

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74657 Zachary Doughty

**Email:** zacharyd@qps4u.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** MESA

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

Zachary Doughty	Hello, I am your Acebuddy
Acebuddy	Hello Zachary Doughty, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Zachary Doughty	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Zachary Doughty	I'd like to report an Issue
Acebuddy	Please select an option!
Zachary Doughty	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Zachary Doughty	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Zachary Doughty	I can not email Invoices, sales orders etc out of QuickBooks
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*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.
Zachary Doughty	Good morning
Manish Singh	Good Morning
	I will surely help you with this issue.
Zachary Doughty	Great what is the first step to fix this issue?
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Zachary Doughty	the ticket number I was told to reference was 665487. My is Zachary Doughty with Quick Product Solutions
Manish Singh	May I take the remote access of your server?
Zachary Doughty	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.  We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting Once the issue is resolved, kindly give your confirmation on this chat.
	Kindly contact Intuit support regarding Login Issue and contact us back regarding Email Issue.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Manish Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74053 Robert Zeigen**

**Email:** rzeigen@szcpa.tax  15613920620

**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:** LAKE WORTH

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

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Robert Zeigen Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

## Chat Transcript

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Hello, I am your Acebuddy

## Visitor Details

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**#73598 Kassie Molinar**

**Email:** kassie@ironwoodbc.com  19362061325

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** EL PASO

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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Kassie Molinar	Hello, I am your Acebuddy
Acebuddy	Hello Kassie Molinar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kassie Molinar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kassie Molinar	I'd like to raise a Request
Acebuddy	Please select your request type.
Kassie Molinar	Password Reset
Acebuddy	Please select an option below
Kassie Molinar	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?
Kassie Molinar	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello kassie
Kassie Molinar	Hello.
Shashwat Verma	I will surely help you with this issue.
	Do you have the acceess of myportal?
Kassie Molinar	I don't need my password reset.
	Kevin is unable to access his account
	We've tried resetting the password and it still doesn't let him in.
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
Kassie Molinar	We need his desktop password reset
	it's not my computer
	it is for Kevin.
Shashwat Verma	No problem, you can share the link with them

Kassie Molinar	the username is myrealdata/KevinR
	no that is not what I am asking
	I am needing you to help get Kevin logged in. Kevin is not available to chat.
Shashwat Verma	kassie, as you have mentioned above that kevin is not able to login, hence you want password reset for them or want ass
Kassie Molinar	Yes, Kevin isn't available to chat. I need to handle it for him.
Shashwat Verma	Yes, perfect
	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/1862364963">https://assist.acecloudhosting.com/join/1862364963</a>
	Kindly share the link with kevin
Kassie Molinar	What is the link for?
Shashwat Verma	It is for remote session for their local pc access
Kassie Molinar	As I stated, Kevin isn't available to do this.
	I need to handle for him.
	can you please help me with that
Shashwat Verma	So you want to login as kevin from your pc?
Kassie Molinar	Well the issue is that no one can currently login as Kevin.
	I'm happy to try if that helps
Shashwat Verma	I'll assist you to do so, if you know their password
	Shall we proceed?
Kassie Molinar	I'm afraid you aren't listening.
	The password we have on file is not working.
Shashwat Verma	Kassie, no problem, you are the admin, you can reset it , if that's not work, but still we have try for the same
	<i>The visitor's phone number was changed to 19362061325.</i>
Kassie Molinar	I reset it earlier and it still isn't working.
Shashwat Verma	So you need new password for them?
Kassie Molinar	sure
	It is now saying his account is restricted
	Can you just help with that
Shashwat Verma	Yes, kassie, for that issue we require to check the RDP file saved on the kevin pc, hence we asked for remote access
	There are multiple reasons for which users getting prompts errors
	As per our records, kevin is active user on the account
	Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Shashwat Verma has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #74329 Rikitा

**Email:** rikitavdabasia95@gmail.com

**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 20 Secs

**City:** GLENMOORE

**State:** Pennsylvania

**Country:** UNITED STATES

### Chat Transcript

Rikitा Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Rikitा Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Rikitा I'd like to report an Issue

Acebuddy Please select an option!

Rlkita	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rlkita	I cannot get into the Lacerte Tax software
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.
Rlkita	Thank you.
Manish Singh	I will surely help you with this issue.
May I know the Lacerte version in which you are facing this issue.	
Rlkita	2024
Lacerte 2024	
Manish Singh	Let me update Lacerte and then you can try again.
Rlkita	Yes please
Manish Singh	Working on it
Rlkita	Thanks
Manish Singh	Need to restart the server once.
Rlkita	I only get the disconnect option not the restart option
Manish Singh	Restarted the server, Kindly login after 1 minute and try to access Lacerte
Rlkita	Sure
Manish Singh	Try to login once and check.
Rlkita	Okay I will
Its Loading	
Manish Singh	Yes, please take your time
Rlkita	Yes it works now. Thanks you.
Manish Singh	Is there anything else I may help you with ?
Rlkita	No that is it.
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 appri quality@acecloudhosting.com. Thanks!	

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

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

*Manish Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74902 heidi**

**Email:** heidi@scottscpa.com ☎ 512-900-7974 ext 115

**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:** AUSTIN

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

heidi Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74609 david.cook.mpa**

**Email:** david.cook.mpa@outlook.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 53 Secs

**City:** PROVIDENCE

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

david.cook.mpa Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

david.cook.mpa Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

david.cook.mpa Restart

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

Whom Would You Like to Connect With?

david.cook.mpa Managed IT

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

*Acebuddy (bot) forwarded the chat request*

*Pradeep Kumar accepted the chat transfer request.*

Pradeep Kumar Thank you for contacting Ace cloud hosting my name is Pradeep how may I help you for today?

david.cook.mpa Hi Pradeep. I need to set up remote access on a new workstation. My client # is CID72915

Pradeep Kumar	Alright, Let me transfer the chat to the concerned the concerned team.
david.cook.mpa	Thank you.
<p><i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i></p>	
<p><i>Ashutosh Mishra accepted the chat transfer request.</i></p>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
david.cook.mpa	Thank you very much. My user name is David Cook
	The account is CID72915
	I am not sure what the server name is.
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	Please allow me to inform we can send the RDP application to you over the email.
david.cook.mpa	Great. My email is david.cook.mpa@outlook.com
Ashutosh Mishra	You may end the chat as once it's closed the ticket will be generated and I will send you the RDP under the same ticket.
	Is there anything else I may help you with ?
david.cook.mpa	Wait, I think there is a misunderstanding. I apologize. I need help setting up remote access to my ACE account on a new computer and set up that access?
Ashutosh Mishra	Sure, i will send you the invite over david.cook.mpa@outlook.com for remote session.
david.cook.mpa	Thank you very much.
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
	You can also click on following link to start the session <a href="https://assist.acecloudhosting.com/join/5562793748">https://assist.acecloudhosting.com/join/5562793748</a>
david.cook.mpa	I believe we are connected now.
Ashutosh Mishra	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
<p><i>Ended due to chat idle timeout</i></p>	

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## Chat Transcript

Hello, I am your Acebuddy

**#74253 Nathan Urry****Email:** techs@cr-t.com  13853251678**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:** 28 Secs**City:** DRAPER**State:** Utah**Country:** UNITED STATES**Chat Transcript**

Nathan Urry	Hello, I am your Acebuddy
	What is case 660297? I do not believe that is from me (nathan.urry@wholdllc.com)
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Nathan Urry	thank you
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	This is chat transcript that was sent to you from Ace, you were in chat session just now with me. Once the chat is closed you will receive an email with the new case number listed above...?
Nathan Urry	i got that transcript in an email
	I got a separate email with the new case number listed above...?
Ashutosh Mishra	Yes, each time you start a chat session a new ticket number is generated.
	Once the chat session is closed.
Nathan Urry	ok thank you
	i'm done
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Ashutosh Mishra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74562 office

**Email:** office@rkirkdev.com ☎ 4086861199

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** MORGAN HILL

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

office	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 :
office	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
office	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
office	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at when issued by Intuit, It might get delayed due to unforeseen circumstances.  If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
office	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Jody, How are you doing today ?
office	ticket 664160. waiting for call back. I would like to resolve the issue this morning. thank you
Rohan Prajapati	Thank you for sharing the ticket Number.
	Kindly allow me 4-5 minutes to check the same.  As I can see from the previous tickets, we have tried all possible solutions, but they didn't work. Therefore, we believe tha create a new user for you and share the credentials shortly.
office	ok
Rohan Prajapati	Will that be okay with you? We will test it on our end first and migrate the data from the old profile to the new profile before sharing the new user cre
office	yes, but my concern is that I'm having the same issue with Randy's computer
Rohan Prajapati	As I can see from the previous ticket, we have made the changes for the user, Randy, only.  We have made the changes for only RandyK.Pro1
office	the other user is myself  yeah ok, we have only one user that we share.between the two computers
Rohan Prajapati	Yes that's the case

	Okay So, we will share the new user details with you once it's done and tested on our end.
	Is there anything else I may help you with ?
office	Do I stay on chat and wait for the changes?
Rohan Prajapati	Jody, you need to stay on the chat as it will take some time to test and create the user
	We will update you via email once its done
	It should be resolved by morning.
office	ok, I'll go home then and come in early tomorrow morning.
Rohan Prajapati	Sure Jody. We will try to update you as soon as possible
office	Please contact me 408-314-8033 if needed
Rohan Prajapati	Thank you so much for sharing the contact number
	Is there anything else I may help you with ?
office	no thank you
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Rohan Prajapati has ended this chat session*

## Chat Transcript

We need to try to open up some space on our server.

### Visitor Details

**#74755 Brent Leonard**

**Email:** bleonard@ohioams.com **Phone:** 12165253117

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

**Operator:**

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

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Mins 41 Secs

**City:** BRUNSWICK

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Brent Leonard We need to try to open up some space on our server

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

Brent Leonard Thank you'

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

*Sharath Kumar accepted the chat transfer request.*

When we log in, we gt a warning that we are at 3 % remaining

*Sharath Kumar is transferring the chat to Manish Singh.*

Can you find out if there are files that can be delted to open up space?

*Manish Singh has not responded for the transfer request.*

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

Sure, this process will take some time as the whole server will need to be scanned

Brent Leonard That would be much appreciated. Is that possible?

Sharath Kumar Once the scan is completed, I can let you know what is taking the space on the server and I'll try deleting the irrelevant fi

Please allow me a couple of hours for the same and I will keep you posted on the findings via email

anything else that I may assist you with in the meantime?

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.

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73761** megan

**Email:** megan@martinenterprisesheatingandac.com ☎ 8474381203

**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:** 22 Secs

**City:** LAKE ZURICH

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

megan	Hello, I am your Acebuddy
Acebuddy	Hello Megan Martin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
megan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
megan	I'd like to report an Issue
Acebuddy	Please select an option!
megan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
megan	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
	Was that helpful?
megan	No

Acebuddy No issues, please wait while I connect you to one our support engineers who'd assist you.

*Acebuddy (bot) forwarded the chat request*

*Shashwat Verma accepted the chat transfer request.*

Shashwat Verma Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you.

Hello Megan

megan Hello, Brian Daly is unable to login to Quickbook's this morning.

Shashwat Verma I will surely help you with this issue.

megan Brian.Da

Shashwat Verma Is he able to join the server?

OR just having issue with Quickbooks only?

megan It is a message saying QB's thinks someone else is working on the file and we have license.

Shashwat Verma Got it!

megan Brian Daly should still be active, we requested one month.

Shashwat Verma Kindly allow me two minutes to check the same.

megan Thank you.

Shashwat Verma Can we take the server access of Brian and check the error at their end?

megan Sure.

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

I have shared the invitation

Kindly accept it at Brian end

megan I'm not with Brian.

I have to email him.

Shashwat Verma Could you please inform him or ask them to initiate the chat.

megan He hasn't responded yet. Are you able to troubleshoot without him accepting?

Shashwat Verma Megan, we need their access for the issue

We can schedule a call-back then for him.

Is that work for him?

megan Yes please. What is your email?

I will put you both on an email.

Shashwat Verma support@acecloudhosting.com, kindly share direct contact number and time for call-back.

megan Thank you.

Shashwat Verma	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74803 ankit**

**Email:** ankit@hkidata.com

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

**Operator:**

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 41 Secs

**City:** DAHOD

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

ankit	Hello, I am your Acebuddy
Acebuddy	Hello Ankit, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ankit	Technical Support (QB & App Hosting)
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 you to an available support re
ankit	Slowness issue
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
ankit	Hi
	Hi
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assis
ankit	Hi
	QB working very slow in all pc
Sharath Kumar	Hello Ankit, sorry to hear about that
	Let me quickly check the server and see why that is happening
ankit	Ok
Sharath Kumar	what is the server name that you are currently connect to?
ankit	JIGNESH
	I think all logoff
	Anyone online?
Sharath Kumar	checking, one moment please
ankit	Ok
	Can u reboot?
Sharath Kumar	Sure, I just did that
	it has been successfully rebooted, could you please try signing in now and let me kno
	as we are connected on the other chat, I am closing this chat
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73938 Susan Thompson**

**Email:** susan@alteinc.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** SANDERSVILLE

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

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

Susan Thompson	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Susan Thompson	in re: ticket ID 656818
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
<i>Ashutosh Mishra is transferring the chat to Shashwat Verma.</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be as
	Hello Susan
Susan Thompson	Hi Shashwat! How are you today
Shashwat Verma	I am good, what about you?
Susan Thompson	I'm doing well! Thanks ~
	reaching out about our ticket ID# 656818...
Shashwat Verma	Kindly allow me two minutes to check the same.
Susan Thompson	ok
	on standby
Shashwat Verma	You have requested for Quickbooks update right?
	I will surely help you with this issue.
Susan Thompson	yes I have...our email auto-ticket response said an engineer would reach out within tv that was at 2:33pm so I wanted to make sure everything was ok
	I didn't know if it had already been done? or still pending.
Shashwat Verma	I apologize for any delay.
Susan Thompson	so the basis for the request comes from our QuickBooks pro adviser who also handles She's been having issues with the (forgive me for being bad at explaining this) auto-p where she pre-slates our paychecks for every two weeks. The last two didn't automat she had to manually force the payroll
	no worries!
	She thinks its due to the latest update not being done.
Shashwat Verma	I got your issue
Susan Thompson	since we are fairly new to AceCloud, we assumed you automatically handle these sort we need to reach out and request each time they need to be done?
Shashwat Verma	Qb made these updates automatically, however for some cases we have to do it man
	We have noted your request and will update the Qb Enterprise 2024 as well as payroll and will let you know on email.

	Is that work for you?
Susan Thompson	oh ok thank you so much for letting me know. I appreciate it. FYI I work really unpredictably although we are USA Stateside, I have international customers that require me to sometimes work night hours. This is one of those weeks. How long do you need me to be out of the system to dictate when is a good time to do it
Shashwat Verma	In that case we can schedule the update as per your requirement, kindly give us the preferred time slot which server is not in use, most cases we require only 20-25 mins of downtime.
Susan Thompson	oh! that's not bad at all.....how about run them around 3:30 a.m. I usually don't work from 1am-5am in case scenarios so that will be a safe time
Shashwat Verma	Sure, kindly confirm the time Zone to avoid any confusion.
Susan Thompson	Eastern Standard Time / USA
Shashwat Verma	Thanks for the confirmation !
	We'll align accordingly.
	Is there anything else I may help you with ?
Susan Thompson	wonderful thank you so much for your help today! have a great night.
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
Susan Thompson	sure thing - have a great night
Shashwat Verma	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 summarizing our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74061 info

**Email:** info@dchhauling.com ☎ 708-774-6393

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** GRIFFITH

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Maria Belen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate op
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
info	I need help backing up QB
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 assist
	Hii Maria
info	Thanks!
	Could you help me backing up QB?
Manish Singh	I will surely help you with this issue.
	May I take the remote access of your server?
info	yes
	What do you need?
Manish Singh	<a href="https://assist.acecloudhosting.com/join/9602327243">https://assist.acecloudhosting.com/join/9602327243</a>
	Kindly join this link
	Prior providing the access, I would suggest you to close any important documents at yo
	We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
info	hi
Manish Singh	Kindly let us know when you have the information regarding the backup till then we a ticket as follow up.
	Is there anything else I may help you with ?
info	no
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowl">https://www.acecloudhosting.com/knowl</a> )
<i>Manish Singh has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73843 Jennifer McKinney**

**Email:** jennifer@austinboatshow.com ☎ 512-921-3461

**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:** MERRIFIELD

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Jennifer McKinney	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer McKinney	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer McKinney	I'd like to raise a Request
Acebuddy	Please select your request type.
Jennifer McKinney	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Jennifer McKinney	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.
	<ul style="list-style-type: none"><li>• QuickBooks Year</li><li>• Variant : Pro / Premier / Enterprise / Accountant</li><li>• License Number</li><li>• Product Code</li></ul>
	Generally, application upgrades are completed during the night hours to avoid any downtime.

do specify if you need the request processed at a specific time.

Do you need any further assistance on the topic?

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73416 accounting**

**Email:** accounting@ecplastictrays.com ☎ 5857506545

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** HILTON HEAD ISLAND

**State:** South Carolina

**Country:** UNITED STATES

### Chat Transcript

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

accounting	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
accounting	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need help Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74362 Alex Williford**

**Email:** alex.williford@southjerseycpas.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 51 Secs

**City:** LAS VEGAS

**State:** Maryland

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy

Please wait while we connect you to an available Representative.

*Acebuddy (bot) forwarded the chat request*

*Pradeep Kumar accepted the chat transfer request.*

Pradeep Kumar

Thank you for contacting acecloudbhosting. My name is Pradeep how may I help you fo

Alex Wlliford

I need help accessing quickbooks

Pradeep Kumar

Alright, Let me transfer the chat to the concerned team.

Alex Wlliford

This specific file is asking me for admin permissions

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

*Sharath Kumar accepted the chat transfer request.*

Sharath Kumar

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

Hello Alex

Alex Wlliford

Great, I need admin permission to access a quickbooks file

Sharath Kumar

understood, however an email request has to be sent by the authorized contact to the with the details

Alex Wlliford

what's the email

Sharath Kumar

support@acecloudbhosting.com

Alex Wlliford

and what if my boss gave me permission to contact

Sharath Kumar

let me check that for you, what is your company's name or the server's name that yo

Alex Wlliford

dolan bell lautner gilbert

DolanBellMCPA.myrealdatal.net

Sharath Kumar

Unfortunately Alex, you are not added as an authorized contact for Dolan Bell & Mars

You will have to request either of this person for the folder permission.

Matthew, Shannon, Phil and Timothy

Alex Wlliford

I asked phil already

Sharath Kumar

They will then contact the support team to providing you with the appropriate folder a

But we need something in written to agree to that

If you could send an email to support, and loop in Phil (or anyone else mentioned earl be helpful

Once the authorized contact approves your request, we will provide you with the acce

Is there anything else I may help you with ?

Are we still connected here?

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

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

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74467 happyhomecleaners96**

**Email:** happyhomecleaners96@yahoo.com  928-505-3403

**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:** 29 Secs

**City:** LAKE HAVASU CITY

**State:** Arizona

**Country:** UNITED STATES

### Chat Transcript

happyhomecleaners96	Hello, I am your Acebuddy
Acebuddy	Hello Debbie Shreenan, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
happyhomecleaners96	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
happyhomecleaners96	I'd like to report an Issue
Acebuddy	Please select an option!
happyhomecleaners96	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re

happyhomecleaners96	I can not log in
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
happyhomecleaners96	Hello, my name is Debbie
Ashutosh Mishra	I understand you are not able to login.
happyhomecleaners96	correct
Ashutosh Mishra	Are you getting any error while logging in?
happyhomecleaners96	no, it does ask me to reset password .
	I am on a former accountant cloud
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user details.
happyhomecleaners96	DebbieSh.npro
Ashutosh Mishra	Please also share the server name.
happyhomecleaners96	would it br Innovative Business Solutions
Ashutosh Mishra	May I take the remote access of your server?
happyhomecleaners96	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
	I will sent invite over your email <b>[happyhomecleaners96@yahoo.com]</b> <b>(mailto:happyhomecleaners96@yahoo.com)</b>
	I have sent the invite, please check.
happyhomecleaners96	Thhank you that was all I neededHave a great day
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback about this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us summarizing the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Ashutosh Mishra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73382 Mariella Cashen**

**Email:** mariella@integritybp.com

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** MONTROSE

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Shubham Yadav accepted the chat transfer request.

Shubham Yadav

Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be ass

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

Mariella Cashen

I think the server name is under INtegrity Bookkeeping

My user name is Mariella C I believer

Shubham Yadav

Thank you for the information and allow 2 minutes to check the same.

Mariella since when are you facing the issue ?

Mariella Cashen

Since yesterday

Shubham Yadav

Mariella are you enrolled for excel ?

Mariella Cashen

Yes

Shubham Yadav

Kindly allow me two minutes to check the same.

Mariella as I have checked, I am pleased to inform you are not enrolled in Excel acces

Mariella Cashen

Hmm. It was working for me before.

12:37:59 AM Shubham Yadav is sharing a file with you

[image.png](#) - ( Size:6.6 KB )

Shubham Yadav

Mariella these users are having Excel access.

Mariella Cashen

Yes. Tech support set it up for me to have access to a shortcut to my data (which is w  
as a shortcut to "Clients"

Shubham Yadav

Mariella I understand your concern.

only KristinV, Caroline Allen, Monument ,Jason Barth, Kimberly Venezio will have exce

As they are getting charged for the Excel.

If you want us to add Excel for you we can proceed.

We will need a mail to provide excel for the user Mariella

Please send us an email from the registered email address at support@acecloudhosti  
we could proceed further with the request.

Please note charges for the Excel are \$5.99 per user per month.

Mariella Cashen

Can you see if my boss Jason Barth asked to enroll me in excel previously?

Shubham Yadav

Authorized contact : Jason jason  
jason@integritybp.com  
12144559672

Let me check

Thanks for the confirmation Mariella

I am adding you in Excel Group as per jason request

Mariella Cashen	Thank you
Shubham Yadav	Mariella I have added access for your Excel.
	You can use now after logging out and logging again into the server.
	Is there anything else I may help you with ?
Mariella Cashen	Let me check to see if it worked
Shubham Yadav	Sure
Mariella Cashen	Amazing. It worked. Thank you so much!
	I don't need anything else. Have a great day!
Shubham Yadav	Welcome Mariella
	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
	Note: You may change/reset your server password on your own by registering on our : ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowl">https://www.acecloudhosting.com/knowl</a> )

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73732 Charles Watson**

**Email:** charles@smartaccountingsolutions.com **Phone:** 17062279191

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 51 Secs

**City:** ATHENS

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Charles Watson	Hello, I am your Acebuddy
Acebuddy	Hello Charles, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Charles Watson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Charles Watson	I'd like to report an Issue
Acebuddy	Please select an option!
Charles Watson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Charles Watson	On 3/3 we added 3GB of RAM, I am still getting the message that I am low on memory are closing while we are trying to work. I need this issue resolved. We can not operate
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam accepted the chat transfer request.</i>
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting yo
Charles Watson	4 days ago we added 3 GB of RAM to stop the memory issues we were having. We are same error messages.
Shivam	I will be surely assisting you with this. Kindly help me with your server name and user
Charles Watson	Charles Watson
	Smart Accounting Solutions
Shivam	Thanks for the information.
	Kindly allow me two minutes to check the same.
	It is taking a little longer, please allow me some more time.

Charles Watson	thank you
Shivam	We will check in the backend as to what we can do to make it more streamlined as the allow me more time.
Charles Watson	thank you so much. I apologize. I have to go into a tax appointment now. So I will close can just update me by email
Shivam	Rest assured we will look into it and update you about the same
	Surely, we will do it.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.

*Shivam has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73639 Ryan Windley**

**Email:** ryan@ryanwindley.com  18014308181

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 11 Secs

**City:** SALT LAKE CITY

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

Ryan Windley	Hello, I am your Acebuddy
Acebuddy	Hello Ryan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ryan Windley	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Amit Raina accepted the chat transfer request.</i>
Ryan Windley	How do I upload documents to my server?
Amit Raina	Let me transfer you to our technical team, Ryan.
	<i>Amit Raina is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assis
Ryan Windley	I need to upload documents to my server. How do I do that?
Sharath Kumar	Sure, let me help you with that
	<i>9:30:30 PM Sharath Kumar is sharing a file with you</i>
	<i><a href="#">File Transfer SOP (WeTransfer) 3.pdf</a> - ( Size:849.73 KB )</i>
	This is a detailed document regarding transferring the files from and to the server
	You may use file size upto 100 GB
Ryan Windley	Is WETransfer already included or do I need to enroll into it?
Sharath Kumar	no need to enroll or such, you simply open the link and upload files
	you will need to sign in with an email address that you have access to in order to receive the link to upload the files
	once the upload is completed you will see a link for the file in your email, you can then click on the link to download the file from the server
Ryan Windley	Why does it say "Email to" above my email address?
Sharath Kumar	that is the email address to whom you want to sent it to. In this case, it will be your own email address. You will receive the link in your email and you will be later accessing the link on the server or on your local computer
	any further assistance, Ryan?
Ryan Windley	It emailed it to myself, but how does it get on the server?
Sharath Kumar	could you confirm that you were able to upload the file using wetransfer
Ryan Windley	I used Wetransfer, but it just emailed me the file. How does it get on the server?
Sharath Kumar	is there a link in that wetransfer email that you have received
	you will need to copy that link, open a browser on the server and paste that link

Ryan Windley	Oh
	I'm downloading on the server now.
Sharath Kumar	great! let me know if you need any more help
Ryan Windley	I'm not seeing it on my server.
Sharath Kumar	check the downloads folder
Ryan Windley	Got it! Thanks
Sharath Kumar	My pleasure
	Is there anything else I may help you with ?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74481 SKTAX**

**Email:** sktbn10@gmail.com

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

SKTAX	Hello, I am your Acebuddy
Acebuddy	Hello Sktax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
SKTAX	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
SKTAX	I'd like to raise a Request
Acebuddy	Please select your request type.
SKTAX	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate op
SKTAX	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
SKTAX	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
SKTAX	My rdp is not working
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 as today.
	I will be surely assisting you with this. Kindly help me with your server name and user
SKTAX	SKTA
	SKT.A
Shubham Kataria	Thank you for the information and allow 2 minutes to check the same.
SKTAX	ok
Shubham Kataria	Could you please confirm if you're receiving any error while accessing server
SKTAX	ATX software is not working.
Shubham Kataria	Please confirm if you're unable to login in RDP or just the ATX software is not working
SKTAX	Sorry
	my RDP is not working

Shubham Kataria	I will surely help you with this issue.
	This message has been deleted
	May I take the remote access of your local computer?
SKTAX	Yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
SKTAX	ok
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/2912468298">https://assist.acecloudhosting.com/join/2912468298</a>
	Please join this link.
	Thank you for your patience.
	As per our remote conversation, your issue has been resolved
	Is there anything else I may help you with ?
SKTAX	noo
Shubham Kataria	Okay
	I would greatly appreciate if you could spare a minute to give your valuable feedback about our chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
SKTAX	sure
Shubham Kataria	You may end this chat now. Once you end this chat, you will receive an email from us summarizing the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#74798 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 31 Secs

City: BORSAD

State: Gujarat

Country: INDIA

## Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
krisika	Hi
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 as today.
krisika	Hi
Shubham Kataria	Hello Krisika
krisika	Pnetcrm not open

	Wrong credentials error
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user
krisika	Priorware.myreldata.net
	Hkidata01
Shubham Kataria	Thank you for the information.
	kindly confirm if Pnetcrm application is installed on server
krisika	Yes
Shubham Kataria	Could you please login onto the server so that I can take your remote session to check
	As currently Hkidata01 is not logged in
krisika	Hkidata01 login
	<i>1:29:50 PM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - ( Size:72.02 KB )</i>
	<i>Still cannot see in logged in users list</i>
Shubham Kataria	or could you please share a screenshot so that I can see which application you're using
	<i>1:31:48 PM krisika is sharing a file with you <a href="#">1743148884997501061519305416808.jpg</a> - ( Size:3.85 MB )</i>
	We are connected on the remote session and will proceed with the troubleshooting or diagnosis. At the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will re-engage the session and provide you with the results.
	Thank you for your patience.
	As per our remote session, I've checked that P Network CRM is your company's internal application. Please connect with your local IT team or portal admin, who can assist with resetting the password.
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the session at any time by clicking the 'Re-Initiate' button.
	<i>Shubham Kataria has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73530 Nasimul Hassan**

**Email:** cs@columbiataxservice.com  14109299778

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** ESSEX

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Nasimul Hassan	Hello, I am your Acebuddy
Acebuddy	Hello Nasimul Hassan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nasimul Hassan	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aayush Verma declined the transfer request.</i>
	<i>Gantavya accepted the chat transfer request.</i>
Nasimul Hassan	Hi Gantavya
	I have added one user andrew@columbiataxservice to the server . I have the RDP set
	I need a office license
	for him
Gantavya	Ok , please give me second
Nasimul Hassan	can he use his existing email to get the license, or we should get a new onmicrosoft.c
Gantavya	let me check
	ok, let me transfer you to our support team to help you with this concern
Nasimul Hassan	i also sent a request. ticket 652870
	ok
	<i>Gantavya is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be ass
	Hello Nasumul, How are doing today ?
Nasimul Hassan	Hi Rohan. Nice to see you again
	can you see the previous chat?
Rohan Prajapati	Yes I can see that
	Kindly allow me 4-5 minutes to check the same.
Nasimul Hassan	ticket 652870
Rohan Prajapati	Thank you for Providing the ticket Number
	The user has already been created by you, and you want us to assign an Office 365 Li user, right?
Nasimul Hassan	yes
Rohan Prajapati	Kindly allow me 3-4 minutes to check the same.
	Yes, Nasimul. We are managing your Office 365 account, and we can assign a new licen However, we would need authorization from this email address: 'Nhassan@COLUMBIATAXSERVICE.COM'.
	Kindly reply to the same ticket from the registered email
Nasimul Hassan	ok, are you sending the request? or do I need to send a new email?
	I see. got it
Rohan Prajapati	Yes Nasimul, we will proceed with the same once we receive the email and will share with you via email. (Edited)
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
Nasimul Hassan	hi
	sorry, got distracted
	i sent you the email
Rohan Prajapati	Yes We have received the email
Nasimul Hassan	thanks. let me know when it is done
Rohan Prajapati	We will share the credentials shortly.
	This message has been deleted
	Is there anything else I may help you with ?
Nasimul Hassan	no, thanks
Rohan Prajapati	Thanks for the confirmation !

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

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

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

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

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

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74032 Fenil Shah**

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

**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:** 44 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

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

Fenil Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fenil Shah	I'd like to raise a Request
Acebuddy	Please select your request type.
Fenil Shah	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option
Fenil Shah	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Fenil Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Fenil Shah	my atx server is not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user details.
Fenil Shah	SKTAX1
Shubham Kataria	Thank you for the information.
	Kindly confirm if you're unable to access the server or just the ATX application
Fenil Shah	yes
	only atx server not working
Shubham Kataria	Please confirm if you're receiving any error message while accessing the server
Fenil Shah	??
Shubham Kataria	Kindly confirm if you're receiving any error message while accessing ATX server
Fenil Shah	My atx is not open
Shubham Kataria	Please confirm your username, this information will help me to connect over remote support
Fenil Shah	My user name is sktax1
Shubham Kataria	Okay

	May I take the remote access of your local computer?
Fenil Shah	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.acecloudhosting.com/join/5282041212">https://assist.acecloudhosting.com/join/5282041212</a>
Fenil Shah	ok
Shubham Kataria	Kindly join this link  Thank you for your patience.
	As we are unable to take access the server
Fenil Shah	sorry my network is slow
Shubham Kataria	that's why we require to reset the server once
Fenil Shah	ok
Shubham Kataria	No, problem
	I'm working on your request, please allow few more minutes (Edited)
Fenil Shah	ok
	??
Shubham Kataria	I'm trying to access your server, but it's not responding. Apologies for the delay.
	I'll provide the update here, please allow few minutes to get the access back
Fenil Shah	ok
Shubham Kataria	We are connected on the remote session again and will proceed with the troubleshooting remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	As per our remote conversation, we have updated ATX 2024 and the issue got resolved.
	Is there anything else I may help you with ?
Fenil Shah	no
	thank you
Shubham Kataria	You're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback on this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding the survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com

Thanks!

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

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

*Shubham Kataria has ended this chat session*

## Chat Transcript

How do we use the service on a remote computer

### Visitor Details

**#74115 ryan**

**Email:** ryan@aspenvalleypropane.com ☎ 15096848877

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

**Operator:**

**Website:** <https://www.acecloudhosting.com/vdi/cloud-desktop/>

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** COLVILLE

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

ryan How do we use the service on a remote computer

We already have the service on two of our office computers, I want to be able to use one computer

Rishab Hi My name is Rishabh, I'll be assisting you further

ryan ..

Rishab Let me transfer this chat to my Support Team and they will assist you

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

*Sharath Kumar accepted the chat transfer request.*

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you with your request.
ryan	Hello Ryan, could you please let me know the service that you are referring to
ryan	Aspen Valley Propane, we have 2 user accounts for quickbooks through you
ryan	I need to know how to set it up so I can access one of our existing user accounts on a computer
ryan	CID74147
Sharath Kumar	checking the account, Ryan. One moment please
Sharath Kumar	Thank you for your patience. I see two user accounts that can access the server
ryan	correct
Sharath Kumar	If you could let me know the user account that you need to access remotely, I can provide you with the RDP file
ryan	This RDP file will only work on a Windows computer though
ryan	it would be Makaylas account
ryan	still there?
ryan	Nap time?

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74417 sharath.kumar**

**Email:** sharath.kumar@myrealdataln

**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:** NEW DELHI

**State:** Delhi

**Country:** INDIA

## Chat Transcript

sharath.kumar	Hello, I am your Acebuddy
Acebuddy	Hello Sharath.kumar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sharath.kumar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sharath.kumar	I'd like to report an Issue
Acebuddy	Please select an option!
sharath.kumar	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
sharath.kumar	testing chat
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>sharath.kumar has ended this chat session</i>	

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74280 sharath.kumar**

**Email:** sharath.kumar@myrealdataln

**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:** NEW DELHI

**State:** Delhi

**Country:** INDIA

## Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

*sharath.kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74459 Jordan LaPrise**

**Email:** jordan@pcnetak.com

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

**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**City:** ANCHORAGE  
**State:** Alaska  
**Country:** UNITED STATES

### Chat Transcript

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

*Ended due to chat idle timeout*

### Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74558 Rgreenberg**

**Email:** rgreenberg@szcpa.tax

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** LAKE WORTH

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Rgreenberg	Hello, I am your Acebuddy
Acebuddy	Hello Rgreenberg, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rgreenberg	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rgreenberg	I'd like to report an Issue
Acebuddy	Please select an option!
Rgreenberg	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Rgreenberg	The same issue I have every day and you say you fixed it. I can't get into Ultra tax
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be ass
Rgreenberg	ok
Rohan Prajapati	We apologize for any inconvenience caused to you.
Rgreenberg	i hear this every day from you guys
Rohan Prajapati	Kindly allow me 5-6 minutes to check the Previous tickets of this issue..
	I completely understand the severity of this matter. Please allow me 5-6 minutes to cl
	May i confirm if you are facing the slowness issue with the Ultra Tax application ?

Rgreenberg	It is not letting me log-on
Rohan Prajapati	May I take the remote access of your server?
Rgreenberg	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
	May I know the username through which you are logged in on the server ?
Rgreenberg	schaffer Zeigen or Robert Zeigen
Rohan Prajapati	Please accept the remote session request
Rgreenberg	please send this
Rohan Prajapati	Please check your server screen and accept the Prompt once you see it !
	This message has been deleted
	We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, please give your confirmation on this chat.
Rgreenberg	i never received an invite
Rohan Prajapati	We are already connected to your server session.
Rgreenberg	you are not connected to my computer Randy Greenberg
Rohan Prajapati	I was connected to Robert Zeigen (Edited)
Rgreenberg	wrong computer
Rohan Prajapati	Randy, As I can see only two users are currently logged in on the server one is Robert Zeigen and the other is Jared.G
Rgreenberg	no kidding. i am not on it.
Rohan Prajapati	Please login to the server, So that i can take the remote access of your server and check the issue.
Rgreenberg	forget it I finally got in after 10 try's. I will deal with this tomorrow
Rohan Prajapati	Oh that's Great. However I can check this at your Local PC whats causing this issue.
Rgreenberg	i wasted alot of time today. I am ending this chat
Rohan Prajapati	I understand the urgency of this matter, Randy. However, you can contact us tomorrow if this issue still persists, as you don't have much time today, and we will be happy to assist you with this issue.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat if you still face the issue.

(1-888-415-5240) if any further assistance is required.

*Rohan Prajapati has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73987 Cindy Palmer**

**Email:** cindy@rdesvcs.com  513-616-2661

**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:** FAIRFIELD

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Cindy Palmer	Hello, I am your Acebuddy
Acebuddy	Hello Cindy Palmer, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Cindy Palmer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cindy Palmer	I'd like to raise a Request
Acebuddy	Please select your request type.
Cindy Palmer	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.

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

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74491 Ruben**

**Email:** ruben@raskull.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 3 Secs

**City:** SEMINOLE

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Ruben	Hello, I am your Acebuddy
Acebuddy	Hello Ruben, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	<i>6:37:06 PM Ruben is sharing a file with you</i> <a href="#"><u>Screenshot 2025-03-21 at 8.04.29 AM.png</u></a> - ( Size:246.24 KB )
	You have chosen an Invalid Option. Please try Again!
	Whom Would You Like to Connect With?
Ruben	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

	Please chose an option :
Ruben	I'd like to raise a Request
Acebuddy	Please select your request type.
Ruben	Other Request
Acebuddy	Please drop an email to support@aceclouddhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate op
Ruben	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Ruben	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Ruben	ACCESS DENIED
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be as
	I will be surely assisting you with this. Kindly help me with your server name and user
Ruben	ruben.w@myrealdatal.net
	RaskullSupply.myrealdatal.net
Tushar Pharswan	Kindly allow me two minutes to check the same.
Ruben	
Tushar Pharswan	Thank you for waiting.
	May I know if this is the first time this has happened and are other users facing the sa
	Also can you share any error message.
Ruben	fist time and no i think im the only one
	<i>6:45:28 PM Ruben is sharing a file with you</i>
	<i><a href="#">Screenshot 2025-03-21 at 8.04.29 AM.png</a> - ( Size:246.24 KB )</i>
Tushar Pharswan	Kindly allow me two minutes to check the same from server end.
Ruben	okay
Tushar Pharswan	May I take the remote access of your local computer?
	Thank you for waitng.
	Prior providing the access, I would suggest you to close any important documents at

Ruben	yes
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/6192073672">https://assist.acecloudhosting.com/join/6192073672</a>
	Kindly Click on the link and open the downloaded file.
	We are connected now.
	It is working.
Ruben	i might have accidentally clicked that yesterday
Tushar Pharswan	okay if the issue arises again do let us know.
Ruben	i was trying to resolve another issue oops but it worked yesterday but idk
Tushar Pharswan	Is there anything else I may help you with ?
Ruben	thank you
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means
	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 summarizing our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74162 Tony Lee**

**Email:** support@claccounting.tax  19097189780

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** EL MONTE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Tony Lee	Hello, I am your Acebuddy
Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tony Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tony Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Tony Lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Tony Lee	I need to update my 2023 lacerte. I am not the admin to reboot the server
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shashwat Verma accepted the chat transfer request.*

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be as
	Hello
Tony Lee	hello
Shashwat Verma	I will surely help you with this issue.
Tony Lee	server: CLAccounting.myrealdatal.net
	user tonylee
	the last person said he going to do it, but somehow it doesnt work
Shashwat Verma	Kindly allow me two minutes to check the same.
Tony Lee	ok
Shashwat Verma	We have check the ticket and found that you have requested for server reboot for do

update from your side, although we have just initiated the update.

Tony Lee	so reboot the server?
Shashwat Verma	cause right now i cannot open lacerte
	Yes that time server was rebooted
	Let me check
	We have re-initiated the update .
	It might take 10-15 mins to complete
Tony Lee	ok thanks
Shashwat Verma	Will update you on email once we are done with it.
	Is that work for you?
	Are we still connected here?
	This message has been deleted
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73591 Frank**

**Email:** frank@standardus.com ☎ 630-289-9500

**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:** DES PLAINES

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73383 Ralph Crivello**

**Email:** eragourmetllc@gmail.com ☎ 17722227463

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73565 Shaugn Lindley**

**Email:** shaugn@rrlift.com ☎ 12068178453

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** KYLE

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Shaughn Lindley	Hello, I am your Acebuddy
Acebuddy	Hello Shaughn Lindley, 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 :
Shaughn Lindley	Technical Support (QB & App Hosting)
	I'd like to raise a Request
Acebuddy	Please select your request type.
Shaughn Lindley	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate op
Shaughn Lindley	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Shaughn Lindley	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re

Shaughn Lindley	You guys sent me instructions to setup Ace Cloud on my iphone and I am still unable to connect to the server
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Shaughn Lindley	Ticket ID: 648790
	that the ticket number from 5 days ago
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you with your issue.
	Hello Shaughn
Shaughn Lindley	hello
Shashwat Verma	Kindly allow me two minutes to check the same.
Shaughn Lindley	ok sounds good
Shashwat Verma	Have you followed the steps to setup the RDP setup for iPhone, shared on the earlier thread?
Shaughn Lindley	yes
	when I put my password in, it wont take it
	but when I put the same password in on my laptop it works
	im wondering if I have the username wrong or something
	on my computer, everything works
	but not on my iphone
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Shaughn, for that we have to take the remote of your Phone
	Kindly install below application on your iPhone, to proceed further.
	<i>9:04:24 PM Shashwat Verma is sharing a file with you</i>
	<i><a href="#">image.png</a> - (Size:36.75 KB)</i>
Shaughn Lindley	ok one sec
Shashwat Verma	Sure
Shaughn Lindley	downloaded and ready
Shashwat Verma	<b>935-234-4208</b>
	Kindly enter the Id
	Prior providing the access, I would suggest you to close any important documents at the moment.
Shaughn Lindley	entered
Shashwat Verma	

	We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	However I am not able to control the screen ,kindly open Microsoft app now
Shaughn Lindley	its here on the screen
	click on "ace cloud" ?
Shashwat Verma	yes
Shaughn Lindley	done
	do you see "the credentials did not work" pop up
Shashwat Verma	Shaughn_Lindley, is the username
	kindly correct it
Shaughn Lindley	it keeps popping up as myrealdata/Shaughn.Lindley
	how do I delete that?
Shashwat Verma	Go in credentials settings and delete it
Shaughn Lindley	still not working when I put in my password
Shashwat Verma	Kindly show me the other settings too.
	In gateway
	add RDG.myrealdata.net
	And use that
Shaughn Lindley	which PC credentials
Shashwat Verma	Save that gateway, use Shaughn_Lindley for login
Shaughn Lindley	ok
Shashwat Verma	Close it and try again
Shaughn Lindley	ok
	did you see that error message that quickly popped up
Shashwat Verma	Yes
Shaughn Lindley	I took a screenshot can you see it?
Shashwat Verma	Shaughn it's look like we have to check all the settings of this rdp, best be assisted on phone and we are unable to control it, therefore best be assisted by prompt voice res
Shaughn Lindley	ok what number should I call
Shashwat Verma	We'll arrange a callback for you or you can call now at 1-888-415-5240
Shaughn Lindley	ok ill call now
Shashwat Verma	

	sure
	Is there anything else I may help you with ?
Shaughn Lindley	not right now
	calling now
Shashwat Verma	Sure, disconnecting this chart for now.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can be working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our Self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73851 Yitzac Goldstein**

**Email:** yitzac@earthprotex.com ☎ 16049681671

**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:** VANCOUVER

**State:** British Columbia

**Country:** CANADA

## Chat Transcript

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

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74285 clementina pagliuso**

**Email:** clementina.pagliuso@funaro.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 9 Secs

**City:** ROME  
**State:** Roma  
**Country:** ITALY

## Chat Transcript

clementina pagliuso	Hello, I am your Acebuddy
Acebuddy	Hello Clementina Pagliuso, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
clementina pagliuso	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
clementina pagliuso	I'd like to raise a Request
Acebuddy	Please select your request type.
clementina pagliuso	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your Operating System
clementina pagliuso	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud on your Windows PC
	Do you need any further assistance on the topic?
clementina pagliuso	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you with your issue.
	Hi Clementina, I was looking into your concern regarding your sign in issue and have passed it on to the onboarding team who are currently looking into it
	One moment while I check with them on the status of that ticket
	If you could let me know the ticket number that would be really helpful
	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 call (1-888-415-5240) if any further assistance is required.

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

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74069 jedington**

**Email:** jedington@springstreet.org ☎ 3608216865

**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:** 1 Min 53 Secs

**City:** GIG HARBOR

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

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

jedington	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
	Was that helpful?
jedington	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you.
	<i>Acebuddy (bot) forwarded the chat request</i>
jedington	Please reference Ticket ID: 653501
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you with your issue.
	Kindly allow me two minutes to check the same.
jedington	thank you
Tushar Pharswan	Thank you for waiting.
	I see there are two ongoing tickets, one for server accessibility and other for QuickBooks.
jedington	exactly
Tushar Pharswan	Also, I can see you mentioned your cell phone plan charges for international calls, but our number is toll free and we are available 24/7 helpline on 888-415-5240.
	So do you want to proceed further with resolving the issue over the chat session or call us.
jedington	Good to know. That is my co-worker who is traveling abroad right now. I will mention to him.
	Chat would be great if possible
Tushar Pharswan	Okay.
	Sure, I will be assisting you kindly confirm regarding which issue we should proceed first.
jedington	Maybe let's work on accessing the server first
Tushar Pharswan	Okay.
	May I know the username for which the server is not accessible.
jedington	Mine is JenE
Tushar Pharswan	Kindly allow me a minute to check.
	Do you remember your password as we have got password reset request for user She.
jedington	Mine is 5037sSis\$
Tushar Pharswan	okay.
	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.
jedington	

	yes
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/8052443380">https://assist.acecloudhosting.com/join/8052443380</a>
	Kindly Click on the link and open the downloaded file.
	We are connected now.
	Kindly allow me two minutes to check the error from back end.
jedington	thank you
Tushar Pharswan	Thank you for waiting the reason for you not able to login is that you are being migrated to better server which is in progress your data and all the files are moved this is done because we purchased new QuickBooks version which we install on a separate server which is dedicated to QuickBooks.
	I deeply apologize for the inconvenience caused to you regarding this delay.
jedington	Do you have an idea of how long this will take?
Tushar Pharswan	currently QuickBooks license is causing the issue.  and we are actively working on resolving it.
	Kindly allow me a moment as I would have to discuss this with the support engineer via email.
jedington	ok
Tushar Pharswan	Thank you for waiting, we will require around 2-3 hours to perfectly deliver the new server with the new password to you.
	If we encounter any problems or issue, we will update you regarding that as well. Rest of the work is being handled on priority and currently I have taken over your case to resolve it.
jedington	thank you
Tushar Pharswan	I will soon email you with the new login icons and credential if we face any issue, we will update.
	once again
	I deeply apologize for the inconvenience caused to you.
jedington	ok
Tushar Pharswan	Should we go ahead and disconnect this chat session or is there anything else you need help with?
jedington	we can disconnect
	thanks
Tushar Pharswan	Okay.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
jedington	you too
Tushar Pharswan	You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our conversation, along with a ticket number and survey feedback form.

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

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

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

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74492 Andy Ludwig**

**Email:** andybbqfire@gmail.com  12484357649

**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 38 Secs

**City:** TROY

**State:** Michigan

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
Andy Ludwig	I'd like to report an Issue
Acebuddy	Please select an option!
Andy Ludwig	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Andy Ludwig	I want to use all my monitors when I log into the remote desktop. So I click on the dis  check the box that states "use all my monitors for the remote session"
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Andy Ludwig	but only one screen comes up.
	<i>Ayush has not responded for the transfer request.</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
	<i>Tushar Pharswan is transferring the chat to Manish Singh.</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 assist
	I will surely help you with this issue.
Andy Ludwig	it has worked in the past, just not today.
Manish Singh	May I take the remote access of your local computer?
Andy Ludwig	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/4812771046">https://assist.acecloudhosting.com/join/4812771046</a>
	Prior providing the access, I would suggest you to close any important documents at yo
Andy Ludwig	I did install a windows 10 update to this computer two days ago.
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
Andy Ludwig	okay
Manish Singh	Is there anything else I may help you with ?
Andy Ludwig	No I am all set today, Thank you very much Manish. Have a great day
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers ca

working. I will appreciate that. or you may send your feedback at quality@acecloudhc  
Thanks!

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

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

*Manish Singh has ended this chat session*

## Chat Transcript

good morning pls could you reactivate this user Felisha.  
NeoTechNL.myrealdatal.net server it maybe be blocked for :  
attempts

### Visitor Details

**#73631 paul**

**Email:** paul@neotechnetworks.com ☎ 8887268138

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 1 Sec

**City:** MARACAIBO

**State:** Zulia

**Country:** VENEZUELA

### Chat Transcript

paul

good morning pls could you reactivate this user Felisha.F on NeoTechNL.myrealdatal.n  
maybe be blocked for so many attempts

Mohit

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

paul

Hi Paul, how are you doing?

fine

could you reactivate this user Felisha.F on NeoTechNL.myreldata.net server it maybe so many attempts

Mohit I am transferring your chat to our support team for further assistance

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

*Sharath Kumar accepted the chat transfer request.*

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

paul could you reactivate this user Felisha.F on NeoTechNL.myreldata.net server it maybe so many attempts

Sharath Kumar Sure, Paul. Allow me a minute to check the account

Thank you for your patience.

I checked and found that Felisha's account is currently in a restrictive status

Working on it

paul ok

Sharath Kumar I have activated her Felisha's account, could you please try signing in now

with the same password

paul sure give me a minute

Sharath Kumar take your time

paul thks everything good

Sharath Kumar glad to hear that

Is there anything else I may help you with ?

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

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

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

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

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

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74273 Desiriah Mabray**

**Email:** caoffice@elevators.com ☎ 9169333550

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 9 Secs

**City:** OAKLAND

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Desiriah Mabray	Hello, I am your Acebuddy
Acebuddy	Hello Desiriah Mabray, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Desiriah Mabray	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Desiriah Mabray	I'd like to report an Issue
Acebuddy	Please select an option!
Desiriah Mabray	Password Reset
Acebuddy	Please select an option below
Desiriah Mabray	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username fo password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Desiriah Mabray	Yes
Acebuddy	Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Rohan Prajapati accepted the chat transfer request.*

Rohan Prajapati

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

Hello Desiriah, How are you doing today?

*3:44:27 AMDesiriah Mabray is sharing a file with you*

*[Screenshot 2025-03-17 151247.png](#) - ( Size:236.56 KB )*

*need to reset this password*

I will surely help you with this issue.

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

Desiriah Mabray

thank you

Rohan Prajapati

Upon backend verification, it appears you're not currently enrolled in the self-care Por  
This means you cannot reset your password independently. Kindly send an authorizat  
your registered address for the password reset.

Desiriah Mabray

where do i send this email

*3:51:01 AMRohan Prajapati is sharing a file with you*

*[image.png](#) - ( Size:13.01 KB )*

*These are the registered email address. Please ask them to send us an em*

this has been sent

Rohan Prajapati

Thanks for the confirmation !

Desiriah Mabray

Hi this is urgent, i unfortunately do not have time to wait for a myportal account to be  
reset this asap?

Rohan Prajapati

I have shared the new Password with Misty for the user Project

Is there anything else I may help you with ?

Desiriah Mabray

no, thank you!

Rohan Prajapati

This message has been deleted

Thanks for the confirmation !

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

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

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

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

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

*Rohan Prajapati has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73935 srinivas**

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

**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 20 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
srinivas	server down
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
<i>Shashwat Verma is transferring the chat to Ashutosh Mishra.</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you with your issue.
	I understand you are facing issue with Server down, is that correct?
srinivas	yes
	proseries is not working for all
Ashutosh Mishra	Please help me with the server name.
srinivas	TAXG1
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	I am able to open ProSeries on my end.
	If you are getting any error message, please share the screenshot to identify issue.
srinivas	OK
<i>3:16:09 AMsrinivas is sharing a file with you <a href="#">image.png</a> - ( Size:264.58 KB )</i>	
	check the cpu usage
	why it is going to 58%
	one hour back it was 78%
	once it exceeds 60-70, it is now working
	when we move from one form to other it is closing and give hte above message
Ashutosh Mishra	Is there any ticket open for this issue?
	Are we still connected here?
	Are we still connected here?
srinivas	yes
	no ticket
	how can we fix it

	task manager is also taken 12% taking proseries is not working now
Ashutosh Mishra	We can forward this concern to our backend team to check for the CPU utilization and spikes in usage.
	As for the ProSeries, we can do a clean reinstall during night hours and then you can check if it persists.
srinivas	this is a known issue from last few years  whenever there is a max cpu usage, proseries will stop working  can you add more CPU power  and see if this will solve
Ashutosh Mishra	I will surely do the same, I will escalate this to backend team to verify CPU usage and accordingly request them to add more CPU power
srinivas	great  how do we fix this  now
Ashutosh Mishra	I will send you an email once we have got the response from backend team and inform you accordingly.
srinivas	ok  please keep this as top priority  the whole day we are unable to work  this has happened in the past few years
Ashutosh Mishra	Thank you for your patience. I will keep this on higher priority and inform you as soon as possible about required resolution.
srinivas	thanks  will wait for the response
Ashutosh Mishra	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 containing a summary of our conversation, along with a ticket number and survey feedback form.  I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.  Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> ).

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74405 Mickey Lavender**

**Email:** mickey@fmglr.com  15012584684

**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:** LITTLE ROCK

**State:** Arkansas

**Country:** UNITED STATES

### Chat Transcript

Mickey Lavender	Hello, I am your Acebuddy
Acebuddy	Hello Mickey Lavender, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Mickey Lavender	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mickey Lavender	I'd like to report an Issue
Acebuddy	Please select an option!
Mickey Lavender	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
	As we haven't got any response from your end, We are closing this chat. If you still need help, kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74584 Jeremy.primus**

**Email:** jeremy.primus@novaflexled.com ☎ 320-407-0925

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 14 Secs

**City:** WINDSOR

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Jeremy.primus	Hello, I am your Acebuddy
Acebuddy	Hello Jeremy.primus, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jeremy.primus	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jeremy.primus	I'd like to raise a Request
Acebuddy	Please select your request type.
Jeremy.primus	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
Jeremy.primus	I already have O365 license

Acebuddy	<p>As you want to install Office 365, Please be informed that only the following Subscript compatible on Windows Server Operating Systems :</p> <ul style="list-style-type: none"> <li>• O365 E3</li> <li>• O365 E5</li> <li>• O365 Apps for Enterprise</li> </ul>
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.
	If you do not have any of the above mentioned subscription plans, Consider upgrading plan to the one mentioned above or you may purchase a compatible license from Ace
	Do you need any further assistance on the topic?
Jeremy.primus	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be ass
	Hello Jeremey, How are you doing today ?
Jeremy.primus	I'm doing well Rohan
	I need your help with something.
Rohan Prajapati	That's Great
	Sure Please let me know how may i help you today ?
	<i>8:22:37 PM Jeremy.primus is sharing a file with you <a href="#">1_image.png</a> - ( Size:141.03 KB )</i>
Jeremy.primus	Our users randomly started getting this error:
	We were able use Office Products just fine last week
Rohan Prajapati	I will surely help 5-6 with this issue.
	Thank you for sharing the Error Code
Jeremy.primus	..
	Sorry about that
	Hello Rohan
Rohan Prajapati	Yes Jeremy, I'm still checking how you were able to use it last week
	Jeremy, may I know which Office 365 subscription you have?
Jeremy.primus	We use Business standard
Rohan Prajapati	Jeremy, oh, that's the reason you're not able to use it. Only the following subscription compatible with Windows Server Operating Systems:

O365 E3

O365 E5

O365 Apps for Enterprise

O365 Business Premium

Jeremy.primus

Yes but how were we able to use it last week?

and the week before that

and the week before that?

What was changed on our environment?

Rohan Prajapati

You might be using the web version of Office 365, but this license cannot be used for application installed on the server. This is not something we can change; it is a requirement of the Windows Server OS itself.

Jeremy.primus

I understand the cause, and the solution. I just don't understand why it just randomly

Rohan Prajapati

Jeremy, I understand that this is crucial for you. However, this is how it works, and you can find more information about it on the official Microsoft website.

Jeremy.primus

I'm sorry if I am coming off as rude. I understand why it is happening, and the fix. I am just curious why it is popping up now.

Rohan Prajapati

If you want to use it on the server, you can upgrade to one of the mentioned plans, and then you will be able to use it.

As I mentioned earlier, it is possible that you might be using the web version of Office 365.

Jeremy.primus

Sounds good thanks Rohan

Have a great day!

Rohan Prajapati

Thank you so much for understanding and cooperating.

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

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

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

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

*Rohan Prajapati has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73825 Kevin Fecu**

**Email:** kevin@johnmarshallmedia.com ☎ 19175938409

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74935 Nathan Urry**

**Email:** techs@cr-t.com ☎ 13853251678

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 53 Secs

**City:** DRAPER

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Nathan Urry	Hello, I am your Acebuddy
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be ass
	Hello Nathan, How are you doing today ?
Nathan Urry	good u?
Rohan Prajapati	I'm good too, thanks for asking
	How may i assist you today ?
Nathan Urry	please provide a list of users that do not hav =e self-care setup
Rohan Prajapati	Nathan, Will that be okay if we update you regarding this via email ?
Nathan Urry	yes
Rohan Prajapati	Is there anything else I may help you with ?
	Are we still connected here?
Nathan Urry	just the list thank you
Rohan Prajapati	Thanks for the confirmation !

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

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

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

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

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

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74912 Rubens S Jacob**

**Email:** seflglass@gmail.com **Phone:** 13058233097

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 21 Secs

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Rubens S Jacob

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Rubens S Jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rubens S Jacob	I'd like to report an Issue
Acebuddy	Please select an option!
Rubens S Jacob	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Rubens S Jacob	I created a ticket last week regarding an issue we had in our QuickBooks system. We were concerned because your team accessed the system and made some updates — which was about — and afterward we noticed that there were things in QuickBooks that were not correct.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you with your issue.
	Hello Selfglass, How are you doing today ?
Rubens S Jacob	Good and you??
Rohan Prajapati	That's Great. I'm good too, thanks for asking
	I will surely help try to you with this issue.
	Kindly allow me 5-6 minutes to check the same.
Rubens S Jacob	Thank you
	<i>8:34:49 PM Rubens S Jacob is sharing a file with you <a href="#">image.png</a> - ( Size:121.65 KB )</i>
	<i>You sent us this info in that Tiket. Our problem is that appers like the QB Ent 2024 is already updated to the latest release, R13. It means it doesn't require any further updates.</i>
Rohan Prajapati	Selfglass, Let me check if there is still pending updates on the QuickBooks system.
	May i know the QB Version and Year that you are using ?
Rubens S Jacob	Ok thank you
	We have Enteroreise 2024
Rohan Prajapati	Selfglass, as I can see, your QB Ent 2024 is already updated to the latest release, R13. It means it doesn't require any further updates.
	Is there anything else I may help you with ?
	Are we still connected here?
Rubens S Jacob	Yes
	We have the same issue and we need to resolve the problem

8:52:48 PM Rubens S Jacob is sharing a file with you  
[WhatsApp Image 2025-03-31 at 11.15.14 AM.jpeg](#) - ( Size:548.03 KB )

Rohan Prajapati

You are getting this on QB Ent 2024 right ?

Rubens S Jacob

Yes

Rohan Prajapati

Yes, as I checked and informed you, your QB is already up to date. We recommend that you contact the Intuit team for this, as they have the required expertise to handle such issues, and they will be able to assist you.

We hope you understand that, due to the application's limitations, we are unable to fix this issue.

Rubens S Jacob

Thank you Rohan but sometimes they need to make changes in the system and the problem always have with is similiar. We need to talk to them but at the same time with you being permission etc. So please request if you could try contact them and make all change in order to resolve the problem. Thank you

Rohan Prajapati

Selfglass, Will that be okay if we arrange a callback with you and Intuit Team ? If So, what would be the best time to schedule it ? (Edited)

Rubens S Jacob

Let me check

Rohan Prajapati

Sure take your time

Rubens S Jacob

Ok yes please go ahead with that

Rohan Prajapati

What would be the best time to schedule the call with you and Intuit team ?

Rubens S Jacob

EASTER TIME (MIAMI) FROM 9-AM- 4PM ANY TIME

Rohan Prajapati

Okay. We will arrange the callback at the requested time

Is there anything else I may help you with ?

Rubens S Jacob

Yes

In the combo account, they are not able to print from cloud.

Also what number are you going to call?Thanks

Rohan Prajapati

3058233097

Do you have a preferred callback number?

You can ask the user to initiate a new chat so that we can assist the user with this issue.

Are we still connected here?

Are we still connected here?

Rubens S Jacob

yes

Perfect!

Are you going to tell us the time or you just will call you

?

The combo account, how we can fix the printer?

Rohan Prajapati	We'll call you within the time frame you mentioned.
Rubens S Jacob	Ok perfect
Rohan Prajapati	You can ask the user (Combo user) to initiate a new chat so that we can assist the user.
Rubens S Jacob	A new chat with who?
Rohan Prajapati	Please ask the user initiate a new chat with us
Rubens S Jacob	Ok
Rohan Prajapati	Is there anything else I may help you with ?
Rubens S Jacob	No thank you please. Do you think the call is going to be today??
Rohan Prajapati	We will try to arrange it today or as soon as possible, or you can directly contact Intuit in a three-way call. (Edited)
Rubens S Jacob	No, please you call them and arrange the call please
	Thank you!!
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us with a conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can work on it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#74721 Doree Keeler

**Email:** doree@progressivedesignsinc.com **Phone:** 18189970796  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** HOUSTON  
**State:** Texas  
**Country:** UNITED STATES

### Chat Transcript

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

*Ended due to chat idle timeout*

### Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74243 Chad Harlow**

**Email:** chad@mobile-maintenance.com  113252126924

**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:** 41 Secs

**City:** GEORGE TOWN

**State:** Cayman Islands

**Country:** CAYMAN ISLANDS

## Chat Transcript

Chad Harlow	Hello, I am your Acebuddy
Acebuddy	Hello Chad Harlow, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chad Harlow	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chad Harlow	I'd like to raise a Request
Acebuddy	Please select your request type.
Chad Harlow	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your Operating System
Chad Harlow	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud on your Windows PC
	Do you need any further assistance on the topic?
Chad Harlow	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Chad Harlow	Where can i find my server name?
	<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 assist

	Hii Chad
Chad Harlow	i need to setup QB on my computer
Manish Singh	May I know your username on your account as I can check there are 3 active users Be Jessica.
Chad Harlow	i need to change Jessica to me
	Chad Harloo
Manish Singh	You want to remove Jessica and add chad user?
Chad Harlow	Chad Harlow
	How many users are we allowed?
Manish Singh	As many as you want as you have opted for dedicated server.
	Are we still connected here? (Edited)
Chad Harlow	ok, i need to add me as a user.
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so we could proceed further with the request.  Also, the registered email for your account with us is : chad@mobile-maintenance.com
	You can also use My Portal to add a user.
	<i>10:47:30 PM Manish Singh is sharing a file with you</i> <a href="#"><u>How to Manage ACE Server Users 4 (1).pdf</u></a> - ( Size:1.33 MB )
	Are we still connected here?
	As there was no response and chat get disconnected, we are disconnecting the chat for now. re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
	<i>Manish Singh has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#74133 srinivas

Email: srinivas@taxgeeks.com ☎ 2252847776

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:** 2 Mins 19 Secs  
**City:** IRVING  
**State:** Texas  
**Country:** UNITED STATES

### Chat Transcript

srinivas	Hello, I am your Acebuddy
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
srinivas	server down
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>
srinivas	hi
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be connecting you today.
srinivas	TAXG1 server down...
	unable to connect
Ashutosh Mishra	I will surely help you with this issue.
	Are other users also facing the same issue.
srinivas	everyone
Ashutosh Mishra	Kindly allow me two minutes to check the same.

srinivas	ok
	any issue
Ashutosh Mishra	Thank you for your patience.
	I am still checking few things from my end.
srinivas	ok
	no one is able to connect to the server
Ashutosh Mishra	Please allow me few more minutes and i will inform you.
srinivas	ok
Ashutosh Mishra	We are in the process of getting the server running.
srinivas	ok
Ashutosh Mishra	Thank you for your patience.
srinivas	what is the issue
Ashutosh Mishra	The server was getting updated.
	It is accessible now.
	Please let me know if you are able to connect.
	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 call us at (1-888-415-5240) if any further assistance is required.

*Ashutosh Mishra has ended this chat session*

