

Chat Trans

Hello, I am your Ac

Visitor Details

#77823 fkoons
Email: russ@keypre.com 📞 116102975220
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: 52 Secs
City: ALLENTOWN
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

fkoons	Hello, I am your Acebuddy
Acebuddy	Hello Fred Koons, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fkoons	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fkoons	I'd like to raise a Request
Acebuddy	Please select your request type.
fkoons	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re
	Do you need any further assistance on the topic?
fkoons	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	Acebuddy (bot) forwarded the chat request
	Ayush kumar accepted the chat transfer request.

fkoons	Hi Ayush
	<i>Ayush kumar is transferring the chat to Tushar.</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
fkoons	I need to run a utility in Sage MAS 100 2024, and I cannot boot everyone in master console. Some of them are stuck oper
	Hi Tushar.
	Or at least close the application for everyone
Tushar	Hi Fred.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
fkoons	Keystone
	FredKoons
	I am the account owner
Tushar	Kindly allow me two minutes to check the same.
fkoons	Thank you sir.
Tushar	Thank you for waiting.
fkoons	You are very welcome
Tushar	As I can see you are the only user active, but all others are in disconnected state. removing each user one by one will tak
	With your permission may I reboot the server it will take 2-3 minutes ? (Edited)
fkoons	You may.
	You have my permission.
Tushar	Reboot is in process now.
	It's up, kindly login and check if the issue persists or not.
	<i>8:40:26 AMfkoons is sharing a file with you</i> <i>image.png - (Size:283.37 KB)</i>
	Kindly check again as I restarted the Sage services.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Tushar has ended this chat session

Chat Trans

Hello, I am your Ace

Visitor Details

#78595 Lahka Peacock
Email: lahka@ruralfinancialservices.com ☎ 19073046021
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: 33 Secs
City: SEATTLE
State: Washington
Country: UNITED STATES

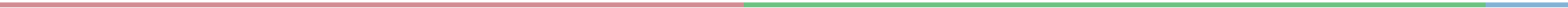
Chat Transcript

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

Lahka Peacock	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>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
Lahka Peacock	Hi Tushar.
	Here is a case #. Re:[## 715090 ##] Quayana Card ,Rural Financial Services : Server Login Issue
Tushar	Kindly allow me two minutes to check the same.
	As per the ticket issue got resolved.
	Is there a new issue?
Lahka Peacock	We thought it did. I just tried logging in and the same thing is happening.
Tushar	Okay ,kindly allow me moment to check at server end.
	May I know the user nae you are trying to login with?
Lahka Peacock	One sec
	RFS_QB.Pro2
Tushar	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
Lahka Peacock	ONe moment
	I am ready
Tushar	https://assist.acecloudhosting.com/join/3932626781
	Kindly Click on the link and open the downloaded file.
	It is working as of now.
Lahka Peacock	Worked that time. I tried three times before this and was getting the same error as before. Also, my business partner had
	It will enveutally get in, but usually takes many attempts
Tushar	We will keep the ticket open and take follow-ups with you can reply on that same ticket.
Lahka Peacock	One sed
	sec
Tushar	If the issue arises again we will involve our escalation team who deals with this type of recuring issue.
Lahka Peacock	It will arise again and I don't really want to get back on here and then have it work. Know what I mean. It's the exact sam
Tushar	Kindly provide us your contact number and the general time with time zone whenever you are available.
	Once our team will Analyse the cause they might have to contact you for further troubleshooting.
Lahka Peacock	907-304-6021. Time zone is Alaska time zone, which is 1 hour earlier than USA Pacific time. I am typically available from :

	Thank you
Tushar	Thank you for the details.
	Is there anything else I may help you with ?
Lahka Peacock	No thank you. Appreciate your help today.
Tushar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Tushar has ended this chat session



Chat Trans

Hello, I am your Ace

Visitor Details

#78717 Nicki Miser
Email: nicki@dupreemiller.com ☎ 12145592665 EX 110
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: 45 Secs
City: DALLAS
State: Texas
Country: UNITED STATES

Chat Transcript

Nicki Miser	Hello, I am your Acebuddy
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Acebuddy	Hello Nicki Miser, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nicki Miser	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nicki Miser	Restart
Acebuddy	Hello Nicki Miser, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nicki Miser	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>	
<i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).</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.
	Please let me know the issue you are facing. (Edited)
	Are we still connected here?
	Are we still connected here?
Nicki Miser	Hey I am sorry. Had an issue with my password. It has been fixed. Thank you though!
Yash Kalra	Is there anything else I may help you with ?
Nicki Miser	No that will do it! Thank you!
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
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
<i>Yash Kalra has ended this chat session</i>	

Chat Trans

Hello, I am your Ace

Visitor Details

#77776 michele hopkins
Email: michele@multifr.com 📞 6788057457
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: 37 Secs
City: LAWRENCEVILLE
State: Georgia
Country: UNITED STATES

Chat Transcript

michele hopkins	Hello, I am your Acebuddy
Acebuddy	Hello Michele Hopkins, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
michele hopkins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
michele hopkins	I'd like to report an Issue
Acebuddy	Please select an option!
michele hopkins	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
michele hopkins	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
michele hopkins	need storage moved from c drive to D drive please ASAP
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	

michele hopkins	HELLOW
	HELLO
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.
michele hopkins	We need space please....move from C drive to D drive so we can open QBs
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
michele hopkins	Just sent an email
Manish Singh	We will proceed with the task and inform you via email.
	Is there anything else I may help you with ?
michele hopkins	That's it thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	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
	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 Trans

Hello, I am your Ac

Visitor Details

#77697 shari

Email: shari@jkservicesinc.com 📞 18054079440

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop
Average Response Time: 42 Secs
City: MERIDIAN
State: Idaho
Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Shari
shari	hi Melissa said she has approved all requests
	<i>4:23:19 AMShashwat Verma is sharing a file with you</i> <i>image.png - (Size:14.62 KB)</i>
Shashwat Verma	She just accept the Microsoft part
	I was just getting the email ready for POC and application addition
	If you are in touch with melissa, kindly ask her to accept the email which we will send you in next 6-7 mins
	<i>4:27:53 AMShashwat Verma is sharing a file with you</i> <i>image.png - (Size:47.0 KB)</i> <i>Kindly get this email authorize also, will proceed with further steps</i>
shari	ok
Shashwat Verma	Is there anything else I may help you with ?
shari	the email showed quickbooks accountant and it should be enterprise accountant
Shashwat Verma	Yes correct, will get it done.
	Its Qb Ent accountant 23.
	Is there anything else I may help you with ?
shari	she should have just responded
	she is also asking if we can split and have our own CID for the drake server so that I am the POC
Shashwat Verma	Same CID will work for both the POC
	Both you and melissa can have the access to make the changes on the server
shari	ok but please make sure so we dont have these delays
Shashwat Verma	Yes, absolutely—you can trust me on this. And in the future, please feel free to personally ask for me by name if you need
shari	thank you that is amazin
	amazing - will definitely be easier

Shashwat Verma	Thanks
	Is there anything else I may help you with ?
shari	no but can you confirm receipt of her authorization
	<i>4:43:51 AM</i> Shashwat Verma is sharing a file with you <i>image.png</i> - (<i>Size:22.3 KB</i>)
Shashwat Verma	Unfortunately, melissa denied for the POC change
shari	because she wants it on a separate CID
Shashwat Verma	Could you personally ask her that we'll keep you both as POC
shari	she doesn't want me to have access to the other servers
Shashwat Verma	Getting separate CID is the process of getting your account divided.
shari	yes that is fine - it can be divided
	she said that is what you guys did with another customer
Shashwat Verma	Let me check this with my seniors and will get back to you for the CID separation, meantime we'll proceed MS 365 and ap
shari	thank you
	can I stay online here so i will know when it is ready
Shashwat Verma	Shari, we apologies but installation and getting MS credentials have the process to go though, could you please give me €
shari	ok can you call my cell when finished
Shashwat Verma	Sure
shari	8054079440
Shashwat Verma	Perfect will do that
	Shall I proceed with disconnecting this chat?
	Are we still connected here?
	Are we still connected here?
shari	yes sorry
	ok thank you
Shashwat Verma	No problem
	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.

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#78046 Jon Ruby
Email: msdn001jr@hotmail.com ☎ 14026701249
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: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

Jon Ruby	Hello, I am your Acebuddy
Acebuddy	Hello Msdn001jr, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat Trans

Hello, I am your Ac

Visitor Details

#77917 gary
Email: gary@charterbbq.com ☎ 3232696868

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: 22 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

gary	Hello, I am your Acebuddy
Acebuddy	Hello Gary, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
gary	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
gary	I'd like to report an Issue
Acebuddy	Please select an option!
gary	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
gary	One of our employee is not able to connect to the server
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.
gary	Hi Manish
Manish Singh	I will surely help you with this issue.
	Kindly help me with your server name and user name?
gary	Its working now
	Thank you.
	I just told him to restart his computer
	Thank you.

Manish Singh	Gary, Is there anything else I may help you with?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
Manish Singh has ended this chat session	

Chat Trans

Hello, I am your Ace

Visitor Details

#78418 repeakacct

Email: repeakacct@gmail.com 📞 13362477949

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: WINSTON SALEM

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ace

Visitor Details

#78334 sll
Email: sll@sllcpa.com ☎ 8473708883
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: NORTHBROOK
State: Illinois
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#77786 nicholas
Email: nicholas@imperialpainting.com 📞 17816985894
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: 49 Secs
City: WEST ORANGE
State: New Jersey
Country: UNITED STATES

Chat Transcript

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

nicholas	hi - quickbooks is frozen but we have the "app view" not desktop view so i could not follow the instructions how to termin
<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.
nicholas	hi. I am with Imperial Painting although the user account is sharon.c@myrealdata.net
	so her instance is frozen. everyone else on the server is fine
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
nicholas	ok thank you
Manish Singh	May I know your username on server?
	Is this issue occurring only for you, or are other users on the server also experiencing it?
nicholas	the username on server is sharon.c
Manish Singh	Try to access now.
nicholas	ok i will have her try. one moment please
Manish Singh	Yes, please take your time.
nicholas	also the reason i am messaging not the user is that the user is in Nigeria. When trying to access the support chat, it says
	is there a way this can be fixed or another link they can use
	and i confirmed the quickbooks is working- thank you!
Manish Singh	If that is the problem they can call our number 888-415-5240 (toll-free)
nicholas	ok i will note for the future
	thank you
Manish Singh	Is there anything else I may help you with ?
nicholas	nope all set. thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	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
	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 Trans

Hello, I am your Ace

Visitor Details

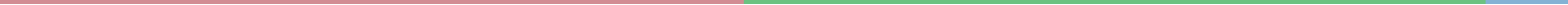
#78353 Karin Newburger
Email: karinnewburger@gmail.com 📞 7087692030
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 41 Secs
City: CHICAGO
State: Illinois
Country: UNITED STATES

Chat Transcript

Karin Newburger	Hello, I am your Acebuddy
Acebuddy	Hello Karin Newburger, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Karin Newburger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Karin Newburger	I'd like to report an Issue
Acebuddy	Please select an option!
Karin Newburger	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Karin Newburger	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Karin Newburger	I seem to hve lost an account in one of my files?

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu
Karin Newburger	Thank you
	I must have deleted an account by accident?
Anjainay Singh	Could you please confirm whether you have deleted the bank account in QB?
Karin Newburger	I am not sure if I deleted the account. It is missing and so are the transactions.
Anjainay Singh	Could you please confirm when you have deleted it?
Karin Newburger	I am not sure. I think it must have been late last week
Anjainay Singh	Thankyou for your confirmation.
	Could you please provide me the company file name?
Karin Newburger	3620 N Western
	Would you like me to get out of it? I am looking for a bank account that would have been labeled Checking or Heartland C
Anjainay Singh	May I take the remote access of your server?
Karin Newburger	yes
Anjainay Singh	No please stay Karin, I will confirm the file location and will restore the file and provide you backup for previous week.
	Please provide me remote access.
	Please close your QuickBooks. (Edited)
	Can I close it on your behalf?
	Please open the company file
	Are we still connected?
	Hello Karin, Are we still connected?
	Karin, Could you please confirm the file location?
	Hello Karin.
	Are we still connected?
Karin Newburger	should i sign in?
Anjainay Singh	Could you please confirm the company file location so that I can restore it for you it at that location?
	<i>6:50:44 PMAnjainay Singh is sharing a file with you</i> <i>image.png - (Size:30.85 KB)</i>
	Could you please confirm the folder in which company file 3620 N Western is present?

Karin Newburger	yes
	Client Data E
	Clinet Data
	1John
	<i>6:53:20 PMAnjainay Singh is sharing a file with you</i> <i>image.png - (Size:5.08 KB)</i> <i>is this the company file inside John1?</i>
	yes
Anjainay Singh	Thankyou for your detailed information and patience. Karin.
	I will provide you the required backup over an email and will also restore the file at its desired location and will notify you
Karin Newburger	thank you
Anjainay Singh	This process may take 30 minutes.
Karin Newburger	can i use Quickbooks while you are working?
Anjainay Singh	Yes sure Karin.
	Is there anything else I may help you with ?
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	I will also share the ticket id with you over the mail once this chat is disconnected.
	You may disconnect this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Anjainay Singh has ended this chat session</i>



Chat Trans

I need you to update my QB from 2023
in the hosted invironment I am

Visitor Details

#78653 Paula Olszewski

Email: paula@refugeeconnect.org 📞 9374096100

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20hosting&utm_adgroup=Primary&gad_source=1&gclid=CjwKCAjwvO7CBhAqEiwA9q2YJVTOH1nsc3Y6sQZKmcjpNNGnR-JZ71HQSWCEzcOhnuIY_9dRQBrAhxoCEVQQA vD_BwE

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

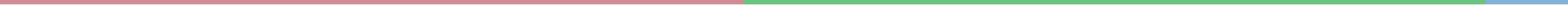
City: SPRINGBORO

State: Ohio

Country: UNITED STATES

Chat Transcript

Paula Olszewski	I need you to update my QB from 2023 to 2024. I know how to but in the hosted invironment I am told you have to.
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.
	Hi Paula, how are you doing today?
	Let me transfer this chat to the support team and they will assist you further.
	<i>Siddhant is transferring the chat to Support(QB & App Hosting).</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 Paula
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Anurag Sharma has ended this chat session</i>



Chat Trans

Hello, I am your Ac

Visitor Details

#78414 mary
Email: mary@infiniteaccountants.com 📞 2125440001
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: BAGUMBAYAN
State: Laguna
Country: PHILIPPINES

Chat Transcript

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

mary	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 :
mary	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
Acebuddy has ended this chat session	

Chat Trans

Hello, I am your Ac

Visitor Details

#78447 mary

Email: mary@infiniteaccountants.com 📞 2125440001

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: 2 Mins 54 Secs

City: BANAYBANAY

State: Laguna

Country: PHILIPPINES

Chat Transcript

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

mary	I'd like to raise a Request
Acebuddy	Please select your request type.
mary	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 :
mary	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
mary	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mary	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mary	May I confirm if the new QuickBooks Desktop version I requested—specifically the Intuit QuickBooks Desktop Accountant
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?
mary	myrealdata\IASAdmin.NPRE
	Thank you for your assistance
Yash Kalra	Kindly allow me two minutes to check the same.
mary	Thank you
Yash Kalra	Mary, upon checking from the backend, we found that the task to install new QuickBooks and migrating the user to the ne mail id: mary@infiniteaccountants.com
mary	Thank you.
Yash Kalra	Is there anything else I may help you with ?
mary	Let me double check
Yash Kalra	Sure, please take your time
mary	Please give me a minute
	<i>5:51:37 AMmary is sharing a file with you</i> <i>image.png - (Size:1.02 MB)</i>
	<i>I see several quickbooks but I don't see the new version. Apologize</i>
	Maybe I am overlooking on it. can you please help me find the new version?
Yash Kalra	May I take the remote access of your server?

mary	yes please
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
mary	No worries.
	I haven't opened any
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/6012091583
mary	Thanks I am downloading down
	we are still connected
	I can't chat with zoho assist
	I'm here
	waiting
Yash Kalra	Mary, we noted the issue, and our team is working on the issue encountered.
mary	Thank you
Yash Kalra	Please allow us some time to make changes from the backend
	Our team will mail you once the issue is resolved.
	Is there anything else I may help you with?
mary	Thanks
	That's all for now, we just need to get access of Quickbooks
	May I know how long this would take?
Yash Kalra	Our team is actively working on the issue, and we can expect to get it resolve soon.
mary	Ok
	should I disconnect now?
	I will wait for the email
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 survey link to provide feedback on your experience. We value your input and will use it to improve our service.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	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

Chat Trans

Hello, I am your Ac

Visitor Details

#78293 lorena seppanen
Email: lorenas@sentryusa.com ☎ 6058801246
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 32 Secs
City: WATERTOWN
State: South Dakota
Country: UNITED STATES

Chat Transcript

lorena seppanen	Hello, I am your Acebuddy
Acebuddy	Hello Lorenas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
lorena seppanen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lorena seppanen	I'd like to report an Issue
Acebuddy	Please select an option!
lorena seppanen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
lorena seppanen	QBs user account login problem
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	6:55:09 PMlorena seppanen is sharing a file with you image.png - (Size:23.29 KB)

	<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.
lorena seppanen	Hi Manish, we are having problems with users getting this error message when they try to open the company file
	<i>6:56:11 PMlorena seppanen is sharing a file with you</i> <i>image.png - (Size:23.29 KB)</i>
	<i>QBs error message</i>
	User chloejohnson
Manish Singh	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
lorena seppanen	This is an ongoing issue affecting multiple accounts. We have been creating new users for the affected users but it is not
Manish Singh	I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this i
	Kindly allow me two minutes to check the same.
lorena seppanen	Ok, thank you!
Manish Singh	May I take the remote access of your server?
lorena seppanen	My account is working correctly. Do you mean take access to chloejohnsons?
Manish Singh	Yes please
lorena seppanen	Yes you may take control
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
lorena seppanen	ok
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
lorena seppanen	ok, thank yo
Manish Singh	We have initiated the file repair, and this will take some time.
	Once done kindly confirm if the issue is resolved, if not kindly reinitiate the chat.
lorena seppanen	Ok, we did try that last week with a support rep and it didnt fix the problem
Manish Singh	Then we have to move the company file to another folder.
	Can we proceed with that?
lorena seppanen	Yes
Manish Singh	We have moved the company file to D:\Client data\Sentry LLC company file
lorena seppanen	Ok, do all users need to reopen the company file?
Manish Singh	We have tried everything like fixing the file via tool hub and repair the file moving company file to another folder, Lorenas
	I suggest you to please contact Intuit support regarding this issue.

	As this issue still persist.
lorena seppanen	Ok thank you for your help
Manish Singh	If the issue still be there, then we can further Escalate the issue to our Escalation team.
	We will definitely assist you in resolving this issue.
	Is there anything else I may help you with ?
lorena seppanen	That is all. Thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Manish Singh has ended this chat session



Chat Trans

Hello, I am your Ac

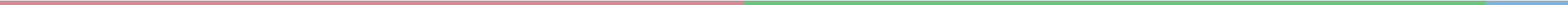
Visitor Details

#78333 mcox
Email: mcox@turnriver.com
Department: Support(QB & App Hosting)
Operator: Gaurav kumar
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 25 Secs
City: SAN FRANCISCO
State: California
Country: UNITED STATES

Chat Transcript

mcox	Hello, I am your Acebuddy
Acebuddy	Hello Margo Cox, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	Welcome to Ace Support.
	Please chose an option :
mcox	Technical Support (QB & App Hosting)
	I'd like to report an Issue
Acebuddy	Please select an option!
mcox	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mcox	I am trying to log onto the RDS for the first time and I am getting this error -- error code: 0x3000008
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 Margo
mcox	Hi Gaurav
Gaurav Kumar	I will be surely assisting you with this. Kindly help me with your server name and user name?
mcox	I'm not sure of our server name but our account id is [CID73903
	My user name may be margo.c@myrealdata.net or mcox@turnriver.com
	This is my first time logging in
Gaurav Kumar	Understood
	Thank you for the information and allow 2-3 minutes to check the same.
	May I just confirm if you are using a windows machine or a mac?
mcox	windows
Gaurav Kumar	Okay
	May I take the remote access of your local computer?
mcox	let me check with my boss one second
Gaurav Kumar	sure
	Are we still connected here?
mcox	yeah waiting on consent from boss

Gaurav Kumar	Sure, please take your time
mcox	I don't think I'll get a response from them -- is there any other way you can help me?
Gaurav Kumar	okay let me send a new RDP file with you, you can try to access the server using that RDP
mcox	Oh great she responded that you can remote accesss
Gaurav Kumar	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2792511775
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
	As per discussion over the remote session, The issue 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 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 Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Gaurav Kumar has ended this chat session</i>



Chat Trans

Hello, I am your Ac

Visitor Details

#78622 jon

Email: jon@sundackcpa.com ☎ 6314999437

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: FARMINGDALE

State: New York

Country: UNITED STATES

Chat Transcript

jon	Hello, I am your Acebuddy
Acebuddy	Hello Jon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jon	I'd like to report an Issue
Acebuddy	Please select an option!
jon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jon	my ultra tax keeps on crashing
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Abhay Kumar Saraswat accepted the chat transfer request.	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	I will be surely assisting you with the issue you have mentioned above.
jon	than kyou
Abhay Kumar Saraswat	Is this for account : Sundack LLC ?
jon	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	Would you mind providing more details on this?
jon	when i go to open a client ultra tax crashes
Abhay Kumar Saraswat	Okay
	Are you the only one facing this issue?
	Or the other members also facing?
jon	nobody else here
Abhay Kumar Saraswat	Okay

#78134 Jake Adams
Email: jake@adamsabc.com 📞 19546552533
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: 35 Secs
City: CONCORD
State: California
Country: UNITED STATES

Chat Transcript

Jake Adams	Hello, I am your Acebuddy
Acebuddy	Hello Jake Adams, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jake Adams	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jake Adams	I'd like to raise a Request
Acebuddy	Please select your request type.
Jake Adams	Password Reset
Acebuddy	Please select an option below
Jake Adams	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?
Jake Adams	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Jake Adams	I'm locked out of my account
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello Jake
	I will be surely assisting you with this. Kindly help me with your server name and user name?

Jake Adams	Adams Accounting Rhea/AA
Shubham Kataria	Thank you for the information. Please allow me a minute to check the same.
	Thank you for your patience.
	Your account has been unlocked now.
	Is everything working fine now?
Jake Adams	let me check
Shubham Kataria	Sure, take your time.
Jake Adams	it locked me out again
Shubham Kataria	I've unlocked the account again, It seems that you've entered the wrong password (Edited)
Jake Adams	I thought I just changed it but it looks like that new password isn't working
Shubham Kataria	Kindly reset the password again
	We see that you're already enrolled on Selfcare Portal.
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:
	<div>1. Visit Selfcare Portal (https://selfcare.acecloudhosting.com). Click "Forgot your password".</div> <div>2. Enter your Server Username.</div> <div>3. Enter the CAPTCHA verification and Click Continue.</div> <div>4. In the window that opens, Choose an authentication method from the list.</div> <div>5. Enter your new password and click Reset to finish.</div>
Jake Adams	ok
Shubham Kataria	Also as you're the account owner you may also reset it from My portal.
Jake Adams	ok thank you

Jake Adams has ended this chat session



Chat Trans

Hello, I am your Ac

Visitor Details

#78813 PURAVERDE LLC

Email: peter@buffaloroze.com 📞 6175139730

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: EAST WEYMOUTH

State: Massachusetts

Country: UNITED STATES

Chat Transcript -----

PURAVERDE LLC	Hello, I am your Acebuddy
Acebuddy	Hello Peter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
PURAVERDE LLC	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
PURAVERDE LLC	I'd like to report an Issue
Acebuddy	Please select an option!
PURAVERDE LLC	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
PURAVERDE LLC	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh email.
	Do you need any further assistance on the topic?
PURAVERDE LLC	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
PURAVERDE LLC	Hello, it says my quickbooks subscription needs to be renewed. Can you please review?
	RNA Services is the company name.
	We are a client of them.

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
PURAVERDE LLC	Thanks in advance
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu
PURAVERDE LLC	Thanks!
Anjainay Singh	You need to renew your license.
PURAVERDE LLC	Does RNA have to do that?
Anjainay Singh	I am also getting same message at my end.
PURAVERDE LLC	Can you reach out to RNA to update the license?
Anjainay Singh	As RNA has purchase the license from intuit , I recommend you to contact intuit support and renew your existing license a
PURAVERDE LLC	Got it!
Anjainay Singh	Yes this is the whole procedure Peter. (Edited)
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected? (Edited)
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Chat Trans

There appears to be windows installer
our CPU usage - please login with us
repair SAg

Visitor Details

#77746 Amanda Wheeler

Email: amanda@riverstone.build ☎ 8045929436

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: <https://www.acecloudhosting.com/contact-us/>

utm_source=google&utm_medium=cpc&utm_campaign=Performance_Max&utm_term=&utm_adgroup=&gad_source=1&gad_campaignid=2259653

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Amanda Wheeler	There appears to be windows installer running and taking up all of our CPU usage - please login with us ASAP as we are tr
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further. <i>Aayush is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Amanda Wheeler	We are trying to repair sage bust something is installing in the background. We have not installed anything and are not su
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?
Amanda Wheeler	Server = RiverstoneInc UN: myrealdata\amandawhe
Shubham Kataria	Kindly confirm if you would like us to repair sage application on the server.
Amanda Wheeler	I am with sage here with the user. Something is installing right now, possibly SQL. We have not installed anything yet. We cant do anything to assist the client until the installer finish's what its doing Its been running for over 15 min
Shubham Kataria	Okay, let me check
	I've checked and found nothing is installing on the server and SQL 2019 is already installed. (Edited)
	Are we still connected here?
Amanda Wheeler	yes <i>3:04:26 AM</i> Amanda Wheeler is sharing a file with you image.png - (Size:195.78 KB) screen shot for your review Are you still there?
Shubham Kataria	Yes, I am here
	Could you please confirm which user profile is this.

Amanda Wheeler	myrealdata\amandawhe
	<i>3:07:17 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:88.74 KB)</i> <i>May I take the remote access of your server as its not showing on our end</i>
	sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly re-login onto the server once
	Thank you for logging off, please re-connect again so that we can connect over remote again.
	Are we still connected here?
Amanda Wheeler	Yes
	re are reconnecteed
Shubham Kataria	Thank you
Amanda Wheeler	saage support is login in as well
Shubham Kataria	Please accept the remote request
	Could you please perform the same task now which you were performing earlier
Amanda Wheeler	let me get him back on please hold for a moment
Shubham Kataria	Sure, please take your time
Amanda Wheeler	OK, Im back.
Shubham Kataria	Great
	Is everything working fine now?
	Window installer is gone now.
Amanda Wheeler	one moment please
Shubham Kataria	Okay
Amanda Wheeler	We need to reinstall Sage. Do we have the permissions to do that?
Shubham Kataria	Let me check if you've admin right on server or not.
Amanda Wheeler	The application is missing from Program files (x86) We can partially launch so there must be files there but we cannot see
Shubham Kataria	Currently you have the admin rights on server
Amanda Wheeler	The error they are getting is saying that a folder is missing.
Shubham Kataria	Please share the path of the file so that I can check from server end
Amanda Wheeler	C:\Program Files (x86)\Sage\Sage 100 Contractor SQL directory.
	They need the entire Sage folder
Shubham Kataria	Let me check this location from our end

	This is location where I found the files for sage - C:\Program Files (x86)\Sage\Sage 100 Contractor SQL
Amanda Wheeler	are you still there??
Shubham Kataria	Yes, Kindly confirm if you're able to get the data for sage from this location
	And you have the admin rights on the server, you have the ability to re-install sage
Amanda Wheeler	The folder is missing. They should see the Sage folder in the root of (x86) and all the content within
	<i>3:34:46 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:216.57 KB)</i> <i>I found the data on this location</i>
	That it but we can not see it or browse to it
	<i>3:35:34 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:37.52 KB)</i> <i>There is a update folder as well</i>
Shubham Kataria	Let me open it for you on your end
	here is the folder
	C:\Program Files (x86)\Sage\Sage 100 Contractor SQL - use this path
Amanda Wheeler	Do we have permissions to install with this account?
Shubham Kataria	yes, you have the permissions on your account.
Amanda Wheeler	Do you guys take server state snapshots?
	It may be better to restore back to friday nights image if you have one.
	The attempted to install on Saturday
Shubham Kataria	let me check the folder previous version
Amanda Wheeler	Thank youy
Shubham Kataria	You're welcome
	I'm able to find the previous version of saturday
	Let me create another folder inside it to save
Amanda Wheeler	Wait
Shubham Kataria	Okay
Amanda Wheeler	We need to make sure it was from before they started to backup. Im talking about restoring from an image and not just a Im more concerned with SQL
Shubham Kataria	Okay, please make sure and let us know if you would like to restore the previous version.
Amanda Wheeler	What is the latest image/backup you have for Friday? we need to whole server restored

	<p><i>3:49:34 AMShubham Kataria is sharing a file with you</i></p> <p><i>image.png - (Size:53.04 KB)</i></p> <p><i>Here are the available versions which can be restored for you.</i></p>
	Im asking for the entire server to be restored Not Sage
Shubham Kataria	Unfortunately, server snapshots are taken only when necessary. However, please note that regular backups are performed
Amanda Wheeler	I can uninstall and reinstall the application. Sage has a direct relationship with SQL
	Haw do you backup the customers enviroment
	Whats the disaster recovery plann?
Shubham Kataria	We perform incremental backups twice a day for all folders and files to ensure data is consistently protected. (Edited)
Amanda Wheeler	Sage cannot be restored from a file/folder level backup
Shubham Kataria	If we restore the entire folder for sage application for you, will it won't work for you?
Amanda Wheeler	No
	You will break sage
	Can you see the resources being used by SQL? They are running SQL express. It is not allowed to use that much of their r
Shubham Kataria	Yes I can see there is a spike in resources, let me check it from the backend
Amanda Wheeler	Sorry, is there an L2 you can bump us up to?
Shubham Kataria	Yes, I can arrange a call back for you with our escalation engineer.
Amanda Wheeler	Do you know about how long that will take?
Shubham Kataria	Kindly provide your contact number, our escalation team member will call you in next 5 minutes.
	Luckily, I was able to convince the escalation team to prioritize your case.
Amanda Wheeler	8045929436
Shubham Kataria	Thanks for sharing the details ,Also Amanda I really appreciate your patience here.
Amanda Wheeler	sure thing!
Shubham Kataria	I've shared your contact number to our escalation team member, He is calling you in next few minutes.
Amanda Wheeler	please have them call back as he dropped when i merged calls
Shubham Kataria	Sure, let me inform him to call again
	He is calling again
	As you're connected with him over the call. Is there anything else may I help you with?
Amanda Wheeler	he cant hear us
	or we cant hear him
Shubham Kataria	Are you able to hear him now?
Amanda Wheeler	We have him thank you

	You may end the chat
Shubham Kataria	You're welcome.
Amanda Wheeler	Have a great day!
Shubham Kataria	He will surely assist you with this.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide feedback on your experience.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77944 jennifer

Email: jennifer@beckleyandassociates.com

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 Secs

City: PLANO

State: Texas

Country: UNITED STATES

Chat Transcript

jennifer

Hello, I am your Acebuddy

	Acebuddy	Hello Jennifer, I'm your Ace Buddy. I'll be happy to assi
		Whom Would You Like to Connect With?
	jennifer	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	jennifer	I'd like to report an Issue
	Acebuddy	Please select an option!
	jennifer	Other Issue
	Acebuddy	Please specify the issue you are facing before I connec
	jennifer	I am reaching out about ticket 707460
	Acebuddy	Please wait while we connect you to a Support Repres
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Yash Ahi accepted the chat transfer request.</i>
	Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name
		Hi Jennifer. How are you doing today?
	jennifer	Hi, Yash. I am fine, thank you.
	Yash Ahi	I will surely help you with this.
		As I can check, this application requires sign in to proc
	jennifer	Yes, I did not want to provide the login credentials via mycpa@beckleyandassociates.com and the password
	Yash Ahi	Alright Jennifer no issues.
		Please allow me two minutes. Let me access the serve
		Alright, Thank you for your patience.
		Let me enter the username and password.
		<i>1:54:38 AMYash Ahi is sharing a file with you</i> <i>image.png - (Size:47.58 KB)</i>
		Could you please help me with the steps jennifer?
		Let me only set it up first.
		Well I have installed that.
		Could you please check and verify?
	jennifer	Ok, I think I can do the rest.
	Yash Ahi	Yes, but I would request you to verify if you are able to
	jennifer	I can't do that right now, but I can reach back out if it's

Average Response Time: 2 Mins 12 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
	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 connec
David Weinstein	Hi Yesterday, I didn't have my reading glasses. Can yo
Acebuddy	Please wait while we connect you to a Support Repres
	<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
David Weinstein	I had the font's enlarged, because I had forgotten my i
	Now I'd like them reset to the original size
Manish Singh	Is it on your local system?
	David
David Weinstein	No on the vps
Manish Singh	Alright!
	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
David Weinstein	yes
Manish Singh	Prior providing the access, I would suggest you to clos
	We are connected on the remote session and will proc
	the time, I am putting the chat on hold, please do not

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: POWAY

State: California

Country: UNITED STATES

Chat Transcript -----

Alysia Toye	Hello, I am your Acebuddy
Acebuddy	Hello Alysia Toye, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Alysia Toye	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alysia Toye	I'd like to report an Issue
Acebuddy	Please select an option!
Alysia Toye	Password Reset
Acebuddy	Please select an option below
Alysia Toye	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below
	Do you need any further assistance on the topic?
Alysia Toye	Yes
Acebuddy	Please wait while we connect you to our Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gurwinder Singh accepted the chat transfer request.</i>
Alysia Toye	Hello. I need a password reset to our Admin account in QB & App Hosting email is the contact
	<i>Gurwinder Singh is transferring the chat to Anjainay Singh</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
	our ref # 701572
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh.
	Thank you for bringing this to our attention. I understand your concern.

		you resolve it as quickly as possible.
	Alysia Toye	wonderful
	Anjainay Singh	Please allow me two minutes so that I can look into the
	Alysia Toye	yes, thank you
	Anjainay Singh	So as per ticket you are not able to login into Company
		May I take the remote access of your server?
	Alysia Toye	yes , yes
	Anjainay Singh	Thankyou for allowing me a remote access.
		You are trying to reset the QB login credentials.
	Alysia Toye	it started with setting up ILS QB but then said our pass stuck
	Anjainay Singh	No worries ,Alysia I will assist you with your current iss
	Alysia Toye	ty
	Anjainay Singh	Could you please select the email? (Edited)
	Alysia Toye	none of those are us
	Anjainay Singh	Okay no worries.
		Please enter your email address.
		Could you please confirm have you ever accessed the
		Please enter the email address which you have already
	Alysia Toye	I am out of ideas
	Anjainay Singh	Please enter your password as per your choice.
		Please also make a note of password in your notepad.
		Please enter your password.
		You are into the Company File , Congratulations.
	Alysia Toye	thank you. so now i can start the process for the new C
	Anjainay Singh	Yes, you can proceed ahead with your pending task.
		Is there anything else I may help you with ?
	Alysia Toye	I think that is all i needed help with . Thank you!
	Anjainay Singh	Once the chat ends, we would appreciate it if you could smiling emoji.
	Alysia Toye	yes.
	Anjainay Singh	Please share your positive feedback by clicking on smi
		I will also share the ticket id with you over the mail on

You may disconnect this chat.

Alysia Toye has ended this chat session

Chat Trans

Hello, I am your Ace

Visitor Details

#78261 lorena seppanen

Email: lorenas@sentryusa.com ☎ 6058801246

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: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

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

		Welcome to Ace Support.
		Please chose an option :
	lorena seppanen	I'd like to report an Issue
	Acebuddy	Please select an option!
	lorena seppanen	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	lorena seppanen	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks. I will help you with resolving the issue
		Was that helpful?
	lorena seppanen	No
	Acebuddy	No issues, please wait while I connect you to one of our support agents.
		<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.
	lorena seppanen	Hi Anurag
	Anurag Sharma	Hello Lorenas
		I will be surely assisting you with this. Kindly help me with the details.
	lorena seppanen	sentry Sentry_Lorena
	Anurag Sharma	Kindly allow me two minutes to check the same.
	lorena seppanen	Ok
	Anurag Sharma	Could you please elaborate your issue?
	lorena seppanen	One of our team was chatting with someone from ACE Cloud Hosting. We have had an issue with QuickBooks. We had another user get the notification that their QuickBooks was corrupted. Can you verify if this is related to the file corruption problem?
		<i>12:27:17 AMlorena seppanen is sharing a file with you</i> <i>image.png - (Size:23.29 KB)</i>
	Anurag Sharma	I deeply apologize for the inconvenience caused to you.
		May I take the remote access of your server?
	lorena seppanen	yes
	Anurag Sharma	Could you please confirm the username of the user facing the issue?
	lorena seppanen	The username is Seths. But I created him a new account. Can you check if it was related?
	Anurag Sharma	Okay

		Prior providing the access, I would suggest you to clos
		Please login to the server and accept the remote sessi
	lorena seppanen	How do I log into the server?
	Anurag Sharma	Please ask the user Seths to login to the server.
		So that I can take the remote access and review the is
	lorena seppanen	will he be able to if I deleted the account already?
	Anurag Sharma	If you have disabled the user, then he will not be able
	lorena seppanen	I have disabled the user
		Is there a different way to tell if this would be related t
	Anurag Sharma	Lorenas are you also facing the same issue?
	lorena seppanen	No I am able to login without any issue
	Anurag Sharma	Do you have the access of the remote server of the us
	lorena seppanen	I can have him try to login with his disabled account
	Anurag Sharma	Could you please confirm when the user is facing this i
		While accessing the QB or while opening a company fi
	lorena seppanen	Opening the company file
		Seths tried the disabled account and it wouldnt let him new account now to see if there are any issues.
	Anurag Sharma	Okay
		Please ask him to check if the issue still persists.
	lorena seppanen	He is able to log into the new account without any issu
	Anurag Sharma	Nice, so the issue seems to be resolved right?
	lorena seppanen	Yes
	Anurag Sharma	Thanks for the confirmation !
	lorena seppanen	Is there anything else I may help you with ?
		That is all. Thank you!
	Anurag Sharma	I would greatly appreciate if you could spare a minute chat.
		Thank you for choosing ACE cloud Hosting, you have a
		You may end this chat now. Once you end this chat, yc conversation, along with a ticket number and survey fr
		I request you to kindly spare a moment to fill that out

working. I will appreciate that. or you may send your feedback on [Facebook](#) or [Twitter](#).
Thanks!

Note: You may change/reset your server password on [Ace Cloud Hosting](#) : <https://selfcare.acecloudhosting.com>).

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78179 Stephen Stull

Email: ddarrigo@stullcpa.com 📞 18176610095

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: TAMPA

State: Florida

Country: UNITED STATES

Chat Transcript

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

	Stephen Stull	I'd like to report an Issue
	Acebuddy	Please select an option!
	Stephen Stull	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect
	Stephen Stull	We created a ticket for user to be admin on a server you requested to get that done ASAP, please. Ticket #710239
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Yash Ahi accepted the chat transfer request.</i>
	Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi
	Stephen Stull	Hi! Thank you
	Yash Ahi	Hi Damian. How are you doing today?
	Stephen Stull	I'm fine, thank you, how about you?
	Yash Ahi	I will surely help you with that.
		Kindly allow me two minutes to check the same.
		I am also doing good Damian. Thank you for asking.
	Stephen Stull	Sure, take your time. I'm glad to head that
	Yash Ahi	Thank you for your patience Damian.
		It seems like the request for admin access is already completed
		We have provided you admin rights on the server.
	Stephen Stull	It is not for me, is for another user
	Yash Ahi	Catalina Bontempi?
		Yes, this user also has admin rights.
		You can ask her to logoff and re-login, and the change will be reflected
	Stephen Stull	That one. yes
		thank you
	Yash Ahi	My pleasure Damian.
		Is there anything else I may help you with ?
		Are we still connected here?
	Stephen Stull	no, that's it, thank you
	Yash Ahi	You are welcome.
		I would greatly appreciate if you could share the feedback

	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a
	You may end this chat now. Once you end this chat, yc conversation, along with a ticket number and survey f
	I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your f Thanks!
	Note: You may change/reset your server password on (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://w
	<i>Yash Ahi has ended this chat session</i>

Chat Trans

Hello, I am your Ace

Visitor Details

#77865 shari
Email: shari@jkservicesinc.com ☎ 18054079440
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: 19 Secs
City: MERIDIAN
State: Idaho
Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	

		Hello Shari, I'm your Ace Buddy. I'll be happy to assist
		Whom Would You Like to Connect With?
	shari	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	shari	I'd like to report an Issue
	Acebuddy	Please select an option!
	shari	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	shari	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your Quick help you with resolving the issue
		Was that helpful?
	shari	No
	Acebuddy	No issues, please wait while I connect you to one our s
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Gaurava Tyagi declined the transfer request.</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name
	shari	I am logged into Beacon QB and am getting an error st
	Manish Singh	Kindly allow me two minutes to check the same.
	shari	I am logged in as myself
	Manish Singh	May I take the remote access of your server?
	shari	yes
	Manish Singh	Prior providing the access, I would suggest you to clos
	shari	nothing is ope
	Manish Singh	Kindly accept the session.
		As I can check you have 1 user license that means you only.
		The company file you are trying to access is open on a
	shari	how do I add another one
	Manish Singh	You have to talk to intuit to upgrade your license

		When they will provide you with new one let us know t
	shari	I am sending a message to Melissa at Blue Isle - we we
	Manish Singh	Alright, Just let us know.
		Is there anything else I may help you with ?
	shari	FYI the beacon file is getting the same printing error
		so when I can get back online I will have to do another
	Manish Singh	Printing error is there any ticket related to that
	shari	it has been an ongoing issue
		I will work directly with QB though
		I am having too many issues
	Manish Singh	We can see that, Shari
		We will try our best to assist you along the way.
		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
	shari	yes no thanks
	Manish Singh	Thank you for choosing ACE cloud Hosting, you have a
		You may end this chat now. Once you end this chat, yc conversation, along with a ticket number and survey f
		I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your f Thanks!
		Note: You may change/reset your server password on (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://w

Manish Singh has ended this chat session

Visitor Details

#78654 ctrombley
Email: ctrombley@expertbizdev.com
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 29 Secs
City: NORTH WALES
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

ctrombley	Hello, I am your Acebuddy
Acebuddy	Hello Ctrombley, I'm your Ace Buddy. I'll be happy to a
	Whom Would You Like to Connect With?
ctrombley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ctrombley	I'd like to report an Issue
Acebuddy	Please select an option!
ctrombley	Other Issue
Acebuddy	Please specify the issue you are facing before I connec
ctrombley	Can't get onto remote- can't even get to login.
Acebuddy	Please wait while we connect you to a Support Repres
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ayush declined the transfer request.</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name today.
	Hello Ctrombley

	ctrombley	Okay me IT was able to get onto login and is trying to
	Shubham Kataria	No, we are not having any particular issue, Could you so that I can check your account. (Edited)
	ctrombley	Cyndi_EBDL
		<i>8:46:09 PMctrombley is sharing a file with you</i> 1_image.png - (Size:14.02 KB)
		he got in but I can't and am getting this message.
	Shubham Kataria	Thank you for the information. please allow me a minu
		Could you please try to log off from server and re-logir fine. As currently you're logged onto the server.
		<i>8:48:56 PMShubham Kataria is sharing a file with you</i> image.png - (Size:9.0 KB)
	ctrombley	Okay are you seeing me as logged off now? I was neve
	Shubham Kataria	No, it still shows online
	ctrombley	I'm not- can you kick me off?
	Shubham Kataria	No problem, I will surely assist you with this.
		Sure
		I have logged off the account, please try to access nov
	ctrombley	okay thx
		still getting same error message
	Shubham Kataria	Alright
		May I take the remote access of your local computer?
	ctrombley	yes
	Shubham Kataria	Prior providing the access, I would suggest you to clos
		https://assist.acecloudhosting.com/join/7172820482
		Kindly paste this link in the browser of local computer
		We are connected on the remote session and will proc the time, I am putting the chat on hold, please do not give your confirmation on this chat.
		Thank you for your patience.
		As per the remote session your RDP is start working or local machine
	ctrombley	thanks- I'll reboot later- will this chat stil stay open?
	Shubham Kataria	Unfortunately the chat will close after the reboot howe (Edited)

		You can confirm there about the login
		If the issue persists, we will reconnect via remote sess prefer. (Edited)
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the cl (1-888-415-5240) if any further assistance is required.
		<i>Shubham Kataria has ended this chat session</i>
<div></div>		
<div>Chat Trans</div>		
<div>Hello, I am your Ace</div>		
<div>Visitor Details</div>		
<div>#78386 David Weinstein</div>		
<div>Email: david@davidweinsteincpa.com 📞 19149071180</div>		
<div>Department: Support(QB & App Hosting)</div>		
<div>Operator: Yash Kalra</div>		
<div>Website: https://www.acecloudhosting.com/support-chat.php</div>		
<div>Operating System: Microsoft Windows</div>		
<div>Browser: Google Chrome</div>		
<div>Device: Desktop</div>		
<div>Average Response Time: 31 Secs</div>		
<div>City: NEW YORK</div>		
<div>State: New York</div>		
<div>Country: UNITED STATES</div>		
<div>Chat Transcript</div>		
	David Weinstein	Hello, I am your Acebuddy
	Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist
		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
	David Weinstein	I went to a hotel and forgot my reading glassess. I'd like to see the screen better
	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 surely assisting you with this. Kindly help me with the issue
	David Weinstein	DavidWein
		David weinstien
		weinstein
	Yash Kalra	Kindly allow me two minutes to check the same.
		May I take the remote access of your local computer?
	David Weinstein	yes
	Yash Kalra	Prior providing the access, I would suggest you to close all the applications
		Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/3062080364
		David, please rejoin the session, if the issue still persists
		Could you please confirm if the issue has been fully resolved?
		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 session. Please call us at (1-888-415-5240) if any further assistance is required.
		<i>Yash Kalra has ended this chat session</i>

Chat Trans

Hello, I am your Ac

Visitor Details

#77790 shari
Email: shari@jkservicesinc.com ☎ 18054079440
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 52 Secs
City: MERIDIAN
State: Idaho
Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shari	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connec
shari	users jim.k and stephanie do not have QB Premier 202

	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 surely assisting you with this. Kindly help me with the details.
	shari	blueisle - drake
	Shubham Kataria	Kindly confirm if this only user unable to access QB premier account?
	shari	no stephanie also
		and edna
	Shubham Kataria	Please allow me two minutes to check the same.
	shari	they are getting an error :
		I'm trying to get into Dtize in Quickbooks 24 and it tells me I don't have the right permission. I've logged in and back out and still can't get into it.
	Shubham Kataria	Sure, let me check
	shari	I need to make sure you guys don't alter our users
		this is not ok
	Shubham Kataria	Don't worry we won't make any changes. we will just provide access to the mentioned users
	shari	they already had access and someone removed it
	Shubham Kataria	I deeply apologize for the inconvenience caused to you.
		Could you please check with Stephanie once if the QB icon is visible on her desktop?
		I've provided the QB icon on all three users desktop
	shari	no she still can't access
		they need the premier accountant 2024, 2023, 2022
	Shubham Kataria	May I take the remote access of Her server?
	shari	it says it requires windows administrative permissions
		this will affect all 3 users
	Shubham Kataria	So basically they are receiving this error while accessing QB premier account?
		right?
	shari	yesyes
	Shubham Kataria	But they are able to see the QB icons
	shari	you can access stephanie remote

		yes the icons are there now
	Shubham Kataria	Got it, As on your server enterprise and premier both have admin rights to these users so that they can access QB
		Once the admin rights will be granted, they will be able to
	shari	ok please make sure everyone has the admin rights to
		the only exceptions are joel.b and aadmin should only
		and in Beacon is Enterprise 2024
	Shubham Kataria	Noted, we need to provide admin rights to everyone who
	shari	yes
	Shubham Kataria	So that they can use the QuickBooks without any issues
		I will provide the same.
		After this chat, I will send a disclaimer for Admin rights
		account owner.
		Once we will get the approval, we will provide the admin
	shari	I am the account owner
	Shubham Kataria	This request is still in under progress with the concern
		[melissa@blueisleinc.com](mailto:melissa@blueisleinc
		I will keep melissa in CC for your reference.
		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
		(1-888-415-5240) if any further assistance is required.
		<i>Shubham Kataria has ended this chat session</i>

Chat Trans

Hello, I am your Ac

Visitor Details

#78296 lorena seppanen
Email: lorenas@sentryusa.com ☎ 6058801246
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 56 Secs
City: WATERTOWN
State: South Dakota
Country: UNITED STATES

Chat Transcript

lorena seppanen	Hello, I am your Acebuddy
Acebuddy	Hello Lorenas, I'm your Ace Buddy. I'll be happy to assi
	Whom Would You Like to Connect With?
lorena seppanen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lorena seppanen	I'd like to report an Issue
Acebuddy	Please select an option!
lorena seppanen	Other Issue
Acebuddy	Please specify the issue you are facing before I connec
lorena seppanen	Continued help for RE: 712748 support ticke
Acebuddy	Please wait while we connect you to a Support Repres
	Acebuddy (bot) forwarded the chat request
	Ashutosh Mishra accepted the chat transfer request.
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name
lorena seppanen	Spoke with QBs about issue 712748 and they said to c files
Ashutosh Mishra	Thank you for the details.
	I understand you would like to proceed with clean rein
lorena seppanen	Yes

		If you think that will fix out login problem
	Ashutosh Mishra	I understand this is an ongoing issue, i will forward this to the senior level
		One we have received the input from the senior level we will start working on it to isolate and troubleshoot the concern.
		We will provide further updates over the email within the next 24 hours.
	lorena seppanen	In the meantime, are we ok to use QBs? Will our change affect anything?
	Ashutosh Mishra	Sure, you can use QuickBooks for now. If it is required we will provide further details over the email.
	lorena seppanen	Ok, thank you
	Ashutosh Mishra	Thanks for the confirmation !
		You may end this chat now. Once you end this chat, you will receive a follow-up email conversation, along with a ticket number and survey for your feedback.
		I request you to kindly spare a moment to fill that out as it will help us in our working. I will appreciate that. or you may send your feedback directly to us. Thanks!
		Note: You may change/reset your server password on your dashboard (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Ashutosh Mishra has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#77938 Robert Nolte
Email: rob@ddumpsters.com
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop

Average Response Time: 16 Secs

City: BATAVIA

State: Ohio

Country: UNITED STATES

Chat Transcript

Robert Nolte	Hello, I am your Acebuddy
Acebuddy	Hello Robnolte, I'm your Ace Buddy. I'll be happy to as
	Whom Would You Like to Connect With?
Robert Nolte	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Nolte	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Nolte	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Robert Nolte	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick wa
	Was that helpful?
Robert Nolte	No
Acebuddy	No issues, please wait while I connect you to one our s
	<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
Robert Nolte	Looks like the entire sessions (not just Quickbooks has
Anurag Sharma	Hello Robnolte
	I deeply apologize for the inconvenience caused to you
	I will be surely assisting you with this. Kindly help me v
Robert Nolte	user name is Rob
	server is:
	rdes.myreal.net
	rdes.myrealdata.net

Anurag Sharma	Please confirm if your username is Robert.N@myreald:
	<i>1:06:53 AMRobert Nolte is sharing a file with you</i> <i>1_image.png - (Size:3.79 KB)</i>
	Thanks for the confirmation !
	Are you the only one facing this issue?
Robert Nolte	Everyone else is out today, but I assume it is all users,
Anurag Sharma	How frequently you face this issue?
Robert Nolte	today is the first time in weeks that this has happened
Anurag Sharma	Thanks for the confirmation !
Robert Nolte	it usually happens when our local internet is unstable
Anurag Sharma	I have successfully logged you off from the server.
Robert Nolte	we have had alot of dropped internet sessions toady
Anurag Sharma	Please try to login again on the server once
	<i>1:09:59 AMRobert Nolte is sharing a file with you</i> <i>1_image.png - (Size:44.41 KB)</i>
	I would suggest you to please get this internet issue fi: issue still persists.
Robert Nolte	okay
Anurag Sharma	Please try again once
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the cl (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a

Anurag Sharma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details -----

#77753 Zainab Ali
Email: zainaba@opendoorsswa.org
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: 4 Secs
City: KENT
State: Washington
Country: UNITED STATES

Chat Transcript -----

Zainab Ali	Hello, I am your Acebuddy
Acebuddy	Hello Zainab Ali, I'm your Ace Buddy. I'll be happy to a
	Whom Would You Like to Connect With?
Zainab Ali	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Zainab Ali	I'd like to raise a Request
Acebuddy	Please select your request type.
Zainab Ali	Password Reset
Acebuddy	Please select an option below
Zainab Ali	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below
	Do you need any further assistance on the topic?
Zainab Ali	Yes
Acebuddy	Please wait while we connect you to our Support Repr
	<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
	I will be surely assisting you with this. Kindly help me v

	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the cl (1-888-415-5240) if any further assistance is required.

Yash Kalra has ended this chat session

Chat Trans

Hello, I am your Ace

Visitor Details

#78151 alysa.o.bhi
Email: alysa.o.bhi@gmail.com 📞 13213617833
Department: Support(QB & App Hosting)
Operator: Ankit Kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

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

	alysa.o.bhi	I'd like to report an Issue
	Acebuddy	Please select an option!
	alysa.o.bhi	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	alysa.o.bhi	QuickBooks is Frozen
	Acebuddy	Hmm, That doesn't sound good. But here's a quick wa
		Was that helpful?
	alysa.o.bhi	No
	Acebuddy	No issues, please wait while I connect you to one our s
		<i>Acebuddy (bot) forwarded the chat request</i>
	alysa.o.bhi	okay
		<i>Ankit accepted the chat transfer request.</i>
	Ankit	Thank you for contacting Ace Cloud Hosting. My name
	alysa.o.bhi	thank you
	Ankit	Hello Alysa, How are you doing today?
	alysa.o.bhi	quickbooks gave me an error message and now i am s
		anything
		very frustrating
	Ankit	I deeply apologize for the inconvenience caused to yo
		I will be surely assisting you with this. Kindly help me v
	alysa.o.bhi	what would the server name be?
		its alysa osborne
	Ankit	Thank you for the details.
	alysa.o.bhi	how can you assist
	Ankit	Your server name is : Brownstone.myrealdata.net.
	alysa.o.bhi	oh thank you
	Ankit	Kindly allow me 4-5 minutes to check the same.
	alysa.o.bhi	okay
	Ankit	Thank you for waiting. Could you please confirm if the application?
	alysa.o.bhi	i mean i am able to be typing this with you as it is froz
	Ankit	May I take the remote access of your server?
	alysa.o.bhi	yes

Ankit

We are connected on the remote session and will provide the time, I am putting the chat on hold, please do not give your confirmation on this chat.

As per discussion over the remote session, The issue is:

alysa.o.bhi

okaythank you

Ankit

Could you please confirm if this is the first time you have experienced this issue?
Has any other user experienced the same issue?

alysa.o.bhi

confirm

confirm it is fixed

how do i confirm you are logged out though

Ankit

I have ended the remote session.

alysa.o.bhi

okay thank you

Ankit

Thank you.

Is there anything else I may help you with ?

alysa.o.bhi

nope thanks

Ankit

Thank you for choosing ACE cloud Hosting, you have a great experience with us.

You may end this chat now. Once you end this chat, your conversation history will be saved. You can view your conversation history by clicking on the "History" link in the top right corner of the chat window.

I request you to kindly spare a moment to fill that out if you are not already working. I will appreciate that. or you may send your feedback to feedback@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your dashboard (https://selfcare.acecloudhosting.com).

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

Ankit has ended this chat session

Chat Transcription

Hello, I am your Account Manager, Ankit. I will be assisting you today.

Visitor Details

#77973 branden Hudson
Email: branden@oneextraconsulting.com 📞 13609019244
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: BATTLE GROUND
State: Oregon
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout



Chat Trans

Hello, I am your Ace

Visitor Details -----

#78086 shari
Email: shari@jkservicesinc.com ☎ 18054079440
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 23 Secs
City: MERIDIAN
State: Idaho
Country: UNITED STATES

Chat Transcript -----

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connec
shari	I need to log in as the other users and verify their acce
Acebuddy	Please wait while we connect you to a Support Repres
	<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

Chat Trans

Hello, I am your Ac

Visitor Details -----

#77979 Dan Segawa
Email: dsegawa@armdynamics.com ☎ 3102935861
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: 22 Secs
City: TORRANCE
State: California
Country: UNITED STATES

Chat Transcript -----

Dan Segawa	Hello, I am your Acebuddy
Acebuddy	Hello Dan Segawa, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
Dan Segawa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dan Segawa	I'd like to report an Issue
Acebuddy	Please select an option!
Dan Segawa	Other Issue
Acebuddy	Please specify the issue you are facing before I connec
Dan Segawa	Server running low on C drive messafe
Acebuddy	Please wait while we connect you to a Support Repres
	<i>Acebuddy (bot) forwarded the chat request</i>
Dan Segawa	message
	<i>Anurag Sharma accepted the chat transfer request.</i>

	Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name
		Hello Dan
	Dan Segawa	Hello Anurag, how are you today?
	Anurag Sharma	I am good, What about you?
	Dan Segawa	doing well, thank you for asking
		9% free space remaining on drive C
		can we take a look?
	Anurag Sharma	I deeply apologize for the inconvenience caused to you
		I will be surely assisting you with this. Kindly help me v
	Dan Segawa	advancedarmprod
		Dan
		DanS
	Anurag Sharma	Thanks for the confirmation !
		Please allow me 2 minutes to check the same.
	Dan Segawa	ok, please take your time, i will step away for a few mi
	Anurag Sharma	Okay
		Your earlier disk space available was only 9 %.
		After performing the disk cleanup. I have freed up you
		You now have around 22GB of free disk space in your C
		Which seems to be efficient for your working. (Edited)
	Dan Segawa	you are awesome thank you
	Anurag Sharma	Thank you so much Dan.
		Is there anything else I may help you with ?
	Dan Segawa	that will be all, have a blessed day ahead...
	Anurag Sharma	Thanks for the confirmation !
		I would greatly appreciate if you could spare a minute chat.
		Thank you for choosing ACE cloud Hosting, you have a
		You may end this chat now. Once you end this chat, yc conversation, along with a ticket number and survey f
		I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your f
		Thanks!

Note: You may change/reset your server password on :
(https://selfcare.acecloudhosting.com).

For self-help, check out our Knowledge Base (https://w

Anurag Sharma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#78700 Cynthia Cantu
Email: cynthia@thecreekgroup.com 📞 713-880-1224
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 46 Secs
City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

Cynthia Cantu	Hello, I am your Acebuddy
Acebuddy	Hello Cynthia Cantu, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Cynthia Cantu	Managed IT
Acebuddy	Please wait while we connect you to an available Repr
	Acebuddy (bot) forwarded the chat request
	Pradeep Kumar accepted the chat transfer request.
	Pradeep Kumar is transferring the chat to Support(QB

		<i>Abhay Kumar Saraswat accepted the chat transfer req</i>
	Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name today.
	Cynthia Cantu	Hello My Computer had to go to shop so am working o in information.
		and link so that I can log into my server
	Abhay Kumar Saraswat	Sure.
		I will be surely assisting you with this.
	Cynthia Cantu	thank you so much
	Abhay Kumar Saraswat	Is this regarding for account: The Creek Group ?
	Cynthia Cantu	Yes that is correct
	Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.
	Cynthia Cantu	Yes Sir
	Abhay Kumar Saraswat	And , Thanks for the confirmation !
		Thank you for your patience.
		Is this your username: CynthiaCG ?
	Cynthia Cantu	Yes Sir
	Abhay Kumar Saraswat	Great.
		So, you are saying that you are working on your laptop login into the server, right?
	Cynthia Cantu	Yes Sir, that is correct
	Abhay Kumar Saraswat	Sounds good.
	Cynthia Cantu	and I will have to reset my password
	Abhay Kumar Saraswat	Sure, could you please confirm me your registered em
	Cynthia Cantu	Cynthia@thecreekgroup.com
	Abhay Kumar Saraswat	Great.
		Could you please allow me 2-3 minutes?
	Cynthia Cantu	Yes Sir
	Abhay Kumar Saraswat	Let me create an email for you to send the password easily download on your laptop and then you can logir
	Cynthia Cantu	Awsome

	Abhay Kumar Saraswat	Please allow me 2 more minutes.
	Cynthia Cantu	Okay
	Abhay Kumar Saraswat	Thank you.
		I apologize for any delay. Thank you for your patience.
		I've just sent you an email.
		Could you please check and confirm?
	Cynthia Cantu	I received one saying my password has been reset
		Just got the second one
	Abhay Kumar Saraswat	Yes, correct
		Please take your time.
	Cynthia Cantu	I don't recall my security question answers
	Abhay Kumar Saraswat	Okay, no worries.
		Kindly allow me two minutes to check the same.
	Cynthia Cantu	Thank you
	Abhay Kumar Saraswat	Thank you for your patience.
	Cynthia Cantu	thank you for your help
	Abhay Kumar Saraswat	I just checked and found that you are enrolled on selfc there to reset this process.
		By the help of this, you can recreate your questions ar
	Cynthia Cantu	sounds good
	Abhay Kumar Saraswat	And to allow us to dis-enroll you, could you please sen email chain so we could process this further?
		Just write something that "I'm giving written approval
	Cynthia Cantu	Set
		sent
	Abhay Kumar Saraswat	This message has been deleted
		Allow me to check.
		Just checked, but not received yet.
		Yep, got it.
	Cynthia Cantu	Awesome
	Abhay Kumar	

	Saraswat	Thank you for the approving the same.
	Cynthia Cantu	no problem
	Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.
	Cynthia Cantu	Thank you
	Abhay Kumar Saraswat	Thank you for your patience.
		So, we just completely dis-enroll you from selfcare por
	Cynthia Cantu	Thank you so much
	Abhay Kumar Saraswat	Now, you can process further and choose the question
		And then please confirm.
	Cynthia Cantu	waiting on email now
		got the reset email now waiting on the portal one
	Abhay Kumar Saraswat	Okay
	Cynthia Cantu	am in thank you so much for your help today
	Abhay Kumar Saraswat	My pleasure to assist you.
		Is there anything else I may help you with ?
	Cynthia Cantu	Have a great day
	Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute chat.
		You may end this chat now. Once you end this chat, yc conversation, along with a ticket number and survey f
		I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your f Thanks!
		Note: You may change/reset your server password on (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://w
		Thank you for choosing ACE cloud Hosting, you have a
		<i>Abhay Kumar Saraswat has ended this chat session</i>

Chat Trans

Hello, I am your Ace

Visitor Details -----

#78158 Lewisville
Email: lewisville@eaglefintax.com ☎ 4696098829
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: 52 Secs
City: KORATLA
State: Telangana
Country: INDIA

Chat Transcript -----

Lewisville	Hello, I am your Acebuddy
Acebuddy	Hello Lewisville, I'm your Ace Buddy. I'll be happy to as
	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	Password Reset
Acebuddy	Please select an option below
Lewisville	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.cor password needs to be reset and we'll share an update
	Do you need any further assistance on the topic?
Lewisville	Yes
Acebuddy	Please wait while we connect you to our Support Repr

#78342 ewallace

Email: ewallace@teazzers.com 📞 14698674781

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 21 Secs

City: PENSACOLA

State: Florida

Country: UNITED STATES

Chat Transcript -----

ewallace	Hello, I am your Acebuddy
Acebuddy	Hello Ewallace, I'm your Ace Buddy. I'll be happy to ass
	Whom Would You Like to Connect With?
ewallace	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ewallace	I'd like to report an Issue
Acebuddy	Please select an option!
ewallace	Other Issue
Acebuddy	Please specify the issue you are facing before I connec
ewallace	Excel Add-ons/ IIF Transaction Creator is no longer wor
Acebuddy	Please wait while we connect you to a Support Repres
	Acebuddy (bot) forwarded the chat request
	Shashwat Verma accepted the chat transfer request.
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name
	Hello
	I will surely help you with this issue.
	10:23:18 AMewallace is sharing a file with you Screenshot 2025-06-16 at 11.48.21 PM.png - (Size:34. error message
	Is this issue occurring only for you, or are other users c

	ewallace	no idea, it's midnight here. I'm the only user of the ad
	Shashwat Verma	Okay
		Kindly allow me two minutes to check the same.
		May I take the remote access of your local computer?
	ewallace	my local computer or the server I'm logged into?
	Shashwat Verma	We need access of both.
		Will share you the link and you can join the session
	ewallace	ok, but not sure what my machine has to do with the i
	Shashwat Verma	Prior providing the access, I would suggest you to clos
		https://assist.acecloudhosting.com/join/1842767061
		Kindly Click on the link and open the downloaded file.
		We need to logoff- login in you the same during the se
		If you join the session from server, our chat will get dis
		We are connected on the remote session and will proc
		the time, I am putting the chat on hold, please do not
		give your confirmation on this chat.
		Are we still connected here?
	ewallace	hey still here
	Shashwat Verma	Eric, we have made some changes
		This might take 5-7 mins
	ewallace	ok
	Shashwat Verma	Do you have the setup file for the add-on? It was previ
		should be set up from your side. Therefore, we will nee
		share the setup file so we can proceed accordingly.
	ewallace	how do you want me to share it?
		I emailed it you before
		no I guess I ddin't
	Shashwat Verma	Okay
		<i>11:13:58 AMewallace is sharing a file with you</i> Screenshot 2025-04-22 at 1.49.27 AM.png - (Size:121. <i>it's on the remote computer</i>
		<i>11:14:16 AMewallace is sharing a file with you</i> Screenshot 2025-04-22 at 1.49.27 AM.png - (Size:121.
		Eric, We have a solution for your issue. We will be assigning

		<p>We’ve noted your preferred installation location and, a installing the file from our end again.</p> <p>However, this time, with admin privileges, you’ll be ab forward.</p> <p>To proceed, we’ll send you an admin access disclaim complete the backend setup for you.</p>
	ewallace	gotcha
	Shashwat Verma	Sure, let me email you the same
		We have just email you the disclaimer on your earlier t
		Kindly acknowledge the same, rest will be assured by
		Is there anything else I may help you with ?
	ewallace	do I just reply to the email saying I understand?
	Shashwat Verma	Yes
		I got the reply
		Will update you on email, once we are done
		Is there anything else I may help you with ?
	ewallace	any idea on the timeline?
	Shashwat Verma	It might take 50-60 mins usually
		Rest will inform you on email
		Is that work for you?
	ewallace	no that's all for now
		thx
	Shashwat Verma	Sure
		Thank you for choosing ACE cloud Hosting, you have a
		You may end this chat now. Once you end this chat, yc conversation, along with a ticket number and survey f
		I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your f Thanks!
		Note: You may change/reset your server password on (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://w
		<i>Shashwat Verma has ended this chat session</i>

Chat Trans

Hello, I am your Ac

Visitor Details

#77774 shari
Email: shari@jkservicesinc.com ☎ 18054079440
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 58 Secs
City: MERIDIAN
State: Idaho
Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shari	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connec
shari	I'm on with QB to get the correct product number for E

	Acebuddy	Please wait while we connect you to a Support Representative.
		<i>Acebuddy (bot) forwarded the chat request</i>
	shari	is sashwat available today?
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name
		No, not right now.
	shari	ok
	Manish Singh	Kindly email us with the detail we will install the application
	shari	they are wanting to see the connection
	Manish Singh	Connection like?
	shari	do I have access to the enterprise accountant 2024 on
		they need to be able to remote in to my computer to see
	Manish Singh	As I can check the product code for QB 2024 was incorrect
		On ticket #704568
	shari	I understand but that is the code I am being given so that
	Manish Singh	Is your version US or CA?
	shari	US
		they are making me call a different number now
	Manish Singh	This message has been deleted
		This message has been deleted
	shari	I can't get the number until they can access the screen
	Manish Singh	Shall I arrange a call with ACE and Intuit in this regard?
	shari	I am on the phone with them now
	Manish Singh	With Intuit you mean?
	shari	yes
		Can you please push the Enterprise 2024 to my login screen
	Manish Singh	Trying installing the QB 2024 Enterprise now. (Edited)
	shari	ok can I log into my remote
	Manish Singh	Yes
		You can
		<i>7:41:03 PM</i> Manish Singh is sharing a file with you image.png - (Size:39.68 KB)

	shari	I need to have that on my remote please
	Manish Singh	Tried but Product code seems to be incorrect for Quick
	shari	also my QB Accountant 2022 and 2023 have been rem
	Manish Singh	May I know your username on server?
	shari	sbray
		jim.k and steph should have all 3 also
		QB Accountant 23-24
		sorry 22, 23, 24
	Manish Singh	Sbray has only QuickBooks Premier Acc 2024 on desk
		No other QB icon found.
	shari	I don't think you are looking at the right one
		I have Quickbooks Desktop Accountant 2024, Quickbo
		Premiers
		someone deleted Desktop Accountant 2022 and 2023
	Manish Singh	Would you like 2022 and 2023 on your desktop?
	shari	yes someone removed them yesterday
		my other 2 users jim.k and steph will also need those
	Manish Singh	Alright, doing it now.
	shari	not premier
		I need desktop Accountant
	Manish Singh	Done
	shari	no you gave me premier
		I need desktop accountant
	Manish Singh	You have QB Accountant 2024, Enterprise 2023
	shari	I need QB Desktop Accountant 22 and Desktop Accour
	Manish Singh	Check now
	shari	intuit is stating to make sure the firewall is not blockin
		error is because of the firewall
		you just keep dropping the same wrong files
		can I get a supervisor
	Manish Singh	Let me arrange a callback with Escalation team regard
	shari	I am on the phone with Intuit now
		this needs to be ASAP

Manish Singh

8054079440 Is this your conatct number?

shari

yes

I can conference you guys together

Manish Singh

Alright let me arrange a callback

Need to close this chat in order to arrange a callback.

Need to take note of all and inform to Escalation.

shari

ok

Manish Singh

Thank you for choosing ACE cloud Hosting, you have a

You may end this chat now. Once you end this chat, yc conversation, along with a ticket number and survey fi

I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your fi Thanks!

Note: You may change/reset your server password on (https://selfcare.acecloudhosting.com).

For self-help, check out our Knowledge Base (https://w

Manish Singh has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#78520 Alysia Toye

Email: alysia.toye@ils-corp.com ☎ 8588424127

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: LA MESA
State: California
Country: UNITED STATES

Chat Transcript -----

Alysia Toye	Hello, I am your Acebuddy
	We are still not fixed . the other two users cannot acce
	email through qb
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Alysia Toye	thank you
	<i>Ashutosh Mishra is transferring the chat to Anurag Sha</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name
	Hello again Alysia
	Could you please confirm the username of the users fa
Alysia Toye	let me get it from them
Anurag Sharma	Sure
	<i>9:45:08 PMAnurag Sharma is sharing a file with you</i> <i>image.png - (Size:4.13 KB)</i>
	<i>Alysia, could you please ask the other two us</i>
	It is placed on their desktop
Alysia Toye	ILS_Jeff
	ILS_JohnS
Anurag Sharma	They just need to double click on this and have to log i you did.
Alysia Toye	how do i send them this short cut? Is there a way you
Anurag Sharma	The shortcut is already placed on their desktop
Alysia Toye	yes
	they are logged in to qb now
	<i>9:47:56 PMAnurag Sharma is sharing a file with you</i> <i>image.png - (Size:4.7 KB)</i>

		Ask them to double click on this icon, which .
	Anurag Sharma	If they are facing issue, we can get connected on remc
	Alysia Toye	it might be easier to have you work with them directly.
	Anurag Sharma	Okay, Can I take the remote access of their servers?
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the cl (1-888-415-5240) if any further assistance is required.
	Alysia Toye	yes
	Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a
		Are we still connected here?
	Alysia Toye	oh good
		they are not able to get this to work
	Anurag Sharma	Okay, Can I take the remote access of their servers?
	Alysia Toye	please log in to John first
		Jeff is frozen in qb
	Anurag Sharma	I have unfreeze him
		Prior providing the access, I would suggest you to clos
	Alysia Toye	thank you
	Anurag Sharma	Please ask John to connect on the server
	Alysia Toye	he is connecting now
	Anurag Sharma	Okay
		Please ask John to accept the remote session request c
	Alysia Toye	he says nothing popped up
	Anurag Sharma	We are connected on the remote session and will proc the time, I am putting the chat on hold, please do not give your confirmation on this chat.
		Please ask him to login again on the server.
	Alysia Toye	are you able to get in?
	Anurag Sharma	Yes
	Alysia Toye	he says its not working
	Anurag Sharma	Yes, I am checking the issue.

	Alysia Toye	thank you
	Anurag Sharma	Please ask him to use the correct User ID and passwor
		Are we still connected here?
	Alysia Toye	yes
		i was looking up the access for John .sorry
		is it working?
	Anurag Sharma	Okay, no problem.
		We are working on it.
	Alysia Toye	ty
	Anurag Sharma	It is working for John
		Can we move to other user now? who was facing the is
	Alysia Toye	thank you > john says thank you
		Jeff is next
	Anurag Sharma	Okay
		May I take the remote access of Jeff's server?
	Alysia Toye	let me yes
		sorry, yes
	Anurag Sharma	Prior providing the access, I would suggest to close an
		We are connected on the remote session and will proc the time, I am putting the chat on hold, please do not give your confirmation on this chat.
	Alysia Toye	he says he was able to print
	Anurag Sharma	Great, Is there anything else I can help you with?
	Alysia Toye	No , THank you so much for the help with this . you are
	Anurag Sharma	Thanks for the confirmation !
		I would greatly appreciate if you could spare a minute chat.
		Thank you for choosing ACE cloud Hosting, you have a
		You may end this chat now. Once you end this chat, yc conversation, along with a ticket number and survey fi
		I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your fi
		Thanks!

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

For self-help, check out our Knowledge Base (<https://w>

Anurag Sharma has ended this chat session

Chat Trans

Hello, I am your Ace

Visitor Details

#78671 Md Haque

Email: mhaque@arjani.com 📞 16265781978

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: 28 Secs

City: BAKERSFIELD

State: California

Country: UNITED STATES

Chat Transcript

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

	Md Haque	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect
	Md Haque	Login is disabled
	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
	Md Haque	Hi Manish
		Server: temoarjani.myrealddata.net
		Username: myrealddata\Temo3
	Manish Singh	Kindly allow me two minutes to check the same.
	Md Haque	<i>1:24:09 AMMd Haque is sharing a file with you</i> <i>1_image.png - (Size:12.25 KB)</i>
		ok.
	Manish Singh	Kindly try to access now.
	Md Haque	ok
		let me try
	Manish Singh	Alright, please take your time
	Md Haque	ok... it worked. thank you
	Manish Singh	Is there anything else I may help you with ?
	Md Haque	thanks for your help today. that's all i needed for now.
	Manish Singh	I would greatly appreciate if you could spare a minute to provide feedback on this chat session. Your feedback will help us improve our service and ensure we meet your expectations. Please take a moment to fill out the survey at the end of this chat. Your input is valuable to us.
		Thank you for choosing ACE cloud Hosting, you have a great day ahead
		You may end this chat now. Once you end this chat, you will receive a follow-up email with a link to our survey. Your feedback is important to us, and we will use it to improve our service. Thank you for your time and feedback.
		I request you to kindly spare a moment to fill that out if you are not busy. If you are busy, you can skip it. We will appreciate that. or you may send your feedback via email to support@acecloudhosting.com. Thank you!
		Note: You may change/reset your server password on your dashboard (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
		<i>Manish Singh has ended this chat session</i>

Chat Trans

Hello, I am your Ace

Visitor Details

#78791 David L Ennis
Email: david@fsc-consulting.com 📞 0
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 46 Secs
City: SAN ANTONIO
State: Texas
Country: UNITED STATES

Chat Transcript

David L Ennis	Hello, I am your Acebuddy
Acebuddy	Hello David Ennis, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
David L Ennis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David L Ennis	I'd like to report an Issue
Acebuddy	Please select an option!
David L Ennis	Other Issue
Acebuddy	Please specify the issue you are facing before I connec
David L Ennis	The remote source cant be reached, cant login to the a
Acebuddy	Please wait while we connect you to a Support Repres

		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name
	David L Ennis	Good Morning, thanks
	Ashutosh Mishra	I will surely help you with this issue.
		Kindly allow me few minutes to check the same.
	David L Ennis	ok
	Ashutosh Mishra	In order to assist you further we are transferring you to
		<i>Ashutosh Mishra is transferring the chat to Anjainay Si</i>
	David L Ennis	ok
		<i>Anjainay Singh accepted the chat transfer request.</i>
	Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name
		Thank you for bringing this to our attention. I understa you resolve it as quickly as possible.
	David L Ennis	ok thanks
	Anjainay Singh	Could you please confirm since when you are facing th
	David L Ennis	This morning was first time i encountered the issue
	Anjainay Singh	Could you please also confirm along with you how mar
	David L Ennis	Im the only one that I am aware of the other employee issue
	Anjainay Singh	Thankyou for your information.
		May I take the remote access of your local computer?
	David L Ennis	yes please
	Anjainay Singh	https://assist.acecloudhosting.com/join/6202092398
		Prior providing the access, I would suggest you to clos
	David L Ennis	ok
	Anjainay Singh	Please copy above URL at your local machine browser
		Click on downloaded file and choose agree and contin
		We are connected.
		Please stay connected.
		Please stay connected.
		Please stay connected.

	Carlos	I'd like to report an Issue
	Acebuddy	Please select an option!
	Carlos	Password Reset
	Acebuddy	Please select an option below
	Carlos	Not Enrolled to Selfcare Portal
	Acebuddy	Please drop an email on support@acecloudhosting.com password needs to be reset and we'll share an update
		Do you need any further assistance on the topic?
		As we haven't got any response from your end, We are Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Trans

Hello, I am your Acebuddy

Visitor Details

#78314 Drew Cooke
Email: drewc@neomarketingonline.com ☎ 3309331843
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: 21 Secs
City: NORTH CANTON
State: Ohio
Country: UNITED STATES

Chat Transcript

Drew Cooke	Hello, I am your Acebuddy
Acebuddy	

		Hello Drew Cooke, I'm your Ace Buddy. I'll be happy to
		Whom Would You Like to Connect With?
	Drew Cooke	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Drew Cooke	I'd like to report an Issue
	Acebuddy	Please select an option!
	Drew Cooke	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Drew Cooke	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks, I will help you with resolving the issue
		Was that helpful?
	Drew Cooke	No
	Acebuddy	No issues, please wait while I connect you to one of our support agents
		<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.
	Drew Cooke	I can not login to the Server through Remote Desktop
	Manish Singh	Is this the first time you're experiencing this issue? Also, is it only on your account?
	Drew Cooke	No it has been difficult to login for quite a while it takes a long time on it. I am the only user on this QB
	Manish Singh	Alright, I will try to help you with this.
		May I take the remote access of your local computer?
	Drew Cooke	yes
	Manish Singh	https://assist.acecloudhosting.com/join/4892827330
		Prior providing the access, I would suggest you to close all other applications running on your computer.
		Kindly paste this link in the browser of your local computer.
		We are connected on the remote session and will proceed with the troubleshooting. During this time, I am putting the chat on hold, please do not close the browser. Once the issue is resolved, I will give you the confirmation on this chat.
		Is there anything else I may help you with?
	Drew Cooke	I would like to logout and login back in now

	Manish Singh	Please take your time.
	Drew Cooke	Looks good thank you
	Manish Singh	I would greatly appreciate if you could spare a minute smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a
		You may end this chat now. Once you end this chat, yc conversation, along with a ticket number and survey fi
		I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your fi Thanks!
		Note: You may change/reset your server password on (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://w
	Manish Singh has ended this chat session	

Chat Trans

Hello, I am your Ac

Visitor Details

#78197 Angelo Bocacao

Email: info@clmqbp.com 📞 639157602689

Department: Support(QB & App Hosting)

Operator: Ayush kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: SAMPALOC EAST

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Angelo Bocacao	Hello, I am your Acebuddy
Acebuddy	Hello Angelo Bocacao, I'm your Ace Buddy. I'll be happ
	Whom Would You Like to Connect With?
Angelo Bocacao	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angelo Bocacao	I'd like to report an Issue
Acebuddy	Please select an option!
Angelo Bocacao	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Angelo Bocacao	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connec
Angelo Bocacao	Our license says that we can only do viewing only, but
Acebuddy	Please wait while we connect you to a Support Repres
	<i>Acebuddy (bot) forwarded the chat request</i>
Angelo Bocacao	hi
	<i>Ayush kumar accepted the chat transfer request.</i>
Ayush kumar	Thank you for contacting Ace Cloud Hosting. My name
	<i>6:40:05 AMAngelo Bocacao is sharing a file with you</i> <i>image.png - (Size:238.72 KB)</i>
	Hi Angelo, Hope you are doing great today!
Angelo Bocacao	Im good thanks for asking
	how abt you?
Ayush kumar	I will be surely assisting you with this. Kindly help me v
	<i>6:40:45 AMAngelo Bocacao is sharing a file with you</i> <i>image.png - (Size:140.71 KB)</i>
Angelo Bocacao	CID68636
Ayush kumar	I Am good, thanks for asking.
Angelo Bocacao	There is only 1 user on the server
	Our QB license is still active until June 25.
Ayush kumar	

		Allow me 4-5 minutes, let me check.
	Angelo Bocacao	okay
		i am also calling your support line, no answer :(
	Ayush kumar	I apologize for that, but we didn't received any call. We
		I will help you here!
	Angelo Bocacao	ok
		kindly check
	Ayush kumar	Are you currently logged in to the server?
	Angelo Bocacao	yes
	Ayush kumar	May I take the remote access of your server?
	Angelo Bocacao	sure
		i think you also need to update QB
	Ayush kumar	Prior providing the access, I would suggest you to clos
	Angelo Bocacao	its already r15
		everything is closed now
	Ayush kumar	Sure, it will done in the night hours.
	Angelo Bocacao	But we need to use QB now :(
		it is morning in the Phils
	Ayush kumar	We request you to kindly connect with the intuit supp
	Angelo Bocacao	it is activated
	Ayush kumar	Could you please cross verify from there end once?
		Please login to https://camps.intuit.com/ .to get the lic
		Intuit support number : 800-607-7513
		Are you on call with us as well with Gaurav Kumar?
		Since you are on call with us as well, I am disconnectir
		You may end this chat now. Once you end this chat, yc conversation, along with a ticket number and survey f
		I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your f Thanks!
		Note: You may change/reset your server password on (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://w

Thank you for choosing ACE cloud Hosting, you have a

Ayush kumar has ended this chat session

Chat Trans

Hello, I am your Ac

Hello, I am your Ac

Visitor Details

#78298 Dean Goninen

Email: dean@lifelineav.com ☎ 608-348-3057

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 43 Secs

City: BARDSTOWN

State: Kentucky

Country: UNITED STATES

Chat Transcript

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

	Acebuddy	What type of QuickBooks Issue are you facing?
	Dean Goninen	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect
	Dean Goninen	The Adobe - create a pdf connector is not working when I
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh
		<i>9:16:25 PMDean Goninen is sharing a file with you</i> <i>Screenshot 2025-06-16 -Adobe error.png - (Size:16.66 KB)</i>
	Dean Goninen	When I try to print to Adobe pdf it gets stuck here....
	Ashutosh Mishra	Hello Dean, I will be surely assisting you with this. Kindly provide your name?
	Dean Goninen	LifelineAV and my name is Dean
	Ashutosh Mishra	Thanks for the confirmation !
		Kindly allow me two minutes to check the same.
	Dean Goninen	OK
	Ashutosh Mishra	Is this issue occurring only for you, or are other users also facing the same?
	Dean Goninen	I'd have to check with the others.
		I work remotely, so I don't have the face to face contact with the users.
	Ashutosh Mishra	May I take the remote access of your local computer?
	Dean Goninen	sure
	Ashutosh Mishra	Prior providing the access, I would suggest you to close all the running applications.
	Dean Goninen	Yes
	Ashutosh Mishra	Kindly paste this link in the browser of local computer
		https://assist.acecloudhosting.com/join/3492711500
	Dean Goninen	Thank you for your assistance.
	Ashutosh Mishra	As per discussion over the remote session, The issue is resolved. I would suggest you to try the Adobe connector which is faster and saves directly to your documents on the cloud.
		Thanks for the confirmation !
		I would greatly appreciate if you could spare a minute to provide feedback on this chat.
		You may end this chat now. Once you end this chat, you will receive an email with the details of this conversation, along with a ticket number and survey form link.

I request you to kindly spare a moment to fill that out if you are working. I will appreciate that. or you may send your feedback to me.

Thanks!

Note: You may change/reset your server password on !
(<https://selfcare.acecloudhosting.com>).

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

Dean Goninen OK, thanks

Ashutosh Mishra has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#78494 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 36 Secs

City: DIVADA

State: Gujarat

Country: INDIA

Chat Transcript

ankit Hello, I am your Acebuddy

Acebuddy Hello Ankit, I'm your Ace Buddy. I'll be happy to assist

Whom Would You Like to Connect With?

ankit	Technical Support (QB & App Hosting)
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	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	ankit	I'd like to report an Issue
	Acebuddy	Please select an option!
	ankit	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	ankit	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect
	ankit	Continue abort error comes and server off
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Ayush kumar accepted the chat transfer request.</i>
	ankit	hi
		711173 our id
		Issue open
		<i>Ayush kumar is transferring the chat to Tushar.</i>
		<i>Tushar accepted the chat transfer request.</i>
	Tushar	Thank you for contacting Ace Cloud Hosting. My name
		Kindly allow me two minutes to check the same.]
		The ticket is with our escalation team.
		as this chat session is disconnected from your end.
		As there was no response, we are disconnecting the chat session (1-888-415-5240) if any further assistance is required.
		Thank you for choosing ACE cloud Hosting, you have a
		<i>Tushar has ended this chat session</i>

Chat Trans

Hello, I am your Ac

Visitor Details -----

#78096 Avery Lewis
Email: avery@wpvc.org
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 48 Secs
City: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript -----

Avery Lewis	Hello, I am your Acebuddy
Acebuddy	Hello Avery Lewis, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
Avery Lewis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Avery Lewis	I'd like to report an Issue
Acebuddy	Please select an option!
Avery Lewis	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Avery Lewis	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connec
Avery Lewis	My company file is not showing up.
Acebuddy	Please wait while we connect you to a Support Repres
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name
	Avery, I will be surely assisting you with this. Kindly he
Avery Lewis	Server name is wpvc@myrealddata.com my user name

	Ashutosh Mishra	Thanks for the confirmation !
		Is this the first time you are facing this issue?
	Avery Lewis	No
		Yes
		Yes this is the first time
	Ashutosh Mishra	Is this issue occurring only for you, or are other users c
	Avery Lewis	Just me
	Ashutosh Mishra	Thank you for letting me know Avery, may i take remo cause of the issue?
	Avery Lewis	Yes
	Ashutosh Mishra	Prior providing the access, I would suggest you to clos
	Avery Lewis	Winter park volleyball club
	Ashutosh Mishra	Thanks for the confirmation !
		When was the last time you were able to access the cc
	Avery Lewis	Yesterday
	Ashutosh Mishra	I see that Craig has access to the company file, do you company file before?
	Avery Lewis	No I just opened it and it was there but now its gone
	Ashutosh Mishra	Rest assured Avery I am doing some changes from bac
	Avery Lewis	Ok thank you
	Ashutosh Mishra	Thank you for your patience.
		I see that Craig has the required company file under h company file to the shared location under the D drive however, we would require permissions from Craig to c
	Avery Lewis	Yes that works! you can email him for approval.
	Ashutosh Mishra	Thanks for the confirmation, Avery. I will email Craig fo
		Is there anything else I may help you with ?
	Avery Lewis	That is all, Thank you!
	Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a
		You may end this chat now. Once you end this chat, yc conversation, along with a ticket number and survey fi
		I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your fi Thanks!

Note: You may change/reset your server password on :
(https://selfcare.acecloudhosting.com).

For self-help, check out our Knowledge Base (https://w

Ashutosh Mishra has ended this chat session

Chat Trans

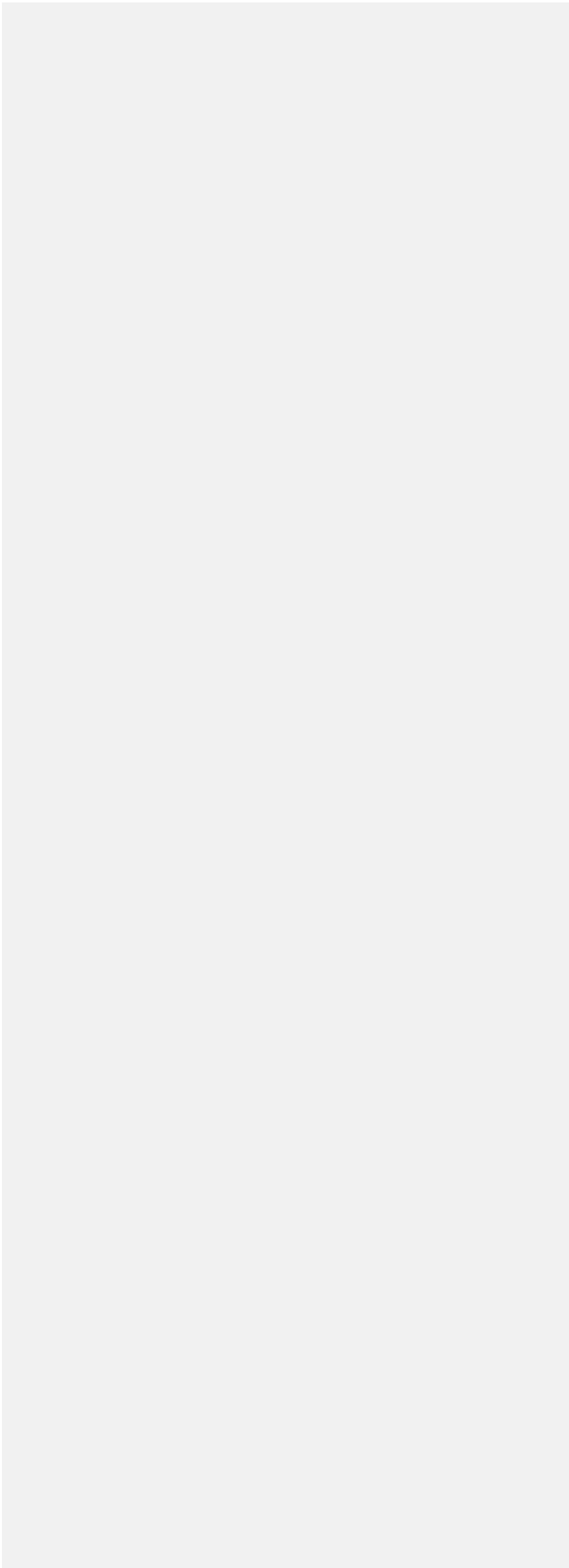
Hello, I am your Ac

Visitor Details

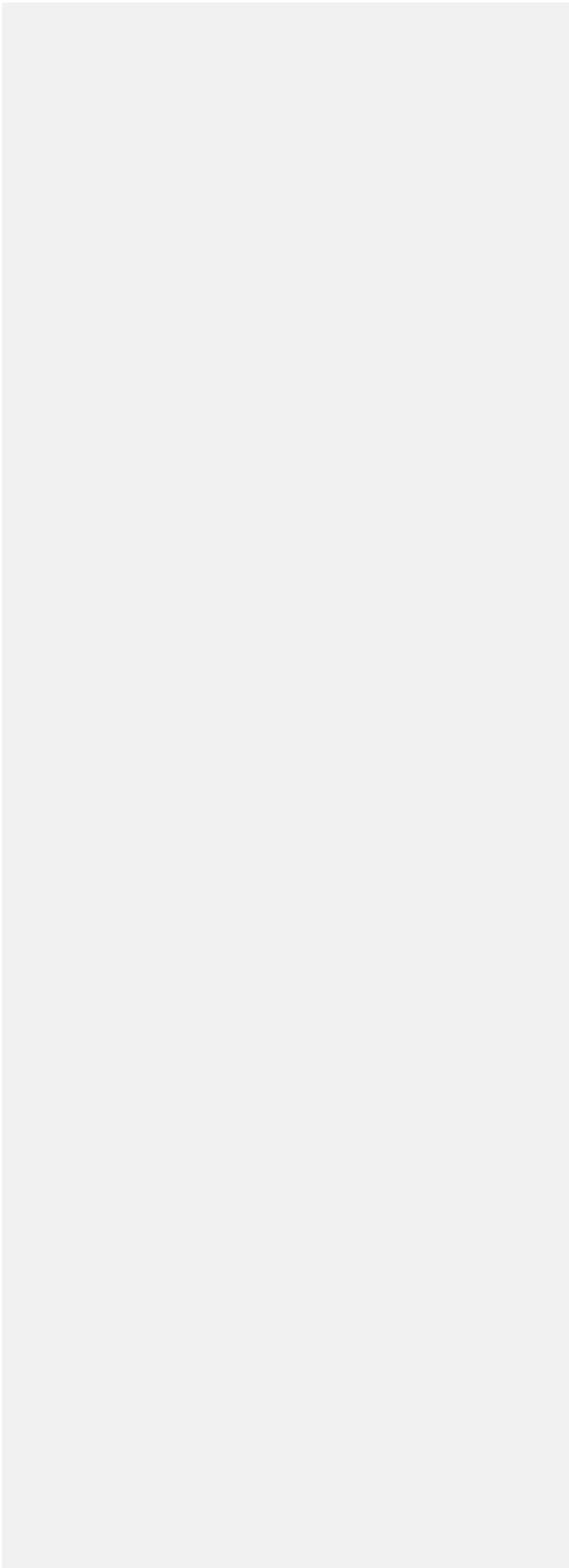
#78166 info
Email: info@brkimcpa.com 📞 9729724930
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 49 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

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



info	Other Issue
Acebuddy	Please specify the issue you are facing before I co representative!
info	Microsoft issue
Acebuddy	Please wait while we connect you to a Support Re
Acebuddy (bot) forwarded the chat request	
Anjainay Singh accepted the chat transfer request	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My n you today.
info	At some point, we started seeing the message 'Th opening Excel files. Everyone in our company is e
10:17:36 PMinfo is sharing a file with you image.png - (Size:4.58 KB)	
Anjainay Singh	Thank you for bringing this to our attention. I und here to help you resolve it as quickly as possible.
info	Thank you
Anjainay Singh	Could you please confirm since when you are faci
info	probably two weeks ago
Anjainay Singh	Thankyou for your confirmation.
	Could you please also provide the excel file name our end?
10:22:28 PMinfo is sharing a file with you image.png - (Size:29.99 KB)	
	Thankyou for your cooperation.
info	It's not just this file—other files also occasionally f
Anjainay Singh	Please allow me two minutes so that I can look int
info	Got it
Anjainay Singh	is everyone facing same issue for all files at their
info	Yes
Anjainay Singh	May I take the remote access of your server?
info	Sure
Anjainay Singh	Prior providing the access, I would suggest you to end.
info	Okay
Anjainay Singh	Could you please also confirm your login name so



	(Edited)
	<i>10:26:47 PM</i> info is sharing a file with you <u>1_image.png</u> - (Size:42.11 KB)
	Okay I am working on it.
	It is opened now.
	There is no issue to be worrying about . actually w windows it gets block as it is security feature.
	You may enable unblock option by clicking on unb
	Are we still connected here?
	Are we still connected here?
info	Excel files used to open without any issues previo every time?
	Is there a way to prevent this from happening??
Anjainay Singh	Please provide me two minutes so I can look into
info	Thank you
Anjainay Singh	Actually it does not happen with every files but it
	Please do not worry about it as well I have escalat also be removed.
info	right
	Thank you
Anjainay Singh	I wish you do not face same issue in future so our
info	Thanks!
Anjainay Singh	Is there anything else I may help you with ?
info	That's it.Thank you so much
Anjainay Singh	Once the chat ends, we would appreciate it if you selecting the smiling emoji.
info	got it
Anjainay Singh	It was really pleasure assisting you.
	<i>info has ended this chat session</i>

