

Chat Transcript -----

Rachel Yu	Hello, I am your Acebuddy
Acebuddy	Hello Rachel Yu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rachel Yu	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 n Kindly re-initiate the chat.
Ended due to chat idle timeout	

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

**#77621 Andrew Lee**  
**Email:** andrewlee@cpa4us.com 📞 13105673819  
**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:** GARDENA  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#77452 samona**  
**Email:** samona@aabs.tax ☎ 7198200159  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Android  
**Browser:** Microsoft Edge  
**Device:** Mobile  
**Average Response Time:** 2 Mins 30 Secs  
**City:** WEST UNITY  
**State:** Ohio  
**Country:** UNITED STATES

Chat Transcript

samona	Hello, I am your Acebuddy
Acebuddy	Hello Samona, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
samona	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
samona	I'd like to report an Issue
Acebuddy	Please select an option!
samona	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
samona	Need office tools reinstalled
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting
	I will be surely assisting you with this. Kindly help me with your server name and use
samona	Ticket 697030
Yash Kalra	Kindly allow me two minutes to check the same.
samona	Office tools is still giving me the same error message
	<i>12:42:20 AMsamona is sharing a file with you</i> <a href="#">20250526_150739.jpg</a> - ( Size:6.04 MB )
Yash Kalra	Please stay connected
samona	I am
	Im on my phone not the computer
Yash Kalra	May I take the remote access of your server?
	<i>12:47:40 AMsamona is sharing a file with you</i> <a href="#">17482870242227801692509947665005.jpg</a> - ( Size:6.27 MB )
	May I take the remote access of your server?
samona	Yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at

	Samona	Okay
		I get the message when you open it
		It will not let me import or bill anyone
		Its say some directory service not exist
		Did you guys uninstall are reinstall it... it doesn't look like it
	Yash Kalra	<p>Samona,</p> <p>I’ve checked with my team and learned that our representative was recently on a call with the OfficeTools support team. To proceed, they require authorization from the account owner to resolve the issue.</p> <p>To expedite this, we kindly request a <b>three-way call</b> with:</p> <ul style="list-style-type: none"><li>Yourself (as the account owner)</li><li>Our support representative</li><li>The OfficeTools support team</li></ul> <p>This will allow us to:</p> <ul style="list-style-type: none"><li>✓ Obtain proper authorization</li><li>✓ Address the issue in real-time</li><li>✓ Ensure a swift resolution</li></ul> <p>Please let us know a convenient time for this call. We appreciate your cooperation in resolving this efficiently.</p>
		We have tried to uninstall and re-install the application, but it did not provide any resolution. (Edited)
	Samona	So what number am I calling
	Yash Kalra	<p>Samona,</p> <p>To resolve this efficiently, we recommend one of these options:</p> <p><b>Option 1: Real-Time Resolution</b></p> <p>You connect with the OfficeTools support team</p> <p>Merge our support team into the call using our toll-free number: <b>888-415-5240</b></p> <p>We’ll address the issue immediately in a three-way call</p> <p><b>Option 2: Scheduled Meeting</b></p> <p>If real-time isn’t feasible, please coordinate a meeting time with OfficeTools support, and we’ll resolve the issue collaboratively. (Edited)</p>
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		<i>Yash Kalra has ended this chat session</i>



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76904 LESLIE STEPHENS**  
**Email:** stephenshardwood@highland.net ☎ 14236632564  
**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:** 53 Secs  
**City:** PINE KNOT  
**State:** Kentucky  
**Country:** UNITED STATES

## Chat Transcript

LESLIE STEPHENS	Hello, I am your Acebuddy
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be ass
LESLIE STEPHENS	I believe it was you that just helped me.
	The wrong version of the company file was downloaded. The one that you download beginning of January and not our most receent.
Anjainay Singh	Okay please allow me a moment .
	I will restore the latest version of company file onto the server and will share the loca raise a task to concerned department in order to restore it . (Edited)
LESLIE STEPHENS	Okay
Anjainay Singh	Is there anything else I may help you with ?
LESLIE STEPHENS	When should it be ready?
Anjainay Singh	It may take 1-2 hours or within it depending on company file size and as it is getting share the update over an email asap.
LESLIE STEPHENS	Okay. Please let me know ASAP.
Anjainay Singh	Sure , you may end this chat session we will contact you over an email soon.

Anjainay Singh has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77547 Ryan Godbey**  
**Email:** rgodbey@cgfinancialaccounting.com ☎ 6064257574  
**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:** 2 Mins 34 Secs  
**City:** LEXINGTON  
**State:** Kentucky  
**Country:** UNITED STATES

## Chat Transcript

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

		QuickBooks
	Acebuddy	Request you to kindly share the following information with us via email on support@acecloudhosting.com so we can proceed with the installation.
		<ul style="list-style-type: none"><li>• QuickBooks Version (Pro/Premier/Enterprise) with year</li><li>• License Number and Product Code</li></ul>
		An email update will be shared once the request is completed.
		Do you need any further assistance on the topic?
	Ryan Godbey	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Gaurav Kumar declined the transfer 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 yo
	Ryan Godbey	HI I need help with ticket 701463
		Hello?
	Tushar	I deeply apologize for the inconvenience caused to you.
		Kindly allow me two minutes to check the same.
		As I can see you want to upgrade to QuickBooks 24 correct?
	Ryan Godbey	Yes
	Tushar	Have you purchased it if yes kindly share the license number and product code.
		after which we will proceed with the installation of the QuickBooks 24 on server.
	Ryan Godbey	License # 733731929516049
		Product # 911782
		That is PAP Premier Software Bundle License # and Product #
		The 2025 would be better than 2024 if possible
	Tushar	Thank you for the details we will proceed with the installation it will take around 30 n arise.
	Ryan Godbey	I don't think 2025 is out.
		License # 733731929516049
	Tushar	It's the online version not the 2025.
	Ryan Godbey	Product # 626040
		I think this is the 2024 Product Code and License # for the QB Desktop
	Tushar	Thank you for letting us know we will proceed with the installation if we face any issu



	you for the same.
Ryan Godbey	Thanks
Tushar	Kindly log of from the server after this chat ends as server would need reboot after ir
	Is there anything else I may help you with ?
Ryan Godbey	No thanks
Tushar	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers c working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
	Note: You may change/reset your server password on your own by registering on our ([https://selfcare.acecloudhosting.com). ](https://selfcare.acecloudhosting.com).)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know
	<i>Tushar has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77171 fabell**  
**Email:** fabell@abellturf.com 📞 16782960822  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 12 Secs  
**City:** ALPHARETTA

**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript -----

fabell	Hello, I am your Acebuddy
Acebuddy	Hello Fabell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fabell	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dev Dubey accepted the chat transfer request.</i>
fabell	I need to remove one user from my account, and setup a new employee
	<i>Dev Dubey is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
	Abell Turf and tractors (CID60001)
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be a
	Hello fabell
	I will surely help you with this issue.
	Please send us an email from the registered email address at support@acecloudhost we could proceed further with the request.
	Rest will be assured by us
fabell	Okay, sending the email now. Thank you!
Shashwat Verma	Sure, kindly share the Name, phn no and email address of the new person to be add
	In email only
	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

**#77043 Joanie Vollmers**  
**Email:** jvollmers@stjohns-savage.org  
**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:** SAVAGE  
**State:** Minnesota  
**Country:** UNITED STATES

## Chat Transcript

Joanie Vollmers	Hello, I am your Acebuddy
Acebuddy	Hello Joanie Vollmers, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Joanie Vollmers	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joanie Vollmers	I'd like to raise a Request
Acebuddy	Please select your request type.
Joanie Vollmers	Change in Users
Acebuddy	Please select your desired option!
Joanie Vollmers	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you owner, Please refer to the following link for a detailed guide on how to manage users
	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 n Kindly re-initiate the chat.

Ended due to chat idle timeout

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76458 joe pavone**  
**Email:** joe@rvirtualcfo.com ☎ 17043971586  
**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:** CLOVER  
**State:** South Carolina  
**Country:** UNITED STATES

## Chat Transcript

joe pavone	Hello, I am your Acebuddy
Acebuddy	Hello Joe, 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 s assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

