

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75707 Swetang**

**Email:** spatel@malabarfoodproducts.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:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Swetang Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75534 Millard Berryhill**

**Email:** berryhillsewer@gmai.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 54 Secs

**City:** LUBBOCK

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Millard Berryhill	Hello, I am your Acebuddy
Acebuddy	Hello Millard Berryhill, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Millard Berryhill	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Millard Berryhill	I'd like to raise a Request
Acebuddy	Please select your request type.
Millard Berryhill	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Millard Berryhill	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update. <ul style="list-style-type: none"><li>• QuickBooks Year</li><li>• Variant : Pro / Premier / Enterprise / Accountant</li><li>• License Number</li><li>• Product Code</li></ul>
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need immediate assistance.
	Do you need any further assistance on the topic?
Millard Berryhill	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Millard Berryhill	

	Good Afternoon
Ashutosh Mishra	you all had upgraded our quickbooks last night and i am having troubles can you help me
Millard Berryhill	I will be surely assisting you with this. Kindly help me with your server name and user name?
	QBNXTENT1,myrealdata.net
	user name is MillardB1.NENT@myrealdata.net
Ashutosh Mishra	Thanks for the confirmation !
	May i know what exact issue you are facing.
Millard Berryhill	I have down loaded the new remote desktop and changed the information for the new username but when I try to get on it is saying unable to connect
Ashutosh Mishra	May I take the remote access of your local computer?
Millard Berryhill	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Millard Berryhill	ok
Ashutosh Mishra	Please click on the given link to join
	<b><a href="https://assist.acecloudhosting.com/join/4832976139">https://assist.acecloudhosting.com/join/4832976139</a></b>
Millard Berryhill	ok thank you
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by changing the settings for remote desktop.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Millard Berryhill	yes
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Ashutosh Mishra has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#75072 Erica Shepp

Email: erica@sasisprinklers.com ☎ 14356699793

**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:** 16 Secs

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Erica Shepp	Hello, I am your Acebuddy
Acebuddy	Hello Erica Shepp, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Erica Shepp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erica Shepp	I'd like to report an Issue
Acebuddy	Please select an option!
Erica Shepp	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Erica Shepp	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Erica Shepp	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Gaurav Kumar declined the transfer request.</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Erica
Erica Shepp	Hi Anurag
Anurag Sharma	How can I help you?

Erica Shepp	I'm unable to get Quickbooks to launch
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?
Erica Shepp	Qblivepro2
	EricaS
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer? (Edited)
Erica Shepp	yes please
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Erica Shepp	It logged me off
Anurag Sharma	No issues
	please don't login now
Erica Shepp	Ok
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/7052258502">https://assist.acecloudhosting.com/join/7052258502</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	The issue seems to be resolved now
	Is there anything else I may help you with ?
Erica Shepp	nO THAT'S ALL
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Erica Shepp	Thank you
Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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

**#75622 n.ahmed**

**Email:** n.ahmed@innercircle.cpa  9901023289

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

**Operator:**

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 8 Secs

**City:** BANGALORE

**State:** Karnataka

**Country:** INDIA

## Chat Transcript

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

n.ahmed	Tssca
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Sharath Kumar	<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.
Sharath Kumar	Hi there, how may I assist you today
Sharath Kumar	Are we still connected here?
Sharath Kumar	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)
Sharath Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75777 Yanko**

**Email:** info@homesteadfop.com  3057538042

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

**Operator:** Anjainay Singh

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 58 Secs

**City:** HOMESTEAD

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

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

	Whom Would You Like to Connect With?
Yanko	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Yanko	I'd like to report an Issue
Acebuddy	Please select an option!
Yanko	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Yanko	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?
Yanko	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.
Yanko	Good morning Sharath
Sharath Kumar	Hello Yanko, could you please let me know more about your concern
	Good morning! is there any error that comes up while accessing QuickBooks
Yanko	Says i dont have access to contact my system administrator  you can remote log in to check
Sharath Kumar	sure, allow me a minute to do that  alright, am signed into the server and sending you the request for remote access
	Prior providing the access, I would suggest you to close any important documents at your end.
Yanko	okay done
Sharath Kumar	request sent to your server screen  checking a few settings on the server side
	I am forwarding your chat session to a colleague of mine who has better understanding on this. I'll have him take over an
<i>Sharath Kumar is transferring the chat to Anjainay Singh.</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Yanko	thank you

Anjainay Singh	I am checking few setting on server for QB so that I can assure you the right resolution.
Yanko	thank you.
Anjainay Singh	Could you please guide me to your company file location. on remote session.
Yanko	YES. ALSO OPEN A TEXT BOX SO WE CAN COMMUNICATE WHEN IN THERE
Anjainay Singh	Sure.  I am looking for the resolution , please allow me some time.
	Could you please share the company file password?
Yanko	FOR QB?
Anjainay Singh	I need to login into the company file to check the issue from QB 2020 , please share the password.
Yanko	President001!
Anjainay Singh	Thankyou for your assistance .  So we tried to resolve the issue but at last we need to reboot the server .
	Please make sure to save your data before we proceed ahead with reboot process.
Yanko	okay. i'm ready to reboot  let me know when to log back in
Anjainay Singh	Sure .  We have rebooted the server it will take two to three minutes to be up and running .
Yanko	ok i wait for you
Anjainay Singh	The server is up and running , please login back.
Yanko	ok moving over
Anjainay Singh	Please provide me remote access I am requesting .  Please again try to open company fie and let me know if issue is fixed at your end .
Yanko	same issue
Anjainay Singh	We are still working on resolution.
Yanko	okay
Anjainay Singh	As we were continuously working on the issue and it has been resolved , please confirm from your end as well.  We have opened the company file.
Yanko	Yes its working now. thank you
Anjainay Singh	Is there anything else I may help you with ?  Are we still connected here?
Yanko	

	no thank you
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Yanko	will do
Anjainay Singh	Please click on smiley emoji to provide positive feedback.
	You may end this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Yanko has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #76318 Kavita

**Email:** kavita@patel.cpa

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

**Operator:** Shashwat Verma

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 44 Secs

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

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

	Please chose an option :
Kavita	I'd like to report an Issue
Acebuddy	Please select an option!
Kavita	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kavita	My remote pc is not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>10:00:52 PMKavita is sharing a file with you <a href="#">image.jpg</a> - ( Size:2.18 MB )</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 Kavita
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Kavita	Ok
Shashwat Verma	Try now to login now.
Kavita	ok
	can you please set my google authencator
Shashwat Verma	Let me check
Kavita	sure
Shashwat Verma	Are you getting google auth prompt on server?
Kavita	actually i have switch my phone
	and now i am not able to login with code
	I am using my email for code
Shashwat Verma	Okay, I got your issue
	Let me check
	Kindly allow me two minutes to check the same.
Kavita	ok
Shashwat Verma	Kavita, we have checked this issue, to move forward, we require POC approval for that, we'll email you the detail and will
	As of now, let me know are you able to login to server?
Kavita	Yes i am able to login

	thank you for your help
Shashwat Verma	Okay, is that okay with the above email process?
Kavita	yes
	i am okay
Shashwat Verma	Perfect
	Will email you the same
	Is there anything else I may help you with ?
Kavita	no
	All good
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 conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #75156 Eduardo

**Email:** corporateit@sdf-itc.com  15125169214

**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:** NAUCALPAN DE JUAREZ

**State:** Ciudad De Mexico

**Country:** MEXICO

## Chat Transcript

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

*Eduardo has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76131 erica.terminello**

**Email:** erica.terminello@gmail.com

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

**Operator:** Vignesh Arul

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** VIRGINIA BEACH

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

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

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75540 Sabrina White****Email:** sabrina@theiaaccounting.com  15032084733**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Apple iPhone**Browser:** Apple Safari**Device:** Mobile**Average Response Time:** 51 Secs**City:** SEATTLE**State:** Washington**Country:** UNITED STATES**Chat Transcript**

Sabrina White	Hello, I am your Acebuddy
Acebuddy	Hello Sabrina White, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sabrina White	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sabrina White	I'd like to report an Issue
Acebuddy	Please select an option!
Sabrina White	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sabrina White	Session keeps crashing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Sabrina White	The VMsession is discontinued every couple minutes
	<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.
Sabrina White	hello
Manish Singh	I will surely help you with this issue.
Sabrina White	ok thank you
	my internet connection looks fine but the session keeps disconnecting
	I tried restarting my computer

	it's still an issue
Manish Singh	Please wait checking.
Sabrina White	or the screen is freezing up
Manish Singh	Let me sign you out once and then try to login and we will see if the issue reoccurs.
Sabrina White	Ok  i signed out as well  but I have done this a couple times too  is it possible for you to reboot the VM  ?
Manish Singh	You are just disconnecting the server session you have to use the log off icon to sign out.  Alright, doing it now.
Sabrina White	Thank you
Manish Singh	Kindly login after 1 minute and check if the issue reoccurs.
Sabrina White	Ok
Manish Singh	Try to login now.  Is there any specific task you are trying to open which is causing this issue?
Sabrina White	Yes I'm using Drake software
Manish Singh	Drake which version?
Sabrina White	24
Manish Singh	Is it working fine now?
Sabrina White	It froze again but came back
Manish Singh	May I take the remote access of your server?
Sabrina White	can you see anything else on your side  Ok I needed to close data
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Sabrina White	ok
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
Sabrina White	Ok  <i>10:18:28 AM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:65.52 KB )</i>  <i>As I can check RAM consumption is more than normal.</i>

	What can I do about that?
	I already increased the data space of my VM
Manish Singh	Space is different from RAM Sabrina, RAM helps to run smooth functioning on the server
Sabrina White	Ok
	So what can I do?
Manish Singh	As you are the only user on the server and using some application including Drake we can try to add 2 GB RAM and check
Sabrina White	ok
Manish Singh	Now it seems to be working fine seems like you have closed some tasks.
	Have you closed anything?
Sabrina White	yes i closed Drake
Manish Singh	Yes, Drake is consuming more RAM.
Sabrina White	ok well I've been using it and haven't had issues  It's been suddenly happening
Manish Singh	As I can check you have installed Drake 2024 in Feb 2025 only
Sabrina White	Yes
Manish Singh	After that only are facing this issue.
Sabrina White	it comes out in the beginning of the year  its been months without an issue  I've used previous version on this server  its been fine
Manish Singh	Try to open Drake 2024 and I will try to show you
Sabrina White	I'm in Drake  i just need a solution tho
	<i>10:29:43 AM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:79.78 KB )</i>
	What can I do
Manish Singh	Adding RAM will help you with the issue.
	Kindly email us on support@acecloudhosting.com and 2 GB RAM will cost you \$40/ per month
Sabrina White	I keep getting up charged to get based usage  i already added two more up charges this year
Manish Singh	If you need, we can keep the RAM on trial basis for a week to test if that will resolve the issue of no cost.

Sabrina White	it's not worth it to have this at all
	ok
Manish Singh	Alright, we will add the RAM for a week and you can revert us back on email if you would like to keep it or remove it after
	Is there anything else I may help you with ?
Sabrina White	no that's it for now
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of  Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecl">https://selfcare.acecl</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
Sabrina White	thanks

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #75890 Arron Forbes

**Email:** irzad.zamcorp@gmail.com  15926741503

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** LINDEN

**State:** Demeraramahaica

**Country:** GUYANA

## Chat Transcript

Arron Forbes	Hello, I am your Acebuddy
Acebuddy	Hello Irzad.zamcorp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Arron Forbes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Arron Forbes	I'd like to raise a Request
Acebuddy	Please select your request type.
Arron Forbes	Change in Users
Acebuddy	Please select your desired option!
Arron Forbes	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to manage users via MyPortal!
	Do you need any further assistance on the topic?
Arron Forbes	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Arron Forbes	Kindly transfer to Shivam Singh, he was dealing with the issue before I got disconnected
	<i>Shashwat Verma accepted the chat transfer request.</i>
	<i>Shashwat Verma is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Hi there! Irzad
	let us continue from where we were
	Could you please let me know are you opening the My Portal using on your local or server end.
Arron Forbes	Hey ok great
	local end
	I have no profile to access it on the server end
Shivam Singh	please try from within the server , It should work.
Arron Forbes	I don't have access within the server environment
Shivam Singh	Okay, Well then if that's the case.

	I will share the email to you asking the basic details required for the user creation.
Arron Forbes	Can I just give you here please  it's really urgent  Because of the portal issue, user is waiting for past 1 hour
Shivam Singh	I do understand that you want it ASAP.  However we are constrained with security policy that will not allow us to validate the information over the chat. It should be done via email.
Arron Forbes	ok please send
Shivam Singh	Rest assured, You send your details and I will try to do it at once.
Arron Forbes	Ok. Also, I tried emailing support@acecloudhosting.com at 11:05hrs and didn't get the usual ticket ID response
Shivam Singh	Don't worry about the email, after the chat ends I will share the email to you with our conversation chat transcript asking you to share your details.
Arron Forbes	ok
Shivam Singh	Is there anything else I may help you with ?
Arron Forbes	no just this thanks
Shivam Singh	Great! I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the bottom of this screen.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback and suggestions at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shivam Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74964 srinivas**

**Email:** srinivas@taxgeeks.com **Phone:** 2252847776

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

srinivas	Hello, I am your Acebuddy
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
srinivas	server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
srinivas	hi
Shubham Kataria	Hello
srinivas	659757
	ticekt
Shubham Kataria	Kindly allow me two minutes to check this ticket
srinivas	ok
Shubham Kataria	We have received your confirmation email to proceed with the migration. An engineer has been assigned to this task and
srinivas	sounds good

	I will be working
	Please send an email once it is done
Shubham Kataria	And we will also inform you once completed
	Sure
srinivas	also update me if slack and print driver has been installed
	cutepdf
Shubham Kataria	Sure, we will inform you as soon as everything is ready to use.
srinivas	thanks
Shubham Kataria	You're welcome
srinivas	I am logging out now will be at pc after 4 hours
	thanks
	bye
Shubham Kataria	Alright
	You're welcome
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #75309 Catherine Croteau

**Email:** catherine@paudio.com  17814318708

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Catherine Croteau	Hello, I am your Acebuddy
Acebuddy	Hello Catherine, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Catherine Croteau	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Catherine Croteau	I'd like to report an Issue
Acebuddy	Please select an option!
Catherine Croteau	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Catherine Croteau	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution  Was that helpful?
Catherine Croteau	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>Deepak Taneja declined the transfer request.</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Catherine Croteau	Hi, we are unable to connect to our company file. it's saying this has to be done by the window administrator
Anjainay Singh	Please let me know whether everyone facing this issue .
Catherine Croteau	yes, everyone is
Anjainay Singh	Could you please share the screenshot of issue so that we can assist you in better way .
Catherine Croteau	yes

Anjainay Singh	Please share it .
Catherine Croteau	I don't see a request to share  sorry i see the option now
<i>catherine has initiated a remote assistance session. Would you like to access catherine's screen?</i>	
Anjainay Singh	is this first time everyone facing this issue ?
Catherine Croteau	yes
Anjainay Singh	Just allow me two minutes so that I can find the root cause of issue .  Please wait for two minutes.
	Kindly close all important tabs and documents for not to breach any security concern.
Catherine Croteau	all set
Anjainay Singh	Thankyou for your assistance .  Could you please try to open the company file so that I can see the actual issue you are facing .  Let me take the screenshot of error.
	We need to reboot the server .  in order to fix the issue .
	Please let me know when we can reboot it .
Catherine Croteau	do you need everyone logged out? including me? that would disconnect this conversation
Anjainay Singh	Have you initiated the chat from server or local machine?
Catherine Croteau	server
Anjainay Singh	We need to reboot it and if we get disconnected we will reply you over an email .  As this issue is common for all users .
Catherine Croteau	ok
Anjainay Singh	Please logout after saving your data so that we can proceed further .  Let me know so that we can reboot after your confirmation.

*Anjainay Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #75829 Aiko Nafissah

**Email:** aiko.nafissah@mgvinc.com  12507431222

**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:** DUNCAN

**State:** British Columbia

**Country:** CANADA

## Chat Transcript

Aiko Nafissah	Hello, I am your Acebuddy
Acebuddy	Hello Aiko.nafissah, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Aiko Nafissah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Aiko Nafissah	I'd like to raise a Request
Acebuddy	Please select your request type.
Aiko Nafissah	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
<i>Ended due to chat idle timeout</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #76081 Howard Hyman

**Email:** howard@episcopalhousing.org  14103710950

**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:** BALTIMORE

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Howard Hyman	Hello, I am your Acebuddy
Acebuddy	Hello Howard, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Howard Hyman	I am unable to log onto server EHC.myrealdate.net. I suspect my password has expired. I can't seem to figure out how to
Acebuddy	You have chosen an Invalid Option. Please try Again!
	Whom Would You Like to Connect With?
Howard Hyman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Howard Hyman	I'd like to raise a Request
Acebuddy	Please select your request type.
Howard Hyman	Password Reset
Acebuddy	Please select an option below
Howard Hyman	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 reprocessed.

	Do you need any further assistance on the topic?
Howard Hyman	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76090 LENA CAO**

**Email:** lena.cao@caojonescpa.com ☎ 18643267936

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 6 Secs

**City:** GREENVILLE

**State:** South Carolina

**Country:** UNITED STATES

### Chat Transcript

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

LENA CAO	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
LENA CAO	the credentials did not work
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
LENA CAO	Hi Anuainay
	I cannot login the platform now
	the error message is your credentials did not work
	please enter new credentials
Anjainay Singh	Since when you are facing this issue .
LENA CAO	this morning
Anjainay Singh	Please confirm whether all users are facing this issue .
LENA CAO	yes
	all users are facing this issue
Anjainay Singh	I have made some backend changes , please try to reconnect the server after 3 minutes
LENA CAO	ok,
Anjainay Singh	Please try to login back into server and let me know if issue persists.
LENA CAO	sure, I will let you
Anjainay Singh	Thankyou for your confirmation.
LENA CAO	I can login now
	what's the reason for this issue?
Anjainay Singh	There was service issue due to which we rebooted the server.
LENA CAO	ok
	thanks for your help
	have a good day

*AUGUST has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75821 shreen**

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

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 54 Secs

**City:** ROUND ROCK

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

shreen Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

shreen Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

shreen I'd like to raise a Request

Acebuddy Please select your request type.

shreen Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co

If you are facing any issue/problem with your server, Please select the appropriate option below :

shreen Yes, I'm facing issues with my server

Acebuddy Please select an option!

shreen QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

shreen	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shreen	Can I please get reconnected with whom I was working with?
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	Hi Shreen, allow me a moment to get you connected with the previous support representative
shreen	Someone is helping our office upgrade our company files to QB 24.0 and they needed me to log off the server, I was hoping you could assist me with this. Thank you!
	<i>Sharath Kumar is transferring the chat to Rohan Prajapati.</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you onwards.
	Yes Shreen, I believe QuickBooks 2022 is working fine now.
shreen	How long would it take to move our company files to QB 2024?
Rohan Prajapati	I think one will file take around 3-4 mins
shreen	Can you please do this now?
Rohan Prajapati	Shreen, I'll help you upgrade one file, and then you can handle the rest. Will that be okay with you? (Edited)
shreen	Yes, please go ahead and move soleil and I will move the rest
Rohan Prajapati	Thanks for the confirmation !
	Please log in to the server and open the file with the admin credentials that you would like us to upgrade to QB 2024.
	Could you please login to the server ?
shreen	I am asking Stephanie my boss to log in with the admin credentials
Rohan Prajapati	Please ask the stephanie to provide me the access of her server session.
shreen	she said yes
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Please ask her to select the file
shreen	I'm asking her now
	She says it won't open
Rohan Prajapati	Just ask her to select it
	OR let me know the name, I will do it
shreen	The file is called Soleil 2020E

Rohan Prajapati	Please ask to login with Admin credentials, I have already opened the File
shreen	The user it popping up with Jonathans name and not letting her erase it to change to admin
	Hello?
Rohan Prajapati	Yes I'm checking it
shreen	Sorry, thank you
Rohan Prajapati	Please check now and proceed with the same.
shreen	Looks like it's updating
Rohan Prajapati	I hope she now knows how to upgrade the file.
shreen	Can you still see her computer?
Rohan Prajapati	Yes Shreen
	Is there anything else I may help you with ?
shreen	Not at this time.
Rohan Prajapati	In case you still face any issue, please do not hesitate to reach out to us. We are always here to help.
shreen	Thank you!
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary and a link to view the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback and suggestions at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Rohan Prajapati has ended this chat session*

## Chat Transcript

I cant long into my QB

**#75817 Gale Parker**

**Email:** gale@a1staffingok.com  405-250-0312

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

**Operator:** Rohan

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 1 Min 32 Secs

**City:** OKLAHOMA CITY

**State:** Oklahoma

**Country:** UNITED STATES

**Chat Transcript**

Gale Parker I cant long into my QB

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

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

*Rohan Prajapati accepted the chat transfer request.*

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

Hello Gale, how are you doing today ?

May I please know your business name or company name once ?

Are we still connected here?

Are we still connected here?

Gale Parker i cant not log in

Rohan Prajapati Yes, Gale. As I can see, we have already received a request to cancel the account. Therefore, we are proceeding with your been disabled as a result.

If you still have any concerns, I can inform the appropriate team to get in touch with you, and they will definitely look into

Are we still connected here?

Are we still connected here?

Are we still connected here?

This message has been deleted

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)

*Rohan Prajapati has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75486 david**

**Email:** david@5blox.com

**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:** 14 Secs

**City:** SAN PEDRO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

david Hello, I am your Acebuddy

hello io cant enter to my quickbooks

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

Hello David, I had to disconnect the previous chat due to lack of response.

Could you please let me know if you are receiving any error while signing into the application?

I am on the cloud and I don't see you signed into the server.

Are you having issues with signing into the server or are you signed in with a different username?

Sir, if you could give us a call or provide us with your phone number, I will be able to help you remotely.

Since there is no response, I have to disconnect the chat.

Please call us at 8884155240 so that we can assist you with your concern.

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

**#76360 Teshome Bekele**

**Email:** tbx21220027@gmail.com

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

**Operator:** Acebuddy

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**City:** DUNDALK

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Teshome Bekele

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Teshome Bekele

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75368 ricky pais**

**Email:** ricky@brannanhessel.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:** 32 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

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

ricky pais	please see ticket number 674961 from yesterday. we were never contacted.
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. allow me one moment to look into the ticket for you
ricky pais	thank you
Sharath Kumar	Thank you for your patience.  We sincerely apologize for the inconvenience caused to you. May I take a remote session once again to check if this is sor If not, I will have the appropriate person call you back ASAP
ricky pais	please provide the link and i will forward it to the user to had to issue originally  the issue
Sharath Kumar	Thank you!  This is the link - <a href="https://assist.acecloudhosting.com/join/1782859142">https://assist.acecloudhosting.com/join/1782859142</a>  Please let the person know to close any important data prior providing the access
ricky pais	i sent her the link and asked her to open it on her local per my conversation with the other representative yesterday. ok
Sharath Kumar	April's connecting to the remote session  I am connected to the session and will keep you posted on the progress via email, is that acceptable?
ricky pais	thank you that will be fine
Sharath Kumar	I will communicate with April from the tool itself
ricky pais	you can ask her to notify me as well if you need anything else from me
Sharath Kumar	Sure, Ricky. I will do that.  Anything else that I may assist you with?
ricky pais	thank you. have a good day.  no 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 w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri quality@acecloudhosting.com. Thanks!
Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecl">https://selfcare.acecl</a>	
For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Sharath Kumar has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75943 Angelica Klein**

**Email:** angelica.klein@asgsolutions.us  3527482333

**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:** 11 Secs

**City:** WILDWOOD

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

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

	QuickBooks Update
Acebuddy	<p>Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at when issued by Intuit, It might get delayed due to unforeseen circumstances.</p> <p>If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com so we can implement the patches if need be and share a confirmation via email.</p> <p>Do you need any further assistance on the topic?</p>
Angelica Klein	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Angelica
Angelica Klein	Hello, I have a ticket# 682177
Shashwat Verma	I will surely help you with this issue.
	We are working on your update
	It might take 10-15 min more
	Kindly ask other users to logoff from server
Angelica Klein	ok, thank you. I thought i lost communication with you
Shashwat Verma	No we have already noted your request
	Rest assured by us.
Angelica Klein	So , I'm expecting to log in without any problems in 20 minutes
Shashwat Verma	Yes, kindly ask other users to logoff so that we can reflect the changes at server end
Angelica Klein	ok, Do you want everyone in QB to log off and how long do you want us out
Shashwat Verma	Yes, all users have to logoff from server to make the changes for 15 mins
Angelica Klein	ok Will do, thank you
Shashwat Verma	Is there anything else I may help you with ?
Angelica Klein	no, 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 conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!

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

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

*Shashwat Verma has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #74973 Sandy Hawkins

**Email:** sandy@aeroconcrete.net  5633496017

**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:** 33 Secs

**City:** MOLINE

**State:** Iowa

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please select an option below
Sandy Hawkins	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Sandy Hawkins	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<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.
Sandy Hawkins	I'm trying to reset password and the email address is not correct and it's not taking my answers to security questions
Sharath Kumar	Hello Sandy, I have just shared with you the new password via email  could you please try signing in with that password and let me know if that resolves your concern
Sandy Hawkins	Thank you got it!!!!
Sharath Kumar	Glad to hear that, anything else that I may assist you with?  As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)  Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76214 April Bennett**

**Email:** april@northpointedev.com  9202034421

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 13 Secs

**City:** OSHKOSH

**State:** Wisconsin

**Country:** UNITED STATES

## Chat Transcript

April Bennett	Hello, I am your Acebuddy
Acebuddy	Hello April, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
April Bennett	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
April Bennett	I'd like to report an Issue
Acebuddy	Please select an option!
April Bennett	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
April Bennett	Cannot login to Ace
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
April Bennett	Hi
Rohan Prajapati	Hello April, How are you doing today ?
	I will surely help you with this issue.
April Bennett	Fine, got to work and we are unable to login to Ace Cloud.
Rohan Prajapati	May I disconnect the Previous chat as we are connected on this one?
April Bennett	Yes
Rohan Prajapati	Thanks for the confirmation !
	Kindly allow me 4-5 minutes to check the same.
	Please try to login again in 2 mins
April Bennett	Appears to be working now

Rohan Prajapati	That's Great
	Is there anything else I may help you with ?
April Bennett	Not at this time, thank you.
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76026 shirley**

**Email:** shirley@mgvinc.com

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 50 Secs

**City:** DUNCAN

**State:** British Columbia

**Country:** CANADA

### Chat Transcript

shirley

	Hello, I am your Acebuddy
Acebuddy	Hello Shirley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shirley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shirley	I'd like to report an Issue
Acebuddy	Please select an option!
shirley	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shirley	I forgot my password to get in to the remote server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
shirley	ok thank you
Rohan Prajapati	Hello Shirley, how are you doing today ?
shirley	good and you?
Rohan Prajapati	That's Great. I'm good too, thanks for asking
	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
shirley	good
Rohan Prajapati	We see that you're already enrolled on Selfcare Portal.
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:
	<ol style="list-style-type: none"> <li>1. Visit Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). Click "Forgot your password".</li> <li>2. Enter your Server Username.</li> <li>3. Enter the CAPTCHA verification and Click Continue.</li> <li>4. In the window that opens, Choose an authentication method from the list.</li> <li>5. Enter your new password and click Reset to finish.</li> </ol>
	Is there anything else I may help you with ?
shirley	I couldn't enter
	I think that I don't have selfcare

Rohan Prajapati	May I take the remote access of your local computer?
	Are we still connected here?
shirley	Hi, I think I did it
	let me check
Rohan Prajapati	Sure take your time
	Is it working fine now
	Please confirm that we can proceed further accordingly
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
shirley	Hi, I got it
	Thank you
Rohan Prajapati	Is there anything else I may help you with ?
shirley	No :)
Rohan Prajapati	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acec">https://selfcare.acec</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
shirley	You too

*Rohan Prajapati has ended this chat session*

## Chat Transcript

we got her password reset, now it's prompting for security questions that she does not remember setting up. We've been trying to get her connected for about an hour now. Current hold with support for 12 mins.

## Visitor Details

### #74952 Denise

**Email:** denise@lawcenter-ss.com ☎ 4054014312

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

**Operator:** Rohan

**Website:** <https://www.acecloudhosting.com/>?

utm\_source=Bing&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Branded&utm\_term=Ace%20Cloud%20Hosting&utm\_adgroup=Primary&i

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 17 Secs

**City:** OKLAHOMA CITY

**State:** Oklahoma

**Country:** UNITED STATES

## Chat Transcript

Denise we got her password reset, now it's prompting for security questions that she does not remember setting up. We've been Currently on hold with supprt for 12 mins.

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

Hi Craig,

Let me transfer you to our support channel to help you with this issue

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

*Rohan Prajapati accepted the chat transfer request.*

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

Hello Craig, How are you doing today ?

I will surely help you with this issue.

Kindly allow me 4-5 minutes to check the same.

May I please know your business name or company name once ?

Denise I have another agent on the phone

This is for The Law Center for Social Security Disability or The Law Center for SSD.

Rohan Prajapati Thanks for the confirmation !

Please note that we have disenrolled the user from the selfcare Portal

Please check now and let us know the status

Is it good now ?

Craig, as I can see, you are already connected with one of our engineers over the call. Therefore, we will proceed with clo

please feel free to initiate a new chat.

*Rohan Prajapati has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76123 Carol Milam**

**Email:** carol@checksandbalances.biz **Phone:** 16156681100

**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:** BRENTWOOD

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Carol Milam Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Carol Milam Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Carol Milam I'd like to report an Issue

Acebuddy Please select an option!

Carol Milam Password Reset

Acebuddy Please select an option below

Carol Milam

	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Carol Milam	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

**#75820 shreen**

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

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
shreen	I'd like to report an Issue
Acebuddy	Please select an option!
shreen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shreen	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
shreen	We are in the middle of transitioning our QB file from QB 22.0 to QB 24.0, but until we complete the transition we are still using QB 22.0 and QB 22.0 is missing from my computer.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you with your issue.
	Hello Shreen, How are you doing today ?
shreen	Fine thank you, and you?
Rohan Prajapati	I will surely help you with this issue.
	That's Great. I'm good too, thanks for asking
	Kindly allow me 4-5 minutes to check the same.
shreen	okay, thank you
Rohan Prajapati	Please confirm your Server Username "ShreenWh"
shreen	Yes, that is correct
Rohan Prajapati	This message has been deleted
	May I take the remote access of your server?
shreen	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at this time.
shreen	Yes, thank you everything is closed
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting of the issue at this time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will provide you with the solution and ask you to give your confirmation on this chat.
	I think you already have the QuickBooks 2022 ?
shreen	Okay, it is not allowing me to open it?
Rohan Prajapati	Got it. Please allow me 5 mins
	I think I need to reboot the server once as its not getting launched at our end too.

Is it possible for you to inform all the users to log off the server for 2-3 mins so that I server ?

shreen Okay, let me text the staff

also, can you move our company files to the 24.0 and first?

I'm asking tayler to log off

Rohan Prajapati Shreen, it's up to you whether you want to upgrade the file from QB 2022 to QB 2024

shreen we need to upgrade to qb2024

Rohan Prajapati Thanks. I believe we will lose the connection once I reboot the server, as you initiated the server. If you continue to face the same issue, you can re-initiate another chat, and you further. Is that okay?

shreen I am happy to log off as well, but how do we continue our chat?

Rohan Prajapati That's Great then you can proceed with the Upgrade.

shreen will i be connected to you? since you are working on this for us?

Rohan Prajapati Shall I proceed with the reboot now? I hope you have read my previous message.

shreen yes

Rohan Prajapati ..

I'm rebooting with the server reboot

We have rebooted the server

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

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

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

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

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

*Rohan Prajapati has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76072 Fenil Shah**

**Email:** tax@sktaxaddison.com ☎ 8473508121

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

**Operator:** Karan Kanwal

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Fenil Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fenil Shah	I'd like to report an Issue
Acebuddy	Please select an option!
Fenil Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Fenil Shah	ATX 2024 is not working
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Fenil Shah	sure
<i>Karan Kanwal accepted the chat transfer request.</i>	

Karan Kanwal	Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assis
Fenil Shah	Hii Karan
Karan Kanwal	How may I assist you today?
Fenil Shah	In my server Atx 2024 is now working could you help me, please
Karan Kanwal	Sure, your ATX 24 is not working, correct?
Fenil Shah	yes
Karan Kanwal	May I know are you getting any error message?
	Or the application is not launching?
Fenil Shah	can you connect this
Karan Kanwal	I will be surely assisting you with this. Kindly help me with your server name and use
Fenil Shah	Skta3
Karan Kanwal	Prior providing the access, I would suggest you to close any important documents at
Fenil Shah	Plz, go ahead
Karan Kanwal	Use the following link to proceed with remote access: <a href="https://assist.acecloudhosting.com/join/1322348477">https://assist.acecloudhosting.com/join/1322348477</a>
	ATX 24 has been updated now
	Is there anything else I may help you with ?

*Karan Kanwal has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75512 n.ahmed**

**Email:** n.ahmed@innercircle.cpa ☎ 9901023289

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

**Operator:** Manish Singh

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 47 Secs

**City:** BANGALORE

**State:** Karnataka

**Country:** INDIA

## Chat Transcript

n.ahmed	Hello, I am your Acebuddy
Acebuddy	Hello N.ahmed, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
n.ahmed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
n.ahmed	I'd like to report an Issue
Acebuddy	Please select an option!
n.ahmed	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
n.ahmed	TSScan
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you with your issue.
n.ahmed	Hi Manish
	Why is ace team creating so many confusions by sending these kind of emails
	<i>1:50:20 PMn.ahmed is sharing a file with you</i>
	<i><a href="#">1744460023317859894897287191223.jpg</a> - ( Size:1.02 MB )</i>
	Our system does not have and TSScan and by what information are you sending out
	I ask for a call back from your team and you don't respond
Manish Singh	I apologize for the number of emails you've received regarding this issue. Let me arrange for you as soon as possible so we can resolve it more efficiently and provide the support you need.
n.ahmed	You can call on this number +919890597987
Manish Singh	May I know any specific time you need us to call you?
n.ahmed	It's Atul number and he uses my login in his system

Manish Singh	Alright, Noted Sir
n.ahmed	Anytime now until 10pm Ist
	We do not have time so sort this once for all
Manish Singh	Sure
	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 (1-888-415-5240) if any further assistance is required.

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76199 cheryl**

**Email:** cheryl@ld-designs.net

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** SAN ANTONIO

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

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

	Whom Would You Like to Connect With?
cheryl	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
cheryl	I'd like to report an Issue
Acebuddy	Please select an option!
cheryl	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support resource.
	As we haven't got any response from your end, We are closing this chat. If you still need help Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76384 Murawwat Ali**

**Email:** murawwatali89121@gmail.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 32 Secs

**City:** DAHRAN WALA

**State:** Punjab

**Country:** PAKISTAN

### Chat Transcript

Murawwat Ali

Hello, I am your Acebuddy

Acebuddy	Hello Murawwat Ali, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Murawwat Ali	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vatsal accepted the chat transfer request.</i>
Vatsal	Hi! How are you?
Murawwat Ali	I'm good what about you?
Vatsal	I am also doing great.
	How may I help you today?
Murawwat Ali	Here is my ticket ID 686607
	What is your price for link placement on
Vatsal	I'm forwarding you to support, they'll assist you
	<i>Vatsal is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Murawwat Ali	What is your price for link placement on acecloudhosting.com?
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be as
Murawwat Ali	Thanks for letting me know
Ashutosh Mishra	Please elaborate on the concern so we can assist better.
Murawwat Ali	I want to insert a link on your website acecloudhosting.com. What is your best price for placement?
Ashutosh Mishra	I wish i could assist you with this however we do not offer any such services.
	Is there anything else I may help you with ?
Murawwat Ali	No thanks
Ashutosh Mishra	Thanks for the confirmation !
	You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

Ashutosh Mishra has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76376 Aman Sajwani**

**Email:** reliable\_accounting@yahoo.com ☎ +1-(901) 881-1265

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 50 Secs

**City:** KARACHI

**State:** Sindh South

**Country:** PAKISTAN

## Chat Transcript

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

Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when issue might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it with support@acecloudhosting.com. Our engineers will manually check and implement the fix and share a confirmation via email.
	Do you need any further assistance on the topic?
Aman Sajwani	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you with your issue.
	<i>8:03:29 PM Aman Sajwani is sharing a file with you</i>
	<i><u>1_image.png</u> - ( Size:15.54 KB )</i>
Aman Sajwani	I have this problem going on
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and usage details.
Aman Sajwani	Ok
	RAS18.myrealdatal.net
	Muhammad Kashif
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing the same issue?
Aman Sajwani	only for me
Ashutosh Mishra	Thanks for the confirmation !
Aman Sajwani	np
Ashutosh Mishra	Kindly allow me two minutes to check from backend.
Aman Sajwani	ok
Ashutosh Mishra	The issue should be resolved now.
	Please check from your end.
Aman Sajwani	Ok wait
	Ok its done thank you
Ashutosh Mishra	Is there anything else I may help you with ?
Aman Sajwani	No thanks
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback about this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us confirming the issue has been resolved.

conversation, along with a ticket number and survey feedback form.

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

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

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

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76007 szolad**

**Email:** szolad@cdt.org

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

**Operator:** Anjainay Singh

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 22 Secs

**City:** WASHINGTON

**State:** District Of Columbia

**Country:** UNITED STATES

### Chat Transcript

szolad Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

szolad Sales & Solutions

Acebuddy

Please wait while we connect you to one of our Sales Representative.

*Acebuddy (bot) forwarded the chat request*

*Rishabh Gogia accepted the chat transfer request.*

Rishabh Gogia

Hello!

szolad

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

Rishabh Gogia

Hello, I am looking for an update on the installation of an upgrade we purchased

szolad

Do you have a ticket id that I can check?

Rishabh Gogia

I don't know if we ever got a ticket ID for the solution. I was working with Vatsal Jha

szolad

Give me a moment, I'm transferring you to our technical support so that they can assist you.

Rishabh Gogia

Thanks!

Rishabh Gogia

Your ticket id is - #665389

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

szolad

I will record the ID.

*Anjainay Singh accepted the chat transfer request.*

Anjainay Singh

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

szolad

Thank you Anjainay.

Anjainay Singh

Thanks for being patient , I was looking into the ticket to know the update related to your issue.

szolad

Thanks, I am sorry to be so persistent, but we are mid audit and are not able to work on your issue until it is complete.

Anjainay Singh

Are you able to connect to new server.

szolad

If you give us the information, we had just been moved to a new server that is why we are unable to connect to old server. The upgrade was necessary

Anjainay Singh

Please allow me some time so that I can look into it and provide you best resolution.

szolad

No worries, I am doing other work. Thanks again.

Anjainay Singh

We would like to inform you that we have already send server login details to Jake at your email.

szolad

OK, Thanks. He is out sick so I will check. Give me a second.

Anjainay Singh

Sure.

szolad

I do not see it in the admin mailbox. When was it sent?

Anjainay Singh

We sent it on 10th April 2025 , please check and confirm to us .

szolad

That was the previous server. I logged into it today and it still has a log into QB Premium which is why it longer works.

When you moved us to the server on the 10th, that is when we lost access to our data. We were trying since then to find a resonable, affordable solution. That is why we upgraded to Silver Enterprise license.

Anjainay Singh	Just allow me some time so that I can discuss it with my team .
	We can resolve it by running QB with our license on new server and until then you may contact intuit support to get activation code for your owned license so that when you will provide us we will activate your license on new server .
	Are we still connected?
	Are we still connected?
szolad	yes, sorry was answering an email
Anjainay Singh	Okay thank you for letting me know.
szolad	We have worked with Vatsal Jha and have purchased the monthly license through you.
	We have already been charged I believe.
Anjainay Singh	Yes we have purchased your license from Intuit under your company name .
	*Name of the person to register the license under:* Jacob Kauffman *Email address & contact number:* admin@cdt.org   202-637-9803 *Company name:* Center for Democracy and Technology *Company address:* 1401 K St NW, Washington, D.C., 20005
szolad	That is the correct information.
	What are the next steps to get us up and running then?
Anjainay Singh	However you have to contact Intuit to procure activation code and provide it to us to help you in running that smoothly ,
	As Intuit support will do verification process and you need to provide above information in order to get activation code
szolad	So the next step is for us to contact Intuit, how do we do that and with what information?
Anjainay Singh	You need to share these information with them .
	Once they provide the code share it with us so that we can proceed ahead with activation on new server.
szolad	How do we contact them?
Anjainay Singh	You may contact them at below number -
	1-800-446-8848
szolad	Thanks we will do that shortly. Once we have the verification code, how should I contact them?
Anjainay Singh	We have already emailed you regarding ticket ID #665389, you may search in inbox back to same email for mentioning activation code.
szolad	I just reviewed that email and it was for our old software. Is the new software installed on the new server? I didn't see it when I remotely accessed it this morning. I saw Premier Premier 2020
Anjainay Singh	I am looking into it , please allow me some time .

szolad	Thanks, I feel like we are making progress. I was able to contact Jake who is at home call in and get the verification code.
Anjainay Singh	May I take the remote access of your server?
szolad	Yes, we are not able to use it at this point.  Jake is on hold with Intuit currently.
Anjainay Singh	Okay.
	You may reply us on support@acecloudhosting.com mentioning your company name code so that we can activate it for you and we will inform you over an email.
szolad	How long should that take once we have sent the code? I have staff waiting for acces help with this.
	We will get a new remote login or will our existing remote log in work to a new versio
Anjainay Singh	You can access your existing remote login which was share on 10th April to access ne
szolad	Jake was just told this by QB" Quick books folks say that it may ask for a verification code. You should be able to just click the "Skip" button at that point."
Anjainay Singh	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at this time.
szolad	This is what they said nextThe lady said if you put in the license key and product cod need a verification code
	Yes you may have remote access
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/3992544554">https://assist.acecloudhosting.com/join/3992544554</a>
	Please copy this URL at your local server browser.
	*local machine
	Please confirm if QB 2023 is getting open .
	<i>7:52:42 PMAanjainay Singh is sharing a file with you <a href="#">image.png</a> - ( Size:68.22 KB )</i>
	We need code to enter in highlighted space to activate the QB 2023
szolad	We don't have a validation code for QB2023. That is why we had to upgrade. Will a validation code for Enterprise Silver work here too?
	<i>7:56:09 PMAanjainay Singh is sharing a file with you <a href="#">image.png</a> - ( Size:20.0 KB )</i>
Anjainay Singh	We need validation code for Premier 2023 for license number highlighted in Snip .
szolad	We can not get one as Intuit says that the license number expired in May of 2024
Anjainay Singh	Either you can lease QB 2023 license with us or you can purchase the QB 2024 Enterprise license at discounted price.
szolad	We were told we couldn't lease the QB 2023 license and needed to purchase the Enterprise license addition which we did.

	We now need access to our newly purchased silver enterprise software.
	We purchased it through you.
Anjainay Singh	If you want to install QB Enterprise silver edition we need to migrate you to new Ente server and install QB enterprise for you.
szolad	That is what I thought and have been asking about. I thought we would need to be or
Anjainay Singh	Yes we need to migrate you to new server .
	If you wish to use enterprise .
szolad	I was told I had to by both Ace and Intuit. I worked with Vatsal Jha. He purchased it fo ago and I have been waiting for access.
	actually it was around 2 days ago.
	Do you still need remote access?
Anjainay Singh	In order to migrate to new server we need approval from Jake with email address([ad (mailto:admin@cdt.org)) an license details so that we can proceed with migration
	You may end it .
szolad	We don't have the license information. Jake is chatting with Intuit right now. What is t figured that you would have the license information as you purchased the license for
Anjainay Singh	Alternatively we can install the QB 2023 Premier on new server with our license for o you receive QB 2024 Enterprise license you share it with us so that we will migrate y
szolad	We are getting the information from QB right now.
	I should have it for your shortly.
Anjainay Singh	Please confirm what information you are getting from intuit.
szolad	You asked us for the license information, Jake has been chatting with Intuit to get the information you requested.
	Then you should be able to set up the new server with the new software, correct?
Anjainay Singh	Yes you are right .
	Please confirm whether Jake is gathering Enterprise license details or QB 2023 activa
szolad	This is what QB said
	<i>8:19:44 PMszolad is sharing a file with you</i>
	<u><a href="#">1_090A625D-9BCB-4A75-B6A1-E894F0932689.png</a></u> - ( Size:49.28 KB )
	So we are trying for our enterprise informaiton
Anjainay Singh	Thankyou for confirmation
	Once this chat gets closed an automatic ticket ID will be generated in which you will Enterprise 2024 license detail so that we can proceed toward migration.
szolad	We also have a license for QB Online as we were exploring it, I think that we may hav company accounts and that may be causing some issues. Please give me a second to

	When we log into our account we are not seeing the Enterprise license, Jake is speak
Anjainay Singh	So Jake could not find the license details for QB Enterprise 2024
szolad	Not when he logged into what we think is our Intuit account.
	But he is finding out if we have two Intuit accounts, one for QB online and one for QB
Anjainay Singh	I will discuss with Vatsal as well regarding QB Enterprise license details.
szolad	Thank you.
	This is what Jake found out: License number: 2261-1934-2584-969 Product number: E
	Does that seem correct to you?
Anjainay Singh	Just allow me 5 minutes so that I can check and confirm same .
	Yes it is working fine.
szolad	Excellent, so now you can set up an new instance of enterprise on a new server and ' information to access the new remote server and the new software?
Anjainay Singh	Before migrating account to new server we need approval from Jake approving migra
szolad	He can send you an email?
	Can you resend me that information?
Anjainay Singh	Server Migration will take approximately 5 to 6 hours .
szolad	So we would be all set tomorrow? Great news.
Anjainay Singh	Yes we will migrate the server in night hours and will send the remote access login o
szolad	Perfect. Where can Jake send his approval?
Anjainay Singh	Once this chat gets end , new ticket will be created where I will send the email keepir that email he can approve the migration
szolad	Perfect. Thanks so much Anjainay.
Anjainay Singh	Is there anything else I may help you with ?
szolad	No this has been super helpful. Thanks for your time and effort.
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
szolad	Will do.
Anjainay Singh	You will receive a survey in which you can click on smiling emoji to provide your posit
szolad	Sounds good.
Anjainay Singh	You may end this chat .
szolad	bye
<i>szolad has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75637 April Bennett**

**Email:** april@northpointedev.com  9202034421

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** OSHKOSH

**State:** Wisconsin

**Country:** UNITED STATES

## Chat Transcript

April Bennett	Hello, I am your Acebuddy
Acebuddy	Hello April, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
April Bennett	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
April Bennett	I'd like to report an Issue
Acebuddy	Please select an option!
April Bennett	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
April Bennett	Cannot open outlook inside Ace
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Rohan Prajapati accepted the chat transfer request.*

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello April, how are you doing today ?
April Bennett	Fine
Rohan Prajapati	That's Great
	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
	May I take the remote access of your server?
April Bennett	Yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at this time.
	We are connected on the remote session and will proceed with the troubleshooting of the issue. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and give your confirmation on this chat.
April Bennett	Please repair the MS Office 365 application. Will this just be my computer or everyone else is facing the same issue?
	I believe I'm the only one with the issue
Rohan Prajapati	Yes but the office 365 will be repaired for all users.
	Please confirm if we need to schedule it for tonight
April Bennett	Yes, if it's the only way I'll get access to my email through ace then that is what we'll do.
Rohan Prajapati	April, that's part of the troubleshooting process, but the issue will most likely be resolved by performing the repair.
	Is there anything else I may help you with ?
April Bennett	There was a repair done last night. My email worked prior to that. Why does there need to be a repair to repair what the repair caused?
Rohan Prajapati	April, may i know the ticket number that you are referring to?
April Bennett	It doesn't matter. Please just repair tonight.
Rohan Prajapati	It's possible that the repair is related to a different application, as I couldn't locate a ticket under your account.
April Bennett	I didn't put in the ticket. Someone else at my company did. Are we finished?
Rohan Prajapati	Yeah sure, We will do it tonight and will update you via email once its done.
April Bennett	Thanks
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us.

conversation, along with a ticket number and survey feedback form.

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

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

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

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75455 accounting**

**Email:** accounting@podumentertainment.com **Phone:** 14153020689

**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:** NEWMARKET

**State:** Ontario

**Country:** CANADA

### Chat Transcript

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

	Please chose an option :
accounting	I'd like to report an Issue
Acebuddy	Please select an option!
accounting	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
accounting	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support rep.
	As we haven't got any response from your end, We are closing this chat. If you still need help Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76187 Maria Sanchez**

**Email:** mskubricht@outlook.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 33 Secs

**City:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

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

	Whom Would You Like to Connect With?
Maria Sanchez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maria Sanchez	I'd like to report an Issue
Acebuddy	Please select an option!
Maria Sanchez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Maria Sanchez	ace cloud hosting
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you with your issue.
Maria Sanchez	thank you i cant connect to my ace cloud
Manish Singh	I will surely help you with this issue.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Maria Sanchez	just me
Manish Singh	Alright, let me check once
Maria Sanchez	thank you
Manish Singh	May I take the remote access of your local computer?
Maria Sanchez	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/6992476632">https://assist.acecloudhosting.com/join/6992476632</a>
	Prior providing the access, I would suggest you to close any important documents at this time.
Maria Sanchez	ok
Manish Singh	Is there anything else I may help you with ?
Maria Sanchez	no, that would be it, i really appreciate it
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback and smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Maria Sanchez	of course
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us summarizing the conversation, along with a ticket number and survey feedback form.

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

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

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

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75632 Charles Xavier**

**Email:** helpdesk@coretechs.it

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** OLD HARBOUR

**State:** Saint James

**Country:** JAMAICA

### Chat Transcript

Charles Xavier

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Charles Xavier

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Charles Xavier	I'd like to raise a Request
Acebuddy	Please select your request type.
Charles Xavier	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
Charles Xavier	RAM/Memory
Acebuddy	We understand that you want to increase the memory on your Ace Server.
	Based on your Request, Please share the amount of RAM you would like us to increase by sending an email at support@acecloudhosting.com
	Do note that adding additional memory is usually required only when you experience performance issues or if you plan to run a lot of memory intensive application/tasks etc.
	Hence, It is advised to connect with our support representatives before you decide to increase memory so we can analyze the current resource utilization and suggest options accordingly.
	Do you need any further assistance on the topic?
Charles Xavier	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you with your request.
Charles Xavier	Hi
	Can you check and tell me what our server's current resource usage is?
	company: CD Services
Anjainay Singh	Just allow me two to three minutes so that I can provide you exact figure.
Charles Xavier	Sure
Anjainay Singh	Could you please provide your account name or CID number so that I can fetch your information.
Charles Xavier	Account name should be CD Services
Anjainay Singh	Thankyou for your assistance .
	Just allow me two minutes .
Charles Xavier	Sure
Anjainay Singh	The status are as follows
	C drive total space - 139.40 GB , free space - 13.408 GB which is 10% RAM - 22.0 GB out of which 12.2 GB is in use
	Thankyou for your patience .

Charles Xavier	Thanks. We're noticing that QB is running very slowly . Do you seeing any reason why?
	Are there any pending updates?
Anjainay Singh	Please let me know further so that I can assist you accordingly .
	Just allow me two minutes so that I can look into it .
Charles Xavier	sure
Anjainay Singh	The main issue is C drive less space which is only 10 % just allow me 5 minutes so th space in C drive .
Charles Xavier	Thank you.
Anjainay Singh	We tried to clean up space however only 2% more space can be clean up
	We need to increase space as per below plans
Charles Xavier	Okay , so you just want to upgrade the disk space?
Anjainay Singh	Yes we need to increase space and along with we will also perform some troubleshoot resolve issue .
Charles Xavier	Okay , when will this be done?
Anjainay Singh	We will try to resolve this within 2 hours
Charles Xavier	Gotcha. Thanks. You will send an email, correct?
Anjainay Singh	You can also increase space as per plan shown below
	Plan1 : 200GB : \$120/Month Plan2 : 100GB : \$60/Month Plan3 : 80 GB : \$50/Month Plan4 : 60 GB : \$40/Month Plan5 : 40 GB : \$28/Months
Charles Xavier	What Plan am I on now?
Anjainay Singh	However we need approval from [brent@deltabb.com](mailto:brent@deltabb.com) in space of your choice.
	Yes we will be sending you an email.
Charles Xavier	Okay , please send the recommendation to Brent. I'll have him approve it.
Anjainay Singh	Apart from this issue is there any else I can assist you with .
	*anyhting
Charles Xavier	Nope that was it.
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
	You may end this chat.
Charles Xavier	Just to confirm, you'll be sending the recommendation to Brent, correct ?
Anjainay Singh	Yes .

Charles Xavier

Thanks.

Anjainay Singh

If every issue seems to be addressed properly you may end this chat. We will send you an email.

*Charles Xavier has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76197 Jayan Gnanakumaran**

**Email:** gnana2kumar@gmail.com **Phone:** 6478027294

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

**Operator:** Rohan

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** AJAX

**State:** Ontario

**Country:** CANADA

### Chat Transcript

Jayan Gnanakumaran

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Jayan Gnanakumaran

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Jayan Gnanakumaran

I'd like to report an Issue

Acebuddy

Please select an option!

Jayan Gnanakumaran	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jayan Gnanakumaran	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Jayan Gnanakumaran	I am receiving an error when opening quickbooks saying that my tax table is not installed. I need help fixing it.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you with your issue.
	<i>11:03:46 PM Jayan Gnanakumaran is sharing a file with you</i>
	<a href="#"><u>Screenshot 2025-04-27 at 1.31.05 PM.png</u></a> - ( Size:158.08 KB )
	Hello Jayan, how are you doing today ?
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Jayan Gnanakumaran	Hi Rohan I am doing well how are you? This is the error I'm receiving when opening QuickBooks.
	I can send you screenshot if it's helpful
	<i>11:04:56 PM Jayan Gnanakumaran is sharing a file with you</i>
	<a href="#"><u>Screenshot 2025-04-27 at 1.31.05 PM.jpeg</u></a> - ( Size:87.26 KB )
Rohan Prajapati	That's Great. I'm good too, thanks for asking.
	Thank you for all the information (Edited)
	Kindly allow me 4-5 minutes to check the same.
Jayan Gnanakumaran	Sounds good!
Rohan Prajapati	May I take the remote access of your server?
Jayan Gnanakumaran	Yes!
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at this time.
	Please login back to the server
Jayan Gnanakumaran	Okay one sec
	Okay it should be good to go
Rohan Prajapati	May I know the server's name on which you are currently logged in ?
Jayan Gnanakumaran	Sure one sec
Rohan Prajapati	This is the server name 'TLDMFSI.myrealdata.net' associated with the account 'TL De Financial Services Inc.' However, as I can see, no one is currently logged in.

Jayan Gnanakumaran	Oh sorry, I need to be logged in?  I thought you were taking access.  I can log in and then you can tell me what to do.
Rohan Prajapati	You are getting this on the server right ?
Jayan Gnanakumaran	I'm logged in now as the user BaliniGn  Yes when opening quickbooks.
Rohan Prajapati	Thanks for the confirmation !
	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
Jayan Gnanakumaran	Sounds good
Rohan Prajapati	Is there anything else I may help you with ?
Jayan Gnanakumaran	Hi - as discussed you will schedule the QuickBooks update for tonight and I can chec this in the morning.
Rohan Prajapati	Yes Jayan
	Is there anything else I may help you with ?
Jayan Gnanakumaran	No that is all
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
	Note: You may change/reset your server password on your own by registering on our ( <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/know">https://www.acecloudhosting.com/know</a>
Jayan Gnanakumaran	Thanks Rohan :)

*Rohan Prajapati has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76140 samona**

**Email:** samona@aabs.tax 7198200159

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 7 Secs

**City:** WEST UNITY

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

samona Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

samona Managed IT

Acebuddy Please wait while we connect you to an available Representative.

*Acebuddy (bot) forwarded the chat request*

*Priyanshu accepted the chat transfer request.*

Priyanshu Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?

samona drake software will not update or let me in... message said it was open on another computer

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

*12:04:53 AM samona is sharing a file with you*

*[1\\_image.png](#) - ( Size:131.4 KB )*

*Yash Kalra accepted the chat transfer request.*

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

I will be surely assisting you with this. Kindly help me with your server name and use case so that I can provide you with a better solution.

*12:06:30 AM samona is sharing a file with you*

[image.png](#) - ( Size:32.29 KB )

	Kindly allow me two minutes to check the same.
Yash Kalra	Samona
Yash Kalra	Please stay connected while we are making some changes from the backend.
Samona	ok
	Trinity is having the same problem
	also I dont have access to the shared D drive
	nor does trinity
Yash Kalra	Please try to login now.
Samona	into??
	<i>12:11:37 AM Samona is sharing a file with you</i>
	<a href="#"><u>1_image.png</u></a> - ( Size:19.38 KB )
Yash Kalra	Please stay connected.
	May I take the remote access of your server?
Samona	yes
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/4932700165">https://assist.acecloudhosting.com/join/4932700165</a>
	Are we still connected here?
	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 (1-888-415-5240) if any further assistance is required.

*Yash Kalra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76028 Mohita Chadha**

**Email:** mohita@kaurtax.com ☎ 19097099000

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** SAN FRANCISCO

**State:** California

**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 Other Issue

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

Mohita Chadha Hello - My lacerte 2024 requires updating. Can you please help with this?

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Gaurav Kumar declined the transfer request.*

*Rohan Prajapati accepted the chat transfer request.*

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

Hello Mohita, how are you doing today ?

Mohita Chadha Hello - I'm doing well, thank you!

I hope you are doing well!

Can you please help 2024 Lacerte?

Rohan Prajapati	That's Great.
	I will surely help you with this.
Mohita Chadha	thank you
Rohan Prajapati	Kindly allow me 4-5 minutes to check the same.
	Please ask all the users to log off from the server
Mohita Chadha	can you please kick them out?
Rohan Prajapati	Yes Already did
	Will that be Okay if we update you via email once done ?
Mohita Chadha	i would like to stay on the phone
	sorry on the chat
Rohan Prajapati	Okay Mohita
	This has been completed
	We have also rebooted the server
	Is there anything else I may help you with ?
Mohita Chadha	that's it - thank you
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review your feedback. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76224 Matt Grammond**

**Email:** matt@duluthtechsystems.com ☎ +17159696229

**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:** 1 Min 18 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Matt Grammond	Hello, I am your Acebuddy
Acebuddy	Hello Matt Grammond, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Matt Grammond	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matt Grammond	I'd like to report an Issue
Acebuddy	Please select an option!
Matt Grammond	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Matt Grammond	Server is not accessible by all staff - URGENT
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 with your issue.
Matt Grammond	Thank you,
Sharath Kumar	Hello Matt, allow me a moment to sign into the server and check this for you.
Matt Grammond	okay thank you

Sharath Kumar	Thank you for your patience.
	Could you please let me know the username that you are signing in with?
Matt Grammond	hannah
	beth
	no user is able to access the server
	Error message says "remote desktop can't find the computer..."
Sharath Kumar	I am rebooting the server, one moment please
Matt Grammond	okay
Sharath Kumar	Matt, I got to know that you are on a call with a colleague of mine.
	I have restarted the server and hoping that this should resolve your concern
Matt Grammond	okay, testing now
Sharath Kumar	may I ask if I can close this chat since you are on call
Matt Grammond	yes that is fine
	Thank you

*Matt Grammond has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75977 rhernandez**

**Email:** rhernandez@docomopacific.com ☎ 16716864566

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Mins 25 Secs

**City:** YIGO

**State:** Guam

**Country:** GUAM

## Chat Transcript

rhenandez	Hello, I am your Acebuddy
Acebuddy	Hello Rhernandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rhenandez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rhenandez	I'd like to raise a Request
Acebuddy	Please select your request type.
rhenandez	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you wi once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
rhenandez	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
rhenandez	hello ashutosh. ticket: Re:[## 682417 ##] Quickbooks Slow
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be as
rhenandez	Re:[## 682417 ##] Quickbooks Slow
Ashutosh Mishra	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
rhenandez	yes need to update quickbooks. you will see the error that it needs updates. thank yc
Ashutosh Mishra	I have started the update, within 30 minutes i will inform you over the email once it's
	As you have initiated a chat again with me i am closing this one.

*Ashutosh Mishra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75266 jimmy**

**Email:** jimmy@epcsinc.com ☎ 16019062982

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** PEARL

**State:** Mississippi

**Country:** UNITED STATES

## Chat Transcript

jimmy	Hello, I am your Acebuddy
Acebuddy	Hello Jimmy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jimmy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jimmy	I'd like to report an Issue
Acebuddy	Please select an option!
jimmy	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jimmy	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
jimmy	After upgrade to 2024, getting error 6189, 816
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Rohan Prajapati accepted the chat transfer request.*

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you with your issue.
	Hello Jimmy, How are you doing today ?
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
	Are we still connected here?
jimmy	yes you may
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at this end.
jimmy	You are clear to take control
Rohan Prajapati	Please ask all the users to close the QuickBooks at their end.
	I need to restart the QBDB Services on the server
jimmy	Ok everyone is out
Rohan Prajapati	Please check now
	I believe it seems to be working fine now
	Is there anything else I may help you with ?
jimmy	Everything looks ok, thank you. That was all.
Rohan Prajapati	Thanks for the confirmation !
	I would request you to please give your Valuable feedback after ending the chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. Your feedback is highly valued. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our website ( <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/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Rohan Prajapati has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76176 william Coble**

**Email:** edwardc@vetoutletinc.com **Phone:** 575-763-5020

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** DENVER

**State:** Oklahoma

**Country:** UNITED STATES

## Chat Transcript

william Coble	Hello, I am your Acebuddy
Acebuddy	Hello Ed Coble, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
william Coble	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
william Coble	I'd like to raise a Request
Acebuddy	Please select your request type.
william Coble	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your issue. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option from the dropdown menu.
william Coble	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

*Acebuddy has ended this chat session*

# Chat Transcript

hi

## Visitor Details

#75403 mary

Email: mary@infiniteaccountants.com ☎ 2125440001

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: <https://www.acecloudhosting.com/quickbooks-hosting/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: MALABAN

State: Laguna

Country: PHILIPPINES

## Chat Transcript

mary

hi

Dev Dubey

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

mary

ok

Dev Dubey

Hello Mary, how may I help you today?

mary

my quickbooks pro is stock in gray

Dev Dubey

Thank you for specifying, please stay connected while I transfer the chat to a Suppor

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

mary

ok

*Shubham Kataria accepted the chat transfer request.*

Shubham Kataria

Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be a today.

mary

my quickbooks pro is stock in gray

Shubham Kataria

I will be surely assisting you with this. Kindly help me with your server name and use

mary	myrealdata\AllenC.NPRO1
Shubham Kataria	Kindly confirm the if the QB is freezed and also confirm if you're the only user who is
mary	yes
	it is freeze
Shubham Kataria	Okay, let me check
	Thank you for your patience.
	I've unfreeze your QB. please check now (Edited)
	And also would like to inform you that now you can also unfreeze Quickbooks from your QB reset icon that is placed on your task bar
	<i>7:40:35 AM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - ( Size:2.26 KB )</i>
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling us at (1-888-415-5240) if any further assistance is required.

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75565 Marco**

**Email:** marco@mrmaccounting.net  16123153385

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Marco	Hello, I am your Acebuddy
Acebuddy	Hello Marco Montermini, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Marco	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Marco	I'd like to report an Issue
Acebuddy	Please select an option!
Marco	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Marco	I need help please
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Marco, How are you doing today ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling us at (1-888-415-5240) if any further assistance is required.

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75202 iyecaleb101**

**Email:** iyecaleb101@gmail.com ☎ 2348101590736

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

**Operator:** Karan Kanwal

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 36 Secs

**City:** LAGOS

**State:** Ogun

**Country:** NIGERIA

## Chat Transcript

iyecaleb101	Hello, I am your Acebuddy
Karan Kanwal	Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assis
iyecaleb101	Yea what's the update
Karan Kanwal	Thank you for re-connecting it seems like our previous chat was disconnected.
iyecaleb101	Ok
Karan Kanwal	So I checked the backend logs, it seems like due to payment concerns your account \ checked here, there is already a case going on #662944. I have notified the team to restore your access.
iyecaleb101	When are they doing that
	My company is down since
Karan Kanwal	I understand you concern here, I have informed the billing team to update your acco\ done you will be able to access your server.
	Are we still connected here?
	Are we still connected here?

*Karan Kanwal has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75788 Dean Nguyen**

**Email:** dean.n@enagic.com ☎ 13105427700

**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:** TORRANCE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Dean Nguyen	Hello, I am your Acebuddy
Acebuddy	Hello Dean.n, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dean Nguyen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dean Nguyen	I'd like to raise a Request
Acebuddy	Please select your request type.
Dean Nguyen	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
Dean Nguyen	Disk Space
Acebuddy	Please be informed that we have automated junk/temp cleaning and residual file erase enabled on all our servers by default.
	This ensures that the disk space on the servers do not get used up by unnecessary temporary files and you won't have to manually do a cleanup.
	If you wish to free up additional disk space or want to explore our Disk Space Plans & refer to the below links :

Do you need any further assistance on the topic?

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75520 cvilla**

**Email:** cvilla@dixxon.com  4805180568

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Mins 10 Secs

**City:** CHANDLER

**State:** Arizona

**Country:** UNITED STATES

### Chat Transcript

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

	cvilla	Other Request
	Acebuddy	Please drop an email to support@aceclouddhosting.com with a brief description of your issue and our technicians will connect with you for further assistance.
		If you are facing any issue/problem with your server, Please select the appropriate option.
	cvilla	Yes, I'm facing issues with my server
	Acebuddy	Please select an option!
	cvilla	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	cvilla	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
	cvilla	Screen popups inaccessible
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you with your issue.
		I understand you are getting some pop ups when opening QuickBooks.
	cvilla	Not quite
		I am trying to open a journal entry and the pop up is inaccessible.
		Can you remote in please? It will be quicker if you see it.
	Ashutosh Mishra	I will surely help you with this issue.
		Kindly help me with your server name and user name?
	cvilla	Christine Villa, I think the user is Christine V and server is DSLLC
	Ashutosh Mishra	Kindly allow me two minutes to check the same.
	cvilla	sure
	Ashutosh Mishra	Prior providing the access to remote session, I would suggest you to close any important application on your end.
	cvilla	yup
	Ashutosh Mishra	I have sent message on server please accept that.
		Are we still connected here?
	cvilla	I dont think you are connected to the right RDP.
	Ashutosh Mishra	I only see ChristineV_D on the server.
		May I take the remote access of your local computer?
	cvilla	Yes

Ashutosh Mishra	Please click on the link given below.
	<a href="https://assist.acecloudhosting.com/join/7742000871">https://assist.acecloudhosting.com/join/7742000871</a>
	Are we still connected here?
cvilla	yes
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by changing the reso
	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
cvilla	thank you
	yes
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75934 Faith Kilpatrick**

**Email:** faith@laysoncpa.com  14782590523

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

Faith Kilpatrick

Hello, I am your Acebuddy

Acebuddy	Hello Terry, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Faith Kilpatrick	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Faith Kilpatrick	I'd like to report an Issue
Acebuddy	Please select an option!
Faith Kilpatrick	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Faith Kilpatrick	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The 1 steps might help you with resolving the issue
	Was that helpful?
Faith Kilpatrick	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd a further.

*Acebuddy (bot) forwarded the chat request*

*Gaurava Tyagi declined the transfer request.*

*Anjainay Singh accepted the chat transfer request.*

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be you today.
Faith Kilpatrick	I have a ticket started already. It is 682110. I can't open a company file on my Q an error code 6175,0
Anjainay Singh	Please allow me two minutes so that I can look into the issue.
	May I take the remote access of your server?
Faith Kilpatrick	yes
Anjainay Singh	Could you please try to login again and let me know if you are able to do so .
	Prior providing the access, I would suggest you to close any important document end.
	<a href="https://assist.acecloudhosting.com/join/1362119472">https://assist.acecloudhosting.com/join/1362119472</a>
	Please copy this URL at server browser so that I can access the server
Faith Kilpatrick	done
Anjainay Singh	Hello Terry
Faith Kilpatrick	yes

Anjainay Singh

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

Faith Kilpatrick

no thank you.

Anjainay Singh

I would greatly appreciate if you could spare a minute to give your valuable feed  
end of this chat.

Faith Kilpatrick

ok

Anjainay Singh

You will receive survey , you may click on smiling emoji to provide positive feed

Faith Kilpatrick

ok

Anjainay Singh

You may end this chat session.

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

*Anjainay Singh has ended this chat session*

