

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72172 Stephanie Howe**  
**Email:** stephaniehowe2019@gmail.com 📞 16098902888  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 1 Min 16 Secs  
**City:** MORRISVILLE  
**State:** Pennsylvania  
**Country:** UNITED STATES

## Chat Transcript

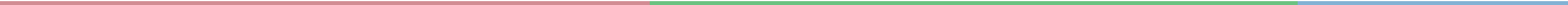
|                |  |
|----------------|--|
| Stephanie Howe | Hello, I am your Acebuddy  |
| Acebuddy       | Hello Stephanie Howe, I'm your Ace Buddy. I'll be happy to assist you!                               |
|                | Whom Would You Like to Connect With?   |
| Stephanie Howe | Technical Support (QB & App Hosting)   |
| Acebuddy       | Welcome to Ace Support.  |
|                | Please chose an option :   |
| Stephanie Howe | I'd like to report an Issue  |
| Acebuddy       | Please select an option!   |
| Stephanie Howe | QuickBooks Issue   |
| Acebuddy       | What type of QuickBooks Issue are you facing?  |
| Stephanie Howe | Other QB related issue   |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative! |
| Stephanie Howe | Need to remove QB Enterprise from our server   |
| Acebuddy       | Please wait while we connect you to a Support Representative   |

*Acebuddy (bot) forwarded the chat request*

Sharath Kumar accepted the chat transfer request.

|                |  |
|----------------|--|
| Sharath Kumar  | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.   |
| Stephanie Howe | Hi Sharath :)  |
|                | We have been struggling all week after having QB Enterprise installed on our server. I've worked with several people at Ace Cloud Hosting and they have not been able to resolve our main QB file in QB Pro Plus.  |
| Sharath Kumar  | Hi Stephanie, sorry to hear about the issue  |
|                | have you sent in a request to support for this, if yes, what is the ticket number that you have received   |
| Stephanie Howe | We are able to get back into QB Pro, and are planning on installing QBE on our local computer, so we just want to uninstall QB Pro Plus.   |
| Sharath Kumar  | looking into it, one moment please   |
| Stephanie Howe | Thanks   |
| Sharath Kumar  | Hello Stephanie, it appears that our team has already figured out the issue and was able to resolve the issue for Dawn and you.  |
|                | Can I have Sumeet (who worked on this previously) reach out to you   |
|                | to discuss this matter   |
| Stephanie Howe | Of course, thank you.  |
| Sharath Kumar  | what will be the correct phone number to reach you   |
| Stephanie Howe | 609-647-7357   |
| Sharath Kumar  | Alright, I will have Sumeet reach out to you at the earliest.  |
|                | Anything else that I can assist you with?  |
| Stephanie Howe | Thank you so much!   |
|                | Nope that's it....have a great weekend!  |
| Sharath Kumar  | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a link to our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> ) |
|                | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. Thanks!   |
|                | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )  |
|                | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )  |
|                | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  |

Stephanie Howe has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72749 Doak Painter**  
**Email:** doakpaintercpa@outlook.com ☎ 14322108445  
**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:** PANAMA CITY BEACH  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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

Hello, I am your Acebuddy

## Visitor Details

**#72736 Betty Ramos**  
**Email:** customercare@executiverefreshments.com ☎ 12146960205  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 51 Secs  
**City:** HOUSTON  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

|             |  |
|-------------|--|
| Betty Ramos | Hello, I am your Acebuddy  |
| Acebuddy    | Hello Betty, I'm your Ace Buddy. I'll be happy to assist you!  |
|             | Whom Would You Like to Connect With?   |
| Betty Ramos | Technical Support (QB & App Hosting)   |
| Acebuddy    | Welcome to Ace Support.  |
|             | Please chose an option :   |
| Betty Ramos | I'd like to report an Issue  |
| Acebuddy    | Please select an option!   |
| Betty Ramos | Other Issue  |
| Acebuddy    | Please specify the issue you are facing before I connect you to an available support representative! |
| Betty Ramos | ticket # 642081  |
| Acebuddy    | Please wait while we connect you to a Support Representative   |

Acebuddy (bot) forwarded the chat request

*Shubham Yadav accepted the chat transfer request.*

|               |   |
|---------------|---|
| Shubham Yadav | Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.                      |
|               | Thank you for the information and allow 2 minutes to check the same.  |
| Betty Ramos   | can I please talk to Saurabh Surana   |
| Shubham Yadav | Kindly allow me two minutes to check the same.  |
| Betty Ramos   | we had a call schduled for yesterday but I got sick   |
|               | i was hoping i could get the call today if possible now if he is available  |
| Shubham Yadav | Betty Saurabh Surana is not available right now   |
|               | But we can still reach you out  |
| Betty Ramos   | the issues has been with logging in as a temporary profile  |
|               | but I have more information, it not only happen to me, it happen to our other user our CPA                                |
|               | they also lost information already done   |
|               | so why is this happening  |
|               | and how can I tell if I am logged i n corectly or not   |
|               | I dont see a way to me knowing if I am logged in properly or with a temporary profile.                                    |
| Shubham Yadav | Thank you for the information and allow 2 minutes to check the same.  |
| Betty Ramos   | I dont want to keep losing hours of work  |
| Shubham Yadav | Betty I understand your concern. Let me check from back end.  |
|               | Betty, upon checking, there is no temporary profile created at the moment. The case has already been escalated, and on    |
| Betty Ramos   | I have a meeting between 10:30- 11:00 am CST, before or after will be best.   |
|               | I just want to make sure when I log in I am logging in to the right user.   |
|               | I will wait for the call just NOT between 10:30 am - 11:00 am CST   |
| Shubham Yadav | Sure Betty we will reach you out with in the time frame you have mentioned.   |
|               | No problem betty. We are looking into this matter on priority.  |
|               | We will reach you out.  |
| Betty Ramos   | thanks  |
| Shubham Yadav | Welcome Betty   |
|               | Is there anything else I may help you with ?  |
| Betty Ramos   | no thank you  |
| Shubham Yadav | 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 |

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/>)

Shubham Yadav has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72828 Deanna Logoteta**  
**Email:** dlogoteta@awakenjustice.org 📞 7752196737  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 24 Secs  
**City:** RENO  
**State:** Nevada  
**Country:** UNITED STATES

## Chat Transcript

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

|                 |   |
|-----------------|---|
|                 | Please select an option!  |
| Deanna Logoteta | Other Issue   |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!                        |
| Deanna Logoteta | There is an update on our Quickbooks that needs to be done and it says I'm not authorized to do that                        |
| Acebuddy        | Please wait while we connect you to a Support Representative  |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>  |
|                 | <i>Shashwat Verma accepted the chat transfer request.</i>   |
| Shashwat Verma  | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.                       |
|                 | Hello Dlogoteta   |
|                 | I will surely help you with this issue.   |
| Deanna Logoteta | Hello. I know we are on a shared drive so is this something you will have to do this evening?                               |
| Shashwat Verma  | Let me check  |
|                 | Kindly allow me two minutes to check the same.  |
|                 | Are you just facing that update prompt, as the QuickBooks Enterprise 2024 is already updated on shared server.              |
| Deanna Logoteta | When I go to logon to Qbks, it states that there is an update that needs to be done but I'm not authorized, even though I'r |
| Shashwat Verma  | Let me check at your end.   |
|                 | May I take the remote access of your server?  |
| Deanna Logoteta | I   |
|                 | I actually have to log off now. I will reach out later when I can send a screenshot   |
| Shashwat Verma  | Okay, no problem.   |
|                 | 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)    |

*Shashwat Verma has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71985 eduardocantore**  
**Email:** eduardocantore@hotmail.com 📞 17877917090  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 1 Min 25 Secs  
**City:** ROSARIO  
**State:** Santa Fe  
**Country:** ARGENTINA

## Chat Transcript

|                |  |
|----------------|--|
| eduardocantore | Hello, I am your Acebuddy  |
| Acebuddy       | Hello Eduardocantore, I'm your Ace Buddy. I'll be happy to assist you!   |
|                | Whom Would You Like to Connect With?   |
| eduardocantore | Technical Support (QB & App Hosting)   |
| Acebuddy       | Welcome to Ace Support.  |
|                | Please chose an option :   |
| eduardocantore | I'd like to report an Issue  |
| Acebuddy       | Please select an option!   |
| eduardocantore | Other Issue  |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!               |
| eduardocantore | According to what was discussed earlier, the user assist-6 should be able to enter the RIMAS folder and subfolders |
| Acebuddy       | Please wait while we connect you to a Support Representative   |
|                | <i>Acebuddy (bot) forwarded the chat request</i>   |
|                | <i>Sharath Kumar accepted the chat transfer request.</i>   |
| Sharath Kumar  | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.               |



|                |   |
|----------------|---|
| eduardocantore | Hi, Sarath  |
| Sharath Kumar  | Hello Eduardo, is there a ticket number for your concern that you can refer?  |
| eduardocantore | 608106  |
| Sharath Kumar  | Looking into it, one moment please  |
|                | taking some time to go through all the notes  |
| eduardocantore | ok  |
| Sharath Kumar  | I just got to the excel sheet you sent regarding user permissions   |
| eduardocantore | The user accesses the RIMAS folder, but cannot access the 2024 and 2025 subfolders  |
|                | <i>7:46:39 PM</i> eduardocantore is sharing a file with you<br><a href="#">WhatsApp Image 2025-02-05 at 10.56.28_d2ea405b.jpg</a> - ( Size:693.0 KB ) |
| Sharath Kumar  | noted   |
|                | <i>7:47:05 PM</i> eduardocantore is sharing a file with you<br><a href="#">WhatsApp Image 2025-02-05 at 10.56.13_6acc2c56.jpg</a> - ( Size:754.7 KB ) |
|                | what about other folders such as FUEL and Maintenance   |
|                | is it the same case on those folders as well?   |
| eduardocantore | I confirm to you  |
|                | The problem is RIMAS folder only  |
| Sharath Kumar  | understood  |
|                | I am looking into it  |
|                | one moment please   |
| eduardocantore | ok  |
|                | Please wait five minutes. I will back   |
| Sharath Kumar  | sure, take your time  |
|                | I have redone the permissions<br>could you try again and let me know if it resolves your concern  |
| eduardocantore | ok, i here,   |
|                | Ok, now. thanks   |
|                | Yes the user have access  |
| Sharath Kumar  | glad to know that   |
|                | anything else that I may assist you with?   |
| eduardocantore | No, thanks again  |
| Sharath Kumar  | my pleasure   |
|                | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w                             |

|  |   |
|--|---|
|  | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response.<br>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> )                                     |
|  | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |

Sharath Kumar has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72177 David Garza**  
**Email:** david@davidgarza.net 📞 15627167160  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 11 Secs  
**City:** WHITTIER  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

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

|              |   |
|--------------|---|
|              | Please chose an option :  |
| David Garza  | I'd like to report an Issue   |
| Acebuddy     | Please select an option!  |
| David Garza  | QuickBooks Issue  |
| Acebuddy     | What type of QuickBooks Issue are you facing?   |
| David Garza  | 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?   |
| David Garza  | 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>  |
| David Garza  | 636982  |
|              | <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.                       |
| David Garza  | 636982  |
| Manish Singh | Hii David, we have arranged the callback regarding the issue as per your request.   |
| David Garza  | nobody has called me  |
| Manish Singh | You will receive the callback soon.   |
|              | Regarding the QuickBooks Administrator issue we have restarted the services of application from the backend.              |
|              | Is it still causing issues?   |
| David Garza  | they couldn't set multiuser mode  |
|              | Nobody explained what was the reason behind the login problem with QuickBooks   |
|              | I need to explain to the boss why this happened   |
| Manish Singh | It was the services issue but as the chat get disconnected i was unable to explain.                                       |
| David Garza  | THEy thought we would have 100% up time with your service   |
|              | we have only been on your server for a short amount of time and we already have problems                                  |
| Manish Singh | Yes, we have but sometimes the QuickBooks services turn to manual instead of Automatic which cause this issue.            |
|              | I apologize for the trouble you’ve experienced.   |
| David Garza  | I assume you guys don't specialize in QuickBooks  |
|              | I need detailed instructions on how I can backup the companies and keep my own copies of backups                          |
| Manish Singh | May I take the remote access of your server?  |
|              | I will help you with the backup of the QB company file.   |

|  |   |
|--|---|
| David Garza                              | I've lost confidence in your service so we need to prepare  |
| Manish Singh                             | I will definitely be going to help you can I take remote session and help you regarding the QuickBooks company file backu |
| David Garza                              | can you send me instructions via email? Surely you have documentation for backing up?                                     |
|  | hello?  |
| Manish Singh                             | Sure David  |
|  | I will share the steps with you over the email  |
|  | you can follow those steps to back up your company files.   |
|  | Although we take up the back on daily basis, so you don't have to worry, you can connect with us any time and we will pr  |
| David Garza                              | how do we transfer the files back to me?  |
| Manish Singh                             | We will provide you with the SOP over the email for the same.   |
|  | Would you like the assistance regarding QuickBooks company file backup over the remote session?                           |
|  | Are we still connected here?  |
| David Garza                              | yes   |
|  | yes I need someone who is familiar with Intuit Data Protect   |
| Manish Singh                             | Alright, let me arrange a callback accordingly.   |
|  | So that you can be better understood regarding the issue.   |
|  | 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)  |
| Manish Singh has ended this chat session |   |

#72087 amanda

Email: amanda@sundackcpa.com 📞 12128589022

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: FARMINGDALE

State: New York

Country: UNITED STATES

Chat Transcript -----

|               |   |
|---------------|---|
| amanda        | Hello, I am your Acebuddy   |
| Acebuddy      | Hello Amanda, I'm your Ace Buddy. I'll be happy to assist you!  |
|               | Whom Would You Like to Connect With?  |
| amanda        | Technical Support (QB & App Hosting)  |
| Acebuddy      | Welcome to Ace Support.   |
|               | Please chose an option :  |
| amanda        | I'd like to report an Issue   |
| Acebuddy      | Please select an option!  |
| amanda        | Password Reset  |
| Acebuddy      | Please select an option below   |
| amanda        | Not Enrolled to Selfcare Portal   |
| Acebuddy      | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re        |
|               | Do you need any further assistance on the topic?  |
| amanda        | Yes   |
| Acebuddy      | Please wait while we connect you to our Support Representative  |
|               | Acebuddy (bot) forwarded the chat request   |
|               | Sharath Kumar accepted the chat transfer request.   |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.                      |
| amanda        | Hello again, my coworker, Melissa Pepitone, does not know her password to logon to the SelfCare Portal. Shhe tried chatti |
| Sharath Kumar | Hi Amanda, since you are one of the authorized contact. I request you to sign into your MyPortal account                  |
| amanda        | Is that the same as SelfCare Portal?  |

|               |  |
|---------------|--|
| Sharath Kumar | you will see the accounts for all the users for Sundak   |
|               | let me send you a detailed document about this   |
|               | <i>9:41:21 PMSharath Kumar is sharing a file with you</i><br><a href="#">(My Portal) How to Manage ACE Server Users.pdf</a> - ( Size:1.33 MB )   |
|               | the username for MyPortal will be CID72746   |
|               | click on forget password and you will receive the new password on your email   |
| amanda        | ok one second please   |
| Sharath Kumar | sure, take your time   |
| amanda        | Where is this sent to?   |
|               | <i>9:44:51 PMamanda is sharing a file with you</i><br><a href="#">1_image.png</a> - ( Size:298.75 KB )   |
| Sharath Kumar | it should be in your email   |
|               | I see that there are multiple authorized contacts for your account, could be possible that the One time Password was sent  |
| amanda        | havent received anything   |
| Sharath Kumar | One moment, Amanda. Let me check for workaround for this   |
| amanda        | ok   |
| Sharath Kumar | Hi Amanda, just send an email request to - support@acecloudhosting.com<br>I will provide you with the new password for Melissa shortly   |
| amanda        | Ok, so I should send an email to that email address and ask them to provide me with a new password for melissa?  |
| Sharath Kumar | that is correct  |
| amanda        | ok thank you   |
| Sharath Kumar | Amanda, Is there anything else I may help you with?  |
| amanda        | that is it thank you   |
| Sharath Kumar | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a link to our Selfcare Portal (https://selfcare.acecloudhosting.com/)<br><br>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.<br>Thanks!<br><br>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)<br><br>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
|               | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  |

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73089 eminer**  
**Email:** eminer@kegtechnologies.net 📞 NA  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 35 Secs  
**City:** EAST CHINA  
**State:** Michigan  
**Country:** UNITED STATES

## Chat Transcript

|               |  |
|---------------|--|
| eminer        | Hello, I am your Acebuddy  |
|               | QB Error 15212 while updating QB   |
|               | <i>Yash Kalra is transferring the chat to Anurag Sharma.</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 Eminer   |
| eminer        | Hi again, I am getting a QB Error 15212 while updating QB.   |
| Anurag Sharma | I deeply apologize for the inconvenience caused to you.  |
|               | I will be surely assisting you with this. Kindly help me with your server name and user name?        |
|               | Are we still connected here?   |
| eminer        | Where do I find it   |
| Anurag Sharma | Please confirm if it is KEGTechnologies.myrealddata.net ?  |
| eminer        | ErinM_KEG  |
|               | yes  |
|               |  |

|               |   |
|---------------|---|
| Anurag Sharma | Thanks for the confirmation !   |
|               | Eminer, I would like to inform you that I have scheduled the QB update during the night hours when users are less active  |
|               | Is there anything else I may help you with ?  |
| eminer        | I have an error. will this correct the error? It says there is an issue with saving the files.  |
| Anurag Sharma | Yes, QB requires an update. After updating QB you will not face this error again.   |
|               | Is there anything else I may help you with ?  |
| eminer        | No that was it. Thanks again!! have a good night.   |
| Anurag Sharma | Thank you so much Eminer  |
|               | 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 w   |
|               | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi   |
|               | Thanks!   |
|               | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> ) |
|               | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )                                     |

Anurag Sharma has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72994 Michael Hines**  
**Email:** mike@dejenetax.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:** IRVINE  
**State:** California



Country: UNITED STATES

Chat Transcript

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

michael hines has ended this chat session

Chat Transcript

Need to get connected to the server?

Visitor Details

#72893 Wally Child

Email: wally.child.cpa@outlook.com ☎ 20285214192

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: [https://www.acecloudhosting.com/proseries-tax-hosting/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Tax\\_Software\\_Hosting&utm\\_term=&utm\\_adgroup=Dynamic\\_Tax&gad\\_source=1&gclid=Cj0yZVYaAospEALw\\_wcB](https://www.acecloudhosting.com/proseries-tax-hosting/?utm_source=google&utm_medium=cpc&utm_campaign=Tax_Software_Hosting&utm_term=&utm_adgroup=Dynamic_Tax&gad_source=1&gclid=Cj0yZVYaAospEALw_wcB)

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: GARLAND

State: Utah

Chat Transcript

|   |   |
|---|---|
| Wally Child   | Need to get connected to the server   |
| Vatsal  | Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.   |
| Wally Child   | okay thanks   |
| Vatsal  | Hi! How are you today?  |
| Wally Child   | Good  |
| Vatsal  | Just to confirm, do you currently hold an account with ACE?   |
| Wally Child   | Yes   |
| Vatsal  | May I have the company name or the CID  |
| Wally Child   | The account is under CPPR   |
| Vatsal  | Carefree Professional Practice Resources, is it the same? Kindly confirm  |
| Wally Child   | yes   |
| Vatsal  | Okay  |
|   | I am transferring this chat to the support team, they'll be assisting you further.  |
| Wally Child   | Okay thanks   |
| Vatsal is transferring the chat to Support(QB & App Hosting). |   |
| 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 Wallace   |
| Wally Child   | Okay cool thanks  |
|   | Hello   |
|   | i need help connecting to the server  |
| Shashwat Verma  | I will surely help you with this issue.   |
|   | May I take the remote access of your local computer?  |
| Wally Child   | Yes   |
| Shashwat Verma  | Prior providing the access, I would suggest you to close any important documents at your end.   |
|   | <a href="https://assist.acecloudhosting.com/join/5982680496">https://assist.acecloudhosting.com/join/5982680496</a>   |
|   | Kindly Click on the link and open the downloaded file.  |
|   | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti kindly give your confirmation on this chat. |

|  |  |
|--|--|
|  | Are we still connected here?   |
|  | Are we still connected here?   |
| Wally Child                                | I was connected and now it won't let me connect  |
| Shashwat Verma                             | Okay   |
| Wally Child                                | It kicked me out of the remote desktop and won't let me connect again  |
| Shashwat Verma                             | Sure   |
|  | <a href="https://assist.acecloudhosting.com/join/2652749898">https://assist.acecloudhosting.com/join/2652749898</a>      |
|  | Kindly Click on the link and open the downloaded file.   |
|  | 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) |
| Shashwat Verma has ended this chat session |  |

# Chat Transcript

quickbooks froze

Visitor Details

#73323 bedfordfeedandseed

Email: bedfordfeedandseed@yahoo.com 📞 18122794136

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

Website: [https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm\\_source=Bing&utm\\_medium=cpc&utm\\_campaign=QB\\_License&utm\\_term=hosting%20quickbooks%20enterprise%20in%20the%20cloud](https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm_source=Bing&utm_medium=cpc&utm_campaign=QB_License&utm_term=hosting%20quickbooks%20enterprise%20in%20the%20cloud)&utm\_a

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 45 Secs

City: BLOOMINGTON

State: Indiana

Country: UNITED STATES

Chat Transcript

|                    |   |
|--------------------|---|
| bedfordfeedandseed | quickbooks froze  |
|                    | need a reset  |
| Riten              | Thank you for contacting ACE. My name is Riten. I will be assisting you further.  |
|                    | Hi Brad, let me transfer you to the support chat to help you with this!   |
|                    | <i>Riten is transferring the chat to Support(QB &amp; App Hosting).</i>   |
| bedfordfeedandseed | ok  |
|                    | <i>Ashutosh accepted the chat transfer request.</i>   |
| Ashutosh           | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.                             |
| bedfordfeedandseed | my quickboks os froze on one of my computers  |
|                    | is  |
| Ashutosh           | Kindly allow me two minutes to check for the same.  |
| bedfordfeedandseed | still here?   |
| Ashutosh           | Thank you for your patience. Could you confirm if users JackTr.nent1 and BradF.Nent1 are both experiencing issues with Q    |
| bedfordfeedandseed | jusr bradF  |
|                    | the other one is working at the moment  |
|                    | I attempted a payroll update and it froze   |
| Ashutosh           | I will logout the bradF.Nent1 and you can login back, since you are part of shared server all the updates are completed du  |
| bedfordfeedandseed | ok  |
| Ashutosh           | I have logged out bradF.Nent1 please login back after few minutes, I will also schedule payroll updates for the night hours |
| bedfordfeedandseed | i can log back on to the server now but the actual quickbooks wont load   |
| Ashutosh           | Please allow me 2 minutes to check.   |
|                    | Thank you for your patience, we are rebooting the server to fix the issue.  |
| bedfordfeedandseed | still working on it?  |
| Ashutosh           | Please login back after few minutes as the issue should be resolved by now.   |
|                    | We have initiated the reboot; it may take few minutes to complete the restart after which you can login back.               |
|                    | Please check if the issue is resolved now.  |
|                    | 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.

Ashutosh has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72895 Jared Dixon**  
**Email:** jaredeaglerock@gmail.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** COALVILLE  
**State:** Utah  
**Country:** UNITED STATES

## Chat Transcript

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

|             |  |
|-------------|--|
|             | Setback  |
| Acebuddy    | Please select your request type.   |
| Jared Dixon | Application Update   |
| Acebuddy    | Please send us an email at support@acecloudhosting.com and we will provide you with an update once       |
|             | 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, Ki |
|             | <i>Ended due to chat idle timeout</i>  |

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72616 AccountsSavvy**  
**Email:** manishsahay@virtualemployee.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Ahi  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 34 Secs  
**City:** CHANDIGARH  
**State:** Chandigarh  
**Country:** INDIA

## Chat Transcript

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

|  |               |  |
|--|---------------|--|
|  |               | Technical Support (QB & App Hosting)   |
|  | Acebuddy      | Welcome to Ace Support.  |
|  |               | Please chose an option :   |
|  | AccountsSavvy | I'd like to report an Issue  |
|  | Acebuddy      | Please select an option!   |
|  | AccountsSavvy | Other Issue  |
|  | Acebuddy      | Please specify the issue you are facing before I connect you to an available support representative!   |
|  | AccountsSavvy | RDP Connection not working   |
|  | Acebuddy      | Please wait while we connect you to a Support Representative   |
|  |               | <i>Acebuddy (bot) forwarded the chat request</i>   |
|  |               | <i>Yash Ahi accepted the chat transfer request.</i>  |
|  | Yash Ahi      | Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.  |
|  |               | I will surely help you with this issue.  |
|  |               | Could you please help me with your server name or business name once?  |
|  | AccountsSavvy | My RDP connection not working properly. Hanged too & issue faced while connecting  |
|  |               | AccountsSavvyCPA   |
|  | Yash Ahi      | Thanks for the confirmation !  |
|  |               | Kindly allow me two minutes to check the same.   |
|  | AccountsSavvy | Okay. just for info when I am trying to connect a pop up shown contact your administrator  |
|  | Yash Ahi      | No issues. Let me check that.  |
|  | AccountsSavvy | Logon attempt failed to shown as well  |
|  | Yash Ahi      | I am making some changes at the backend  |
|  |               | May I take the remote access of your local computer?   |
|  | AccountsSavvy | Sure   |
|  | Yash Ahi      | Prior providing the access, I would suggest you to close any important documents at your end.  |
|  | AccountsSavvy | ok   |
|  | Yash Ahi      | Kindly paste this link in the browser of local computer and join the session.<br><a href="https://assist.acecloudhosting.com/join/1072674427">https://assist.acecloudhosting.com/join/1072674427</a> |
|  | AccountsSavvy | Loading on initializing remote session   |
|  |               | but not working  |
|  |               | Is there any specific reason?  |
|  | Yash Ahi      | You can try it again.  |
|  |               |  |

|  |   |
|--|---|
|  | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till I disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
|  | Is there anything else I may help you with ?  |
|  | The issue seems to be fixed now.  |
|  | <i>AccountsSavvy has ended this chat session</i>  |

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72275 Bill Jacobsen**  
**Email:** bill@jacobsentree.com 📞 605-323-8177  
**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:** 9 Secs  
**City:** BRANDON  
**State:** South Dakota  
**Country:** UNITED STATES

## Chat Transcript

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



|  |               |   |
|--|---------------|---|
|  | Acebuddy      | Please select your request type.  |
|  | Bill Jacobsen | Printer/Scanner Addition  |
|  | Acebuddy      | Please select your desired option :   |
|  | Bill Jacobsen | Printer Addition  |
|  | Acebuddy      | Kindly install the client version of ‘Uniprint’ on your local Desktop by following the instructions mentior   |
|  |               | Once the local client has been installed, Please try printing from the server and select ‘Uniprint’ option prompted.  |
|  |               | Do you need any further assistance on the topic?  |
|  | Bill Jacobsen | Yes   |
|  | Acebuddy      | Please wait while we connect you to our 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.  |
|  | Bill Jacobsen | okay. now logged in on desktop  |
|  | Anurag Sharma | Okay  |
|  |               | May I take the remote access of your local computer?  |
|  | Bill Jacobsen | yes   |
|  | Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end.   |
|  | Bill Jacobsen | all set   |
|  | Anurag Sharma | <a href="https://assist.acecloudhosting.com/join/5022116869">https://assist.acecloudhosting.com/join/5022116869</a>   |
|  |               | Kindly paste this link in the browser of local computer and join the session.   |
|  |               | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till i disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
|  |               | 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   |
|  |               | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |
|  |               | <i>Anurag Sharma has ended this chat session</i>  |

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72970 Larry Garcia**  
**Email:** larry@standardus.com ☎ 6302899500  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 58 Secs  
**City:** DES PLAINES  
**State:** Illinois  
**Country:** UNITED STATES

## Chat Transcript

|              |  |
|--------------|--|
| Larry Garcia | Hello, I am your Acebuddy  |
| Acebuddy     | Hello Larry Garcia, I'm your Ace Buddy. I'll be happy to assist you!                                   |
|              | Whom Would You Like to Connect With?   |
| Larry Garcia | Technical Support (QB & App Hosting)   |
| Acebuddy     | Welcome to Ace Support.  |
|              | Please chose an option :   |
| Larry Garcia | I'd like to report an Issue  |
| Acebuddy     | Please select an option!   |
| Larry Garcia | QuickBooks Issue   |
| Acebuddy     | What type of QuickBooks Issue are you facing?  |
| Larry Garcia | QuickBooks Login Issue   |
| Acebuddy     | I understand that you are unable to login to your QuickBooks company file. The following steps might h |
|              | Was that helpful?  |
| Larry Garcia | 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>Sharath Kumar accepted the chat transfer request.</i>   |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.   |
| Larry Garcia  | You were supposed to call me at 12:00 PM CST today 02/21/2025.   |
|               | # 72962  |
| Sharath Kumar | Thank you for providing me with the ticket number. Let me quickly check on the status and see what’s   |
|               | Larry, the person who was supposed to call you is still in a meeting. I will have him reach out to you at  |
| Larry Garcia  | Whatever   |
|               | bye  |
| Sharath Kumar | my apologies for the delay. I have passed on the information to Gaurav, who will be calling you shortly. Anything else that I may assist you in the meantime |
|               | 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  |
|               | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  |
|               | <i>Sharath Kumar has ended this chat session</i>   |

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72778 info**  
**Email:** info@brkimcpa.com ☎ 9729724930  
**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:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

|          |   |
|----------|---|
| info     | Hello, I am your Acebuddy   |
| Acebuddy | Hello Info, I'm your Ace Buddy. I'll be happy to assist you!                                      |
|          | Whom Would You Like to Connect With?  |
| info     | Technical Support (QB & App Hosting)  |
| Acebuddy | Welcome to Ace Support.   |
|          | Please chose an option :  |
| info     | I'd like to report an Issue   |
| Acebuddy | Please select an option!  |
| info     | QuickBooks Issue  |
| Acebuddy | What type of QuickBooks Issue are you facing?   |
| info     | QuickBooks is Frozen  |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks                  |
|          | Was that helpful?   |
| info     | 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>  |
| info     | QB doesn't work now.  |
|          | <i>info has ended this chat session</i>   |

Visitor Details

#72603 Jsarajena  
Email: jsarajena@nexagy.com

Chat Transcript

Hello, I am your Acebuddy

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

Chat Transcript -----

|                |   |
|----------------|---|
| Jsarajena      | Hello, I am your Acebuddy   |
| Acebuddy       | Hello Jsarajena, I'm your Ace Buddy. I'll be happy to assist you!                                     |
|                | Whom Would You Like to Connect With?  |
| Jsarajena      | Technical Support (QB & App Hosting)  |
| Acebuddy       | Welcome to Ace Support.   |
|                | Please chose an option :  |
|                | Please select an option!  |
| Jsarajena      | I'd like to report an Issue   |
|                | Was just working with Support and now neither of the two sign ins are working. KathyW or JoninaS. Wh  |
| Acebuddy       | Looks like you've chosen an invalid option, Please try again.   |
|                | Please select an option!  |
| Jsarajena      | Other Issue   |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!  |
| Jsarajena      | no access   |
| Acebuddy       | Please wait while we connect you to a Support Representative  |
|                | <i>Acebuddy (bot) forwarded the chat request</i>  |
|                | <i>Shashwat Verma accepted the chat transfer request.</i>   |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
|                | Hello   |
| Jsarajena      | Hello...we were just working together and now the other accountant cannot access either. Did you disc |
|                | Should I have her contact you directly?   |
| Shashwat Verma | No we don't have disconnected any of the user, nevertheless we'll try our best to assist you.         |
|                |   |

|                |   |
|----------------|---|
|                | I will surely help you with this issue.   |
|                | Yes, we need the user remote session for the issue  |
|                | We can share you the link for remote , you can just forward to her  |
| Jsarajena      | ok  |
| Shashwat Verma | Shall I share you the link for remote?  |
| Jsarajena      | yes   |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end.   |
|                | <a href="https://assist.acecloudhosting.com/join/7142465429">https://assist.acecloudhosting.com/join/7142465429</a>   |
|                | Kindly Click on the link and open the downloaded file.  |
|                | Kindly share the link with her  |
| Jsarajena      | I have sent her the link....  |
| Shashwat Verma | Okay  |
|                | Let her join the session.   |
|                | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till I disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
|                | Kindly ask kathy to join again  |
|                | <a href="https://assist.acecloudhosting.com/join/4912631197">https://assist.acecloudhosting.com/join/4912631197</a>   |
|                | Use this link please, looks earlier session was joined by Jonnie by mistake   |
|                | issue resolved but also want to inform you that your c drive running very low   |
| Jsarajena      | Ok thank you. Are you working on the Jonina S reset?  |
| Shashwat Verma | No he is not connected currently.   |
|                | Did the POC send the email to us?   |
| Jsarajena      | Yes   |
| Shashwat Verma | Let me check  |
| Jsarajena      | 12:39 pm EST  |
| Shashwat Verma | Yes we got that   |
|                | Will share the password to him in 10mins (Edited)   |
|                | Is that work for you?   |
| Jsarajena      | Yes, thank you  |
| Shashwat Verma | Do you want to look on C drive issue, it result in server slowness and login issue? (Edited)  |
| Jsarajena      | Yes, will notify Guy  |
| Shashwat Verma | Okay, will also mentioned the details on email  |
|                |   |

|                |   |
|----------------|---|
|                | Is there anything else I may help you with ?  |
| Jsarajena      | No we just need new password for access...that will solve it.   |
| Shashwat Verma | It would be great if you could share your feedback after this chat ends. Thanks in advance!   |
|                | 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 co form.  |
|                | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am feedback at quality@acecloudhosting.com. Thanks!       |
|                | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (h  |
|                | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> ) |
|                | <i>Shashwat Verma has ended this chat session</i>   |

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73059** **lsmith.gandf**  
**Email:** lsmith.gandf@gmail.com ☎ 209-599-8911  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**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:** RIPON  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

|              |                           |
|--------------|---------------------------|
| lsmith.gandf | Hello, I am your Acebuddy |
|--------------|---------------------------|

|  |               |  |
|--|---------------|--|
|  | Acebuddy      | Hello Lsmith.gandf, I'm your Ace Buddy. I'll be happy to assist you!                                       |
|  |               | Whom Would You Like to Connect With?   |
|  | Lsmith.gandf  | Technical Support (QB & App Hosting)   |
|  | Acebuddy      | Welcome to Ace Support.  |
|  |               | Please chose an option :   |
|  | Lsmith.gandf  | I'd like to report an Issue  |
|  | Acebuddy      | Please select an option!   |
|  | Lsmith.gandf  | QuickBooks Issue   |
|  | Acebuddy      | What type of QuickBooks Issue are you facing?  |
|  | Lsmith.gandf  | QuickBooks Login Issue   |
|  | Acebuddy      | I understand that you are unable to login to your QuickBooks company file. The following steps might h     |
|  |               | Was that helpful?  |
|  | Lsmith.gandf  | 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>Sharath Kumar accepted the chat transfer request.</i>   |
|  | Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.       |
|  | Lsmith.gandf  | Hi, we can not log into QB as it is saying we need Administrator Permissions                               |
|  | Sharath Kumar | Hello, Please allow me 2 minutes to sign into the server and check what is happening                       |
|  | Lsmith.gandf  | Ok, thanks.  |
|  | Sharath Kumar | Thank you for your patience. I think I have identified the problem   |
|  |               | The service for QuickBooks is currently in a stopped state   |
|  |               | I am trying to start it, but the system won't allow me. Could you please let me know when you have sa      |
|  | Lsmith.gandf  | We don't have anything to save   |
|  | Sharath Kumar | got it, restarting the server now  |
|  |               | The server is up now and making some appropriate changes so that this issue doesn't occur again            |
|  | Lsmith.gandf  | Ok, thanks. Can you also check to see if there is a Quickbooks update to install? I believe there is one a |
|  | Sharath Kumar | Definitely   |
|  |               | I have checked and found that the latest update did not install correctly. Updating the application now.   |
|  |               | The application is now up to date, could you please try launching the application now and let me know      |
|  | Lsmith.gandf  | OK   |
|  |               | I am in  |



|               |   |
|---------------|---|
| Sharath Kumar | Glad to hear that!  |
|               | Anything else that I may assist you with?   |
| lsmith.gandf  | I did create a ticket before I spoke with you so you could cancel that.   |
|               | Thanks  |
| Sharath Kumar | I will do that!   |
| lsmith.gandf  | Thanks again  |
| Sharath Kumar | My pleasure   |
|               | You may end this chat now. Once you end this chat, you will receive an email from us regarding this co form.  |
|               | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks! |
|               | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="#">https://www.acecloudhosting.com/selfcare/</a> )   |
|               | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )   |
|               | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73201 Emanuela Verardi**  
**Email:** customerservice@vedafarming.com ☎ 495454756834  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 18 Secs  
**City:** SAN DIEGO  
**State:** California

Country: UNITED STATES

Chat Transcript

|                  |   |
|------------------|---|
| Emanuela Verardi | Hello, I am your Acebuddy   |
| Acebuddy         | Hello Emanuela Verardi, I'm your Ace Buddy. I'll be happy to assist you!                            |
|                  | Whom Would You Like to Connect With?  |
| Emanuela Verardi | Technical Support (QB & App Hosting)  |
| Acebuddy         | Welcome to Ace Support.   |
|                  | Please chose an option :  |
| Emanuela Verardi | I'd like to report an Issue   |
| Acebuddy         | Please select an option!  |
| Emanuela Verardi | QuickBooks Issue  |
| Acebuddy         | What type of QuickBooks Issue are you facing?   |
| Emanuela Verardi | QuickBooks is Frozen  |
| Acebuddy         | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks                    |
|                  | Was that helpful?   |
| Emanuela Verardi | No  |
| Acebuddy         | No issues, please wait while I connect you to one our support engineers who'd assist you further.   |
|                  | <i>Acebuddy (bot) forwarded the chat request</i>  |
|                  | <i>Manish Singh accepted the chat transfer request.</i>   |
| Manish Singh     | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| Emanuela Verardi | ok its me again :)  |
| Manish Singh     | Yes   |
|                  | Kindly check now.   |
| Emanuela Verardi | ok  |
| Manish Singh     | Is everything working fine?   |
| Emanuela Verardi | mine is logging in  |
|                  | let me confirm iwth others  |
| Manish Singh     | Kindly check with other user too  |
|                  | Is everything working fine on other users end?  |
| Emanuela Verardi | sorry waiting on two more   |
|                  |   |

|  |   |
|--|---|
| Manish Singh                             | Please take your time.  |
| Emanuela Verardi                         | ok we are all good  |
|  | THANK YOU SOO MUCH  |
| Manish Singh                             | Is there anything else I may help you with ?  |
|  | Are we still connected here?  |
| Emanuela Verardi                         | all good thank you  |
| Manish Singh                             | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on sr   |
|  | 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 co form.  |
|  | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am feedback at quality@acecloudhosting.com. Thanks!       |
|  | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (h  |
|  | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> ) |
| Manish Singh has ended this chat session |   |

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72092 Kevinder**  
**Email:** k.singh@innercircle.cpa  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 58 Secs  
**City:** JANDPUR  
**State:** Punjab  
**Country:** INDIA

| Chat Transcript |               |  |
|-----------------|---------------|--|
|                 | Kevinder      | Hello, I am your Acebuddy  |
|                 | Acebuddy      | Hello K.singh, I'm your Ace Buddy. I'll be happy to assist you!                                      |
|                 |               | Whom Would You Like to Connect With?   |
|                 | Kevinder      | Technical Support (QB & App Hosting)   |
|                 | Acebuddy      | Welcome to Ace Support.  |
|                 |               | Please chose an option :   |
|                 | Kevinder      | I'd like to report an Issue  |
|                 | Acebuddy      | Please select an option!   |
|                 | Kevinder      | Other Issue  |
|                 | Acebuddy      | Please specify the issue you are facing before I connect you to an available support representative! |
|                 | Kevinder      | RDP login is not working.  |
|                 | Acebuddy      | Please wait while we connect you to a Support Representative   |
|                 |               | <i>Acebuddy (bot) forwarded the chat request</i>   |
|                 |               | <i>Sharath Kumar accepted the chat transfer request.</i>   |
|                 | Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
|                 | Kevinder      | sure sir   |
|                 | Sharath Kumar | could you please help me with your server name and user account that you are signed in with          |
|                 | Kevinder      | ok sure  |
|                 |               | myrealdata\ICA_Kevinder  |
|                 | Sharath Kumar | looking into it, one moment  |
|                 | Kevinder      | okay   |
|                 | Sharath Kumar | Kevinder, when was the last time that you were able to sign in?                                      |
|                 | Kevinder      | 6.30 PM IST  |
|                 |               | after this it is not working   |
|                 | Sharath Kumar | is there any error message that you recieve?   |
|                 | Kevinder      | It is showing blue screen right now  |
|                 |               | and sometimes the cursor is getting freezed  |
|                 | Sharath Kumar | I am on the server, checking some settings   |
|                 | Kevinder      | okay   |

|  |               |   |
|--|---------------|---|
|  | Sharath Kumar | Hello Kevinder, I have made some changes to the server for you  |
|  |               | Could you please log off from the erver and ign back in   |
|  | Kevinder      | ok sure   |
|  |               | It is not working showing blue screen agin  |
|  | Sharath Kumar | could you send a screenshot oof the same  |
|  | Kevinder      | Unable to take a screenshot   |
|  | Sharath Kumar | I am sending you a link so that I can take remote session   |
|  |               | do open this link on your local computer  |
|  |               | Prior providing the access, I would suggest you to close any important documents at your end.                       |
|  |               | <a href="https://assist.acecloudhosting.com/join/1672474798">https://assist.acecloudhosting.com/join/1672474798</a> |
|  |               | Are we still connected here?  |
|  | Kevinder      | yes sir   |
|  | Sharath Kumar | Please open the link on your local computer so that we can be on a remote session                                   |
|  | Kevinder      | Zoho assist is not responding   |
|  | Sharath Kumar | try restarting your computer  |
|  | Kevinder      | yes i did   |
|  | Sharath Kumar | try a different browser to open the link (Edited)   |
|  | Kevinder      | okay  |
|  |               | again it is not responding  |
|  | Sharath Kumar | that is strange   |
|  |               | I have sent you a request on the remote server, are you able to accept that?  |
|  | Kevinder      | yes   |
|  | Sharath Kumar | sending the request again   |
|  | Kevinder      | ok  |
|  | Sharath Kumar | unable to connect for some reason   |
|  |               | could you please try restarting your computer once again  |
|  |               | and check if the internet speed is ample  |
|  |               | <i>K.singh has ended this chat session</i>  |

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72314 Nasimul Hassan**  
**Email:** cs@columbiataxservice.com ☎ 14109299778  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 46 Secs  
**City:** HEDGESVILLE  
**State:** Virginia  
**Country:** UNITED STATES

## Chat Transcript

|                |  |
|----------------|--|
| Nasimul Hassan | Hello, I am your Acebuddy  |
| Acebuddy       | Hello Nasimul Hassan, I'm your Ace Buddy. I'll be happy to assist you!   |
|                | Whom Would You Like to Connect With?   |
| Nasimul Hassan | Technical Support (QB & App Hosting)   |
| Acebuddy       | Welcome to Ace Support.  |
|                | Please chose an option :   |
| Nasimul Hassan | I'd like to report an Issue  |
| Acebuddy       | Please select an option!   |
| Nasimul Hassan | QuickBooks Issue   |
| Acebuddy       | What type of QuickBooks Issue are you facing?  |
| Nasimul Hassan | QuickBooks Update  |
| Acebuddy       | Quickbooks update related alerts can be caused due to various reasons. Although we manage the appl patches as and 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 s check and implement the patches if need be and share a confirmation via email.         |
|                | Do you need any further assistance on the topic?   |

|  |                |  |
|--|----------------|--|
|  | Nasimul Hassan | Yes  |
|  | Acebuddy       | Please wait while we connect you to our Support Representative   |
|  |                | <i>Acebuddy (bot) forwarded the chat request</i>   |
|  |                | <i>Sharath Kumar accepted the chat transfer request.</i>   |
|  | Nasimul Hassan | Hi Sarath  |
|  | Sharath Kumar  | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.                               |
|  | Nasimul Hassan | ok   |
|  | Sharath Kumar  | Hello Nasimul, How may I assist you today  |
|  | Nasimul Hassan | Re:[## 636896 ##] Request to update quickbooks   |
|  |                | the app still shows the update prompt, and we need to close the app before we can open a new compa                                 |
|  |                | otherwise it keeps updating the payroll  |
|  |                | <i>8:57:49 PMNasimul Hassan is sharing a file with you</i><br><a href="#">Screenshot 2025-02-11 102725.png</a> - ( Size:36.98 KB ) |
|  | Sharath Kumar  | understood, let me quickly sign into the server and look why is that happening   |
|  | Nasimul Hassan | we closed all quickbook instances from our user id   |
|  |                | pls update the quickbooks 2024   |
|  | Sharath Kumar  | could you confirm it is 2024 version of QuickBooks that you are using  |
|  |                | Sure, I am on it   |
|  | Nasimul Hassan | yes, we are using that   |
|  |                | also pls remove the 2023 desktop shortcuts from all my users   |
|  | Sharath Kumar  | would you like to get the 2023 version uninstalled from the server?  |
|  |                | or shall I just remove the shortcut instead?   |
|  | Nasimul Hassan | no. leave it for now   |
|  |                | just remove the shortcut   |
|  | Sharath Kumar  | got it. The quickbooks update appears to be big  |
|  |                | it will take 5 minutes to complete   |
|  | Nasimul Hassan | ok   |
|  | Sharath Kumar  | That is done   |
|  |                | Try opening the application now  |
|  | Nasimul Hassan | let us check   |
|  |                | did you remove the shortcuts? I still see it on my instance  |
|  | Sharath Kumar  | Yes sir, that is also done   |
|  |                |  |

|  |                |   |
|--|----------------|---|
|  |                | refresh your desktop and 2023 version should be gone  |
|  | Nasimul Hassan | thanks. I can see that  |
|  |                | and also the update prompt does not appear anymore  |
|  | Sharath Kumar  | great to hear that  |
|  | Nasimul Hassan | now we are testing the payroll update issue   |
|  |                | pls bear with us  |
|  | Sharath Kumar  | sure, I will be here  |
|  | Nasimul Hassan | Thanks. it looks like it is working as expected.  |
|  | Sharath Kumar  | good to know it is working, However, I reopened QuickBooks and found there are still updates that are   |
|  | Nasimul Hassan | do you want us to close QB again? we can do it  |
|  | Sharath Kumar  | some of the updates have been downloaded but require a server restart in order to install   |
|  |                | my suggestion would be to get this done later today or afterhours so that your work is not interrupted  |
|  | Nasimul Hassan | lets do it now.   |
|  |                | we are okay with it   |
|  | Sharath Kumar  | Alright, I can do that  |
|  |                | I see you have disconnected but Rita is still on the server   |
|  | Nasimul Hassan | you can disconnect her.   |
|  |                | no problem  |
|  | Sharath Kumar  | ok. restarting the server   |
|  |                | Done, the application is now up to date   |
|  |                | Is there anything else I may help you with ?  |
|  | Nasimul Hassan | no. thanks  |
|  | Sharath Kumar  | My pleasure   |
|  |                | You may end this chat now. Once you end this chat, you will receive an email from us regarding this co form.  |
|  |                | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am feedback at quality@acecloudhosting.com. Thanks!       |
|  |                | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (h  |
|  |                | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> ) |
|  |                | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |
|  |                | <i>Nasimul Hassan has ended this chat session</i>   |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72625 s.corbin23**  
**Email:** s.corbin23@gmail.com ☎ 2514592867  
**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:** YOUNGSTOWN  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

|            |  |
|------------|--|
| s.corbin23 | Hello, I am your Acebuddy  |
| Acebuddy   | Hello S.corbin23, I'm your Ace Buddy. I'll be happy to assist you!   |
|            | Whom Would You Like to Connect With?   |
| s.corbin23 | Technical Support (QB & App Hosting)   |
| Acebuddy   | Welcome to Ace Support.  |
|            | Please chose an option :   |
| s.corbin23 | I'd like to report an Issue  |
| Acebuddy   | Please select an option!   |
| s.corbin23 | Password Reset   |
| Acebuddy   | Please select an option below  |
| s.corbin23 | Not Enrolled to Selfcare Portal  |
| Acebuddy   | Please drop an email on support@acecloudhosting.com and mention the username for which the passv request is processed. |
|            | Do you need any further assistance on the topic?   |

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Ki

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73232 rbason**  
**Email:** rbason@basoncpa.com ☎ 3362735649  
**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:** HIGH POINT  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

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

|          |   |
|----------|---|
|          | Application Addition  |
| Acebuddy | Please select your Application  |
| rbason   | Other Application   |
| Acebuddy | Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address.  |
|          | <ul style="list-style-type: none"><li>• Application name and version</li><li>• Setup/Installer download link (if any)</li><li>• Activation Code / License information</li><li>• Any other info/guide needed to install the application.</li></ul> |
|          | We will update you via email once the installation is complete.   |
|          | Application Addition usually takes 1-2 Hour(s)  |
|          | Do you need any further assistance on the topic?  |
| rbason   | No  |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day!  |
|          | <i>Acebuddy has ended this chat session</i>   |

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72888 mike**  
**Email:** mike@knl-inc.net ☎ 13058052390  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 1 Min  
**City:** HIALEAH  
**State:** Florida  
**Country:** UNITED STATES

|                 |  |
|-----------------|--|
| Chat Transcript |  |
| mike            | Hello, I am your Acebuddy  |
| Acebuddy        | Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!   |
|                 | Whom Would You Like to Connect With?   |
| mike            | Technical Support (QB & App Hosting)   |
| Acebuddy        | Welcome to Ace Support.  |
|                 | Please chose an option :   |
| mike            | I'd like to report an Issue  |
| Acebuddy        | Please select an option!   |
| mike            | QuickBooks Issue   |
| Acebuddy        | What type of QuickBooks Issue are you facing?  |
| mike            | Other QB related issue   |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!   |
| mike            | Need help with Bank Feed   |
| Acebuddy        | Please wait while we connect you to a Support Representative   |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   |
|                 | <i>Shashwat Verma accepted the chat transfer request.</i>  |
| Shashwat Verma  | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.  |
|                 | Hello Mike   |
| mike            | hello  |
| Shashwat Verma  | I will surely help you with this issue.  |
|                 | Kindly allow me two minutes to check the same.   |
| mike            | thank youi   |
| Shashwat Verma  | So you are facing the issue with bank feed, it looks like it because you have some pending update of Q |
| mike            | oh ok can you take care of the updates? or do I need to do that?                                       |
| Shashwat Verma  | Yes, definitely.   |
|                 | Once we are done , will let you know on email as updates are done in night hours.                      |
| mike            | so I need to wait for updates to be completed and then I can add the bank feeds?                       |
| Shashwat Verma  | If you want on priority basis, we can do the same in 30mins for you.                                   |
| mike            | What do you suggest?   |
| Shashwat Verma  | Update requires other user to get logoff from server, hence we can move Forward as per your need.      |

|                |   |
|----------------|---|
| mike           | understood, logged off  |
| Shashwat Verma | Sure, we'll do the same and will let you know in 25-30 minutes.   |
|                | Is that work for you?   |
| mike           | perfect! thank you  |
| Shashwat Verma | Is there anything else I may help you with ?  |
| mike           | not at the moment -I will wait on update to complete the bank feeds - thank you for your help   |
| Shashwat Verma | Sure, It would be great if you could share your feedback after this chat ends. Thanks in advance!   |
|                | 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 co form.  |
|                | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am feedback at quality@acecloudhosting.com. Thanks!       |
|                | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (h  |
|                | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> ) |

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73265 Suzanne Beauchemin**  
**Email:** suzanne@bobstireco.com ☎ 17742638701  
**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:** 21 Secs  
**City:** NEW BEDFORD  
**State:** Massachusetts

Country: UNITED STATES

Chat Transcript

|                    |  |
|--------------------|--|
| Suzanne Beauchemin | Hello, I am your Acebuddy  |
| Acebuddy           | Hello Suzanne, I'm your Ace Buddy. I'll be happy to assist you!  |
|                    | Whom Would You Like to Connect With?   |
| Suzanne Beauchemin | Technical Support (QB & App Hosting)   |
| Acebuddy           | Welcome to Ace Support.  |
|                    | Please chose an option :   |
| Suzanne Beauchemin | I'd like to report an Issue  |
| Acebuddy           | Please select an option!   |
| Suzanne Beauchemin | QuickBooks Issue   |
| Acebuddy           | What type of QuickBooks Issue are you facing?  |
| Suzanne Beauchemin | Other QB related issue   |
| Acebuddy           | Please specify the issue you are facing before I connect you to an available support representative!   |
| Suzanne Beauchemin | error message  |
| Acebuddy           | Please wait while we connect you to a Support Representative   |
|                    | <i>Acebuddy (bot) forwarded the chat request</i>   |
|                    | <i>Shashwat Verma accepted the chat transfer request.</i>  |
| Shashwat Verma     | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.  |
|                    | Hello Suzanne  |
| Suzanne Beauchemin | Hi   |
|                    | I was in quickbooks and all of a sudden received a popup that connection had been lost and I need to a |
|                    | re-started and now it says I need to download a file doctor  |
|                    | not sure if I should?  |
|                    | cannot access without proceeding   |
| Shashwat Verma     | I will surely help you with this issue.  |
|                    | Kindly allow me two minutes to check the same.   |
| Suzanne Beauchemin | ok   |

|  |                    |   |
|--|--------------------|---|
|  | Shashwat Verma     | Kindly confirm the Quickbooks version you are using, is it QB 24?   |
|  | Suzanne Beauchemin | yes   |
|  | Shashwat Verma     | Thanks for the confirmation !   |
|  |                    | It's looks like QuickBooks is pending with update, will do that in 10-15 minutes.   |
|  | Suzanne Beauchemin | ok  |
|  | Shashwat Verma     | Once we are done we'll let you know on email.   |
|  |                    | Is that work for you?   |
|  | Suzanne Beauchemin | yes   |
|  | Shashwat Verma     | Kindly logoff from server for 10 mins   |
|  |                    | We'll update you on email.  |
|  |                    | Is there anything else I may help you with ?  |
|  | Suzanne Beauchemin | that is all   |
|  |                    | thank you   |
|  | Shashwat Verma     | It would be great if you could share your feedback after this chat ends. Thanks in advance!   |
|  |                    | 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 co form.  |
|  |                    | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am feedback at quality@acecloudhosting.com. Thanks!       |
|  |                    | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (hi   |
|  |                    | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> ) |

Shashwat Verma has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#72316 David Weinstein**  
**Email:** david@davidweinsteincpa.com 📞 19149071180  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 43 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript -----

|                 |  |
|-----------------|--|
| David Weinstein | Hello, I am your Acebuddy  |
| Acebuddy        | Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!                              |
|                 | Whom Would You Like to Connect With?   |
| David Weinstein | Technical Support (QB & App Hosting)   |
| Acebuddy        | Welcome to Ace Support.  |
|                 | Please chose an option :   |
| David Weinstein | I'd like to raise a Request  |
| Acebuddy        | Please select your request type.   |
| David Weinstein | Other Request  |
| Acebuddy        | Please drop an email to support@acecloudhosting.com with a brief description of your request and our |
|                 | If you are facing any issue/problem with your server, Please select the appropriate option below :   |
| David Weinstein | Yes, I'm facing issues with my server  |
| Acebuddy        | Please select an option!   |
| David Weinstein | Other Issue  |
| Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative! |
| David Weinstein | All the servers TaxInfo.I and Mildred.H need to have administrative settings                         |
| Acebuddy        | Please wait while we connect you to a Support Representative   |
|                 | <i>Acebuddy (bot) forwarded the chat request</i>   |
|                 | <i>Shubham Yadav accepted the chat transfer request.</i>   |
| Shubham Yadav   | Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today. |
|                 | I will be surely assisting you with this. Kindly help me with your server name and user name?        |



|                 |   |
|-----------------|---|
| David Weinstein | My server is DavidWein  |
| Shubham Yadav   | Thanks for the confirmation   |
| David Weinstein | David@davidweinsteincpa.com   |
| Shubham Yadav   | David can you please state reason for admin rights.   |
| David Weinstein | CS Workpapers doesn't work without the admin rights   |
| Shubham Yadav   | Thank you for the information   |
|                 | David please mail us the same stating reason so that we can proceed with your request.                  |
|                 | Please send us an email from the registered email address at support@acecloudhosting.com so that w      |
| David Weinstein | Is there a ticket # I can reference this too  |
| Shubham Yadav   | David you can send us a new mail for this request we will be sharing you disclaimer for the rights.     |
| David Weinstein | why is my outlook typing slow?  |
| Shubham Yadav   | David as i an check your previous ticket already running with server slowness might be the reason for i |
|                 | David are you there ? (Edited)  |
|                 | Are we still connected here?  |
|                 | Are we still connected here?  |
|                 | Are we still connected here?  |
|                 | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at |
|                 | <i>Shubham Yadav has ended this chat session</i>  |

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73292 office

Email: office@jande.com ☎ 2063638205

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 16 Secs  
**City:** NAMPA  
**State:** Idaho  
**Country:** UNITED STATES

Chat Transcript -----

|                |  |
|----------------|--|
| office         | Hello, I am your Acebuddy  |
| Acebuddy       | Hello Office, I'm your Ace Buddy. I'll be happy to assist you!   |
|                | Whom Would You Like to Connect With?   |
| office         | Technical Support (QB & App Hosting)   |
| Acebuddy       | Welcome to Ace Support.  |
|                | Please chose an option :   |
| office         | I'd like to report an Issue  |
| Acebuddy       | Please select an option!   |
| office         | Other Issue  |
| Acebuddy       | Please specify the issue you are facing before I connect you to an available support representative!                             |
| office         | We just upgraded to Enterprise and cannot get the company files to load so we have no access                                     |
| Acebuddy       | Please wait while we connect you to a Support Representative   |
|                | <i>Acebuddy (bot) forwarded the chat request</i>   |
|                | <i>Shashwat Verma accepted the chat transfer request.</i>  |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.                            |
|                | Hello  |
|                | So you are unable to find the company file, right?   |
| office         | I can find the company file but when I select it and then enter my credentials it says I need to backup s<br>empty company files |
| Shashwat Verma | I will surely help you with this issue.  |
|                | May I take the remote access of your local computer?   |
| office         | Thank you!   |
|                | Yes please :) I have closed out of everything else for you already   |
| Shashwat Verma | Thanks, you are smart.   |
|                | <a href="https://assist.acecloudhosting.com/join/9822715927">https://assist.acecloudhosting.com/join/9822715927</a>              |
|                |  |

|  |   |
|--|---|
|  | Kindly Click on the link and open the downloaded file.  |
|  | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till I disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.           |
|  | issue resolved on remote session  |
|  | 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 co form.  |
|  | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks! |
|  | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="#">hi</a>  |
|  | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )   |
|  | <i>Shashwat Verma has ended this chat session</i>   |

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72782 info**  
**Email:** [info@brkimcpa.com](mailto:info@brkimcpa.com) 📞 9729724930  
**Department:** Support(QB & App Hosting)  
**Operator:** Gurwinder Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 42 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

info

|  |                 |  |
|--|-----------------|--|
|  |                 | Hello, I am your Acebuddy  |
|  | Acebuddy        | Hello Okjoo, I'm your Ace Buddy. I'll be happy to assist you!  |
|  |                 | Whom Would You Like to Connect With?   |
|  | info            | Technical Support (QB & App Hosting)   |
|  | Acebuddy        | Welcome to Ace Support.  |
|  |                 | Please chose an option :   |
|  | info            | I'd like to report an Issue  |
|  | Acebuddy        | Please select an option!   |
|  | info            | QuickBooks Issue   |
|  | Acebuddy        | What type of QuickBooks Issue are you facing?  |
|  | info            | QuickBooks Login Issue   |
|  | Acebuddy        | I understand that you are unable to login to your QuickBooks company file. The following steps might h |
|  |                 | Was that helpful?  |
|  | info            | Restart  |
|  | Acebuddy        | Hello Okjoo, I'm your Ace Buddy. I'll be happy to assist you!  |
|  |                 | Whom Would You Like to Connect With?   |
|  | info            | Technical Support (QB & App Hosting)   |
|  | Acebuddy        | Welcome to Ace Support.  |
|  |                 | Please chose an option :   |
|  | info            | I'd like to report an Issue  |
|  | Acebuddy        | Please select an option!   |
|  | info            | QuickBooks Issue   |
|  | Acebuddy        | What type of QuickBooks Issue are you facing?  |
|  | info            | QuickBooks is Frozen   |
|  | Acebuddy        | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks                       |
|  |                 | Was that helpful?  |
|  | info            | 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>Gurwinder Singh accepted the chat transfer request.</i>   |
|  | Gurwinder Singh | Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you today. |
|  | info            | The QB won't open, even after rebooting.   |

|  |                 |   |
|--|-----------------|---|
|  | Gurwinder Singh | Let me check this, give me 2-3 mints please.  |
|  | info            | Sure.   |
|  | Gurwinder Singh | Okjoo, are you the only user facing this issue, or other user as well.                      |
|  | info            | Yes.  |
|  |                 | Only mine.  |
|  | Gurwinder Singh | And are you trying to open Qucikbooks Enterprise 23   |
|  | info            | Yes.  |
|  | Gurwinder Singh | Let me take remote session of your server, please accept my request.                        |
|  | info            | Ok.   |
|  | Gurwinder Singh | Okjoo, Can i logoff your server session for 2-3 mint.                                       |
|  | info            | Sure.   |
|  | Gurwinder Singh | Enter password please   |
|  |                 | Choose the file which you are trying to open and click open, and enter company password.    |
|  | info            | I did.  |
|  | Gurwinder Singh | I see you are trying to sign in "Green Therapy" file, correct !!                            |
|  | info            | Yes.  |
|  | Gurwinder Singh | Did you tried to open any other file.   |
|  |                 | Please try if you didn't tried before   |
|  | info            | Ok  |
|  | Gurwinder Singh | I think Green therapy just opens  |
|  | info            | yes.  |
|  |                 | Can i try the other?  |
|  | Gurwinder Singh | Sure please try   |
|  |                 | Always logoff from the file, don't cross it pleasr  |
|  | info            | oh okay. it works.  |
|  |                 | Thanks.   |
|  | Gurwinder Singh | Closing the Quickbooks is not the correct to close company file, Otherwise it could freeze. |
|  | info            | I got it. Thanks  |
|  | Gurwinder Singh | Is there anything else I may help you with ?  |
|  | info            | Outlook won't open, but we were told all staffs may need to log off.                        |
|  |                 | We can't do it now. Can you check mine?   |
|  |                 |   |

|                 |  |
|-----------------|--|
| Gurwinder Singh | Sure, let me check on your end atleast.  |
| info            | Thanks   |
| Gurwinder Singh | Okjoo, all users are facing this Outlook issue !!  |
| info            | No. Just two including me.   |
| Gurwinder Singh | Ok   |
|                 | I am trying to add a new Outlook profile for you.  |
|                 | Okjoo, can't we reboot the server now !  |
| info            | I can do it, but not all staffs.   |
| Gurwinder Singh | Okjoo, I see you also came on chat earlier today for the same issue and technician has scheduled a cal     |
| info            | Ok.  |
|                 | I can wait for it.   |
| Gurwinder Singh | Sure, thanks. The call is scheduled for you. One of our technician is going to connect with you for this C |
|                 | Quickbooks file opening issues.  |
|                 | Kindly confirm when can we given you a call.   |
| info            | Absouutely. Thank you again.   |
| Gurwinder Singh | Shall we call you today and what time.   |
| info            | I think we schedule after work.  |
| Gurwinder Singh | Sure Okjoo, I can schedule this after 6 pm CST, is this fine.  |
| info            | I mean that one of our staff was asked to check our server maintenance after work hours.                   |
| Gurwinder Singh | Ok, then I will scheduled tonight in after hrs   |
| info            | Yes. THank you.  |
| Gurwinder Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day.  |
| info            | Yo\u too.  |
|                 | <i>Gurwinder Singh has ended this chat session</i>   |

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#72062 ankit**  
**Email:** ankit@hkidata.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**City:** VADODARA  
**State:** Gujarat  
**Country:** INDIA

Chat Transcript

|                                   |   |
|-----------------------------------|---|
| ankit                             | Hello, I am your Acebuddy                                     |
| Acebuddy                          | Hello Ankit, I'm your Ace Buddy. I'll be happy to assist you! |
|                                   | Whom Would You Like to Connect With?                          |
| ankit has ended this chat session |   |

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#73043 Larry Garcia**  
**Email:** larry@standardus.com ☎ 6302899500  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 36 Secs  
**City:** DES PLAINES  
**State:** Illinois

Country: UNITED STATES

Chat Transcript -----

|              |  |
|--------------|--|
| Larry Garcia | Hello, I am your Acebuddy  |
| Acebuddy     | Hello Larry Garcia, I'm your Ace Buddy. I'll be happy to assist you!   |
|              | Whom Would You Like to Connect With?   |
| Larry Garcia | Technical Support (QB & App Hosting)   |
| Acebuddy     | Welcome to Ace Support.  |
|              | Please chose an option :   |
| Larry Garcia | I'd like to report an Issue  |
| Acebuddy     | Please select an option!   |
| Larry Garcia | QuickBooks Issue   |
| Acebuddy     | What type of QuickBooks Issue are you facing?  |
| Larry Garcia | QuickBooks Login Issue   |
| Acebuddy     | I understand that you are unable to login to your QuickBooks company file. The following steps might h   |
|              | Was that helpful?  |
| Larry Garcia | No   |
| Acebuddy     | No issues, please wait while I connect you to one our support engineers who'd assist you further.  |
|              | <i>Acebuddy (bot) forwarded the chat request</i>   |
|              | <i>Manish Singh accepted the chat transfer request.</i>  |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.  |
| Larry Garcia | No one can not get into QB. This is the exact same thing that happened on Friday 2/21/2025. It took 7  <br>computer and FIX IT ASAP. TAHIS IS UNACCEPTABLE. We need a credit to our bill also. |
| Manish Singh | I will surely help you with this issue.  |
|              | Kindly allow me two minutes to check the same.   |
| Larry Garcia | Hurry, time is BIG MONEY   |
| Manish Singh | May I take the remote access of your server?   |
| Larry Garcia | AND MY COMPUTER TOO!   |
| Manish Singh | Alright  |
|              | <a href="https://assist.acecloudhosting.com/join/9882316485">https://assist.acecloudhosting.com/join/9882316485</a>  |
|              | 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 1   |



|  |              |  |
|--|--------------|--|
|  |              | disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. |
|  |              | We are escalating this case to the escalation team regarding the issue.                |
|  |              | Is there anything else I may help you with ?   |
|  | Larry Garcia | How long will this take? Are they going to remote in? Do we disconnect or what?        |
|  |              | When?  |
|  |              | Now what?  |
|  |              | Hello. Are we still connected?   |
|  | Manish Singh | I am currently sharing my screen with my senior engineer.                              |
|  |              | Please allow me 2-3 minutes to run further steps.                                      |
|  | Larry Garcia | ok.  |
|  | Manish Singh | Please attempt again.  |
|  | Larry Garcia | What?  |
|  |              | Is this Standard Ind Company file?   |
|  | Manish Singh | Yes  |
|  |              | Is there anything else I may help you with ?   |
|  | Larry Garcia | Hello? You there? Nothing has changed.   |
|  | Manish Singh | Running the update once to patch the file.   |
|  | Larry Garcia | ok   |
|  | Manish Singh | We have updated the application.   |
|  | Larry Garcia | Now what?  |
|  | Manish Singh | Need to check if the company file will be accessed successfully.                       |
|  | Larry Garcia | By me signing in or you testing it?  |
|  | Manish Singh | Yes (Edited)   |
|  | Larry Garcia | Now what?  |
|  | Manish Singh | Escalating the case, Larry   |
|  |              | We have your contact information 630-289-9500  |
|  |              | We will arrange a callback accordingly.  |
|  | Larry Garcia | ok. So then just disconnect and wait? When will you call back?                         |
|  | Manish Singh | Are you having any preferred time to call you?   |
|  | Larry Garcia | Now  |
|  |              | We can't work unless QB is working.  |
|  | Manish Singh | It will take some time around 30-35 minutes.   |

|              |   |
|--------------|---|
|              | I will share you the email and escalate the case.   |
|              | Is there anything else I may help you with ?  |
| Larry Garcia | ok. we have no other choice   |
|              | so disconnect?  |
| Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |
|              | You may end this chat now. Once you end this chat, you will receive an email from us regarding this co form.  |
|              | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks! |
|              | Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="#">https://www.acecloudhosting.com/selfcareportal/</a> )                                   |
|              | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )   |
|              | <i>Manish Singh has ended this chat session</i>   |

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72868 Michael Parente**  
**Email:** michael@parentefinancial.com ☎ 5084734492  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 41 Secs  
**City:** MILFORD  
**State:** Massachusetts  
**Country:** UNITED STATES

## Chat Transcript

|  |                 |  |
|--|-----------------|--|
|  | Michael Parente | Hello, I am your Acebuddy  |
|  | Acebuddy        | Hello Michael Parente, I'm your Ace Buddy. I'll be happy to assist you!  |
|  |                 | Whom Would You Like to Connect With?   |
|  | Michael Parente | Technical Support (QB & App Hosting)   |
|  | Acebuddy        | Welcome to Ace Support.  |
|  |                 | Please chose an option :   |
|  | Michael Parente | I'd like to report an Issue  |
|  | Acebuddy        | Please select an option!   |
|  | Michael Parente | Other Issue  |
|  | Acebuddy        | Please specify the issue you are facing before I connect you to an available support representative!   |
|  | Michael Parente | After recent ram upgrade received a new RPD to log in. The new login takes fills both of my monitors. ( How can I change so only fills one monitor? Tried adjusting but then sizing was not correct. |
|  | Acebuddy        | Please wait while we connect you to a Support Representative   |
|  |                 | <i>Acebuddy (bot) forwarded the chat request</i>   |
|  |                 | <i>Sharath Kumar accepted the chat transfer request.</i>   |
|  | Sharath Kumar   | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.   |
|  |                 | Hello Michael, could you let me know if you are on a windows computer or is it a Mac   |
|  | Michael Parente | Windows  |
|  | Sharath Kumar   | Alright, Michael. The setting for this is on the RDP file that you use to remote into the server   |
|  |                 | Right Click on your RDP file and click edit  |
|  | Michael Parente | ok   |
|  | Sharath Kumar   | could you provide with a screenshot of the options that you are recieving now  |
|  | Michael Parente | Do I unclick use all my monitors   |
|  |                 | in the display tab   |
|  | Sharath Kumar   | yes sir, that is correct   |
|  |                 | If you want that to be permanent setting, I suggest saving it  |
|  |                 | save option is on the first tab  |
|  | Michael Parente | Ok thank you for your help looks good  |
|  | Sharath Kumar   | glad to hear that, anything else that I may assist you with?>  |
|  |                 | Are we still connected here?   |
|  |                 | Are we still connected here?   |
|  | Michael Parente | Yes all set  |
|  |                 |  |

|               |   |
|---------------|---|
| Sharath Kumar | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this co form.</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 feedback 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="#">hi</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>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p><i>Sharath Kumar has ended this chat session</i></p> |
|---------------|---|

# Chat Transcript

Hi, I need tech support. Can you assi

|   |   |
|---|---|
| Visitor Details   |   |
| <b>#73190 Tim Webber</b>  |   |
| <b>Email:</b> timwebber@jetmicro.com ☎ 9042138770   |   |
| <b>Department:</b> Support(QB & App Hosting)  |   |
| <b>Operator:</b> Shubham Yadav  |   |
| <b>Website:</b> <a href="https://www.acecloudhosting.com/ace-support/?utm_source=google&amp;utm_medium=cpc&amp;utm_campaign=Ace_Cloud_Hosting_Branded&amp;utm_term=ace+cloud+hosting&amp;utm_adgr5UBzXu9n6R8093Xo7BlzzmBnGb8ZaSIQ66Y5UM5aZJhoCSA0QAvD_BwE">https://www.acecloudhosting.com/ace-support/?utm_source=google&amp;utm_medium=cpc&amp;utm_campaign=Ace_Cloud_Hosting_Branded&amp;utm_term=ace+cloud+hosting&amp;utm_adgr5UBzXu9n6R8093Xo7BlzzmBnGb8ZaSIQ66Y5UM5aZJhoCSA0QAvD_BwE</a> |   |
| <b>Operating System:</b> Microsoft Windows  |   |
| <b>Browser:</b> Google Chrome   |   |
| <b>Device:</b> Desktop  |   |
| <b>Average Response Time:</b> 30 Secs   |   |
| <b>City:</b> FLEMING ISLAND   |   |
| <b>State:</b> Florida   |   |
| <b>Country:</b> UNITED STATES   |   |
| Chat Transcript   |   |
| Tim Webber  | Hi, I need tech support. Can you assist?  |
| Aayush Verma  | Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further. |
| <i>Aayush Verma is transferring the chat to Support(QB &amp; App Hosting).</i>  |   |

|  |               |   |
|--|---------------|---|
|  |               | 8:17:39 PMTim Webber is sharing a file with you<br><a href="#">XL.jpg</a> - ( Size:277.59 KB )  |
|  |               | Shubham Yadav accepted the chat transfer request.   |
|  | Tim Webber    | I'm working in Excel and got that error. I cant save or even close out of Excel. not sure what disk it's re   |
|  | Shubham Yadav | Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.  |
|  | Tim Webber    | Thank you. did you see the screenshot and message above?  |
|  | Shubham Yadav | Yes Tim   |
|  |               | I will be surely assisting you with this. Kindly help me with your server name and user name?   |
|  | Tim Webber    | my name is Tim Webber. I'm not sure of the server name. where would I find that?  |
|  |               | company is Jet Micro Corp   |
|  | Shubham Yadav | Thank you for the information and allow 2 minutes to check the same.  |
|  |               | Tim as I can check you E Drive is completely utilized. There is zero space free as of now.  |
|  |               | you might need to upgrade the plan.   |
|  | Tim Webber    | Ok, how do we do that so I can get unfrozen?  |
|  | Shubham Yadav | Tim are you referring to any freeze happening on the server ?   |
|  |               | To ensure optimal performance and meet your needs, I recommend considering the following disk spac<br>Plan 1: 200 GB - \$120/Month<br>Plan 2: 100 GB - \$60/Month<br>Plan 3: 80 GB - \$50/Month<br>Plan 4: 60 GB - \$40/Month<br>Plan 5: 40 GB - \$28/Month |
|  | Tim Webber    | It appears that just Excel is frozen. I cant save or even close the program   |
|  |               | Can you tell me what plan I'm currently on?   |
|  | Shubham Yadav | Tim there is no plan addition in E drive till now.  |
|  |               | It is 80 GB default since onboarding time.  |
|  | Tim Webber    | I'm not sure what the E drive is. Is that where ALL of our data is stored?  |
|  | Shubham Yadav | Yes Tim all data is stored in that drive.   |
|  |               | Which is completely full right now.   |
|  | Tim Webber    | so we are using 80GB now and we need to add more?   |
|  | Shubham Yadav | Yes Tim.  |
|  |               | You are right   |
|  | Tim Webber    | can we please add 40GB more?  |
|  | Shubham Yadav | Sure Tim  |
|  |               | We can add 40 GB storage in the drive.  |
|  |               |   |

|               |   |
|---------------|---|
| Tim Webber    | and how quickly will that take place. I just spent a good deal of time entering data in that spreadsheet have the same thing happen                         |
| Shubham Yadav | I am adding the storage right now.  |
|               | Please just mail us for adding 40 GB storage in E Drive.  |
|               | Please send us an email from the registered email address at support@acecloudhosting.com so that w  |
| Tim Webber    | email sent  |
| Shubham Yadav | Thanks for the confirmation   |
| Tim Webber    | Please let me know when the additional space is available so I can go back to work in Excel   |
| Shubham Yadav | Sure give me 2 minutes please   |
| Tim Webber    | Thank you   |
| Shubham Yadav | Tim I have successfully added the storage.  |
|               | Please check now  |
| Tim Webber    | I see it. Thank you. Have a good one  |
| Shubham Yadav | Welcome Tim   |
|               | Is there anything else I may help you with ?  |
| Tim Webber    | Nope. all set   |
| Shubham Yadav | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this  |
|               | 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 co form.  |
|               | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am feedback at quality@acecloudhosting.com. Thanks!       |
|               | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (h  |
|               | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> ) |
|               | <i>Shubham Yadav has ended this chat session</i>  |

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

**#72791 Desiriah Mabray**  
**Email:** caoffice@elevators.com 📞 9169333550  
**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:** 27 Secs  
**City:** OAKLAND  
**State:** California  
**Country:** UNITED STATES

Chat Transcript -----

|                 |   |
|-----------------|---|
| Desiriah Mabray | Hello, I am your Acebuddy   |
| Acebuddy        | Hello Desiriah Mabray, I'm your Ace Buddy. I'll be happy to assist you!   |
|                 | Whom Would You Like to Connect With?                                      |
| Desiriah Mabray | Technical Support (QB & App Hosting)                                      |
| Acebuddy        | Welcome to Ace Support.   |
|                 | Please chose an option :  |
| Desiriah Mabray | I'd like to report an Issue   |
| Acebuddy        | Please select an option!  |
| Desiriah Mabray | Other Issue   |
| Acebuddy        | Please specify the issue you are facing before I connect you to an availa |
| Desiriah Mabray | windows security myrealdata log in  |
| 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      |
|                 | Hello Desiriah  |
|                 | Are we still connected here?  |
| Desiriah Mabray | hello, yes  |
| Anurag Sharma   | Could you please elaborate your issue?                                    |



|  |                 |   |
|--|-----------------|---|
|  | Desiriah Mabray | elevators1!   |
|  | Anurag Sharma   | I am so sorry, could you please explain your issue?   |
|  |                 | <i>4:56:45 AM</i> Desiriah Mabray is sharing a file with you<br><a href="#">Screenshot 2025-02-18 152606.png</a> - ( Size:38.48 KB )  |
|  |                 | Thanks for the confirmation !   |
|  |                 | May I take the remote access of your local computer?  |
|  | Desiriah Mabray | yes   |
|  | Anurag Sharma   | Prior providing the access, I would suggest you to close any important d  |
|  | Desiriah Mabray | all set   |
|  | Anurag Sharma   | <a href="https://assist.acecloudhosting.com/join/8862944894">https://assist.acecloudhosting.com/join/8862944894</a>   |
|  |                 | Kindly paste this link in the browser of local computer and join the sessi  |
|  |                 | We are connected on the remote session and will proceed with the trouk<br>the time, I am putting the chat on hold, please do not disconnect it. Onc<br>give your confirmation on this chat. |
|  |                 | Desiriah after this chat, I will send you an email. You can just revert back<br>approval from the primary contact with the password reset request.  |
|  |                 | Once we will get the approval from the primary contact. We will send yo   |
|  |                 | You can use that password to login into the server.   |
|  | Desiriah Mabray | okay. Via Email correct?  |
|  | Anurag Sharma   | Yes   |
|  |                 | Is there anything else I may help you with ?  |
|  | Desiriah Mabray | i do not think so   |
|  | Anurag Sharma   | Thanks for the confirmation !   |
|  |                 | I would greatly appreciate if you could spare a minute to give your valuæ<br>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 €<br>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<br>working. I will appreciate that. or you may send your feedback at quality<br>Thanks!                           |
|  |                 | Note: You may change/reset your server password on your own by regist<br>( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).                       |
|  |                 | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosti">https://www.acecloudhosti</a>   |
|  |                 | <i>Anurag Sharma has ended this chat session</i>  |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72027 Jody**  
**Email:** jweisberg@skolnickcpa.com ☎ 19197882115  
**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:** RALEIGH  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

|          |   |
|----------|---|
| Jody     | Hello, I am your Acebuddy   |
| Acebuddy | Hello Jody, I'm your Ace Buddy. I'll be happy to assist you!  |
|          | Whom Would You Like to Connect With?  |
| Jody     | Technical Support (QB & App Hosting)  |
| Acebuddy | Welcome to Ace Support.   |
|          | Please chose an option :  |
| Jody     | I'd like to raise a Request   |
| Acebuddy | Please select your request type.  |
| Jody     | Other Request   |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief desc technicians will connect with you for further assistance. |
|          | If you are facing any issue/problem with your server, Please select the a   |
|          | As we haven't got any response from your end, We are closing this chat.   |

Kindly re-initiate the chat.

Ended due to chat idle timeout

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72067 Mohammed Testing**  
**Email:** ankitmissed2@crm-masters.com ☎ 8900067153  
**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:** NEW DELHI  
**State:** Delhi  
**Country:** INDIA

## Chat Transcript

|                  |  |
|------------------|--|
| Mohammed Testing | Hello, I am your Acebuddy  |
| Acebuddy         | Hello Shruti.r, 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. Kindly re-initiate the chat. |

Ended due to chat idle timeout

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71979 Mohita Chadha**  
**Email:** mohita@kaurtax.com ☎ 19097099000  
**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:** 28 Secs  
**City:** LAS VEGAS  
**State:** Nevada  
**Country:** UNITED STATES

## Chat Transcript

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

|  |                 |  |
|--|-----------------|--|
|  | Mohita Chadha   | Hello - I am trying to update Lacerte, however, I am getting an error say Can you please help with that? |
|  | Acebuddy        | Please wait while we connect you to a Support Representative   |
|  |                 | <i>Acebuddy (bot) forwarded the chat request</i>   |
|  |                 | <i>Tushar Pharswan accepted the chat transfer request.</i>   |
|  | Tushar Pharswan | Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan                                   |
|  |                 | I will be surely assisting you with this. Kindly help me with your server n                              |
|  | Mohita Chadha   | KTPC_Accountant  |
|  |                 | is the username  |
|  |                 | I believe the server name is kaurtax.myrealdata.net  |
|  | Tushar Pharswan | May I know the application version?  |
|  | Mohita Chadha   | This is for the 2023 Lacerte   |
|  | Tushar Pharswan | Kindly allow me two minutes to check the same.   |
|  | Mohita Chadha   | thank you!   |
|  | Tushar Pharswan | Kindly log of the user KTPC_Acount.  |
|  | Mohita Chadha   | log out?   |
|  | Tushar Pharswan | I will be updating the application after the user log out.   |
|  | Mohita Chadha   | okay that makes sense, I have just logged out  |
|  |                 | Thank you!   |
|  | Tushar Pharswan | I will email you once its updated.   |
|  |                 | Is there anything else I may help you with ?   |
|  |                 | Are we still connected here?   |
|  |                 | Are we still connected here?   |
|  | Mohita Chadha   | thank you  |
|  |                 | there is nothing else  |
|  |                 | just the update  |
|  |                 | how long do you anticipate that taking?  |
|  | Tushar Pharswan | It is updated, server is rebooting as of now.  |
|  |                 | It is up and working.  |
|  |                 | You can login now. (Edited)  |
|  | Mohita Chadha   | thank you!   |
|  | Tushar Pharswan | Kindly share your feedback by clicking the smiley icons at the end of thi                                |
|  |                 |  |

|  |   |
|--|---|
|  | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |
|  | You may end this chat now. Once you end this chat, you will receive an email conversation, along with a ticket number and survey feedback form.             |
|  | I request you to kindly spare a moment to fill that out for me so that my working. I will appreciate that. or you may send your feedback at quality Thanks! |
|  | Note: You may change/reset your server password on your own by register (https://selfcare.acecloudhosting.com).   |
|  | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base/)   |

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72158 Dawn Rubrecht**  
**Email:** dawn@rubrechtsllc.net  
**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:** CAPE CORAL  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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

|               |  |
|---------------|--|
|               | Technical Support (QB & App Hosting)   |
| Acebuddy      | Welcome to Ace Support.  |
|               | Please chose an option :   |
| Dawn Rubrecht | I'd like to raise a Request  |
| Acebuddy      | Please select your request type.   |
| Dawn Rubrecht | Change in Users  |
| Acebuddy      | Please select your desired option!   |
| Dawn Rubrecht | User Addition  |
| Acebuddy      | Kindly email us the full name of the User(s) who needs to be added at s from your registered email address and we'll update you once the reque |
|               | Do you need any further assistance on the topic?   |
|               | As we haven't got any response from your end, We are closing this chat. Kindly re-initiate the chat.   |
|               | <i>Ended due to chat idle timeout</i>  |

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72790 Rahim Momin**  
**Email:** rahim@supremetaxsvc.com ☎ 18323759062  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 6 Secs  
**City:** LAS VEGAS  
**State:** Nevada  
**Country:** UNITED STATES

## Chat Transcript

|               |   |
|---------------|---|
| Rahim Momin   | Hello, I am your Acebuddy   |
| Acebuddy      | Hello Rahim Momin, I'm your Ace Buddy. I'll be happy to assist you!   |
|               | Whom Would You Like to Connect With?  |
| Rahim Momin   | Technical Support (QB & App Hosting)  |
| Acebuddy      | Welcome to Ace Support.   |
|               | Please chose an option :  |
| Rahim Momin   | I'd like to report an Issue   |
| Acebuddy      | Please select an option!  |
| Rahim Momin   | Other Issue   |
| Acebuddy      | Please specify the issue you are facing before I connect you to an availa   |
| Rahim Momin   | 642900  |
| Acebuddy      | Please wait while we connect you to a Support Representative  |
|               | <i>Acebuddy (bot) forwarded the chat request</i>  |
| Rahim Momin   | ticket number 642900  |
|               | <i>Shubham Yadav accepted the chat transfer request.</i>  |
| Shubham Yadav | Thank you for contacting Ace Cloud Hosting. My name is Shubham Yada   |
| Rahim Momin   | we are still not able to access MS excel for two new user   |
| Shubham Yadav | May I take the remote access of your server?  |
| Rahim Momin   | yes\  |
| Shubham Yadav | Prior providing the access, I would suggest you to close any important d  |
|               | <a href="https://assist.acecloudhosting.com/join/3062797770">https://assist.acecloudhosting.com/join/3062797770</a>   |
|               | Kindly Click on the link and open the downloaded file.  |
| Rahim Momin   | are you able to connect   |
| Shubham Yadav | We are connected on the remote session and will proceed with the trout<br>the time, I am putting the chat on hold, please do not disconnect it. Onc<br>give your confirmation on this chat. |
|               | As per remote session we will install the Excel application on the server<br>with concern department  |
|               | Is there anything else I may help you with ?  |
| Rahim Momin   | no thanks   |
| Shubham Yadav | 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 with a link to the conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my team can improve our service. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

*Shubham Yadav has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72580 sang**  
**Email:** sang.wong@snrtea.com ☎ 6262640797  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 40 Secs  
**City:** ROWLAND HEIGHTS  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

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



|  |               |  |
|--|---------------|--|
|  | Acebuddy      | Welcome to Ace Support.  |
|  |               | Please chose an option :   |
|  | sang          | I'd like to report an Issue  |
|  | Acebuddy      | Please select an option!   |
|  | sang          | QuickBooks Issue   |
|  | Acebuddy      | What type of QuickBooks Issue are you facing?                            |
|  | sang          | QuickBooks is Frozen   |
|  | Acebuddy      | Hmm, That doesn't sound good. But here's a quick way to unfreeze your    |
|  |               | Was that helpful?  |
|  | sang          | No   |
|  | Acebuddy      | No issues, please wait while I connect you to one our support engineers  |
|  |               | <i>Acebuddy (bot) forwarded the chat request</i>                         |
|  |               | <i>Sharath Kumar accepted the chat transfer request.</i>                 |
|  | Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar.    |
|  | sang          | Hi Sharath   |
|  |               | the authentication just keeps cycling                                    |
|  |               | could you please restart the server                                      |
|  | Sharath Kumar | Hello Sang, allow me a moment to check this issue before I restart the s |
|  |               | Thank you for your patience. I am on Sunrightcorp server and see two o   |
|  |               | Jean and Antony  |
|  | sang          | you can boot them and restart server                                     |
|  | Sharath Kumar | understood.  |
|  |               | restarting the server now  |
|  | sang          | ty   |
|  | Sharath Kumar | You're welcome   |
|  |               | The server has been restarted, could you please try signing in now and I |
|  |               | your issue.  |
|  |               | Are we still connected here?   |
|  | sang          | yes  |
|  |               | im trying right now  |
|  |               | able to log on   |
|  | Sharath Kumar | glad to hear that  |
|  |               |  |

|  |               |   |
|--|---------------|---|
|  | sang          | jus lil slow right now  |
|  | Sharath Kumar | oh, my advice is to wait for a minute or two since your user profile just l   |
|  |               | it may a take couple minutes to load all the services and applications  |
|  |               | Is Antony facing the same issue as you?   |
|  |               | Sang, could you please confirm if the slowness is still there   |
|  |               | Are we still connected here?  |
|  |               | Are we still connected here?  |
|  |               | As there was no response, we are disconnecting the chat now. You may l<br>(1-888-415-5240) if any further assistance is required. |
|  |               | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |

Sharath Kumar has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73211 Bhavin**  
**Email:** bookkeeping@sandiegocpasteve.com ☎ +1 646 661 2865  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 39 Secs  
**City:** AHMEDABAD  
**State:** Gujarat  
**Country:** INDIA

## Chat Transcript

|        |                           |
|--------|---------------------------|
| Bhavin | Hello, I am your Acebuddy |
|--------|---------------------------|

|  |               |  |
|--|---------------|--|
|  | Acebuddy      | Hello Bhavin, I'm your Ace Buddy. I'll be happy to assist you!   |
|  |               | Whom Would You Like to Connect With?   |
|  | Bhavin        | Technical Support (QB & App Hosting)   |
|  | Acebuddy      | Welcome to Ace Support.  |
|  |               | Please chose an option :   |
|  | Bhavin        | I'd like to report an Issue  |
|  | Acebuddy      | Please select an option!   |
|  | Bhavin        | QuickBooks Issue   |
|  | Acebuddy      | What type of QuickBooks Issue are you facing?  |
|  | Bhavin        | QuickBooks Login Issue   |
|  | Acebuddy      | I understand that you are unable to login to your QuickBooks company f<br>help you with resolving the issue                    |
|  |               | Was that helpful?  |
|  | Bhavin        | No   |
|  | Acebuddy      | No issues, please wait while I connect you to one our support engineers  |
|  |               | <i>Acebuddy (bot) forwarded the chat request</i>   |
|  |               | <i>Shubham Yadav accepted the chat transfer request.</i>   |
|  | Bhavin        | Hi Shubham   |
|  | Shubham Yadav | Thank you for contacting Ace Cloud Hosting. My name is Shubham Yada  |
|  | Bhavin        | I have raised the ticket earlier about the same Qb issue. Previously it go<br>showing the same error in different company file |
|  |               | Please see the below snip for your reference.  |
|  |               | <i>11:57:48 PM</i> <i>Bhavin is sharing a file with you</i><br><a href="#"><u>1_image.png</u></a> - ( Size:7.6 KB )            |
|  | Shubham Yadav | Thank you for the information and allow 2 minutes to check the same.   |
|  | Bhavin        | Version: Quickbooks Accountant Desktop 2019  |
|  | Shubham Yadav | Let me check   |
|  | Bhavin        | Okay   |
|  | Shubham Yadav | Please check now   |
|  |               | I have restarted the QB services   |
|  | Bhavin        | Let me check   |
|  | Shubham Yadav | Sure   |
|  | Bhavin        | Will it show the same issue everytime when i open the compnay file ?   |
|  |               |  |

|               |  |
|---------------|--|
|               | Becuase now it is working  |
| Shubham Yadav | No Bhavin I have applied settings for all the QBs now  |
|               | It will work for all now   |
|               | Is there anything else I may help you with ?   |
| Bhavin        | No, Thanks for the help  |
| Shubham Yadav | 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 conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my working. I will appreciate that. or you may send your feedback at quality Thanks!</p> <p>Note: You may change/reset your server password on your own by register (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)</p> |

*Shubham Yadav has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71795 Roberts**  
**Email:** shane.roberts.cpa@outlook.com ☎ 4357605161  
**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:** 21 Secs  
**City:** HERRIMAN  
**State:** Utah  
**Country:** UNITED STATES

|                 |               |   |
|-----------------|---------------|---|
| Chat Transcript |               |   |
|                 | Roberts       | Hello, I am your Acebuddy   |
|                 | Acebuddy      | Hello Shane Roberts, I'm your Ace Buddy. I'll be happy to assist you!   |
|                 |               | Whom Would You Like to Connect With?  |
|                 | Roberts       | Technical Support (QB & App Hosting)  |
|                 | Acebuddy      | Welcome to Ace Support.   |
|                 |               | Please chose an option :  |
|                 | Roberts       | I'd like to raise a Request   |
|                 | Acebuddy      | Please select your request type.  |
|                 | Roberts       | Other Request   |
|                 | Acebuddy      | Please drop an email to support@acecloudhosting.com with a brief desc technicians will connect with you for further assistance. |
|                 |               | If you are facing any issue/problem with your server, Please select the a   |
|                 | Roberts       | Yes, I'm facing issues with my server   |
|                 | Acebuddy      | Please select an option!  |
|                 | Roberts       | Other Issue   |
|                 | Acebuddy      | Please specify the issue you are facing before I connect you to an availa   |
|                 | Roberts       | New User setup  |
|                 | 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  |
|                 |               | Hello Shane   |
|                 | Roberts       | Hi Anurag, I am a new user with a company and need help getting Ace s   |
|                 |               | desktop   |
|                 | Anurag Sharma | I will be surely assisting you with this. Kindly help me with your server n   |
|                 | Roberts       | is the server name the CID?   |
|                 |               | CID72915  |
|                 |               | User name: Shane.R@myrealddata.net  |
|                 | Anurag Sharma | Thanks for the confirmation !   |
|                 |               | May I take the remote access of your local computer?  |

|  |               |   |
|--|---------------|---|
|  | Roberts       | yes   |
|  | Anurag Sharma | Prior providing the access, I would suggest you to close any important d  |
|  | Roberts       | they are all closed   |
|  | Anurag Sharma | <a href="https://assist.acecloudhosting.com/join/9562445155">https://assist.acecloudhosting.com/join/9562445155</a>   |
|  |               | Kindly paste this link in the browser of local computer and join the sessi  |
|  |               | We are connected on the remote session and will proceed with the trout<br>the time, I am putting the chat on hold, please do not disconnect it. Onc<br>give your confirmation on this chat. |
|  |               | On the remote session, I have successfully setup RDP on your device. I v<br>Nate who is your primary contact for the password details. If you face ar<br>contact us again.                  |
|  |               | As you have received your password now. Is there anything else I can he   |
|  | Roberts       | That should be all. Thanks  |
|  | Anurag Sharma | Thanks for the confirmation !   |
|  |               | I would greatly appreciate if you could spare a minute to give your valu  |
|  |               | 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 €<br>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<br>working. I will appreciate that. or you may send your feedback at quality<br>Thanks!                           |
|  |               | Note: You may change/reset your server password on your own by regist<br>( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).                       |
|  |               | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosti">https://www.acecloudhosti</a>   |
|  |               | <i>Anurag Sharma has ended this chat session</i>  |

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#73259 will.okeefe

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

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 19 Secs

**City:** AUSTIN

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

|              |  |
|--------------|--|
| will.okeefe  | Hello, I am your Acebuddy  |
| Acebuddy     | Hello Will.okeefe, I'm your Ace Buddy. I'll be happy to assist you!  |
|              | Whom Would You Like to Connect With?   |
| will.okeefe  | Technical Support (QB & App Hosting)   |
| Acebuddy     | Welcome to Ace Support.  |
|              | Please chose an option :   |
| will.okeefe  | I'd like to report an Issue  |
| Acebuddy     | Please select an option!   |
| will.okeefe  | Other Issue  |
| Acebuddy     | Please specify the issue you are facing before I connect you to an availa  |
|              | 9:48:38 PMwill.okeefe is sharing a file with you<br><a href="#">1_image.png</a> - ( Size:9.03 KB )   |
|              | Please wait while we connect you to a Support Representative   |
|              | Acebuddy (bot) forwarded the chat request  |
|              | 9:49:02 PMwill.okeefe is sharing a file with you<br><a href="#">image.png</a> - ( Size:9.03 KB )<br><br>When trying to open a custom built application on the server |
|              | Manish Singh accepted the chat transfer request.   |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I   |
|              | I will surely help you with this issue.  |
| will.okeefe  |  |

|  |              |   |
|--|--------------|---|
|  |              | thank you   |
|  | Manish Singh | Kindly allow me two minutes to check the same.  |
|  |              | May I know the name of the application you are trying to install?   |
|  | will.okeefe  | The error occurs when opening an already installed application  |
|  |              | are you able to tell if there were any settings updates that occurred over the weekend? I am wondering why this error did not happen yesterday but is happening now. We have made changes on our end. |
|  | Manish Singh | Is this issue occurring only for you, or are other users on the server also experiencing it?  |
|  | will.okeefe  | all users are experiencing it   |
|  | Manish Singh | May I know the name of the application.   |
|  | will.okeefe  | HShuttersCBGInvoice   |
|  | Manish Singh | May I take the remote access of your server?  |
|  | will.okeefe  | yes   |
|  | Manish Singh | Prior to providing the access, I would suggest you to close any important documents or applications running on the server.  |
|  | will.okeefe  | done!   |
|  | Manish Singh | May I know your username?   |
|  | will.okeefe  | brianjo   |
|  | Manish Singh | This message has been deleted.  |
|  | will.okeefe  | yes   |
|  |              | i am testing something now  |
|  | Manish Singh | Seems like everything is working fine.  |
|  | will.okeefe  | i'm testing it now  |
|  | Manish Singh | Yes, please.  |
|  | will.okeefe  | we just bypassed the error. The connection still did not work.  |
|  |              | 10:09:52 PMwill.okeefe is sharing a file with you<br><a href="#">image.png</a> - ( Size:4.26 KB )   |
|  | Manish Singh | Checking.   |
|  |              | Downloading .Net framework to check if this works.  |
|  | will.okeefe  | before doing that, are you able to tell me if there were any updates made to the application? this connection issue isn't related to .NET, it is an issue connecting to our database.                 |
|  | Manish Singh | We have made the required changes from the backend to resolve the issue. The changes were made last day, we haven't done anything. (Edited)   |
|  | will.okeefe  | it looks like it works now! What did you update?  |
|  |              |   |



|              |   |
|--------------|---|
| Manish Singh | There was some policies issue on server that we have corrected.   |
| will.okeefe  | got it. thank you for your help   |
|              | this solves my issue  |
| Manish Singh | Is there anything else I may help you with ?  |
| will.okeefe  | no thank you  |
| Manish Singh | I would greatly appreciate if you could spare a minute to give your valua<br>smileys at the end of this chat.   |
|              | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |
|              | You may end this chat now. Once you end this chat, you will receive an e<br>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<br>working. I will appreciate that. or you may send your feedback at quality<br>Thanks!     |
|              | Note: You may change/reset your server password on your own by regist<br>( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). |
|              | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosti">https://www.acecloudhosti</a>   |

Manish Singh has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73271 Sally Warren**  
**Email:** swarren@sedpweb.org  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 19 Secs  
**City:** FLUSHING

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

|                |   |
|----------------|---|
| Sally Warren   | Hello, I am your Acebuddy   |
| Acebuddy       | Hello Sally Warren, I'm your Ace Buddy. I'll be happy to assist you!  |
|                | Whom Would You Like to Connect With?  |
| Sally Warren   | Technical Support (QB & App Hosting)  |
| Acebuddy       | Welcome to Ace Support.   |
|                | Please chose an option :  |
| Sally Warren   | I'd like to raise a Request   |
| Acebuddy       | Please select your request type.  |
| Sally Warren   | Other Request   |
| Acebuddy       | Please drop an email to support@acecloudhosting.com with a brief desc technicians will connect with you for further assistance.   |
|                | If you are facing any issue/problem with your server, Please select the a   |
| Sally Warren   | Yes, I'm facing issues with my server   |
| Acebuddy       | Please select an option!  |
| Sally Warren   | QuickBooks Issue  |
| Acebuddy       | What type of QuickBooks Issue are you facing?   |
| Sally Warren   | QuickBooks Update   |
| Acebuddy       | Quickbooks update related alerts can be caused due to various reasons. application updates at the backend and apply the necessary patches as might get delayed due to unforeseen circumstances. |
|                | If you're also getting an update popup, please grab a screenshot of the ( support@acecloudhosting.com. Our engineers will manually check and i be and share a confirmation via email.           |
|                | Do you need any further assistance on the topic?  |
| Sally Warren   | Yes   |
| Acebuddy       | Please wait while we connect you to our Support Representative  |
|                | <i>Acebuddy (bot) forwarded the chat request</i>  |
| Sally Warren   | RE 649284   |
|                | <i>Shashwat Verma accepted the chat transfer request.</i>   |
| Shashwat Verma |   |

|                |   |
|----------------|---|
|                | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verr  |
|                | Hello Sally   |
| Sally Warren   | hello I have a reference # 649284   |
| Shashwat Verma | Sure  |
|                | Kindly allow me two minutes to check the same.  |
|                | I will surely help you with this issue.   |
| Sally Warren   | I really need the update installed. I have a huge meeting and need to ge  |
| Shashwat Verma | Sure, we'll start the update in 2 mins, kindly logoff from server.  |
| Sally Warren   | I am logged out.  |
| Shashwat Verma | Thanks, we'll update you on email when we are done with it, it should ta<br>complete. (Edited)  |
|                | Is there anything else I may help you with ?  |
| Sally Warren   | That is all. Thank you!   |
| Shashwat Verma | It would be great if you could share your feedback after this chat ends. 7  |
|                | 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 €<br>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<br>working. I will appreciate that. or you may send your feedback at quality<br>Thanks!     |
|                | Note: You may change/reset your server password on your own by regist<br>( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). |
|                | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosti">https://www.acecloudhosti</a>   |

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#72900 Kerry Durkin**  
**Email:** kerrydurkincpa@lynndurkincpa.com 📞 7813781845  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 2 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript -----

|                |   |
|----------------|---|
| Kerry Durkin   | Hello, I am your Acebuddy   |
| Acebuddy       | Hello Kerrydurkincpa, I'm your Ace Buddy. I'll be happy to assist you!    |
|                | Whom Would You Like to Connect With?                                      |
| Kerry Durkin   | Technical Support (QB & App Hosting)                                      |
| Acebuddy       | Welcome to Ace Support.   |
|                | Please chose an option :  |
| Kerry Durkin   | I'd like to report an Issue   |
| Acebuddy       | Please select an option!  |
| Kerry Durkin   | Other Issue   |
| Acebuddy       | Please specify the issue you are facing before I connect you to an availa |
| Kerry Durkin   | slow server   |
| Acebuddy       | Please wait while we connect you to a Support Representative              |
|                | <i>Acebuddy (bot) forwarded the chat request</i>                          |
|                | <i>Shashwat Verma accepted the chat transfer request.</i>                 |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verr      |
|                | Hello Kerry   |
|                | I will surely help you with this issue.                                   |
|                | Let me check your server statistics                                       |
|                | Are we still connected here?  |
|                | Are we still connected here?  |
|                | Are we still connected here?  |

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

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72042 lance blakely**  
**Email:** lance@profitworksusa.com ☎ 5093016086  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 40 Secs  
**City:** KENNEWICK  
**State:** Washington  
**Country:** UNITED STATES

## Chat Transcript

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

|  |               |   |
|--|---------------|---|
|  | Acebuddy      | Please drop an email to support@acecloudhosting.com with a brief desc technicians will connect with you for further assistance. |
|  |               | If you are facing any issue/problem with your server, Please select the a   |
|  | lance blakely | Yes, I'm facing issues with my server   |
|  | Acebuddy      | Please select an option!  |
|  | lance blakely | Other Issue   |
|  | Acebuddy      | Please specify the issue you are facing before I connect you to an availa   |
|  | lance blakely | get qb file off of server and process to disconnect services  |
|  | Acebuddy      | Please wait while we connect you to a Support Representative  |
|  |               | <i>Acebuddy (bot) forwarded the chat request</i>  |
|  |               | <i>Shubham Yadav accepted the chat transfer request.</i>  |
|  | Shubham Yadav | Thank you for contacting Ace Cloud Hosting. My name is Shubham Yada   |
|  | lance blakely | Hello   |
|  | Shubham Yadav | I will be surely assisting you with this. Kindly help me with your server n   |
|  | lance blakely | PPDPainting.myrealdata.net  |
|  |               | PPD_Support   |
|  | Shubham Yadav | Kindly allow me two minutes to check the same.  |
|  |               | Lance can you please specify  |
|  | lance blakely | We have converted to QuickBooks Online  |
|  |               | We want to get our old QB files off of the sever  |
|  |               | and then we will be disconnecting services.   |
|  |               | Can you please tell me what that process looks like?  |
|  | Shubham Yadav | Kindly allow me two minutes to check the same.  |
|  |               | Please send us an email from the registered email address at support@e we could proceed further with the request.               |
|  |               | Lance are you there ?   |
|  | lance blakely | yep   |
|  |               | i'll just send an email   |
|  | Shubham Yadav | Thanks for the confirmation   |
|  |               | We will proceed and update you on the mail  |
|  |               | 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 | (1-888-415-5240) if any further assistance is required.

Shubham Yadav has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72894 Ezra Dilger**  
**Email:** reception@rortax.com ☎ 7633189052  
**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:** 11 Secs  
**City:** MINNEAPOLIS  
**State:** Minnesota  
**Country:** UNITED STATES

## Chat Transcript

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

|  |                |   |
|--|----------------|---|
|  | Acebuddy       | Please send us an email at support@acecloudhosting.com and we will pr<br>once the task has been completed.  |
|  |                | Typically, the application update is performed overnight.   |
|  |                | Do you need any further assistance on the topic?  |
|  | Ezra Dilger    | Yes   |
|  | Acebuddy       | Please wait while we connect you to our Support Representative  |
|  |                | <i>Acebuddy (bot) forwarded the chat request</i>  |
|  | Ezra Dilger    | Ticket ID   |
|  |                | 645280  |
|  |                | <i>Shashwat Verma accepted the chat transfer request.</i>   |
|  | Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Vern  |
|  |                | Hello   |
|  |                | Kindly allow me two minutes to check the same.  |
|  |                | We have checked your Lacerte update request   |
|  |                | Will do the same in 15mins and will let you know on email.  |
|  |                | Is that work for you?   |
|  | Ezra Dilger    | Will the update be starting in 15 minutes or be done in 15 minutes?   |
|  | Shashwat Verma | Will be done within 15 mins   |
|  |                | Is there anything else I may help you with ?  |
|  | Ezra Dilger    | That is all for now, thank you  |
|  | Shashwat Verma | It would be great if you could share your feedback after this chat ends. 7  |
|  |                | 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 e<br>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<br>working. I will appreciate that. or you may send your feedback at quality<br>Thanks! |
|  |                | Note: You may change/reset your server password on your own by regist<br>(https://selfcare.acecloudhosting.com).  |
|  |                | For self-help, check out our Knowledge Base (https://www.acecloudhosti  |
|  |                | <i>Shashwat Verma has ended this chat session</i>   |



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72589 Ryan**  
**Email:** aedifex@outlook.com ☎ 2062342314  
**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:** SEATTLE  
**State:** Washington  
**Country:** UNITED STATES

## Chat Transcript

|          |   |
|----------|---|
| Ryan     | Hello, I am your Acebuddy   |
| Acebuddy | Hello Ryan, I'm your Ace Buddy. I'll be happy to assist you!  |
|          | Whom Would You Like to Connect With?  |
| Ryan     | Technical Support (QB & App Hosting)  |
| Acebuddy | Welcome to Ace Support.   |
|          | Please chose an option :  |
| Ryan     | I'd like to raise a Request   |
| Acebuddy | Please select your request type.  |
| Ryan     | Other Request   |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief desc technicians will connect with you for further assistance. |
|          | If you are facing any issue/problem with your server, Please select the a   |
| Ryan     | Restart   |
| Acebuddy | Hello Ryan, 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.<br>Kindly re-initiate the chat. |
|  | <i>Ended due to chat idle timeout</i>   |
| <div><div></div><div>Chat Transcript</div><div>Hello, I am your Acebuddy</div></div> |   |
| Visitor Details  |   |
| <b>#71866 help</b>   |   |
| <b>Email:</b> help@triadcybersolutions.com ☎ 3362999989                              |   |
| <b>Department:</b> Support(QB & App Hosting)   |   |
| <b>Operator:</b>   |   |
| <b>Website:</b> https://www.acecloudhosting.com/support-chat.php                     |   |
| <b>Operating System:</b> Microsoft Windows   |   |
| <b>Browser:</b> Microsoft Edge   |   |
| <b>Device:</b> Desktop   |   |
| <b>Average Response Time:</b> 1 Min 6 Secs   |   |
| <b>City:</b> ORANGEBURG  |   |
| <b>State:</b> New York   |   |
| <b>Country:</b> UNITED STATES  |   |
| Chat Transcript  |   |
| help   | Hello, I am your Acebuddy   |
| Acebuddy   | Hello Help, I'm your Ace Buddy. I'll be happy to assist you!  |
|  | Whom Would You Like to Connect With?  |
| help   | Managed IT  |
| Acebuddy   | Please wait while we connect you to an available Representative.  |
|  | <i>Acebuddy (bot) forwarded the chat request</i>  |
|  | <i>Sushant accepted the chat transfer request.</i>  |
| help   | Hi  |

|  |               |   |
|--|---------------|---|
|  | Sushant       | Thank you for choosing ACE cloud Hosting, my name is Sushant. I will be with you for 24 hours. How may I help you |
|  | help          | canot login   |
|  |               | TPCCSVR.myrealdata.net  |
|  | Sushant       | Please wait while we connect you to our concern department.   |
|  |               | <i>Sushant is transferring the chat to Support(QB &amp; App Hosting).</i>   |
|  |               | <i>Sharath Kumar accepted the chat transfer request.</i>  |
|  | Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar.   |
|  |               | Could you please help me the your user account name   |
|  | help          | TPCCSVR.myrealdata.net  |
|  |               | hopepegues  |
|  |               | when I login it goes to the fred  |
|  | Sharath Kumar | checking why that is happening  |
|  | help          | ok  |
|  | Sharath Kumar | on the RDP connector, could you check the username mentioned is hope  |
|  | help          | wait  |
|  | Sharath Kumar | sure, take your time  |
|  |               | Are we still connected here?  |
|  | help          | yes   |
|  | Sharath Kumar | Please sign out of the remote desktop and check the username on the R   |
|  |               | kindly confirm that the username is hopepegues  |
|  | help          | yes I will  |
|  |               | give me some time   |
|  | Sharath Kumar | certainly, you want me to stay connected or you may let me know if the  |
|  | help          | stay connected  |
|  |               | and wait  |
|  |               | until I confirm   |
|  | Sharath Kumar | noted!  |
|  | help          | its hopePE  |
|  |               | not fred  |
|  | Sharath Kumar | okay, I am going to take a remote session to check why this is happenin   |
|  |               | sending you the request for the same in a moment  |
|  |               |   |

|  |               |   |
|--|---------------|---|
|  |               | Prior providing the access, I would suggest you to close any important d  |
|  | help          | Im not able to get in   |
|  | Sharath Kumar | what is the error message that you receive while signing in?  |
|  | help          | can yuo please rest hope password ?   |
|  |               | reset*  |
|  | Sharath Kumar | I just checked your account and found it was in a restricted state due to   |
|  | help          | so  |
|  |               | next  |
|  | Sharath Kumar | I have reenabled your account just now  |
|  |               | try signing in with your last known password and let me know if you wer   |
|  | help          | this restriction was the reson that I was not able to login   |
|  | Sharath Kumar | I’m glad to hear you were able to sign in! To avoid any future issues, I re<br>once a week.   |
|  |               | anything else that I may assist you with?   |
|  | help          | please wait   |
|  | Sharath Kumar | sure, no problem  |
|  |               | Are we still connected here?  |
|  | help          | hey you can leave thanks for the help today bye   |
|  | Sharath Kumar | Of course, let us know if you need anything   |
|  |               | You may end this chat now. Once you end this chat, you will receive an €<br>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<br>working. I will appreciate that. or you may send your feedback at quality<br>Thanks!     |
|  |               | Note: You may change/reset your server password on your own by regist<br>( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). |
|  |               | For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosti">https://www.acecloudhosti</a>   |
|  |               | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |
|  |               | <i>Sharath Kumar has ended this chat session</i>  |
|  |               |   |

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73000 Melanie Hirsch**  
**Email:** m@hirschconsultants.com  
**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:** 2 Secs  
**City:** WILMINGTON  
**State:** Illinois  
**Country:** UNITED STATES

## Chat Transcript

|                |  |
|----------------|--|
| Melanie Hirsch | Hello, I am your Acebuddy  |
| Acebuddy       | Hello Melanie Hirsch, I'm your Ace Buddy. I'll be happy to assist you!   |
|                | Whom Would You Like to Connect With?   |
| Melanie Hirsch | Technical Support (QB & App Hosting)   |
| Acebuddy       | Welcome to Ace Support.  |
|                | Please chose an option :   |
| Melanie Hirsch | I'd like to raise a Request  |
| Acebuddy       | Please select your request type.   |
| Melanie Hirsch | Reboot your Server   |
| Acebuddy       | Kindly send an email to support@acecloudhosting.com from your registered email address with the reason for server reboot and the support team will be happy to update you on the status. |
|                | Do you need any further assistance on the topic?   |
| Melanie Hirsch | Yes  |
| Acebuddy       | Please wait while we connect you to our Support Representative   |
|                | <i>Acebuddy (bot) forwarded the chat request</i>   |
| Melanie Hirsch | 646111   |

|               |   |
|---------------|---|
|               | <i>Anurag Sharma accepted the chat transfer request.</i>  |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma  |
|               | Hello Melanie   |
|               | 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<br>(1-888-415-5240) if any further assistance is required. |
|               | Thank you for choosing ACE cloud Hosting, you have a wonderful day.   |
|               | <i>Anurag Sharma has ended this chat session</i>  |

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

## #71948 diane

**Email:** [diane@briteav.com](mailto:diane@briteav.com) ☎ 801-520-5881

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

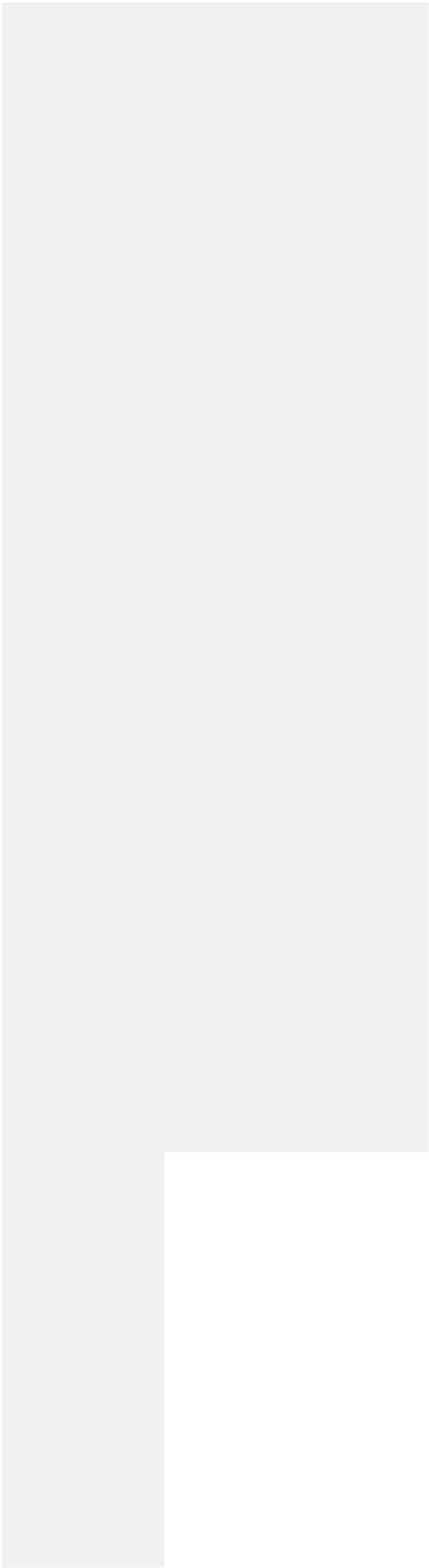
**City:** COALVILLE

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

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



|          |  |
|----------|--|
| diane    | Technical Support (QB & App Hosting)   |
| Acebuddy | Welcome to Ace Support.  |
|          | Please chose an option :   |
| diane    | I'd like to raise a Request  |
| Acebuddy | Please select your request type.   |
| diane    | Other Request  |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief request and our technicians will connect with you for further assista |
|          | If you are facing any issue/problem with your server, Please select t below :  |
| diane    | No, That'll be all!  |
| Acebuddy | Thank you for contacting Ace Support, Have a nice day!   |

*Acebuddy has ended this chat session*

