

# Chat Trans

Hello, I am your A

## Visitor Details

### #73088 eminer

**Email:** eminer@kegtechnologies.net ☎ NA

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

**Operator:** Anurag Sharma

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** EAST CHINA

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

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

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Eminer
eminer	Hi, we have an issue with too much data. can you help me with my files? first what is my data under my userid? it was Eri
Anurag Sharma	Eminer could you please elaborate your issue?
eminer	we keep getting errors. :[## 637797 ##] KEG Technologies Inc: LOW DISK SPACE IN C DRIVE
Anurag Sharma	Okay
	So do you want to remove some data from the server?
eminer	I did and want to know how much space I am using now.
Anurag Sharma	Okay, thank you so much for clarifying the issue.
	Kindly allow me 3-4 minutes to check the same.
	You are now using 15.6 GB of space on the server now. (Edited)
eminer	does our server have the low space error now? and how much space is open?
Anurag Sharma	Kindly allow me two minutes to check the same.
	Eminer, the space was earlier showing 5%
	After cleaning the disk it is now increased to 10%.
eminer	The 10% is open space correct? and what is our total disk space
Anurag Sharma	Yes, it is the available space.
	You have 80 GB of disk space total in your C drive.
eminer	Great! Thanks for your help today!
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
eminer	I just need to have the system rebooted at midnight.
Anurag Sharma	Okay, could you please confirm your timezone?
eminer	eastern
Anurag Sharma	Thank you for the confirmation.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.aceclou">https://selfcare.aceclou</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Anurag Sharma has ended this chat session

## Chat Transcription

Hello, I am your Acebuddy

### Visitor Details

#### #73256 Tom Fisher

**Email:** tom@tomkan.us ☎ 7069820926

**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:** CLAYTON

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

Tom Fisher	Hello, I am your Acebuddy
Acebuddy	Hello Tom Fisher, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tom Fisher	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tom Fisher	I'd like to raise a Request
Acebuddy	Please select your request type.
Tom Fisher	Password Reset
Acebuddy	Please select an option below
Tom Fisher	Not Enrolled to Selfcare Portal
Acebuddy	

	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
Tom Fisher	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

#### #72885 ANDREW LEWIS KLEIN

**Email:** burro7777@aol.com  15034903553

**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:** 39 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

ANDREW LEWIS KLEIN	Hello, I am your Acebuddy
Acebuddy	Hello Burro7777, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ANDREW LEWIS KLEIN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :

ANDREW LEWIS KLEIN	I'd like to report an Issue
Acebuddy	Please select an option!
ANDREW LEWIS KLEIN	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ANDREW LEWIS KLEIN	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at our end, there are times when it's beyond our control.  If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com email.
	Do you need any further assistance on the topic?
ANDREW LEWIS KLEIN	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Burro
ANDREW LEWIS KLEIN	Hi Shashwat. I spoke on chat with someone from Ace earlier today who needed time to fix the problem. I still can't open QB files.
	The person I Chatted with said it was fixed, but its not.
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me 2 mins check the case
ANDREW LEWIS KLEIN	Ticket ID: 645016
Shashwat Verma	Thanks , are you using AndrewKL.NENT1 as your username?
ANDREW LEWIS KLEIN	Yes
Shashwat Verma	May I take the remote access of your server?
ANDREW LEWIS KLEIN	I can't open any of our QB files
Shashwat Verma	let me check at your end
	Shall I take your server access?
ANDREW LEWIS KLEIN	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
ANDREW LEWIS KLEIN	done

	Looks like this file opened. Let me try the other file I'm having trouble with
Shashwat Verma	Great! Please take your time.
ANDREW LEWIS KLEIN	Not working on the Alumni Cafe File
Shashwat Verma	Let me check
ANDREW LEWIS KLEIN	ok
Shashwat Verma	Kindly login again.
	Are we still connected here?
ANDREW LEWIS KLEIN	yes
Shashwat Verma	Okay
ANDREW LEWIS KLEIN	Can I work on my desktop while you work on the server?
Shashwat Verma	We need the access of your cursor, kindly allow me 2 mins more.
ANDREW LEWIS KLEIN	no problem
Shashwat Verma	Could you please show me the alumini file location.  as per the remote session, we'll update your Qb file from our end and will let you know soon.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of the discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your AI Assistant.

Visitor Details

**#72962 Larry Garcia****Email:** larry@standardus.com  6302899500**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 57 Secs**City:** DES PLAINES**State:** Illinois**Country:** UNITED STATES**Chat Transcript**

Larry Garcia	Hello, I am your Acebuddy
Acebuddy	Hello Larry Garcia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Larry Garcia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Larry Garcia	I'd like to report an Issue
Acebuddy	Please select an option!
Larry Garcia	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Larry Garcia	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution.
	Was that helpful?
Larry Garcia	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
Larry Garcia	Ticket # 645666. I have tried for over 1 hour after you updated QB and I still can't get into QB. Please remote into my computer.
Manish Singh	May I know what error you are getting?

	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Larry Garcia	QB stopped working
Manish Singh	May I know your server name?
Larry Garcia	Is the error. I get it every day when I first sign on and when I try to sign back in after getting kicked out.
	I don't know. Standard Industrial and Automotive Equipment. You are the Cloud Hosting Company, you should know.
Manish Singh	Alright
	May I take the remote access of your server?
Larry Garcia	ABSOLUTELY
Manish Singh	Kindly accept the prompt
	Prior providing the access, I would suggest you to close any important documents at your end.
Larry Garcia	Done, just waiting for you to fix this ongoing problem.
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat.
	QuickBooks Working fine.
	Kindly try to access now. (Edited)
Larry Garcia	I just tried and it says QB Stopped Working. The same error I always get.
	Tried again. Same issue
Manish Singh	Kindly ask other user to open OB in multiuser mode.
Larry Garcia	Same issue. Is someone in Single User Mode?
	I can't see who is on or off
Manish Singh	Let me go with server reboot once.
Larry Garcia	OK
	Let me know when done.
Manish Singh	Kindly try to access now.
	Are we still connected here?
Larry Garcia	yes
Manish Singh	Kindly try to access now.
	<i>10:14:10 PMLarry Garcia is sharing a file with you</i>
	<u><a href="#">Screenshot (55).png</a></u> - ( Size:2.14 MB )
	<i>Here is error I got</i>
	May I take the remote access of your local computer?
Larry Garcia	YES. That is what I have been asking for since the beginning.

Manish Singh

<https://assist.acecloudhosting.com/join/4222403227>

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 up the chat.

We will arrange a callback regarding the issue.

Is there anything else I may help you with ?

Larry Garcia

Just fix it. at least 5 people are trying to do work in QB.

Manish Singh

We will Larry

We are disconnecting this chat for now and arranging a callback with our senior.

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.

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

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

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your AI Assistant.

### Visitor Details

**#72073 christi.hard**

**Email:** christi.hard@squyres.cpa

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

christi.hard	Hello, I am your Acebuddy
Acebuddy	Hello Christi.hard, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
christi.hard	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
christi.hard	I'd like to report an Issue
Acebuddy	Please select an option!
christi.hard	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
christi.hard	My Ace desktop is missing all of my files and app icons.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Christi, could you please let me know your server name that you are connected to
christi.hard	Squyres & Co?
Sharath Kumar	one moment while I sign into the server
	Please let me know if you are able to see the icons on taskbar and you are able to move the cursor on the server screen
christi.hard	Yes and yeas
Sharath Kumar	alright, in that case, right click anywhere on the desktop
	<i>7:29:30 PM Sharath Kumar is sharing a file with you</i>
	<i><a href="#">image.png</a> - ( Size:8.7 KB )</i>
christi.hard	That worked! Thank you!
Sharath Kumar	Glad to know that it worked.
	now you know how to view the icons if this happens again
	Anything else that I may assist you with?
	Are we still connected here?
	I hope there are no further queries.

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

**#72647 n.ahmed**

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

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

**Operator:** Acebuddy

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**City:** BANGALORE

**State:** Karnataka

**Country:** INDIA

### Chat Transcript

n.ahmed Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

n.ahmed Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

n.ahmed I'd like to report an Issue

Acebuddy Please select an option!

n.ahmed Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
n.ahmed	Restart
Acebuddy	Hello Nawaz Ahmed R, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
n.ahmed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
n.ahmed	I'd like to raise a Request
Acebuddy	Please select your request type.
n.ahmed	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
n.ahmed	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

*Acebuddy has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

**#72997 josh meineke**

**Email:** josh@meinekecpa.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** BUENA PARK

**State:** California

**Country:** UNITED STATES

## Chat Transcript

josh meineke	Hello, I am your Acebuddy
Acebuddy	Hello Josh Meineke, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
josh meineke	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
josh meineke	I'd like to raise a Request
Acebuddy	Please select your request type.
josh meineke	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 :
josh meineke	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
josh meineke	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
josh meineke	cant login
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
josh meineke	hello anurag, i cant get a hold of anyone. i have been waiting on the phone for 21 minutes
	Something is wrong with my profile and when i log in to my server i get a temporary profile
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
josh meineke	meinekecpa and user name is joshua
Anurag Sharma	Thankyou for the information.
	Kindly allow me 4-5 minutes to check the same.
josh meineke	ok

Anurag Sharma Thank you for your patience.

May I take the remote access of your local computer?

josh meineke yes, do you need me to login?

ok i am logged in

Anurag Sharma Okay

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

josh meineke done

Anurag Sharma <https://assist.acecloudhosting.com/join/9062909733>

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

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the chat.

Josh, please make sure that you are pasting the remote session link on your local computer. And not on the server, as I will be connecting from my end.

josh meineke that is good information to provide

ok i am connected

Anurag Sharma Thank you Josh.

Please stay connected. I am working on the issue.

josh meineke I will keep here open, thanks again Anurag

Anurag Sharma Okay Josh, It is upto you.

If you want. You can reconnect to us on chat after an hour as well.

As due to no response from your end this chat can get disconnected.

josh meineke lets see how long it stays lol

Anurag Sharma Okay

Please try to login to the server again now.

And check if the issue is resolved now.

josh meineke ok

looks like it worked

Anurag Sharma I am glad to know.

Is there anything else I may help you with ?

josh meineke thank you, i will put in tickets for the other thing when i am done.

Anurag Sharma Okay

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

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr

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/>)

josh meineke will do,

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #72351 stephanie

**Email:** stephanie@davcreekmedia.com  15014996703

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

**Operator:** Anurag Sharma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** CONWAY

**State:** Arkansas

**Country:** UNITED STATES

### Chat Transcript

stephanie Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

stephanie Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
stephanie	I'd like to raise a Request
Acebuddy	Please select your request type.
stephanie	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server rebo
	Do you need any further assistance on the topic?
stephanie	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Stephanie
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

**#73219 test**

**Email:** test@gmail.com  +16887849764

**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:** NEW DELHI

**State:** Delhi

**Country:** INDIA

## Chat Transcript

test	Hello, I am your Acebuddy
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
test	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
test	I'd like to report an Issue
Acebuddy	Please select an option!
test	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
test	Setback
Acebuddy	Please select an option!
test	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
test	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
test	qb license
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Gurwinder Singh declined the transfer request.</i>	
<i>test has ended this chat session</i>	

# Chat Transcript

Hello, I am your Ace Buddy.

## Visitor Details

### #72276 Amy Strong

Email: strongbookkeepers@gmail.com ☎ 12172594792

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: BROADLANDS

State: Illinois

Country: UNITED STATES

## Chat Transcript

Amy Strong: Hello, I am your Acebuddy

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

Acebuddy: Whom Would You Like to Connect With?

Acebuddy: 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 Ace Buddy.

## Visitor Details

### #72468 Jennifer Rogers

Email: jconnell@creeksideinvestors.com ☎ 12486010202

Department: Support(QB & App Hosting)

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 10 Secs

**City:** TROY

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

Jennifer Rogers	Hello, I am your Acebuddy
Acebuddy	Hello Jconnell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Rogers	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Rogers	I'd like to report an Issue
Acebuddy	Please select an option!
Jennifer Rogers	Password Reset
Acebuddy	Please select an option below
Jennifer Rogers	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
Jennifer Rogers	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 today.
	Hello Mr. Connell. Could you please help me with your user name and server name
Jennifer Rogers	User Name: Linda
	Creekside is the server name
Sharath Kumar	Hi Linda, allow me a moment to check for some account details
	Thank you for your patience, Could you please let me know when was the last time that you were able to sign into your ac

Jennifer Rogers	Yesterday
	I had to change my password to get on
Sharath Kumar	Okay, and you are sure that you are putting int he correct password?
	do check if the caps lock is on
Jennifer Rogers	Yes. I am putting in the new password
Sharath Kumar	I am checking your user account
	Your account appears to be active and enabled. Therefore, with the right password you should be able to sign in
	could you also confirm that there were no changes that were made to the RDP file
Jennifer Rogers	Ive tried multiple times and I cant get in. It comes back with Windows Scurity (RD Gateway Server Credentials)
Sharath Kumar	understood.
Jennifer Rogers	Asks for my Username &
Sharath Kumar	try the username as myrealdata\Linda.E when you sign in to RD gateway server credentials
	were you able to sign in with that?
Jennifer Rogers	no. now it came back with NicoleCo, and it shoudn't be on this computer
Sharath Kumar	that is strange, the username you are putting in is myrealdata\Linda.E, right?
Jennifer Rogers	yes
	Nicole used to use this computer, but now works remotely
Sharath Kumar	are you on a windows computer or is that a Mac?
Jennifer Rogers	Windows
Sharath Kumar	let me send you a link so that I can share screen with you
	one moment please
	thank you for your patience
	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/2622697086">https://assist.acecloudhosting.com/join/2622697086</a>
	I have disconnected from the remote session, we were able to help you with sign into the server
	Is there anything else I may help you with ?
	Is there anything else I may help you with ?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy.

## Visitor Details

### #72774 info

**Email:** info@brkimcpa.com  9729724930

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

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

info	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello (Edited)
info	Hello, QB and Outlook won't open.
	Hello
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	<i>1:32:46 AM info is sharing a file with you</i>
	<i><u>1_image.png</u> - ( Size:22.68 KB )</i>
	Thanks for the confirmation !
	One of your colleague just came on chat with the same issue.
	His issue got resolved after rebooting his computer.
	Could you please try the same?
	Maybe it can help you too.
info	Okay.
	Should i leave the chatting?
Anurag Sharma	You can consult Donna_BK also.
info	ok.
Anurag Sharma	Yes, you can re-initiate another chat. If that doesn't helps.
info	Thank you.
Anurag Sharma	Is there anything else I may help you with ?
info	No.
Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecl">https://selfcare.acecl</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Anurag Sharma has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy.

## Visitor Details

### #72609 Kathy Willis

**Email:** kwillis@nexagy.com  8288555847

**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:** 26 Secs

**City:** NORTH BERGEN

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

*Shashwat Verma accepted the chat transfer request.*

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

Hello Kathy

Kindly allow me two minutes to check the same.

Are you facing Qb freezing issue.correct?

Kathy Willis no

give me a minute

Shashwat Verma Sure

*3:09:07 AMKathy Willis is sharing a file with you*

*[IMG\\_1511 \(1\).jpg](#) - ( Size:255.29 KB )*

I will surely help you with this issue.

May I take the remote access of your local computer?

Kathy Willis yes

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

<https://assist.acecloudhosting.com/join/1292393346>

Kindly Click on the link and open the downloaded file.

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.

Kathy Willis sashwat, Guy is going to send email authorizing

Shashwat Verma Sure

Kathy Willis Can I copy these plans to send to him?

Shashwat Verma Let me know, when is done ,kindly ask them to mention the plan

Yes you can

Plan1 : 200GB : \$120/Month

Plan2 : 100GB : \$60/Month

Plan3 : 80 GB : \$50/Month

Plan4 : 60 GB : \$40/Month

Plan5 : 40 GB : \$28/Month

Kathy Willis How to I transfer this chat

Shashwat Verma Chat cannot be transferred, let me email the plans to him directly (Edited)

Is that work?

Kathy Willis thank you.

Shashwat Verma Just emailed the same.

Kindly check the email box and just revert with the plan number, rest will be assured by us.

issue resolved on remote session, you are able to login the server, also we have increased the c drive space by plan4

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 appr

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

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

*Shashwat Verma has ended this chat session*

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## Chat Trans

Hello, I am your A

### Visitor Details

**#73184 davidDavid kirchenbaum**

**Email:** david@robkellermd.com ☎ 9548503656

**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:** 22 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

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

davidDavid kirchenbaum	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
davidDavid kirchenbaum	I'd like to report an Issue
Acebuddy	Please select an option!
davidDavid kirchenbaum	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
davidDavid kirchenbaum	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
davidDavid kirchenbaum	bank feeds aren't working
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.
davidDavid kirchenbaum	hello
Manish Singh	Hii David
	I will surely help you with this issue.
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
davidDavid kirchenbaum	yes this is the first time and I am the only user
Manish Singh	This message has been deleted
	Kindly allow me two minutes to check the same.
	May I know the QuickBooks version in which you are facing this issue?
davidDavid kirchenbaum	enterprise
Manish Singh	Alright
	Is it Enterprise 2024?
davidDavid kirchenbaum	yes
Manish Singh	May I take the remote access of your server?
davidDavid kirchenbaum	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.

We are connected now.

We are proceeding with the clean installation of the application to resolve the issue.

Kindly check now.

As it seems to be working now.

Is there anything else I may help you with ?

davidDavid  
kirchenbaum

no we are good!

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 appr

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

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

*Manish Singh has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

#### #72870 Katie Kispert

**Email:** kkispert@dixon-associates.com  7819340648

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 23 Secs

**City:** NATICK

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

Katie Kispert	Hello, I am your Acebuddy
Acebuddy	Hello Katie Kispert, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Katie Kispert	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Katie Kispert	I'd like to report an Issue
Acebuddy	Please select an option!
Katie Kispert	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Katie Kispert	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Katie Kispert	Good morning! I reached out yesterday on an issue, which was resolved. Today, I am having the same issue. Ticket # from
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vignesh Arul accepted the chat transfer request.</i>
	<i>Vignesh Arul 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 assisting you today.
	How may i assist you today, Katie?
Katie Kispert	Good morning! I reached out yesterday on an issue, which was resolved. Today, I am having the same issue. Ticket # from
Manish Singh	I will surely help you with this issue.
Katie Kispert	Thank you!
Manish Singh	Is the issue faced by other users too?
Katie Kispert	I am the only user of this account
Manish Singh	Kindly allow me two minutes to check the same.
Katie Kispert	Thank you!
Manish Singh	As I can check in the ticket you are getting Windows Administrator issue for which i have restarted the services of QuickB
	Kindly check now.
Katie Kispert	Trying now

Manish Singh	Yes, please take your time.
Katie Kispert	I am in, but when I click on record deposits or write checks nothing happens
Manish Singh	Alright
	May I take the remote access of your server?
Katie Kispert	Yes
Manish Singh	May I know your username as I can check user Ted is not active on the server. (Edited)
Katie Kispert	admin
Manish Singh	We are connected now.
Katie Kispert	I did see that - thank you!
Manish Singh	This message has been deleted
	This message has been deleted
Katie Kispert	Looks like the issue has been fixed. Thank you!
	How do we avoid this from happening again?
Manish Singh	We are marking this ticket as follow up if this issue persist, we will escalate the issue.
Katie Kispert	Okay - sounds good! Thank you!
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

## Chat Transcription

Hello, I am your AI Assistant.

#72449 tara.erickson9

Email: tara.erickson9@gmail.com ☎ 3609035037

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: BOISE

State: Idaho

Country: UNITED STATES

## Chat Transcript

tara.erickson9	Hello, I am your Acebuddy
Acebuddy	Hello Tara, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tara.erickson9	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tara.erickson9	I'd like to raise a Request
Acebuddy	Please select your request type.
tara.erickson9	Change in Users
Acebuddy	Please select your desired option!
tara.erickson9	User Removal
Acebuddy	Kindly email us the username that needs to be deleted to support@acecloudhosting.com from your registered email address.
	Do you need any further assistance on the topic?
tara.erickson9	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Tara
tara.erickson9	Hello
	There has been a change in management here at A Lively Chef Catering. We need to shut down a user today. The account

Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the same.
	Do you want to remove the server access of the user StacyW.Nent1@myrealdata.net?
tara.erickson9	yes. We need that account shut down as soon as possible.
Anurag Sharma	Okay, we will surely do that for you.
tara.erickson9	Just her remote access
Anurag Sharma	Do you want us to remove her user account or the remote access?
tara.erickson9	She will no longer be with the company so, her remote access and her user account.
Anurag Sharma	Okay, I got it.
	Tara, after this chat, I will send you an email. You can just revert back to that email with an approval from the primary contact.
	We will remove the user account from the server, once we will have the approval from stacy@alivelychef.com
tara.erickson9	Okay, Stacy is the one who will no longer be with the company so it is a little more complicated. Please send the email to primary contact.
Anurag Sharma	Okay, we will surely help you with that too. On the email you will send an approval for the user removal. Kindly add this recipient in the CC section.
	Is there anything else I may help you with ?
	I am assuming that you want to replace the primary contact detail with this email: tara.erickson9@gmail.com
tara.erickson9	yes, please
Anurag Sharma	Thankyou for the confirmation.
	Is there anything else I may help you with ?
tara.erickson9	Yes, will you please send the confirmation email so that we can stop the remote access?
Anurag Sharma	Yes, after this chat. I will send you the email.
	Anything else I can help you with?
tara.erickson9	How will I know when the remote access has been officially shut off?
Anurag Sharma	We will inform you via email once it is completed
tara.erickson9	Okay, thank you.
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of this 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.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )

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

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72122 erin**

**Email:** erin@advocate-accounting.com  12062164629

**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:** 43 Secs

**City:** OLYMPIA

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

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

erin	I need to speak with Sumeet Sachdeva regarding case # 628703 please
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
erin	Hi Sharath, we meet again, unsurprisingly. I need to speak with Sumeet Sachdeva directly please
	case #628703
Sharath Kumar	Hello Erin, How are you today?
erin	pretty terrible
	lol
	i hope you are well
Sharath Kumar	looking into the ticket, one moment please
erin	Sumeet will look into ticket and work with me
	I spent a lot of time with him on the phone last night, and it's been decided that I will only be working with him
Sharath Kumar	Oh, it is the same issue
	Let me reach out to Sumeet regarding this
erin	okay, you can tell him the following
	1) my connection to ACE server broke AGAIN and I AGAIN cannot access
	2) New issue: neither of my employees are able to open the ATX application, because they are having issues connecting
	New day, new nightmare, same inability to do anything
Sharath Kumar	I see, sorry to hear about that neither of your concerns got resolved yesterday
erin	no surprise
Sharath Kumar	Sumeet got into a meeting few minutes ago and am not sure when he will be back
	I have conveyed him the message and he has assured to give you a callback at the earliest
erin	okay. I will turn my phone so that I can receive his call. thank you
Sharath Kumar	Is there anything else I may help you with ?
erin	nope thanks
Sharath Kumar	Alright Erin, I hope your server issues get resolved soon
	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
	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

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/>)

*Sharath Kumar has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #72196 Sara.baylis

**Email:** sara.baylis@sigacas.com

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 13 Secs

**City:** GRANDVILLE

**State:** Michigan

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	What type of QuickBooks Issue are you facing?
Sara.baylis	Setback
Acebuddy	Please select an option!
Sara.baylis	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sara.baylis	I'd like to report an Issue
Acebuddy	Please select an option!
Sara.baylis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sara.baylis	637113 Not able to log in to my desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Sara. How are you doing today?
Sara.baylis	great ! thankk you you?
Yash Ahi	I am also doing good. Thankyou for asking.
Sara.baylis	Its freezing cold here :)
Yash Ahi	Ohh, here its normal.  I will surely help you with this.
	Kindly allow me two minutes to check the same.
	Thank you for your patience Sara.
	May I take the remote access of your local computer?
Sara.baylis	yes
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.
Sara.baylis	okay
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/5842679371">https://assist.acecloudhosting.com/join/5842679371</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.

	Alright Sara.
	I have removed the duplicate RDP.
	Once the updates are finished, please try to login and incase you face any issues, please do let us know.
Sara.baylis	okay great!
Yash Ahi	Your computer will also ask for reboot, once the updates are installed.
Sara.baylis	okay
Yash Ahi	Is there anything else I may help you with ?
Sara.baylis	Thats it for now! Thank you so much!
Yash Ahi	Alright Sara. You are welcome.
	After this chat you will get the reference ticket ID
	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 appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Yash Ahi has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

**#72986 Joanne**

**Email:** msexpresslogistics@gmail.com  13347072385

**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:** 17 Secs

**City:** DULUTH

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Joanne	Hello, I am your Acebuddy
Acebuddy	Hello Joanne Lee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Joanne	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joanne	I'd like to report an Issue
Acebuddy	Please select an option!
Joanne	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Joanne	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Joanne	We need to export sales report to excel file
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello joanne
Joanne	we have troble to export report to excel file
Shashwat Verma	I will surely help you with this issue.
	When you are last able to do so?
Joanne	i had no problem to use until noon
	but other user brought up issue 1 hour ago
Shashwat Verma	okay
	May I take the remote access of your local computer?
	Are we still connected here?
Joanne	yes

Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/2542860505">https://assist.acecloudhosting.com/join/2542860505</a>
	Kindly Click on the link and open the downloaded file.
Joanne	i am about to leave now
Shashwat Verma	Sure, will keep this ticket in open, you can continue later.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Ace Buddy

### Visitor Details

**#72153 HARSHIL SHAH**

**Email:** harshil@ambitsol.co

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

HARSHIL SHAH Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
HARSHIL SHAH	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
HARSHIL SHAH	I'd like to report an Issue
Acebuddy	Please select an option!
HARSHIL SHAH	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
HARSHIL SHAH	call me 9726173943
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
HARSHIL SHAH	need urgent support
	<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.
	How may I assist you, Harshil?
HARSHIL SHAH	call me
Manish Singh	Yes, I will definitely arrange a callback kindly let me know the issue you are facing so that the one who will call you can as
HARSHIL SHAH	remote is working very slow
Manish Singh	I will surely help you with this issue.
	May I take the remote access of your local computer?
HARSHIL SHAH	yes
Manish Singh	<a href="https://assist.aceclouddhosting.com/join/6082988040">https://assist.aceclouddhosting.com/join/6082988040</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
HARSHIL SHAH	call me
Manish Singh	Alright, we will arrange a callback on the number provided.
	Is there anything else I may help you with ?
HARSHIL SHAH	we are not able to download because of download restriction
Manish Singh	You have to give permission if you are using MAC device.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Manish Singh has ended this chat session*

## Chat Transcription

Hello, I am your Ace Buddy.

### Visitor Details

#### #71768 Adriane.tucker

**Email:** adriane.tucker@yahoo.com ☎ 2098970307

**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:** 43 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Adriane.tucker	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Adriane, could you please help me with the server name that you are currently using (Edited)
Adriane.tucker	CatyaP
	The whole thing is frozen including the unfreeze option
Sharath Kumar	bear with me for a moment while I sign into the server
	I am unable to see any active sessions for your account on the server
	would you be able to close the remote desktop application from task manager on your computer
Adriane.tucker	I dont know what to say. Im in the server now on the chrome and th unfreeze option is stuck open and QB wont open
Sharath Kumar	No worries, let me help you on remote assistance tool that we have
	I will send you a link and you need to click on it so that we can get connected
	Prior providing the access, I would suggest you to close any important documents at your end.
Adriane.tucker	ok
	now qb is trying to pen but the unfreeze option is hiding the login
Sharath Kumar	<a href="https://assist.acecloudhosting.com/join/6772960538">https://assist.acecloudhosting.com/join/6772960538</a>
Adriane.tucker	I got it to close
Sharath Kumar	glad to know
	try reopening the application and let me know if you need any further assistance
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>

# Chat Trans

Hello, I am your A

## Visitor Details

### #72501 rlangford

Email: rlangford@roistrategies.net ☎ 14046102218

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 54 Secs

City: ALPHARETTA

State: Georgia

Country: UNITED STATES

## Chat Transcript

rlangford Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

rlangford Managed IT

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

*Acebuddy (bot) forwarded the chat request*

*Pradeep Kumar declined the transfer request.*

*Priyanshu accepted the chat transfer request.*

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

rlangford We had experienced this a week or so ago and i reported it...it is happening again. Our sever is EXTREMELY slow and very

Priyanshu We apologize for the inconvenience caused to you. Please let me transfer your chat to the concerned team so that they can

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

rlangford ok

*Sharath Kumar accepted the chat transfer request.*

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

rlangford	hi...our server is very slow and laggy again
Sharath Kumar	Hello there, could you please let me know if you have a ticket number for reference
rlangford	maybe 633926
	it has been closed
Sharath Kumar	Thank you, let me quickly check that and see what was done
rlangford	ok
	not sure anything was done... it just seemed to get better but is now back again
Sharath Kumar	Thank you for your patience, I see that at the time, RAM usage was high
	could you let me know if the slowness issue occurred today after last week?
rlangford	yes...right now... for me and the other user
	we have been live with you all for almost 10 - 12 months...same usauge same users everything...it just started in the last
Sharath Kumar	noted! was there any recent change in your infrastructure?
rlangford	not really
Sharath Kumar	alright, and are you all working from the same network?
rlangford	yes
Sharath Kumar	and what kind of computer are you guys using?
rlangford	and the other employee is remote
	pc
Sharath Kumar	Windows or Mac
rlangford	windows
Sharath Kumar	ok and is it windows 10 or 11
rlangford	mine is 11
	not certain what other user is...but we are experiencing the same thing
Sharath Kumar	I am on the ROIstrategies server and the resource utilization appears to be normal
rlangford	you asked about infrastructure...nothing really changed but we did have a sync software installed 2-3 weeks ago from Bill
Sharath Kumar	is that application installed on the server or on your local computers?
rlangford	it seems like it is working normal and then all of a sudden it will just pause for 2-3 seconds
	server
Sharath Kumar	appears to be a latency
	could you open this link on your remote desktop and share a screenshot of the result
rlangford	yes
	what linik

Sharath Kumar	<a href="https://www.speedtest.net/">https://www.speedtest.net/</a>
rlangford	but both users are experiencing it from 2 different states
Sharath Kumar	and what states are they in?
rlangford	Ga & AI
Sharath Kumar	am asking because they could be connecting to our same gateway server
rlangford	trying to figure out how to share my results of speedtest with you
	<a href="https://www.speedtest.net/result/17375006143">https://www.speedtest.net/result/17375006143</a>
Sharath Kumar	the snipping tool will be helpful here
	<i>12:41:31 AM rlangford is sharing a file with you <a href="#">Screenshot 2025-02-13 140959.png</a> - ( Size:54.78 KB )</i>
	just to confirm.., this is from your local computer, right?
rlangford	YES
	sorry for all caps
Sharath Kumar	the speed is way more than enough, no latency as well
rlangford	could it be that the hardware on your side as an overall is getting over taxed by accountants and it being tax time
Sharath Kumar	not really, the resources are apt but it is hard to pin point the issue
	I will have your case escalated and have someone reach out to you with a resolution at the earliest
rlangford	ok
Sharath Kumar	anything else that I can assist you with in the meantime?
rlangford	no
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Ace Buddy.

## Visitor Details

### #72526 Henry Chavez

Email: hchavez@motion.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: 1 Min 13 Secs

City: SAN ANTONIO

State: Texas

Country: UNITED STATES

## Chat Transcript

Henry Chavez	Hello, I am your Acebuddy
Acebuddy	Hello Henry Chavez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Henry Chavez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Henry Chavez	I'd like to raise a Request
Acebuddy	Please select your request type.
Henry Chavez	Change in Users
Acebuddy	Please select your desired option!
Henry Chavez	User Replacement
Acebuddy	Kindly email us at support@acecloudhosting.com from your registered email address mentioning the existing username to be replaced.
	Do you need any further assistance on the topic?
Henry Chavez	Yes
Acebuddy	Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Sharath Kumar accepted the chat transfer request.*

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Henry Chavez	Hello Sharath, my name is Henry and I am calling about ticket number 641086
Sharath Kumar	one moment while I look into this
Henry Chavez	Thank you
Sharath Kumar	Henry, could you let me know if you have access to MyPortal for the account creation
Henry Chavez	I do not, I am a third party IT trying to get the old user Danielle Davis removed and replace with Stacy Ringo . Danielle is i
Sharath Kumar	I see,  the request have to be made by Danielle since he's the authorized contact
Henry Chavez	And if she is no longer with the company, what are our option to get this fixed?
Sharath Kumar	I see, we will require the details for the new POC  we will have to do some verification and then they can be made as an authorized contact
Henry Chavez	What kind of verifcation? Will you be calling Willis Commercial Paint and talk to the new user?
Sharath Kumar	that is correct
Henry Chavez	When will support be reaching out to the user? That way I can inform the user when to expect the call
Sharath Kumar	It is actually the billing team that will be doing the verification  Could you send an email request to <a href="mailto:billing@acecloudhosting.com">billing@acecloudhosting.com</a> regarding the change
Henry Chavez	i can, do you know what the turn around time is?
Sharath Kumar	I checked and got to know it will take at least a day
Henry Chavez	Oh thank you, I will send out the email to billing and will include the users email. Thank you for all your help.  I have just sent the email request to billing
Sharath Kumar	Is there anything else I may help you with ?  Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Ace Buddy.

## Visitor Details

### #72353 Dominique Molina

Email: admin@certifiedtaxplanners.com ☎ 16193654354

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Mins 11 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

## Chat Transcript

Dominique Molina	Hello, I am your Acebuddy
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dominique Molina	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dominique Molina	I'd like to report an Issue
Acebuddy	Please select an option!
Dominique Molina	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Dominique Molina	I cannot access the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.

	Hello
Dominique Molina	thank you
	hello
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Dominique Molina	I am Dominique Molina username: DominiqueM_AICTP
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
Dominique Molina	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Dominique Molina	ok
Anurag Sharma	<a href="https://assist.aceclouddhosting.com/join/8392713121">https://assist.aceclouddhosting.com/join/8392713121</a>
	Kindly paste this link in the browser of local computer and join the session.
Dominique Molina	8392713121
Anurag Sharma	Yes, please join to the remote session with this ID. (Edited)
Dominique Molina	dome
	done
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the queue.
Dominique Molina	ok
Anurag Sharma	Please stay connected, I am still working on your issue.
	I am so sorry to inform you that the server is not accessible right now. There is some issue at the backend which is why you are not able to connect.
	I have initiated the process in order to make your server work.
	Kindly allow us 1-2 hours. We will update you on email once the problem is fixed.
	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)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

# Chat Transcription

Hello, I am your Acebuddy.

## Visitor Details

### #72844 Farahnaz

**Email:** farahnaz.karimizandi@pursimple.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:** 18 Secs

**City:** MONTREAL

**State:** Quebec

**Country:** CANADA

## Chat Transcript

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

Farahnaz	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Yadav accepted the chat transfer request.</i>	
<i>Shubham Yadav is transferring the chat to Support(QB &amp; App Hosting).</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 Farahnaz	
Farahnaz	Hello
My QB is frozen	
Shashwat Verma	I will surely help you with this issue.
Kindly allow me two minutes to check the same.	
Farahnaz	ok
Shashwat Verma	Kindly try now
Farahnaz	How ?
Shashwat Verma	Kindly try to open QuickBooks (Edited)
Is it still freezing?	
Farahnaz	no
thx	
Shashwat Verma	Is there anything else I may help you with ?
Farahnaz	no thx
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w	
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri	
Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )	
For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy.

## Visitor Details

### #72017 Tina Malkan

**Email:** tina@tli.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** SOUTH PLAINFIELD

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

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

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

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72317 steven**

**Email:** steven@lynncpas.com  17204703581

**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 4 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

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

steven	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. Typically, the application update is performed overnight.
steven	Do you need any further assistance on the topic?
steven	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
steven	Hi, I requested an app update yesterday for Lacerte 24, I was told it went through however the Lacerte support indicated the ticket is 638025
Manish Singh	Steven, Ashutosh emailed you notifying that application is yet not updated and asked for callback number. (Edited)
steven	yeah i got that  and it said to call  so i did  and sat on hold  I just need the App updated please
Manish Singh	Alright, let me check.
steven	ok
Manish Singh	It's under process, Steven.
steven	ok
Manish Singh	It will take 5 mins.  I have successfully installed the pending updates for Lacerte 2024 need to reboot the server once.
steven	ok
Manish Singh	Kindly try to access after 2 minutes.  Try to access now.  Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy.

## Visitor Details

### #72270 Andrea Argue

**Email:** andrea@kavefinancial.com  2622247844

**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:** WAUKESHA

**State:** Wisconsin

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

---

## Chat Transcription

Hello, I am your Acebuddy.

### Visitor Details

**#71770 Alberto Salvado**

**Email:** alberto.salvado@salvadolaw.com **Phone:** 17039307434

**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 24 Secs

**City:** VIENNA

**State:** Virginia

**Country:** UNITED STATES

### Chat Transcript

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

Alberto Salvado	Quickbooks is not opening
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Alberto Salvado	Hello Kumar
	Sorry Sharath
Sharath Kumar	Hello Alberto, could you please let me know the server name that you are logged into
Alberto Salvado	qbnxtpro.myrealdata.net
	AlbertoS.Npro
Sharath Kumar	got it, allow me a moment to sign into the server
	Are there multiple instances of QuickBooks open for you?
	Alberto, I have closed QuickBooks, could you please reopen the application and let me know if that resolves your concern
	Are we still connected here?
Alberto Salvado	yes
	I was able to open it
Sharath Kumar	glad to hear that
	is this something that you encounter very often
Alberto Salvado	it is frozen
	I have had problems for the last week with running tax forms.
	The last support said quickbooks would be updated to resolve the problem. i am going to check now
Sharath Kumar	sure
	let me know if QuickBooks needs to be closed again
Alberto Salvado	I was able to close it with the unfreeze option
Sharath Kumar	okay, that's good
Alberto Salvado	now it will not open
Sharath Kumar	is there a particular action that you perform that does this?
	also, could you try logging off from the server and sign back in
	kindly use the log off icon on the desktop to do so (Edited)
Alberto Salvado	just trying to open it with the shortcut
	ok i am logging back in
Sharath Kumar	great, try now

Alberto Salvado	no luck
Sharath Kumar	sorry to hear that. Is the other user account (EdD.NPRO) having the same issue?
Alberto Salvado	I don't know, they are out of the office. They have been having the same issue with running tax forms. Can you see my s
Sharath Kumar	sure, excuse for one moment please
	I think I found the solution from the previous chat
	let me try that now
	done! Please try again
	Alberto, was that successful?
Alberto Salvado	hold on
	no.
Sharath Kumar	let me try restarting the server, this will take a while since there are other users currently logged in
	10 minutes max
	try signing in now
	Alberto, the server has been restarted
Alberto Salvado	ok.
	The quickbooks opens but I still have the problem with running tax forms.
Sharath Kumar	I see, can we schedule a call for next Monday, if possible?
Alberto Salvado	ok. I need it to be around 4 pm.
	I was told that quickbooks needed to be updated overnight for payroll update. I don't think it was done
Sharath Kumar	sure, I will have someone from the after hours team to check that and have you informed about the payroll status
	incase that doesn't work, what will be an appropriate phone number to call you on Monday
Alberto Salvado	7039307434
Sharath Kumar	noted
	We will update the payroll as mentioned earlier, if that doesnt work, we will help you remotely
	anything else that I may assist you with, Sir?
Alberto Salvado	no thank you
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.aceclou">https://selfcare.aceclou</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

#### #72771 Ricardo

**Email:** ricardo@taxassociatesllp.com ☎ 7602718036

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** WOODLAND

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Ricardo	Hello, I am your Acebuddy
Acebuddy	Hello Ricardo Buenrostro, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Ricardo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ricardo	I'd like to report an Issue
Acebuddy	Please select an option!
Ricardo	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ricardo	My RDP session will not connect to all of my monitors even though I am clicking on the "Use all my monitors for the remot

Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Yadav accepted the chat transfer request.</i>	
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Ricardo	TALLP.myrealdatal.net RicardoBu
Shubham Yadav	May I take the remote access of your local computer?
Ricardo	Yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.acecloudhosting.com/join/2062598337">https://assist.acecloudhosting.com/join/2062598337</a>  Kindly Click on the link and open the downloaded file.
Ricardo	Ok do you have access now?
Shubham Yadav	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.
Ricardo	Ok have a great day.
Shubham Yadav	We will inform you on the mail regarding the same as you requested to escalate the issue Thank you (Edited)  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)

*Shubham Yadav has ended this chat session*

## Chat Transf

Hello, I am your A

### Visitor Details

#72382 wilfred

**Email:** wilfred@newfoundrentals.com  +63 916784161

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 15 Secs

**City:** VILLA MARIA CLARA

**State:** Nueva Ecija

**Country:** PHILIPPINES

## Chat Transcript

wilfred	Hello, I am your Acebuddy
Acebuddy	Hello Wilfred, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
wilfred	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
wilfred	I'd like to report an Issue
Acebuddy	Please select an option!
wilfred	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
wilfred	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
wilfred	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
wilfred	Good day, manish.
Manish Singh	Hii Wilfred
wilfred	Im having problem accessing NFR quicbooks
Manish Singh	I will surely help you with this issue.

7:32:01 PM wilfred is sharing a file with you

[image.png](#) - ( Size:92.83 KB )

this is the error message i recieve

We are working on it.

wilfred copy that. just email me of the developments. Thanks

Manish Singh Is this issue occurring only for you, or are other users on the server also experiencing it?

wilfred i have inquired with my teammates and they are experiencing the same thing

Manish Singh Have you initiated the call too, Wilfred?

wilfred i already emailed ace support also

Manish Singh We have noted that request, but as i can check someone from your team has initiated the call too regarding the matter.

We are rebooting the server, kindly logout from the server once.

And other user too.

wilfred will do

Manish Singh We have rebooted the server, kindly try to access server after two minutes.

wilfred will do

Manish Singh Kindly try to access the server now.

wilfred on it

Manish Singh Is everything working fine now?

wilfred not yet. it is still accessing

Manish Singh Checking, please wait.

wilfred still cannot access

Manish Singh We are working on it from the backend.

Wilfred, kindly check now.

wilfred on it

everything is ok now. thanks

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

wilfred thats all for now. Thanks again

Manish Singh I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of

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

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

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

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

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

*Manish Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72383 Carol Kauffman**

**Email:** payroll@stewardship-accounting.com ☎ 717-935-9005

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** BELLEVILLE

**State:** Pennsylvania

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	What type of QuickBooks Issue are you facing?
Carol Kauffman	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Carol Kauffman	Quickbooks is working slowly. It is taking 4-5 tries to log in to company files.
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Sharath Kumar accepted the chat transfer request.</i></p>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Carol Kauffman	Hi
Sharath Kumar	Hello Carol, let me quickly sign into the server and check why it is taking longer for you to load company files since when are you experiencing this issue?
Carol Kauffman	Since yesterday
Sharath Kumar	server's resource utilization appears to be normal what is the username that you are signed in with?
	Are we still connected here?
Carol Kauffman	Yes, sorry, just a minute
Sharath Kumar	sure, no problem
Carol Kauffman	Denise P
Sharath Kumar	got it  could you check with other users if they are also experiencing the same issue
Carol Kauffman	No one else is having issues.
Sharath Kumar	noted  what if you launch apps other than Quickbooks on the server, are you experiencing any lags?
Carol Kauffman	No other lags with other apps
Sharath Kumar	understood, so the issue appears to be with just the company files
Carol Kauffman	yes
Sharath Kumar	and to confirm, it is QuickBooks Accountant Desktop 2022 that you are using to open these company files, right?
Carol Kauffman	yes
Sharath Kumar	got it, I just checked the application and found its update is corrupted. I have seen instances where once the application is
Carol Kauffman	So what do I need to do?
Sharath Kumar	I can update the application, it will take 20-30 minutes tops but during that time users on the server will have to close Qu or let me know an appropriate time to install the update and I will do it for you

Carol Kauffman	Let's start at 9:45. That will give me a chance to finish what I'm working on.
Sharath Kumar	ok, and may I ask what time is it for you right now?
Carol Kauffman	9:30 am
Sharath Kumar	got it, I will start the update in 15 minutes
Carol Kauffman	Thank you
Sharath Kumar	and I will keep you posted via email once the update is completed
	Is there anything else I may help you with ?
Carol Kauffman	I think that's it. Do I need to be completely out of Quickbooks and the Ace Hosting environment before that update begins
Sharath Kumar	A restart of the server may be required
	I will send a message from the server 5 minutes prior to that
	till that time you can stay logged in but QuickBooks needs to be stay closed
	if you could pass on this message to Amish that'll be really helpful
Carol Kauffman	I already did, thanks!
Sharath Kumar	great! since there is nothing else required you may close this chat and wait for my email
	wishing you a good day ahead, Carol
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

#71775 jend

**Email:** jend@taxproak.com  19077431040

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

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jend	Hello, I am your Acebuddy
Acebuddy	Hello Jend, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jend	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jend	Setback
Acebuddy	Hello Jend, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jend	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jend	I'd like to report an Issue
Acebuddy	Please select an option!
jend	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jend	ATX 24 wont open and shuts down...
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
jend	23 atx is open
	24 atx requires a restart to complete installiaton
	<i>Anurag Sharma accepted the chat transfer request.</i>

	install a shield fails
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Jend
jend	Hi Anaurag
	can you remote in?
Anurag Sharma	Yes, could you please share your username and server name?
jend	Jennifer Desroches
	Tax Professionals of Alaska
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 4-5 minutes to check the same.
jend	ok
Anurag Sharma	Do you wish to reboot the server ?
jend	standby - let me make one more entry then close programs im in
Anurag Sharma	Okay
	Please let me know once I can proceed with the reboot.
jend	ok should be good to reboot
Anurag Sharma	Thanks for the confirmation !
	I would like to inform you that we have successfully rebooted the server as per your request.
	Is there anything else I may help you with ?
jend	remote in
	atx unable to connect
Anurag Sharma	Yes, we have fixed the issue from the backend.
	Kindly log off and re-login on the server.
	And try to access the ATX again.
	It will work now.
jend	standby it is trying to load
	it wants to installshield wizard
	wizard did not complete
	cannot completely install
	please remote in and look
Anurag Sharma	Okay

	May I take the remote access of your server?
jend	yes
	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
jend	done thank you
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/5822300924">https://assist.acecloudhosting.com/join/5822300924</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.
	As told in the remote session, Kindly re-initiate another chat after logging into the server again. As you have initiated the
jend	can you still see
Anurag Sharma	Yes
	I am sending you another link. Please use that to connect over the remote session.
	<a href="https://assist.acecloudhosting.com/join/3942675183">https://assist.acecloudhosting.com/join/3942675183</a>
	Kindly paste this link in the browser of local computer and join the session.
jend	you should be in
	you still working in the background?
Anurag Sharma	Yes
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.
	The issue seems to be resolved now.
	Is there anything else I may help you with ?
jend	I will try to work now, so i will chat you later if i need help
	thank you
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Anurag Sharma has ended this chat session*

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## Chat Transcripts

Hello, I am your Acebuddy.

### Visitor Details

**#72365 mary**

**Email:** mary@infiniteaccountants.com 2125440001

**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 3 Secs

**City:** SAN ANTONIO

**State:** Laguna

**Country:** PHILIPPINES

### Chat Transcript

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

mary	Hello, I'
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Testing declined the transfer request.</i>
mary	I'm trying to open our quickbooks but it can't be opened on REMOTE PC
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
mary	myrealdata\IASAdmin.NPRO1
	password : QWrt\$%99
Tushar Pharswan	Thank you for the details.
	Kindly allow me two minutes to check the same.
mary	Thanks
Tushar Pharswan	There was multiple QuickBooks task opened so I closed them all from task manager.
	Kindly try to open QuickBooks again.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	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 appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Tushar Pharswan has ended this chat session</i>

## Visitor Details

### #73198 Claire Speake

**Email:** corporate@sgwfresno.com  15593479965

**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:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Claire Speake	Hello, I am your Acebuddy
Acebuddy	Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Claire Speake	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Claire Speake	I'd like to raise a Request
Acebuddy	Please select your request type.
Claire Speake	Change in Users
Acebuddy	Please select your desired option!
Claire Speake	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the link provided below.
	Do you need any further assistance on the topic?

*The visitor's email address was changed to corporate@sgwfresno.com.*

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

*Ended due to chat idle timeout*

# Chat Trans

Hello, I am your A

## Visitor Details

**#72637 Melanie Hirsch**

**Email:** cpa@hirschconsultants.com  19164301172

**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:** SACRAMENTO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

### #72130 sang

**Email:** sang.wong@snrtea.com  6262640797

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** ROWLAND HEIGHTS

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Trans

Hello, I am your A

## Visitor Details

**#73028 john cortopassi**

**Email:** john@johnacortopassicpa.com ☎ 16319796917

**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:** SMITHTOWN

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

john cortopassi	Hello, I am your Acebuddy
Acebuddy	Hello John Cortopassi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
john cortopassi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

*Ended due to chat idle timeout*

# Chat Trans

Hello, I am your A

## Visitor Details

---

**#72869 ANDREW LEWIS KLEIN**

**Email:** burro7777@aol.com  15034903553

**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 40 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

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ANDREW LEWIS KLEIN	Hello, I am your Acebuddy
Acebuddy	Hello Burro7777, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ANDREW LEWIS KLEIN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ANDREW LEWIS KLEIN	I'd like to report an Issue
Acebuddy	Please select an option!
ANDREW LEWIS KLEIN	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ANDREW LEWIS KLEIN	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
ANDREW LEWIS KLEIN	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

*Acebuddy (bot) forwarded the chat request*

*Sharath Kumar accepted the chat transfer request.*

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
ANDREW LEWIS KLEIN	Hi Sharath. QB is not updating and allowing me to open.
Sharath Kumar	Let me know your server name and I will update it for you
ANDREW LEWIS KLEIN	Login?
	AndrewK1.NENT1
Sharath Kumar	One moment while I look into this for you
ANDREW LEWIS KLEIN	Thanks
Sharath Kumar	you're using enterprise 2024, is that correct?
ANDREW LEWIS KLEIN	Yes
Sharath Kumar	could you provide me with a screenshot of the error that you are receiving
ANDREW LEWIS KLEIN	ok
	It won't allow me to use snipping tool on server
Sharath Kumar	understood, am making a few changes on the server. Let's see if that helps you resolve your concern
ANDREW LEWIS KLEIN	Ok
	It seems like this happens every couple of months. It has trouble updating. Is there a way to permanently fix it?
Sharath Kumar	Sure, I will let the appropriate team know about this and have them work on it
	Could you log off from the server and sign back in again
ANDREW LEWIS KLEIN	done
Sharath Kumar	are you able to sign in this time
ANDREW LEWIS KLEIN	Let me try
	No, Do you want to log on to our server to see
Sharath Kumar	sure, let's try that
	Prior providing the access, I would suggest you to close any important documents at your end.
ANDREW LEWIS KLEIN	done
Sharath Kumar	are there other users from your company currently using this file?
ANDREW LEWIS KLEIN	I don't think so
Sharath Kumar	one more moment please
	Andrew, I am also experiencing issues with enterprise 24
	is it possible to allow us an hour or so to look into this

	I will reach out to you on email once the issue has been fixed
ANDREW LEWIS KLEIN	ok. How will you get back to me?
	ok
Sharath Kumar	anything else that I can assist you 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 Transcription

Hello, I am your Acebuddy

### Visitor Details

#### #72483 xianna zhong

**Email:** visionpointtax@gmail.com  19173029317

**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:** 1 Min 29 Secs

**City:** FREMONT

**State:** California

**Country:** UNITED STATES

### Chat Transcript

xianna zhong	Hello, I am your Acebuddy
Acebuddy	Hello Xianna Zhong, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
xianna zhong	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
xianna zhong	I'd like to report an Issue
Acebuddy	Please select an option!
xianna zhong	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
xianna zhong	Account name invalide
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
xianna zhong	invalid
	<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 Xianna
xianna zhong	Hi shashwat
	I tried to set up authentication for my server but I was unable to log into ace cloud account
	by following the selfcare portal instruction
	it says account invalid
	I was talking to someone on Tuesday but was got into something else.
	Was not able to complete.
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
xianna zhong	Also, I am calling and waiting for agent to help. Should I hang up?
	It's been waiting for 20 minutes..
	call your team
Shashwat Verma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the status of your account
	May I take the remote access of your local computer for assistance regarding registering on selfcare ?
xianna zhong	sure
	how
Shashwat Verma	I'll share you the link

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

<https://assist.aceclouddhosting.com/join/3422703504>

Kindly Click on the link and open the downloaded file.

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat.

xianna zhong ok

i will show you the log in page

Shashwat Verma Your session is getting freeze may be the internet speed is slow

xianna zhong how about now?

shall we reconnect?

Shashwat Verma Still same, let me share the new link.

<https://assist.aceclouddhosting.com/join/6052500276>

Kindly Click on the link and open the downloaded file.

xianna zhong are you in?

Shashwat Verma Kindly check your internet speed, it is still getting lost continuously

xianna zhong my internet is good though

no issue before..

you may tell me what to do?

Shashwat Verma Shall I arrange a callback for you?

xianna zhong yes please

can you do it now?

I have an appointment at 10:30

PST

now is 9

Shashwat Verma yes, can you please reboot your local pc and continue this chat? (Edited)

xianna zhong if i reboot will this chat recover?

Shashwat Verma Yes

xianna zhong ok

Shashwat Verma Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Shashwat Verma has ended this chat session*

---

## Chat Transcription

Hello, I am your Acebuddy.

### Visitor Details

**#71840 Ravi Shah**

**Email:** ravi@yourtaxadvisor.com  +1 9739609951

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** LAS VEGAS

**State:** Maryland

**Country:** UNITED STATES

### Chat Transcript

Ravi Shah	Hello, I am your Acebuddy
Acebuddy	Hello Ravi, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Ravi Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ravi Shah	I'd like to raise a Request
Acebuddy	Please select your request type.
As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	

*Ended due to chat idle timeout*

# Chat Transcript

Hello,

## Visitor Details

### #72815 Fenil Shah

Email: tax@sktaxaddison.com ☎ 8473508121

Department: Support(QB & App Hosting)

Operator:

Website: [https://www.acecloudhosting.com/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=ace%20cloud%20hosting&utm\\_adgroup=Primary](https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary)

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

## Chat Transcript

Fenil Shah Hello,

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

Fenil Shah I told you guys to update my qbd 2023 to 2024 , and still not updated

*Dikshant Yadav 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 today.

Fenil Shah I told you guys to update my qbd 2023 to 2024 , and still not updated

Sharath Kumar Apologies for the inconvenience caused, could you please share with me the ticket number for this request

Fenil Shah 643360

Sharath Kumar thank you! allow me two minutes to look into this

Thank you for your patience, Het. I have checked and found that the installation did not happen due to incorrect license n

*9:49:37 PM Sharath Kumar is sharing a file with you*

*[image.png](#) - ( Size:40.33 KB )*

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 Trans

Hello, I am your A

### Visitor Details

**#72652 Tony Purkey**

**Email:** tony@nexthomeconnection.com **13172013063**

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

**Operator:** Acebuddy

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**City:** ST LOUIS

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

Tony Purkey Hello, I am your Acebuddy

Acebuddy Hello Tony Purkey, I'm your Ace Buddy. I'll be happy to

Whom Would You Like to Connect With?

Tony Purkey Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Tony Purkey I'd like to raise a Request

Acebuddy	Please select your request type.
Tony Purkey	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Tony Purkey	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Ace Buddy.

### Visitor Details

**#73035 john**

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

**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 24 Secs

**City:** SAN RAFAEL

**State:** California

**Country:** UNITED STATES

### Chat Transcript

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

john	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
john	I'd like to report an Issue
Acebuddy	Please select an option!
john	Other Issue
Acebuddy	Please specify the issue you are facing before I conne
john	re: ticket 642192 the user session for user Admin_CM
Acebuddy	Please wait while we connect you to a Support Repres
	<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
john	hello Tushar!
Tushar Pharswan	Hello John, I will be surely assisting you with this. Till I this issue is faced by other users also? (Edited)
john	all other users are operating normally, not affected w
	this is a recurring issue with just this one user, wonder
	in future
Tushar Pharswan	Thank you for waiting, we can do that but for that we what is causing the issue.
	As of now I can see two users logged in and no one ha
	QuickBooks and let us know if the issue is still there\
	As this chat session is disconnected from your side.
	As there was no response, we are disconnecting the c
	(1-888-415-5240) if any further assistance is required
	Thank you for choosing ACE cloud Hosting, you have
	You may end this chat now. Once you end this chat, y
	conversation, along with a ticket number and survey 1
	I request you to kindly spare a moment to fill that out
	working. I will appreciate that. or you may send your
	Thanks!
	Note: You may change/reset your server password on
	( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://v">https://v</a>
	<i>Tushar Pharswan has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy.

## Visitor Details

**#73296 Test**

**Email:** support@acecloudhosting.com  0000000000

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 11 Secs

**City:** MALPURA

**State:** Haryana

**Country:** INDIA

## Chat Transcript

Test	Hello, I am your Acebuddy
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you.
Whom Would You Like to Connect With?	
Test	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Test	I'd like to raise a Request
Acebuddy	Please select your request type.
Test	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, let me know.

Test	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Test	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Test	Test for WFH
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	Testing for WFH vdi lag
Test	RECEIVED
<i>Test has ended this chat session</i>	

## Chat Transcript

Hello, I am your Acebuddy.

### Visitor Details

**#73210 Bhavin**

**Email:** bookkeeping@sandiegocpasteve.com  +1 646 661 2865

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

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

Acebuddy	Hello Bhavin, I'm your Ace Buddy. I'll be happy to assi
	Whom Would You Like to Connect With?
Bhavin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bhavin	I'd like to report an Issue
Acebuddy	Please select an option!
Bhavin	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Bhavin	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your Quic help you with resolving the issue
	Was that helpful?
Bhavin	No
Acebuddy	No issues, please wait while I connect you to one our
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name
	I will be surely assisting you with this. Kindly help me
Bhavin	Hi Shubham
	When i am try to open QB. It is showing the below err
	<i>11:32:12 PMBhavin is sharing a file with you <u>1_image.png</u> - ( Size:9.66 KB )</i>
Shubham Yadav	Thank you for the information and allow 2 minutes to
Bhavin	okay
Shubham Yadav	Can you please let me know your server name or bus
Bhavin	User name: myrealdata/ShubahmJarecha
	User Name: myrealdata/ShubhamJarecha
	Correct one
Shubham Yadav	Please let me know your business name
Bhavin	Confiance bizsol PVT LTD
	I have already raised the ticket earlier Ticket number
Shubham Yadav	Thank you for the information and allow 2 minutes to

	Please let me know the QB version
Bhavin	QuickBooks Accountant Desktop 2021
Shubham Yadav	Let me check
	Please check now
	I have made the change
Bhavin	Okay Let me check
	It is working
	Thanks for the help
Shubham Yadav	Welcome Bhavin
	Is there anything else I may help you with ?
Bhavin	No Thanks
Shubham Yadav	I would greatly appreciate if you could spare a minute chat.
	Thank you for choosing ACE cloud Hosting, you have access to our Knowledge Base ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	You may end this chat now. Once you end this chat, y conversation, along with a ticket number and survey 1
	I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your Thanks!
	Note: You may change/reset your server password on ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://v">https://v</a>

*Shubham Yadav has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

#72670 Irina Jandieri

**Email:** irina@jkaccountinggroup.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:** 33 Secs  
**City:** RALEIGH  
**State:** North Carolina  
**Country:** UNITED STATES

### Chat Transcript

Irina Jandieri	Hello, I am your Acebuddy
Acebuddy	Hello Irina, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
Irina Jandieri	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Irina Jandieri	I'd like to report an Issue
Acebuddy	Please select an option!
Irina Jandieri	Other Issue
Acebuddy	Please specify the issue you are facing before I conne
Irina Jandieri	I don't see network
Acebuddy	Please wait while we connect you to a Support Repres
	<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
Irina Jandieri	hi again
Sharath Kumar	Hello again, Irina
	could you let me know the exact concern
Irina Jandieri	I don't see Network
Sharath Kumar	could you confirm that you are referring to a particula
Irina Jandieri	yes, i don't see any available network
	add ATX tax server

Sharath Kumar	understood
	one moment please
	could you type the below mentioned server name wh JKATX1
Irina Jandieri	got it, thank you
Sharath Kumar	could you try that and confirm that you were able acc
Irina Jandieri	yes, working. Thank you again
Sharath Kumar	my pleasure, anything else that I may assist you with
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the c (1-888-415-5240) if any further assistance is required
	Thank you for choosing ACE cloud Hosting, you have

*Sharath Kumar has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

**#71873 Laura Garcia**

**Email:** lgarcia@visitingangels.com **8314300616**

**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:** SCOTTS VALLEY

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Laura Garcia	Hello, I am your Acebuddy
Acebuddy	Hello Laura Garcia, I'm your Ace Buddy. I'll be happy t
	Whom Would You Like to Connect With?
Laura Garcia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Laura Garcia	I'd like to raise a Request
Acebuddy	Please select your request type.
Laura Garcia	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.co technicians will connect with you for further assistance
	If you are facing any issue/problem with your server, l
Laura Garcia	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice da

*Acebuddy has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

**#72800 Fenil Shah**

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

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

**Operator:** Varun Bisht

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 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	Managed IT
Acebuddy	Please wait while we connect you to an available Rep
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Suneetha Barre accepted the chat transfer request.</i>
Fenil Shah	Hello actually one of my folder got deleted. please help
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha Barre. How may i help you?
	Hi Tax
Fenil Shah	Hello actually one of my folder got deleted. please help
Suneetha Barre	I will surely assist you on this. Kindly confirm your business name
Fenil Shah	Sk tax addison
Suneetha Barre	Thank you for sharing details with us. May I please transfer this chat to our concerned team
Fenil Shah	okay sure
	<i>Suneetha Barre is transferring the chat to Support(QB)</i>
	<i>Varun Bisht accepted the chat transfer request.</i>
Varun Bisht	Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht.
Fenil Shah	Hello actually one of my folder got deleted. please help
Varun Bisht	How can I assist you today
Fenil Shah	Hello actually one of my folder got deleted. please help
Varun Bisht	May I know the user ID and location of the folder please
Fenil Shah	Yes , user id - all servers Location - Z:\Client data
	Folder name - Darshak '
Varun Bisht	Kindly allow me two minutes to check the same.
Fenil Shah	ok

Varun Bisht	May I know the user ID you are currently logged in with?
Fenil Shah	Sktax1
Varun Bisht	May I send you the request for remote session on the
Fenil Shah	sure
Varun Bisht	sending you the request now please allow permission
Fenil Shah	yeah sure
Varun Bisht	Could you please help me with the location of that folder?
Fenil Shah	Location - Z:\Client data
	how much time would it take?
Varun Bisht	checking for the location
	as we are unable to fetch that
Fenil Shah	it was in client folder named as darshak
Varun Bisht	Alright let me get this restored with the backend team
Fenil Shah	yeah sure\
Varun Bisht	and we will share an update with you in next 2 -3 hours (Edited)
Fenil Shah	okay thanks
Varun Bisht	Is there anything else I may help you with ?
Fenil Shah	also would like to ask that i have raised an qb update
	so everything would be taken care by your team right
Varun Bisht	Yes, we can schedule a QuickBooks 2023 and 2024 update
Fenil Shah	yes then pls do . i have snet the product number and official email id
Varun Bisht	May I know the ticket number please if possible
Fenil Shah	yeah 643356
	pls work on this and do it asap
Varun Bisht	Alright, we have scheduled the activity as there is much time once done, we will inform you via email (Edited)
Fenil Shah	okay thanks
Varun Bisht	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the connection.

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

You may end this chat now. Once you end this chat, your conversation, along with a ticket number and survey results will be saved.

I request you to kindly spare a moment to fill that out before you leave. I will appreciate that. or you may send your feedback via email. Thanks!

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

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

*Varun Bisht has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy.

### Visitor Details

**#72892 FCG**

**Email:** fcg@fcgincgroup.com

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** WICHITA

**State:** Kansas

**Country:** UNITED STATES

### Chat Transcript

FCG Hello, I am your Acebuddy

Acebuddy Hello Chris Gorges, I'm your Ace Buddy. I'll be happy to help you with anything you need.

Whom Would You Like to Connect With?

FCG	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
FCG	I'd like to report an Issue
Acebuddy	Please select an option!
FCG	Password Reset
Acebuddy	Please select an option below
FCG	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link b
	Do you need any further assistance on the topic?
FCG	Yes
Acebuddy	Please wait while we connect you to our Support
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer requ</i>
	<i>Shashwat Verma is transferring the chat to Sanya</i>
	<i>Sanyam Madan accepted the chat transfer requ</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My i you today.
	I will be surely assisting you with this. Kindly help
FCG	FCG Inc. is the company
	HeatherP.npro is the user
	It worked this morning but will not let me signon
Sanyam Madan	Chris I can see that you are enrolled in selfcare p you can change your password frim there as well
FCG	I dont know how to get into the self care portal?
Sanyam Madan	If you'd like, I can send a guide to help you with t you.
FCG	i tried to sign into the self care portal but it told r
Sanyam Madan	Thank you for the information and allow 2 minute
	Please try logging in now and let us know. We ha backend.
FCG	Logging into What?? the portal?
Sanyam Madan	Please try logging into the server. We have made

FCG it will not work with my current password

HeatherP.npro is not working with the password t

Sanyam Madan Chris, I will send you an email after this chat. You and we will provide you with the new password tl

Are we still connected here?

FCG yes i am still here

Sanyam Madan Chris, I will send you an email after this chat. You and we will provide you with the new password tl

FCG ok i will look for the email

Sanyam Madan Is there anything else I may help you with ?

FCG fcg@fcgincgroup.com is the email

no

Sanyam Madan okay chris , noted

You may end this chat now. Once you end this ch regarding this conversation, along with a ticket n

I request you to kindly spare a moment to fill tha how I am working. I will appreciate that. or you n quality@acecloudhosting.com. Thanks!

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

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

please share your valuable feedback

*Sanyam Madan has ended this chat session*

