

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #70339 Ali Wynn

**Email:** ali.wynn@montesanogroup.com **Phone:** 18056981608  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 5 Secs  
**City:** SANTA BARBARA  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Ali Wynn	Hello, I am your Acebuddy
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Ali Wynn	Hi! sorry, I'm sending an email to Ian with all of the details, what would our quickbooks version name be?  <i>11:10:44 PM Ali Wynn is sharing a file with you <a href="#">image.png</a> - ( Size:13.03 KB )</i>  <i>would this be it?</i>
Manish Singh	Just attach this in the email.
Ali Wynn	Okay great thank you!
Manish Singh	Is there anything else I may help you with ?
Ali Wynn	No that's it thank you!
Manish Singh	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 appi quality@acecloudhosting.com. Thanks!

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

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

*Manish Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70793 SID

**Email:** sid.nani@pie-ventures.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

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

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

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## Chat Transcript

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Hello, I am your Acebuddy

### Visitor Details

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**#70527 hitesh**

**Email:** hitesh@patel.cpa

**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:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

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hitesh Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

hitesh Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

hitesh I'd like to report an Issue

Acebuddy Please select an option!

*hitesh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70048 Amber Wiley

**Email:** awiley@emainc.net  7704484644

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Sec

**City:** NEWINGTON

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

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

Amber Wiley	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Amber Wiley	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Amber Wiley	I am trying to access my Ace Cloud hosting from my laptop and cannot connect any longer. I am able to connect on my PC
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.
Amber Wiley	Good morning
Shubham Kataria	Hello Amber
	Good morning
Amber Wiley	I am needing to get access to my ace cloud hosting on my laptop and its not working. it worked on here at one time but not laptop
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Amber Wiley	EMA.myrealdata.net
	User is AmberWiley
Shubham Kataria	Thank you for the information
	May I know if you are receiving any error while accessing Remote desktop
Amber Wiley	yes, it says there was a problem connection the remote resource. Ask your network admin for help
	[Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your network administrator for help [Expanded Information] Error code: 0x3000008 Extended error code: 0x0 Timestamp (UTC): 01/02/25 04:04:37 PM Press Esc to close this message
Shubham Kataria	no problem. I will surely assist you with this
	May I take the remote access of your local computer?
Amber Wiley	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Amber Wiley	done
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/8942169001">https://assist.acecloudhosting.com/join/8942169001</a>
	Kindly join this link
	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.
	Thank you for your patience.
Amber Wiley	thanks for your help'1

Shubham Kataria	As per our remote conversation your issue has been resolved
	Is there anything else I may help you with ?
Amber Wiley	yes all resolved. nope, im good... thanks again
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Amber Wiley	i will
Shubham Kataria	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 cooperation. You can send it to 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> )

*Shubham Kataria has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70656 Nancy Guzman

**Email:** nancy@cjklns.com  9198896682

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

**Operator:** Aarush Aneja

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

Nancy Guzman	Hello, I am your Acebuddy
Acebuddy	Hello Nancy Guzman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nancy Guzman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nancy Guzman	I'd like to report an Issue
Acebuddy	Please select an option!
Nancy Guzman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nancy Guzman	Outlook issue, Outlook will not stay open
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
Nancy Guzman	I am having issues with my outlook, it will not stay open
Aarush Aneja	Hello Nancy
	May I take the remote access of your server?
	Are we still connected here?
	Are we still connected here?
	We checked and found you disconnected the chat session. We are also disconnecting it now.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and su
	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.aceclou">https://selfcare.aceclou</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Aarush Aneja has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #71693 Lindsey

**Email:** lindsey@demersandassociates.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 38 Secs

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Lindsey Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Lindsey Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Lindsey I'd like to report an Issue

Acebuddy Please select an option!

Lindsey QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Lindsey Other QB related issue

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

Lindsey Unable to print report to excel

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Tushar Pharswan accepted the chat transfer request.*

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Lindsey	I have a ticket #629110
Tushar Pharswan	May I know the username which is facing this issue?
Lindsey	It's 4 people in our office having the same issue. I don't know what you mean by username
Tushar Pharswan	The profile name through which you login to server.
Lindsey	Lindsey_New
Tushar Pharswan	They have access to O365 correct?
Lindsey	yes
Tushar Pharswan	May I know the QuickBooks version that is causing the issue.
Lindsey	2023 & they did an update but did not fix the issue
Tushar Pharswan	2023 accountant or premier?
Lindsey	both
Tushar Pharswan	As i checked update are complete but needs install part as well for that we require a reboot of server.
Lindsey	Ok I can let my team know now?
Tushar Pharswan	I just sent a pop up to everyone for server will reboot in next 5 minutes. (Edited)
Lindsey	ok
Tushar Pharswan	Server is now rebooting.
Lindsey	ok
Tushar Pharswan	Both the QuickBooks are now updated.
	Kindly check if the issue is resolved or not.
Lindsey	Ok
	No all buttons still greyed out except the CSV file
Tushar Pharswan	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end.
Lindsey	Sure
	You can go ahead
Tushar Pharswan	We are connected now.
	It seems to be working is there something else that is causing the issue. (Edited)
Lindsey	The format is not correct when you export as CSV
	We were able to create a new worksheet of update an existing one & now don't have that option

Tushar Pharswan	Okay I will check that.
Lindsey	This is not what we want the reports to look like
Tushar Pharswan	Can you please log off from the Excel and relog in.
Lindsey	Our accountant has an old file on her local desktop & was able to print the reports correctly <a href="https://quickbooks.intuit.com/learn-support/en-us/help-article/import-export-data-files/fix-export-excel-issues-quickbooks-msocid=163c5c8f2e3b69a50d424f322f8b686a">https://quickbooks.intuit.com/learn-support/en-us/help-article/import-export-data-files/fix-export-excel-issues-quickbooks-msocid=163c5c8f2e3b69a50d424f322f8b686a</a>
Tushar Pharswan	May I log you off from Excel/O365.
Lindsey	Yes
Tushar Pharswan	Kindly sign in again. open QuickBooks again and try.
Lindsey	No
Tushar Pharswan	The options are greyed out due to the permission on your QuickBooks user account. Could you please login with the admin user permissions?
Lindsey	I don't have those rights
Tushar Pharswan	Please enter the admin password again.
Lindsey	I don't have that info
Tushar Pharswan	the same password which you used to login to company file.
Lindsey	ok
Tushar Pharswan	Please try to export from this account.
Lindsey	No
Tushar Pharswan	Allow me few minutes.
Lindsey	The accountant & boss are admin & have the same issue
	Ok
Tushar Pharswan	Thank you for waiting I will have to log you off once kindly relog in. Kindly Log off from server and relog in and accept my remote prompt again. (Edited) Kindly try the QuickBooks application and see if the issue is still there or not.
Lindsey	no It's still there not fixes Fixed I'm getting really behind on work. I think you need to contact Intuit regarding this issue This has taken a lot of my time the past 2 days
Tushar Pharswan	Intuit will be a good idea kindly let us know if they ask for any server related changes.

Lindsey	I'm not contacting Intuit, you guys need to as this is an ACE issue  Everything was fine until last week  & like I said we were able to open a file on the local desktop & all functions were working properly  You can also troubleshoot after office hours to not interrupt work day
Tushar Pharswan	We will reinstall the O365 application as we will also reinstall the QuickBooks application.
Lindsey	Can you do this tonight once everyone is logged off?  & give us a time so I can let my team know?
Tushar Pharswan	It is likely that this will resolve the issue. Could you also please provide us with your contact number so we can reach out been reinstalled. After that, kindly check again and let us know if the issue persists.  Yes we will schedule it for night hours.
Lindsey	Ok, (310) 836-0340
Tushar Pharswan	Thank you for the contact number we will resolve this issue.  This message has been deleted
	This message has been deleted
Lindsey	Do you know a time?  I have a crew that works at night
Tushar Pharswan	Kindly tell us a time frame in which we can work on server.  kindly mention with timezone.
Lindsey	Around 11:30pm onward Pacific time
Tushar Pharswan	We will require 1 to 2 hours for the same.
Lindsey	Ok
Tushar Pharswan	Before disconnecting is it possible for the users to log off for just 10 minutes as I can run a quick repair of O365 applicatio
Lindsey	Yes give me 1 min
Tushar Pharswan	Thank you.  Melissa and your session is active as of now.
Lindsey	ok  off
Tushar Pharswan	now Melissa is still logged in.
Lindsey	Ok
Tushar Pharswan	Repair is in process.
Lindsey	ok
Tushar Pharswan	Kindly log in and also login to your Excel application. After that try to access QuickBooks and see if the issue still persists

Lindsey	Yes that worked
Tushar Pharswan	Finally.
Lindsey	Thank you!
Tushar Pharswan	Is there anything else I may help you with ?
Lindsey	Nope
Tushar Pharswan	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 interaction.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation at quality@acecloudhosting.com. Thanks!
	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> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70106 Amorette Gent

**Email:** amorette@performancepropumps.com  15033565888

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

**Operator:** Tushar Pharswan

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** SEATTLE

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

Amorette Gent	Hello, I am your Acebuddy
Acebuddy	Hello Amorette Gent, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amorette Gent	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amorette Gent	I'd like to report an Issue
Acebuddy	Please select an option!
Amorette Gent	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Amorette Gent	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?
Amorette Gent	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

*Acebuddy (bot) forwarded the chat request*

*Tushar Pharswan accepted the chat transfer request.*

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Amorette Gent	Hello
Tushar Pharswan	Hello Amorette.
Amorette Gent	We are having issues with logging into QB, error -6175, saying that QB cannot open our company file
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Amorette Gent	PerformancePro
	my user is AmoretteG
Tushar Pharswan	Thank you for the details.
	Kindly allow me two minutes to check the details.
Amorette Gent	Yes, thank you
Tushar Pharswan	May I take the remote access of your server?
Amorette Gent	yes
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.
Amorette Gent	Yes, I have done that

Tushar Pharswan	Kindly accept the prompt on server.
	We are connected now.
	Kindly log off from the server I will reboot the server from our end afterwards.
Amorette Gent	ok thank you
	I am off the server
Tushar Pharswan	Great let's wait for 1 minute.
	Kindly login again and then try to open QuickBooks company file and let me know if the issue still persists or not.
Amorette Gent	ok
	yes, everything is working correctly now, thank you so much for the assistance!
Tushar Pharswan	Great.
	Is there anything else I may help you with ?
Amorette Gent	no, thanks again!
Tushar Pharswan	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.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> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71629 Zach Paul**

**Email:** zachp@rennisoncompanies.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:** 41 Secs

**City:** SANDY

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

Zach Paul	Hello, I am your Acebuddy
Acebuddy	Hello Zach Paul, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Zach Paul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Zach Paul	Restart
Acebuddy	Hello Zach Paul, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Zach Paul	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.

*Acebuddy (bot) forwarded the chat request*

*Gantavya accepted the chat transfer request.*

Gantavya	Hi Zach,  Thanks a lot for connecting with ACE,
	How may I assist you today
Zach Paul	I'm not sure who I am actually supposed to talk to about this. But, I have some questions about filing 1099 through QB. Do you know if there is someone I can speak with?
Gantavya	Our support team might be able to help you with this, let me transfer this chat to our support team

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

*Manish Singh accepted the chat transfer request.*

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Zach Paul	Ok great. when filing a 1099 in QB does the completed 1099 get sent to the vendor via email?
Manish Singh	Is it a QB connector?

Zach Paul	Im not sure what a quickbooks connector is.
	What is it?
Manish Singh	Can you please explain the issue you are afcing?
Zach Paul	Im not having an issue. I need to file 1099's and would like to know if once they have been submitted if the vendors that i or if we would need to send it by mail.
Manish Singh	You can choose to send the 1099 forms either by <b>mail</b> or <b>electronically</b> (via email or through an online portal). However the vendor consents to receiving it electronically. Here are the steps you can follow: <b>File with the IRS</b> : You submit the 1099 forms electronically (e-file) or via paper to the IRS, depending on the method yo <b>Send to Vendors</b> : After filing, you need to provide a copy to the vendors by <b>January 31st</b> of the following year (if it's a <b>Email</b> : If the vendor agrees to receive the form electronically, you can send it via email. <b>Mail</b> : You can also mail physical copies to the vendors.
	Is there anything else I may help you with ?
Zach Paul	Thats it. Thank you.
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71626 Michelle Lovell**

**Email:** mlovell@polytexink.com  13364083735

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** GREENSBORO

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Michelle Lovell	Hello, I am your Acebuddy
Acebuddy	Hello Michelle Lovell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michelle Lovell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michelle Lovell	I'd like to raise a Request
Acebuddy	Please select your request type.
Michelle Lovell	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michelle Lovell	I'd like to report an Issue
Acebuddy	Please select an option!
Michelle Lovell	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Michelle Lovell	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?
Michelle Lovell	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Michelle Lovell	excellent
	thanks for the help

Manish Singh	Hii Michelle, how may i assist you?
Michelle Lovell	I am trying to log onto our company and it won't open for me
Manish Singh	Kindly allow me two minutes to check the same.
Michelle Lovell	oh my message just changed when I try to open it  it says that the file has been updated to a newer version of quickbooks  i just hit yes for remote control, assuming that was you
Manish Singh	Yes
Michelle Lovell	should I enter the password now?
Manish Singh	Yes, Please
Michelle Lovell	done
Manish Singh	You are opening the company file in 2021 which is for 2024 version.  That's why getting that error.
Michelle Lovell	not sure how those wires got crossed  but I really appreciate you straightening it out for me
Manish Singh	Is there anything else I may help you with ?
Michelle Lovell	no, that's exactly what i needed  i appreciate your expertise
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary and a link to our Selfcare Portal.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation and support.  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> )

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #70192 Scott Whittington

**Email:** scott@whittco-llc.com  19728531220

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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

### #70281 Zach Hollman

**Email:** zach@alphaprimeusa.com  19547565945

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

**Operator:** Yash Kalra

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	What type of QuickBooks Issue are you facing?
Zach Hollman	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Zach Hollman	Critical Update is required for QuickBooks. Also, the VM is running super slow
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Zach Hollman	barable
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
Zach Hollman	hi
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Zach Hollman	one moment
	<i>The visitor's phone number was changed to 19547565945.</i>
	Alpha Prime (CID72466)
Yash Kalra	Kindly allow me two minutes to check the same.
	It's taking more than expected please allow us some more time.
Zach Hollman	k
Yash Kalra	Kindly confirm your username as well, so that we can assist you.
Zach Hollman	which one
	MarcJacobs
Yash Kalra	May I take the remote access of your server?
Zach Hollman	yes
	Also, under Marcs account the emails need to come from him not Stuti
	Can we fix that too?
Yash Kalra	Prior providing the access, I would suggest you close any important documents at your end.
Zach Hollman	its fine
	which acct do i need to allow access too
	All yours
	Can we do this over the phone vs chat. Taking to long and have to get this user fixed quickly
Yash Kalra	<b>Please share your call back number and a good time to reach you along with time zone or you can call us at</b>
Zach Hollman	954-756-5945. You can call right now
Yash Kalra	Zach, our engineer will call you in a few minutes.

	Is there anything else I can assist you with?
	Are we still connected here?
Zach Hollman	Yes, do you know when they are going to call
Yash Kalra	As soon as this chat ends, our engineer will call you. (Edited)
Zach Hollman	Can we end this chat then
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript.
	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 time and effort.
	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> )

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70724 LISA HAMER

**Email:** hamnerenterprisespllc@outlook.com

**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:** 3 Secs

**City:** MISSOULA

**State:** Montana

**Country:** UNITED STATES

### Chat Transcript

LISA HAMER	Hello, I am your Acebuddy
Acebuddy	Hello Lisa Hamer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
LISA HAMER	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
LISA HAMER	I'd like to raise a Request
Acebuddy	Please select your request type.
LISA HAMER	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
LISA HAMER	Setback
Acebuddy	Please select your request type.
LISA HAMER	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 :
LISA HAMER	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
LISA HAMER	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
LISA HAMER	I am trying to download a conversion link and I don't have authorization to do so. I put a shortcut link on my desktop that
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
LISA HAMER	Ticket ID: 618049
Yash Kalra	Kindly allow me two minutes to check the same.
LISA HAMER	HamerEnt.myreldata.net
Yash Kalra	Please allow me sometime while I am making some changes from the backend.
	<i>2:39:41 AM Yash Kalra is sharing a file with you <a href="#">image.png</a> - ( Size:14.68 KB )</i>
	<i>Please help us with the SSN.</i>

Are we still connected here?

Lisa, the application has been successfully installed and added to your server's desktop. You should now be able to use it

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #71484 Bridget

**Email:** contact@bridgetcpa.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

Bridget Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Bridget Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bridget	I'd like to report an Issue
Acebuddy	Please select an option!
Bridget	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Bridget	drake installing issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Bridget
Bridget	hello
	need support on Drake installing
Shashwat Verma	Yes, we have checked your recent email, but you have not mentioned the Drake version, do you want us to install the Dra
Bridget	yes
	drake 2024
Shashwat Verma	Kindly email us the Setup file, serial number and account number associated with Drake 2024 from registered email address.
Bridget	okey
Shashwat Verma	Is there anything else I may help you with ?
Bridget	no, I will sent the details now, Thankyou
Shashwat Verma	Perfect.
	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 cooperation and 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> )

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I need your assistance with obtaining access to a installed application. Each year when the new ATX software installed on the "FinfrockATX2.myrealdatal.net" server I need to contact you to do something on the back-end so I am able to open it. the new application is the 2024ATX software.

## Visitor Details

### #71147 THERESE MULHOLLAND

**Email:** tmulholland@ally-cpa.com  7347402774

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

**Operator:** Aarush Aneja

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** CANTON

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

THERESE  
MULHOLLAND

Hello, I need your assistance with obtaining access to a newly installed application. Each year when the new ATX software server I need to contact you to do something on the back-end so I am able to open it. the new application is the 2024ATX

Aayush Verma

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

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

THERESE  
MULHOLLAND

Thank you

*Aarush Aneja accepted the chat transfer request.*

Aarush Aneja

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

THERESE  
MULHOLLAND

Thank you

Aarush Aneja

Kindly check now once

Kindly enter the ATX server name as "Finfrock" in case it is required (Edited)

THERESE MULHOLLAND	Still not working
Aarush Aneja	Apologies, May I take the remote access of your server? (Edited)
THERESE MULHOLLAND	yes
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/6602083009">https://assist.acecloudhosting.com/join/6602083009</a>
	Kindly paste this link in the browser of local computer and join the session.
THERESE MULHOLLAND	I believe I need to access the software on my server
Aarush Aneja	You require logging with Admin user
THERESE MULHOLLAND	I don't understand what you mean
	My Admin gives me access to the software on a second server and provides me a log-in to use
	I have to ask for this every year, is there a history of what was done in the past that you can refer to?
	Sandeep Kumar assisted last year
	<i>Aarush Aneja is transferring the chat to Tushar Pharswan.</i>
	He logged into server with my name: "May i know if this is your server username: TerriM"
Aarush Aneja	TerriM@myrealdata.net
THERESE MULHOLLAND	FinfrackATX2.myrealdata.net
	User name for that server is TerriM
	<i>Tushar Pharswan has not responded for the transfer request.</i>
Aarush Aneja	Correct. Kindly check with the credentials of the user for ATX. It must be provided by your admin
THERESE MULHOLLAND	I just updated the username
Aarush Aneja	No worries, Kindly enter the correct credentials. You will be able to access the application.
THERESE MULHOLLAND	I'm having trouble with the Authenticator app
Aarush Aneja	This must be managed by your admin. Also, you may contact ATX support to remove
THERESE MULHOLLAND	Okay, I will reach out to my Admin. I can now get to the log-in for the application, which is what I needed you to help me w
Aarush Aneja	Welcome
	Therese, Is there anything else I may help you with ? (Edited)
THERESE MULHOLLAND	no, thank you very much
Aarush Aneja	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 appreciate your cooperation at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com). Thanks!

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

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

*Aarush Aneja has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70250 Tiara Carlington**

**Email:** glevon@mytec.bm  14412926420

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** SILVER SANDS

**State:** Saint Michael

**Country:** BARBADOS

### Chat Transcript

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

	I'd like to raise a Request
Acebuddy	Please select your request type.
Tiara Carlington	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 :
Tiara Carlington	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Tiara Carlington	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tiara Carlington	i need to change the otp email address
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Tiara Carlington	Meyer Group of Companies
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Gary can you please help with the user name ?
Tiara Carlington	(CID73454)
	i need to change the otp email address from glevon@mytec.bm to helpdesk@oxygen.bm
Shubham Yadav	Thanks for the confirmation
	Gary I would like to inform you that user Gary_MG is disabled right now from the server
Tiara Carlington	yes. i disabled it
Shubham Yadav	Can you please confirm for which user want us to change the mail for ?
Tiara Carlington	i need to change the otp email address for the admin portal
	(CID73454)
Shubham Yadav	Alright Gary, we will need an email from authorized contact of the account for this request.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	Also, the registered email for your account with us is : helpdesk@oxygen.bm 14412780852
Tiara Carlington	that is me. I can send that now
	yes i changed that

Shubham Yadav	That's great, please send us the mail for the same. We will then proceed with it
Tiara Carlington	the email will come from my original address glevon@mytec.bm
Shubham Yadav	Alright Gary, send us an email we will revert back on that with updates.
	Gary are you there?
Tiara Carlington	yes
	i just sent the email to have the otp email address changed
Shubham Yadav	Thank you for the confirmation Gary. We will change the E-mail address and will update you on the same mail.
	Is there anything else I may help you with ?
Tiara Carlington	that is all thanks
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	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> )

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70851 ksapp**

**Email:** ksapp@rosefeltlaw.com  727-241-4488

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** NEW YORK

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

ksapp	Hello, I am your Acebuddy
Acebuddy	Hello Kelley Sapp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ksapp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ksapp	I'd like to raise a Request
Acebuddy	Please select your request type.
ksapp	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 :
ksapp	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71294 Beth Rudner**

**Email:** beth@stockpkg.com ☎ 114025069370

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** OMAHA

**State:** Nebraska

**Country:** UNITED STATES

## Chat Transcript

Beth Rudner	Hello, I am your Acebuddy
Acebuddy	Hello Beth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Beth Rudner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Beth Rudner	I'd like to raise a Request
Acebuddy	Please select your request type.
Beth Rudner	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 :
Beth Rudner	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Beth Rudner	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Beth Rudner	I need to kick one of my users off the server as they didn't log out properly and they are hanging up my QB file
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Beth
Beth Rudner	ATLProduction is the user
Anurag Sharma	Thanks for the confirmation !
	I would like to inform you that I have successfully logged the user out from the server.

	Is there anything else I may help you with ?
Beth Rudner	let me just check the quickbooks file
Anurag Sharma	Sure, please take your time
Beth Rudner	it's all good thank you!
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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 cooperation. You can send it to 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

#### #70164 David Weinstein

**Email:** david@davidweinsteincpa.com  19149071180

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	I'm getting low percentage warning on my C drive. Can you move 20 GB from D drive to the C drive?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii David.
	I will surely help you with this issue.
David Weinstein	Ok
	Do I have to log out?
Manish Singh	As I can check you have 36.52 GB space left in D:/ drive and 17.10 GB left in C:/ drive.
	Kindly let us know if you would like to add space in C:/ drive or transfer the space from D:/ drive to C:/ drive.
	<b><i>Plan 1 = 200 GB : \$120/mo</i></b>
	<b><i>Plan 2 = 100GB : \$60/mo</i></b>
	<b><i>Plan 3 = 80 GB : \$50/mo</i></b>
	<b><i>Plan 4 = 60 GB : \$40/mo</i></b>
	<b><i>Plan 5 = 40 GB : \$28/mo</i></b>
David Weinstein	Transfer space. Transfer 20 GB from the D drive to the C drive
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	Also, the registered email for your account with us is : david@davidweinsteincpa.com
	Is there anything else I may help you with ?
	Are we still connected here?

David Weinstein	yes
	I sent the email
	I'd like the icons to be on the right monitor. I don't know why its on the left monitor
Manish Singh	May I take the remote access of your server?
David Weinstein	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
David Weinstein	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.  Is there anything else I may help you with ?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70297 Jocelyn**

**Email:** jjsaccounting@gmail.com  12087095347

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 14 Secs

**City:** BLACKFOOT

**State:** Idaho

**Country:** UNITED STATES

### Chat Transcript

Jocelyn	Hello, I am your Acebuddy
Acebuddy	Hello Jocelyn Johnson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jocelyn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jocelyn	I'd like to report an Issue
Acebuddy	Please select an option!
Jocelyn	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jocelyn	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at when issued by Intuit, It might get delayed due to unforeseen circumstances.  If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Jocelyn	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Jocelyn	Good afternoon
	<i>Manish Singh is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Good afternoon, JOCELYN
	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jocelyn	myrealdataland username is JocelynJ.NPRE1
Yash Kalra	Kindly allow me two minutes to check the same.
	Jocelyn, as we can see it's a shared server and many users are currently logged in, so we have scheduled this task for the
	Is there anything else I may help you with ?
Jocelyn	What task?

Yash Kalra	Task to update QuickBooks
	Please let us know if you are facing any other issue.
Jocelyn	I'm getting a payroll update error
Yash Kalra	May I take the remote access of your server?
Jocelyn	Yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
Jocelyn	ok
Yash Kalra	Jocelyn, I have received your request and noted the error. As soon as this chat ends, I will move this ticket to the concerned backend.
	Is there anything else I may help you with ?
Jocelyn	No. Just need to get payroll done so it is an urgent matter
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link below.
	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> )

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #71745 Lewisville

**Email:** lewisville@eaglefintax.com **Phone:** 4696098829

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 54 Secs

**City:** HYDERABAD

**State:** Telangana

**Country:** INDIA

## Chat Transcript

Lewisville	Hello, I am your Acebuddy
Acebuddy	Hello Supervisor, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lewisville	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lewisville	I'd like to report an Issue
Acebuddy	Please select an option!
Lewisville	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lewisville	UNABLE TO ACTIVATE E-FILE ERO
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>10:16:32 PM Lewisville is sharing a file with you <a href="#">image.png</a> - ( Size:53.85 KB )</i>
	<i>IT SHOWING ERROR</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
Lewisville	I UNABLE TO DO FIRM SETUP
	PLEASE CHECK ABOVE SCREEN SHOT
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?
Lewisville	myrealdata.net
	user lewisvilleeagle1

Anurag Sharma	Thanks for the confirmation !
Lewisville	Kindly allow me two minutes to check the same.
Anurag Sharma	okay
Lewisville	May I take the remote access of your server?
Anurag Sharma	okay
Lewisville	Prior providing the access, I would suggest you to close any important documents at your end.
Anurag Sharma	okay
Lewisville	Please login to the server and accept the remote session request.
Anurag Sharma	okay
Lewisville	Please confirm me once you are logged in. So that I can send you the remote session request.
Anurag Sharma	send me request
Lewisville	Please accept the request on the server.
Anurag Sharma	Seems like there is some technical error. Which is denying the remote session.
Lewisville	i did'nt receive any request
Anurag Sharma	I am sending you a link. Please use that to join the session.
Lewisville	okay+
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/6662216808">https://assist.acecloudhosting.com/join/6662216808</a>
Lewisville	Kindly paste this link in the browser of local computer and join the session.
Anurag Sharma	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.
Lewisville	It seems to be application specific issue. I request you to kindly contact the Drake support. They can assist you better with this.
Anurag Sharma	Is there anything else I may help you with ?
Lewisville	Thankyou
Anurag Sharma	Thanks for the confirmation !
Lewisville	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Anurag Sharma	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the details of the issue.
Lewisville	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. You can reach me at quality@acecloudhosting.com. Thanks!
Anurag Sharma	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> )
Lewisville	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

**#70387 Ashley McNease**

**Email:** amcnease@kerrbsi.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** LAS VEGAS

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Ashley McNease	Hello, I am your Acebuddy
Acebuddy	Hello Ashley Mcnease, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ashley McNease	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ashley McNease	I'd like to report an Issue
Acebuddy	Please select an option!
Ashley McNease	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ashley McNease	Ticket ID: 617239 Slow connection
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Tushar Pharswan accepted the chat transfer request.*

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

Kindly allow me 2-4 minutes to check the same.

Ashley McNease ok

Tushar Pharswan I'm checking your server from back end to find the cause of it.

Ashley McNease Thank you.

Tushar Pharswan Thank you for waiting as I can see the server side seems fine.

I'm going to transfer this chat session to another engineer he will check on your end as well for this issue.

Kindly stay connected till then.

*Tushar Pharswan is transferring the chat to Anurag Sharma.*

Ashley McNease Thank you.

*Anurag Sharma accepted the chat transfer request.*

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

Kindly allow me two minutes to check the same.

Ashley McNease ok. Thank you.

Anurag Sharma Ashley, as I can observe the server is running low on C drive space

Moreover, I also identified that the RAM utilization on the server is also very high.

At 96%

Which is causing slowness on the server.

Ashley McNease We moved files on Monday. And it's still high?

Anurag Sharma Yes.

Ashley McNease Okay. So we need to move more?

Anurag Sharma Yes, if you can free up some space yourself it will be great.

Meanwhile I am also trying to free some space from the server.

Ashley McNease I'll talk to the manager and see what we can do on our side.

Anurag Sharma Yes, just to remind you one more thing that the server's RAM utilization is also running very high.

It is taking 91% of RAM utilization. I would suggest you to talk with your manager regarding this issue as well.

After this chat I will send you an email in which I will guide you with the alternatives for this issue.

You can just revert back to that email if you want to proceed with those solutions.

Ashley McNease Thank you!

Anurag Sharma Just to inform you in person, I would like to inform you that we can add some additional disk space on the server for you. It will be chargeable. I am sharing you the plan details which you can discuss with your manager and inform me on email.

These are the plans:

Plan 1: 200 GB - \$120/month

Plan 2: 100 GB - \$60/month

Plan 3: 80 GB - \$50/month

Plan 4: 60 GB - \$40/month

Plan 5: 40 GB - \$28/month

For disk space addition.

And as the server's RAM utilization is also very high. Thus, if you wish to add some additional RAM on the server. It is char

I will inform you all these information on email as well.

Is there anything else I may help you with ?

Ashley McNease That is all for today. Thank you!

Anurag Sharma Thanks for the confirmation !

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

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri quality@acecloudhosting.com. Thanks!

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

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

*Anurag Sharma has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71362 Paul Young**

**Email:** paul@afm-inc.com ☎ 12059085757

**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:** 8 Secs

**City:** BIRMINGHAM

**State:** Alabama

**Country:** UNITED STATES

## Chat Transcript

Paul Young	Hello, I am your Acebuddy
Acebuddy	Hello Paul Young, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Paul Young	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Paul Young	I'd like to raise a Request
Acebuddy	Please select your request type.
Paul Young	Password Reset
Acebuddy	Please select an option below
Paul Young	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?
Paul Young	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Paul Young	ticket ID 628247
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Paul, How are you doing today ?
	Thank you for sharing the Ticket Number.
	Kindly allow me 4-5 minutes to check the same.
Paul Young	tech support picked up the call
Rohan Prajapati	Thanks for the confirmation !

	May I disconnect the chat, as you are now connected with one of our engineers on the call?
Paul Young	yes thank you for your availability
Rohan Prajapati	Thanks for the confirmation !
	This message has been deleted
	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 cooperation. You can send it to 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> )

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #71168 Cindy Haden

**Email:** chaden@ascendmedie.com  913-344-1397

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Cindy Haden

Hello, I am your Acebuddy

Acebuddy	Hello Cindy Haden, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cindy Haden	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cindy Haden	I'd like to report an Issue
Acebuddy	Please select an option!
Cindy Haden	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Cindy Haden	I cannot get Teams to load.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Cindy
Cindy Haden	Hello
Manish Singh	I will surely help you with this issue.
	May I take the remote access of your server?
Cindy Haden	Yes
	I need to run to an appointment. Could you send me an email once you have completed the correction?
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	Alright
Cindy Haden	Yes, nothing is open.
Manish Singh	This message has been deleted
Cindy Haden	No thank you.
Manish Singh	We will look into the matter and email you once done. (Edited)
	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 cooperation and 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 (<https://www.acecloudhosting.com/knowledgebase/>)

*Manish Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71546 lsmith.gandf**

**Email:** lsmith.gandf@gmail.com ☎ 209-599-8911

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 50 Secs

**City:** RIPON

**State:** California

**Country:** UNITED STATES

### Chat Transcript

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

Ismith.gandf	We were kicked out of ace cloud hosting but your system status shows all is well
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.
	Could you please help me with your server name and the user account you are signed in with
Ismith.gandf	Hi, how do I find the server name
Sharath Kumar	while signin into the server, the RDP connector shows the server name
	just above the username
Ismith.gandf	It won't let me get that far
Sharath Kumar	no worries, I checked with your email address and found this as the account - G&F Ag Service Inc could you confirm that we have the correct account
Ismith.gandf	gandfag
	Yes, that is the correct account
Sharath Kumar	yes, thank you for confirming
	allow me a moment to sign into the server
	I see two user accounts in disconnected state - LisaSmith and MelissaLane
Ismith.gandf	Yes, that is correct
Sharath Kumar	I will have to log out these accounts
Ismith.gandf	ok
Sharath Kumar	accounts have been signed out
	please try signing in now
Ismith.gandf	It's just spinning
Sharath Kumar	Kindly cancel the sign in process. Let me reboot the server and check if that resolves your concern
	I see Melissa has just signed into the server
Ismith.gandf	Ok, I'll try again
	When I try to log in it says there is a major update but it wont' let me install
Sharath Kumar	Since Melissa has logged in, I am not going to restart the server now
	are you referring to QuickBooks application here?
Ismith.gandf	No, I think it's referring to Ace Hosting as I haven't logged in yet
Sharath Kumar	is it possible to send a screenshot of the error message that you are getting

4:56:22 AM Ismith.gandf is sharing a file with you

[1\\_image.png](#) - ( Size:9.99 KB )

checking on this, allow me a quick moment

could you let me know what happens when you click on "yes"?

Ismith.gandf It just takes you to the log in screen like normal

Sharath Kumar understood

Lisa, I am not sure why the issue is occurring. I do see that there is an ongoing ticket for the same issue that is with the h

Ismith.gandf yes, Melissa has the same issue

Sharath Kumar If you respond to the ticket #627031 with an appropriate time to reach you, the team concerned will be able to assist you

Ismith.gandf I did get back in. Can you tell why we got kicked out?

Sharath Kumar may I ask if you were away from the computer when you got disconnected?

Ismith.gandf No, we were both working in Quickbooks when we got kicked out

Sharath Kumar that is strange, because I could see both the accounts were in disconnected state. This usually happens when you close the server

I think this has to do with the Ace connect application

and how often does this issue occur?

Ismith.gandf I think this was the first time we both got kicked out

Sharath Kumar I have informed the team about this issue and they will be working on it. Kindly allow us a day's time to get back to you w

Ismith.gandf Ok, thanks for your help

Sharath Kumar Is there anything else I may help you with ?

Ismith.gandf No, that should do it

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 appi quality@acecloudhosting.com. Thanks!

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

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

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

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #71167 Kyle Dhanani

**Email:** kyle.asianengineparts@gmail.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** BELLINGHAM

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Kyle Dhanani	Hello, I am your Acebuddy
Acebuddy	Hello Kyle Dhanani, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kyle Dhanani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kyle Dhanani	I'd like to report an Issue
Acebuddy	Please select an option!
Kyle Dhanani	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kyle Dhanani	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?
Kyle Dhanani	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

*Acebuddy (bot) forwarded the chat request*

Kyle Dhanani thank

*Anurag Sharma accepted the chat transfer request.*

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

Hello Kyle

Kyle Dhanani in order to login, i have to ask my coworker to logoff  
doesn't seem right

Anurag Sharma I deeply apologize for the inconvenience caused to you.

I think you must be using single user mode and need our assistance to switch it to multiuser mode. Please confirm if this is the case.

Kyle Dhanani no

it says company file in use

Anurag Sharma I will be surely assisting you with this. Kindly help me with your server name and user name?

Kyle Dhanani asianengine.myrealdata  
user is KyleDhanani

Anurag Sharma Thanks for the confirmation !

Kindly allow me two minutes to check the same.

Kyle Dhanani just had to unfreeze it  
brutal

currently logged into the KimLilljord server

Anurag Sharma Kyle are you facing QB freezing issue or QB company file not working issue?

Kyle Dhanani both!!!!

Anurag Sharma On two different servers?

Kyle Dhanani SherryBrown was working fine. I tried to login, didn't work. She logged out, I logged in. QB then froze. I unfroze it and loged in again.  
both seem to working now  
but it's the whole process that is bothering me

Anurag Sharma I deeply apologize for the inconvenience caused to you.

May I take the remote access of your local computer? (Edited)

Kyle Dhanani sure

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

Kyle Dhanani ok

Anurag Sharma <https://assist.acecloudhosting.com/join/4782734230>

Kindly paste this link in the browser of local computer and join the session.

Kyle Dhanani	ok
	one sec
Anurag Sharma	Sure, please take your time
	Are you able to connect?
Kyle Dhanani	yeah one sec
	finishing a task]
Anurag Sharma	Okay
	Are you able to connect now?
	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 stay connected
	As per the remote session, I guided you with the user of single user mode and multiuser mode.
	Is there anything else I may help you with ?
Kyle Dhanani	lol
	cheers bro

*Kyle Dhanani has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #71146 THERESE MULHOLLAND

**Email:** tmulholland@ally-cpa.com  7347402774

**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:** CANTON

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

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

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70908 Raymond Crump**

**Email:** ray@raycrumpcpa.com  8045982500

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** GLEN ALLEN

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

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

Raymond Crump	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Raymond Crump	I'd like to report an Issue
Acebuddy	Please select an option!
Raymond Crump	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Raymond Crump	user CHRISTY and SUSAN, and probably the other users encounter ACCESS DENIED when trying to log in. User RAYMOND
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Raymond Crump	Thank you
	I am RAymond Crump, server RWCCP1
Tushar Pharswan	Kindly allow me two minutes to check the same.
	As I can see no users are logged in did the issue reappear with Raymond.
	Also is there any screen shot available of the error message?
	User Raymond is logged in as I can see from back end now.
Raymond Crump	RAYMOND is fine
	on another computer, it says: THE GROUP POLICY CLIENT SERVICE FAILED TO SIGN IN. ACCESS IS DENIED
Tushar Pharswan	Kindly share me an email on which I can send the remote access link.
Raymond Crump	ray@raycrumpcpa.com
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.
	I have sent the link.
	Kindly Click on the link and open the downloaded file.
Raymond Crump	done  (on the workstation having difficulty)
Tushar Pharswan	okay as I can see you are the authorised contact person do you the password for the users having difficulty login in.
	The access you gave me is of your server logged in session.
Raymond Crump	Possibly  Work3894**  another computer is the one you have joined

	on our local
Tushar Pharswan	Okay let me test it.
Raymond Crump	Work3894*****  five stars  on user CHRISTY
Tushar Pharswan	Kindly allow me two minutes to resolve this from back end.  Thank you for waiting, I will now have to reboot the server.  May I proceed?
Raymond Crump	yes
Tushar Pharswan	Reboot is in the process.  It will take 2-4 minutes.  I deeply apologize for the inconvenience caused to you.  Raymond we will have to test the users Work3894***** is this the password for Christy?
Raymond Crump	i believe so  we use the CHRISTY icon on her computer
Tushar Pharswan	We will reset it to Work3894***** and after our testing you can always reset your password afterwards.  Raymond we will now have to make a new user profile we will transfer all the data to the new user profile.  Kindly tell us the other username as well who is facing the same issue.
Raymond Crump	huh. SUSAN was having same issue; not sure of STAFF1 or STAFF2  they all had the same password
Tushar Pharswan	We will first resolve the issue for Christy then once it's all done, we will email you for the same Kindly revert back to that email and let us know if you have any further questions. We will also look into the probable cause of why this issue arrived on the first place.
Raymond Crump	there must have been some kind of reset overnight
Tushar Pharswan	After the new user's profile is made, we will share a new password link with you which is only be seen by you as password is encrypted.  We will look into the probable cause and will update you over the email once we look into it.  Kindly allow me a minutes to check once again.
	We were actively working on your issue as we speak.
	We will have to proceed with the new user creation and data migration.
	I deeply apologize for the inconvenience caused to you.
	Is there anything else I may help you with ?
Raymond Crump	i need all users to be able to log in
Tushar Pharswan	We will make sure all users are able to login again Kindly wait for our email.

Raymond Crump	is there a time estimate for CHRISTY to be able to log in
Tushar Pharswan	Within 30minuters to 1 Hours, it will be fixed and will update you over the email.
	Also, could you provide us with your contact information.
Raymond Crump	thank you.. phone 804.598.2500 Raymond Crump
	can user RAYMOND still be logged in?
Tushar Pharswan	Yes, user Raymond can log in.
	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> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70974 craig

**Email:** craig@enscpnay.com  7188351978

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 9 Secs

**City:** HOWARD BEACH

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

craig	Hello, I am your Acebuddy
Acebuddy	Hello Craig, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
craig	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
craig	I'd like to report an Issue
Acebuddy	Please select an option!
craig	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
craig	can I log back into my server, it was being worked on
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	Hello Craig.
	Was just emailing you.
	Kindly log in QuickBooks is updated.
craig	ok let me see, thanks
Tushar Pharswan	Sure, please take your time
	Kindly let me know.
	<i>1:29:02 AMcraig is sharing a file with you <a href="#">errors that pop up.pdf</a> - ( Size:52.82 KB )</i>
	<i>errors that pop up</i>
	Kindly click on ok to the critical error message.
	It is generic error message will get resolved after a server reboot.
craig	which one the one that says 11% free space remianing on the c drive or the quickbooks error
Tushar Pharswan	It's a low disk space error which means your C drive is at 11% free space available.
	I will try to clean up some space from our end also kindly try at your end as well by deleting unwanted files in desktop, dc
	Also, I will share the storage from us as well on email.

craig	ok I clicked on quickbook error and it opened what do i need to do to get the updates into quickbooks
Tushar Pharswan	I have updated the QuickBooks application for you.
	<i>1:34:14 AM Tushar Pharswan is sharing a file with you <a href="#">image.png</a> - ( Size:16.04 KB )</i>
craig	if I close quickbooks and try to open it, it still shows a critical quickbooks update is waiting for installation. The critical err
Tushar Pharswan	Let me try to reboot server once.
craig	ok
Tushar Pharswan	Kindly login again and check.
craig	ok
Tushar Pharswan	Is it still there ?
craig	now the message is gone. Thank you
Tushar Pharswan	Great.
	Is there anything else I may help you with ?
craig	no thank you. Have a great day
Tushar Pharswan	You too Craig.
	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.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> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#70439 johnathon

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

**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:** PENSACOLA

**State:** Alabama

**Country:** UNITED STATES

## Chat Transcript

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johnathon Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

johnathon Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

johnathon I'd like to report an Issue

Acebuddy Please select an option!

johnathon QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

johnathon Other QB related issue

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

johnathon Pop up screens in the way and it will not let us work

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Chat request was not picked up by the operators*

johnathon hello

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #70166 David Weinstein

**Email:** david@davidweinsteincpa.com  19149071180

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

**Operator:** Gaurav kumar

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	I requested 20 GB be moved from D to C. When can I go back in and work?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar accepted the chat transfer request.</i>
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.

	Hello David.
	This message has been deleted
	I will surely help you with this issue.
David Weinstein	ty
Gaurav Kumar	The task is already completed.
	Is there anything else I may help you with ?
David Weinstein	Yes there's nothing on the d drive  can you put the data back on the d drive  Do i need to logout?  40 GB and no data
Gaurav Kumar	David , allow me a few minutes here please.
David Weinstein	Ok i'm going to lunch I'll check when I get back  I'm logging out
Gaurav Kumar	Sure, we will update you regarding the same via email.
David Weinstein	ty
Gaurav Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Gaurav Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71579 finance**

**Email:** finance@aghstore.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

finance Hello, I am your Acebuddy

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70075 rhiannon**

**Email:** rhiannon@thebeaconadvisors.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 7 Secs

**City:** PLYMOUTH

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

rhiannon Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

rhiannon Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

rhiannon	I'd like to raise a Request
Acebuddy	Please select your request type.
rhiannon	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 :
rhiannon	Restart
Acebuddy	Hello Rhiannon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rhiannon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rhiannon	I'd like to report an Issue
Acebuddy	Please select an option!
rhiannon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
rhiannon	i cant connect to my mircosoft authenticator app to log in
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Tushar Pharswan accepted the chat transfer request.*

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
rhiannon	i cant log in because i cant get in to my microsoft authenticator
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
rhiannon	server name is: WIN2019 User Name is: fgadmin
Tushar Pharswan	May I know your company name or CID number for your account,
rhiannon	the beacon advisors
Tushar Pharswan	I'm unable to locate the details provided by you.
	If you know other usernames that may help us locating the account.
rhiannon	ok thanks !

*rhiannon has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70630 Ethan Upper**

**Email:** e.upper@sbit.org

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

**Operator:** Tushar Pharswan

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

**Operating System:** Mac OS

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

*Tushar Pharswan accepted the chat transfer request.*

Tushar Pharswan	<p>Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.</p> <p>As this session got disconnected kindly reinitiate the session again.</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>
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*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70109 winnie

**Email:** winnie@mi-hq.com

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Secs

**City:** ANN ARBOR

**State:** Michigan

**Country:** UNITED STATES

### Chat Transcript

winnie

Hello, I am your Acebuddy

Acebuddy	Hello Winnie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
winnie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
winnie	I'd like to report an Issue
Acebuddy	Please select an option!
winnie	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
winnie	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?
winnie	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>
winnie	614043 Ticket no
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	Kindly allow me two minutes to check the same.
winnie	Thanks Shubham.
	We are having a lot of issues lately.
Shubham Yadav	Winnie don't worry I will help you with the issues.
	Kindly help me with your server name and user name?
winnie	Where is the server name saved?
	my user name is winnie@MI-hq.com
Shubham Yadav	Can you please confirm your Customer ID or Name?
winnie	MIH
	michigan innovation headquarters
Shubham Yadav	Thanks for the confirmation
	Winnie, what issues are you experiencing with QuickBooks, and how long have you been facing them? (Edited)
winnie	I am able to get into QB but when i go to log into a business unit then I get the message of " This action requires Windows

	this is the second time we got this message in the past week
	do you track the tickets and issues logged from MIH?
Shubham Yadav	Yes Winnie
winnie	We get kicked out a lot.
Shubham Yadav	May I take the remote access of your local computer?
winnie	hold on. Let me close the files
Shubham Yadav	sure
	Prior providing the access, I would suggest you to close any important documents at your end.
winnie	ok, im ready
Shubham Yadav	<a href="https://assist.acecloudhosting.com/join/3722135531">https://assist.acecloudhosting.com/join/3722135531</a>
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	As per remote session , QuickBooks needs to be updated and we have scheduled this for night hours as per your request.
	Is there anything else I may help you with ?
winnie	That is all. thank you!
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Shubham Yadav has ended this chat session</i>

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## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71028 dilanglais**

**Email:** dilanglais@gmail.com  9787667342

**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:** SALISBURY

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

dilanglais Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

dilanglais Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

dilanglais I'd like to raise a Request

Acebuddy Please select your request type.

dilanglais Password Reset

Acebuddy Please select an option below

dilanglais Already Enrolled to Selfcare Portal

Acebuddy Please follow the process mentioned in the link below inorder to reset your server password.

Do you need any further assistance on the topic?

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70489 fady.hocheimy**

**Email:** fady.hocheimy@mfhgroup.com  +2207751010

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

**Operator:** Manish Singh

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** KER BAKARY

**State:** Banjul

**Country:** GAMBIA

## Chat Transcript

fady.hocheimy	Hello, I am your Acebuddy
Acebuddy	Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fady.hocheimy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fady.hocheimy	I'd like to report an Issue
Acebuddy	Please select an option!
fady.hocheimy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
fady.hocheimy	cant log in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
fady.hocheimy	hi
	<i>Saurabh Surana accepted the chat transfer request.</i>

*Saurabh Surana is transferring the chat to Manish Singh.*

*Manish Singh accepted the chat transfer request.*

how r u

please cannot log in

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

fady.hocheimy hi again Manish

*4:08:39 PMfady.hocheimy is sharing a file with you*

*[Screenshot 2025-01-12 at 10.35.59 AM.png](#) - ( Size:173.05 KB )*

Manish Singh I will surely help you with this issue.

May I take the remote access of your local computer?

fady.hocheimy ok

Manish Singh <https://assist.acecloudhosting.com/join/4142553765>

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

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.

fady.hocheimy thanks

hope issue will not recur

Manish Singh Is there anything else I may help you with ?

fady.hocheimy no thanks

Manish Singh It will not

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the link.

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com). Thanks!

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

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

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #71304 carolina

**Email:** carolina@ptaxagents.com ☎ 905317123637

**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:** 26 Secs

**City:** ESENTEPE MAH.

**State:** Istanbul

**Country:** TURKEY

## Chat Transcript

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

carolina	Hello Shubham, how are you?
Shubham Kataria	Hello Caroline, I'm good what about you?
carolina	I'm fine thank you  I received an e-mail from Ace regarding Windows, so I want to know if you can help me checking if my windows it's ok I think I have a problem with it's activation
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
carolina	CarolinaO it's my user name  The server name I think its Professional Tax Agents
Shubham Kataria	thank you for the information. let me check  May I take the remote access of your local computer to check it.
carolina	Of course
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
carolina	Everything it's close :)
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/8872449970">https://assist.acecloudhosting.com/join/8872449970</a>  Kindly join this link  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.  Thank you for your patience.
	As per the remote session I've checked, you're using Windows 11 on your local computer. You can access the remote desk  Is there anything else I may help you with ?
carolina	No Shubham, thank you very much!
Shubham Kataria	You're welcome  I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.
carolina	Of course
Shubham Kataria	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 ( <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> )

*Shubham Kataria has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71398 john**

**Email:** john@claritymba.com ☎ 415.491.1099

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** SAN RAFAEL

**State:** California

**Country:** UNITED STATES

## Chat Transcript

john	Hello, I am your Acebuddy
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
john	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
john	I'd like to raise a Request
Acebuddy	Please select your request type.
john	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
john	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P

	Do you need any further assistance on the topic?
john	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
john	hello Shashwat!
	I have only a small question - can I change the name of my server?
Shashwat Verma	Yes, you can change the name
john	i have multiple servers and I would like to keep one server but then the other name would you recommend that I shut the first server down and then request the name change?
Shashwat Verma	You can document your both request in email and send to us from registered address and will proceed as per the procedure
john	ok sounds good - i will reach out when the time comes to make the change. Thanks very much for your help!
Shashwat Verma	Thanks

*admin has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71717 nisarg mistry**

**Email:** nisargmistry@yahoo.com **Phone:** 6402123189

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** HIGHTSTOWN

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

nisarg mistry	Hello, I am your Acebuddy
Acebuddy	Hello Nisarg Mistry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
nisarg mistry	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
nisarg mistry	I'd like to report an Issue
Acebuddy	Please select an option!
nisarg mistry	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
nisarg mistry	ticket no 631924
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
nisarg mistry	hello
Shashwat Verma	Hello
nisarg mistry	I have raised a ticket and havent got any update yet
	ticket no 631924
Shashwat Verma	Kindly allow me two minutes to check the same.
nisarg mistry	i need to work and waiting for the software to be installed
Shashwat Verma	We have checked your ticket regarding install ezCheckPrinting & Virtual Printer
nisarg mistry	yes
Shashwat Verma	Have you been working on any deadline as the ticket is under progress and it will take 1-2 hours to get completed
nisarg mistry	its already more than 3 hours sir
	can you please check the time?
Shashwat Verma	Yes, the ticket was raised at 5:20AM ist
nisarg mistry	

yes I need to generate some reports and print them through this software for tomorrow morning

Shashwat Verma Also would like to inform installation is under progress in off hours

nisarg mistry so how long it has been now?

Shashwat Verma It's been 4 hrs

nisarg mistry can someone look into now?

Shashwat Verma Yes, we assure you that will be completed before tomorrow morning.

nisarg mistry sir I need it now

I have waited for it... I need this

I need to complete my work today

Shashwat Verma Okay, will do it on priority.

nisarg mistry how long will it take?

Shashwat Verma We still need 1 hour to complete it.

nisarg mistry are you sure it will be done??? I desperately need it

Shashwat Verma Yes, we try our best as you have been on deadline

Is that work for you?

nisarg mistry max to max 1 hour please

I need to get it completed ASAP

Shashwat Verma We understand your concern

Will try our best to complete your request.

nisarg mistry thank you

Shashwat Verma Thanks for understanding and patience

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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 the 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 cooperation. You can send the feedback to 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

Currently I have two users on two computers. If I add one computer but remain with two users how much will that increase n

### Visitor Details

#### #70919 Gloria Phillips

**Email:** gphillips@gpacnt.com **Phone:** 15804783686

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** PONCA CITY

**State:** Oklahoma

**Country:** UNITED STATES

### Chat Transcript

Gloria Phillips	Currently I have two users on two computers. If I add one computer but remain with two users how much will that increase n
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
Gloria Phillips	My account is under Gloria Phillips Accounting LLC
<i>Dikshant Yadav is transferring the chat to Riten.</i>	
<i>Riten accepted the chat transfer request.</i>	
Riten	Hi philips let me go ahead and check that for you !
	Just to clarify Phillips, you need to access the cloud from a third separate Computer without an additional user right?
Gloria Phillips	Yes if possible
Riten	Thanks for the clarity, Yes , you'll be able to access the server from a third computer with one of the login credentials you
	Would you want a better clarity via support on how to do that ?

Gloria Phillips	Thank you for the information. Yes I would like the information on how to do the process.
Riten	Perfect, let me transfer you to support to guide you!
<i>Riten is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Vignesh Arul accepted the chat transfer request.</i>	
<i>Vignesh Arul is transferring the chat to Anurag Sharma.</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Phillips
Gloria Phillips	Hello
Anurag Sharma	Could you please elaborate your issue?
Gloria Phillips	I'm going to be installing Ace on another computer.
Anurag Sharma	Okay
Gloria Phillips	But wanted to know if there are written instructions.
Anurag Sharma	Could you please confirm that are you using windows or Mac?
Gloria Phillips	Windows
Anurag Sharma	Thanks for the confirmation !
	Yes there are written SOPs for the help of users.
Gloria Phillips	Also I need to have installed Drake Software 24. Is that something I do or you do?
Anurag Sharma	After this chat I will send you an email you can just revert back to that email with an approval from the primary contact sc
Gloria Phillips	Great! Ace is always so helpful. I love dealing with the company.
Anurag Sharma	Thankyou so much. (Edited)
	Is there anything else I may help you with ?
Gloria Phillips	One last item, can you tell me how I am doing on storage?
Anurag Sharma	Okay, I will surely help you with this.
	Kindly allow me two minutes to check the same.
Gloria Phillips	Thank you!
Anurag Sharma	Phillips as I can see you have enough space on the server right now.
	There is no such need to add additional space on the server right now.
	Is there anything else I may help you with ?
Gloria Phillips	So you will email a instructions on installing on my Ace on my computer and and how to install Drake on the server?
Anurag Sharma	I will send you the RDP details, which you can use to access the server directly. For your future reference, I will also send you the details of the server. Additionally, for the Drake installation, I will need approval from the primary contact before I can proceed with installing the software.

I hope I am able to convey my message clearly to you.

Is there anything else I may help you with ?

Are we still connected here?

Gloria Phillips  
No that's all

Anurag Sharma  
Thanks for the confirmation !

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

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi  
quality@acecloudhosting.com. Thanks!

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

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

*Anurag Sharma has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

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### Visitor Details

**#71372 hiram**

**Email:** hiram@rpwproducts.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

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### Chat Transcript

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

---

## Chat Transcript

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Hello, I am your Acebuddy

### Visitor Details

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**#70677 bponn**

**Email:** bponn@ponnmachine.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** WOBURN

**State:** Massachusetts

**Country:** UNITED STATES

### Chat Transcript

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

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

*Ended due to chat idle timeout*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70359 Cindy Holloway

**Email:** qualityquicktaxoffice@gmail.com  13346460662

**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:** ROANOKE

**State:** Alabama

**Country:** UNITED STATES

### Chat Transcript

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

C Cindy Holloway	I'd like to raise a Request
Acebuddy	Please select your request type.
C Cindy Holloway	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

#### #70362 Admin

**Email:** admin@prologistech.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Apple iPhone

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 3 Secs

**City:** TOMS RIVER

**State:** New Jersey

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
Admin	I'd like to raise a Request
Acebuddy	Please select your request type.
Admin	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 :
Admin	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Admin	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Admin	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Admin	It is asking when I login to download the file doctor. Then it does not allow me to login
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shashwat Verma accepted the chat transfer request.*

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Shlomo
Admin	Hi how are you
Shashwat Verma	Very well! how about you?
Admin	i am good
Shashwat Verma	Could you please elaborate your concern?
Admin	When I login to my quickbooks file it asks me to download the latest qb file doctore software does not let me login if I click to cancel
Shashwat Verma	I will surely help you with this issue.
Admin	Great
Shashwat Verma	Kindly allow me two minutes to check the same.
	Could you please confirm the username you are using to login to server under Parkview account?
Admin	I am using Gabi for the perfect venture file on the server it is in client data folder
Shashwat Verma	Thanks for the confirmation, and as it's a shared server ,kindly confirm the Qb version you are using?
	Is it Enterprise 2023?

Admin	23 enterprise
Shashwat Verma	Thanks, Shlomo, looks like the file you have mentioned required a repair, will do it from our end within 20 mins, will update Is that work for you ?
Admin	Great
	thank you
Shashwat Verma	Is there anything else I may help you with ?
Admin	can you please send what was wrong as well
Shashwat Verma	Sure
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
Admin	Thank you
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Admin	will do
Shashwat Verma	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 cooperation 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> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71213 charito.carreon**

**Email:** charito.carreon@intelegencia.com  09978478668

**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:** MALATE

**State:** Rizal

**Country:** PHILIPPINES

## Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71093 bookkeepingandpayrollguru**

**Email:** bookkeepingandpayrollguru@gmail.com ☎ 13214133351

**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:** 24 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

bookkeepingandpayroll	Hello, I am your Acebuddy
Acebuddy	Hello Bookkeepingandpayrollguru, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bookkeepingandpayroll	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bookkeepingandpayroll	I'd like to report an Issue
Acebuddy	Please select an option!
bookkeepingandpayroll	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
bookkeepingandpayroll	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?
bookkeepingandpayroll	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>
bookkeepingandpayroll	I have a ticket The Ticket Number is: 625106
	<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.
bookkeepingandpayroll	Thank you Shubham. I have a ticket: The Ticket Number is: 625106
Shubham Kataria	Kindly allow me two minutes to check the same.
bookkeepingandpayroll	Thank you
Shubham Kataria	You're welcome
	Could you please confirm the username who is facing the QB issue

bookkeepingandpayroll	User: AAPS4
Shubham Kataria	Could you please ask the user to access Server now and run QuickBooks
bookkeepingandpayroll	One minute please
Shubham Kataria	Sure, please take your time
bookkeepingandpayroll	We work remote so I have to call her. She is going to try again now
Shubham Kataria	Okay
bookkeepingandpayroll	she is still receiving the message
Shubham Kataria	May I take the remote access of her server?
bookkeepingandpayroll	You are exceeding the maximum of users who can access at one time
	Yes
Shubham Kataria	Prior providing the access, please ask her to close any important documents at her end.
bookkeepingandpayroll	Yes done
Shubham Kataria	I'm connected on the server, checking the issue. Kindly allow me few minutes
bookkeepingandpayroll	Great than kyou
Shubham Kataria	You're welcome
	Kindly ask the user to enter the password in company file
bookkeepingandpayroll	Her QB user name is ADMIN for this particular file
Shubham Kataria	Okay
	Please allow me two minutes
	Could you please confirm how many users are currently using this company file
bookkeepingandpayroll	Atlantic Pumping has license for 2 users at once. Currently should be User AAPS 3 and AAPS 4 using the file at the same time
Shubham Kataria	If you allow can we close QuickBooks once on the server?
bookkeepingandpayroll	Closing Atlantic Pumping file or entire QB system?
	Myself an another user are working in another file currently.
Shubham Kataria	the QuickBooks application only
	I guess this company file is not closed properly at someone's end that's why we are receiving this prompt
bookkeepingandpayroll	Yes. User AAPS4 was kicked out of the server while in the file and it hung up I believe
	<i>10:22:25 PM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - ( Size:27.69 KB )</i>
	<i>Currently there are 4 users logged on the server and its seems that this particular file was not closed</i>
Shubham Kataria	If you allow, can I close QuickBooks for once because you have two user license for QB
bookkeepingandpayroll	Ok, yes go ahead

Shubham Kataria	Thank you
	I'm checking with the user now if she able to access or not
	She is able to access the company file now
	Now only one user more can access the same company file
bookkeepingandpayroll	Yes that is correct. Thank you so much.
Shubham Kataria	you're welcome
	Is there anything else I may help you with ?
bookkeepingandpayroll	Yes both are in and working again. Thank you so much.
Shubham Kataria	great, you're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
bookkeepingandpayroll	Absolutely.
Shubham Kataria	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.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> )

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70707 Jeff**

**Email:** jeff@cesfence.com ☎ 973-714-4532

**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:** 14 Secs

**City:** EAST HANOVER

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Jeff	Hello, I am your Acebuddy
Acebuddy	Hello Jeff, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jeff	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jeff	I'd like to report an Issue
Acebuddy	Please select an option!
Jeff	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jeff	email
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jeff	We had an issue with office 365 and email this morning and received an email that it was resolved but still not working
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jeff	CESFence
Yash Kalra	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
Jeff	yes
Yash Kalra	Jeff, we have noted the issue and scheduled it for a call back Is there anything else I may help you with?
Jeff	I will wait for a call back
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day. (Edited)

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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 cooperation 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/>)

*Yash Kalra has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71445 Kvanbeek**

**Email:** kvanbeek@allamerican dreamhomes.com  17153309471

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

**Operator:** Acebuddy

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

**Operating System:** Apple iPhone

**Browser:** Google Chrome

**Device:** Mobile

**City:** SURING

**State:** Wisconsin

**Country:** UNITED STATES

### Chat Transcript

Kvanbeek Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Kvanbeek Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Kvanbeek	I'd like to report an Issue
Acebuddy	Please select an option!
Kvanbeek	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kvanbeek	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. We will implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Kvanbeek	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70626 Liz Rayner

**Email:** liz@rchomesinc.com  13234502331

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 9 Secs

**City:** SIMI VALLEY

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Liz Rayner	Hello, I am your Acebuddy
Acebuddy	Hello Liz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Liz Rayner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Liz Rayner	Restart
Acebuddy	Hello Liz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Liz Rayner	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi.
Liz Rayner	Hello- Ticket 619766 - we have not received word on the status os this ticket and excel is still crashing on our remote desl
Priyanshu	We apologize for the inconvenience. Please allow me to transfer your chat to the concerned team so that they can assist you.
Liz Rayner	Ok, thankyou
	<i>Priyanshu is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Liz Rayner	Hello- Ticket 619766 - we have not received word on the status os this ticket and excel is still crashing on our remote desl
Tushar Pharswan	Hello liz,
	I'm currently checking it on server end.
Liz Rayner	Thank you
Tushar Pharswan	Thank you for waiting.
	We will have to reinstall the O365 application on the server we will do it night hours.
	I deeply apologize for the inconvenience caused to you.
	Is there anything else I may help you with ?
Liz Rayner	Ok, thank you, so long as there is a resolution.
	That is all
	I appreciate your help
Tushar Pharswan	Thanks for understanding.

We will email you once it is resolved.

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 cooperation at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com). Thanks!

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

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

*Tushar Pharswan has ended this chat session*

## Chat Transcript

I need a list of all computers that's logged into the remote server

### Visitor Details

#### #70251 Rachel Cronan

**Email:** rachel.cronan@sicllc.net  16783160970

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

**Operator:** Shubham Kataria

**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&utm\\_content=Branded](https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&utm_content=Branded)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 8 Secs

**City:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

Rachel Cronan	I need a list of all computers that's logged into the remote server
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
	Sure, let me transfer you to support.

They will help you wisht the same.

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

Rachel Cronan

*Shubham Kataria accepted the chat transfer request.*

Shubham Kataria

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

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

Rachel Cronan

sic.myreldata

Shubham Kataria

Thank you for the information.

Rachel Cronan

RachelCr123.rdp

Shubham Kataria

Kindly confirm if you require the user list who are currently active on the server

Rachel Cronan

I disabled Javier on Sunday, Can you please let me know what computers he logged in with

Shubham Kataria

Sure, allow me two minutes to check the same.

Upon checking, I found Javier Echevarria is re-enabled again yesterday

Rachel Cronan

hes not supposed to be

Shubham Kataria

This was completed by the account owner via my portal.

If you wish to disable the user, you can do so by disabling the account again through my portal.

Rachel Cronan

I just did

Again

Will you please tell me what computers hes logged in with

Shubham Kataria

Currently he is not logged on to the server

I can see only you are logged in

Rachel Cronan

You don't have a history

*7:42:59 PM Shubham Kataria is sharing a file with you*

*[image.png](#) - ( Size:6.69 KB )*

Like his all time history when he ever logged in

Shubham Kataria

JavierE@myreldata.net - This is the user name of javier from which he logged in usually

Rachel Cronan

yes

Shubham Kataria

yes, ye can share you the logon report as well

Rachel Cronan

Thank you can you email that to me

Shubham Kataria

Sure

Would you like to disable the account also

Rachel Cronan

Thank you he's stealing information and his user name needs to be completely gone

Shubham Kataria	okay no problem, We will help you out
Rachel Cronan	Could you please us to disable the account
Rachel Cronan	I'm trying to change password and its not letting me
Shubham Kataria	We will disable it from our side and will also send the logon report on the same email
Rachel Cronan	ok and will you reset my password
Shubham Kataria	Sure
Rachel Cronan	Thanks your the best
Shubham Kataria	Kindly drop us email on support@acecloudhosting.com for password reset and account disable for Javier
	I will work on it priority basis
Rachel Cronan	okay
Shubham Kataria	Thank you
	Is there anything else I may help you with ?
Rachel Cronan	nope
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will 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> )

*Shubham Kataria has ended this chat session*

