

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74583 Jasper Breslin

**Email:** jbreslin@bys-hfc.com ☎ 14435428602

**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:** HALETHORPE

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jasper Breslin	QuickBooks Web Connector not working
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Chat request was not picked up by the operators</i>	
Jasper Breslin	I am not able to use QuickBooks Web connector which is crucial to our business and needs to be resolved as soon as poss

---

## Chat Transcript

---

Hello, I am your Acebuddy

### Visitor Details

---

**#74563 Paul Hayes**

**Email:** paul@rentkeywest.com  3055876767

**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:** KEY WEST

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

---

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

Paul Hayes	I'd like to report an Issue
Acebuddy	Please select an option!
Paul Hayes	Password Reset
Acebuddy	Please select an option below
Paul Hayes	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Paul Hayes	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

**#73870 hitesh**

**Email:** hitesh@patel.cpa

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

hitesh	Hello, I am your Acebuddy
--------	---------------------------

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

	Whom Would You Like to Connect With?
hitesh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hitesh	I'd like to report an Issue
Acebuddy	Please select an option!
hitesh	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
hitesh	Restart
Acebuddy	Hello Hitesh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
hitesh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hitesh	I'd like to report an Issue
Acebuddy	Please select an option!
hitesh	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
hitesh	my server is again and again disconnecting
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Could you please confirm your Account name so that we can assist you accordingly
hitesh	my server is again and again disconnecting
	and hang
Anjainay Singh	Please share your Account name or server name so that we can provide you exact resolution
hitesh	account name - hitesh@patel.cpa
	Hitesh_PPC
Anjainay Singh	Just allow me two minutes let me fetch your account details with details shared
hitesh	yes
Anjainay Singh	Please confirm whether your server name is PradipPatelCo.myrealdatal.net

hitesh	yes
Anjainay Singh	May I take the remote access of your server?
hitesh	yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/4412551304">https://assist.acecloudhosting.com/join/4412551304</a>
hitesh	ok
Anjainay Singh	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the <i>Ended due to chat idle timeout</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #74260 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 58 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)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
steven	I'd like to report an Issue
Acebuddy	Please select an option!
steven	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
steven	I went to a website, that should be benign as it is a Government county website and I keep getting popups and they keep
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
steven	Ticket i just submitted is 660482
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
steven	I need this taken care of as i cant get the screens or notification to go away
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
steven	I tried to logoff and log back in but that didnt work
	yes
	never had this issues
Manish Singh	May I take the remote access of your local computer?
steven	Not even sure what happened as I said the only site i went to was a government site
	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/2462404764">https://assist.acecloudhosting.com/join/2462404764</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
steven	ok your good
	nnd to use restroom will be right back
	I think its fine
Manish Singh	Is there anything else I may help you with ?
steven	has the update to Lacerte been performed yet? 660112
Manish Singh	Kindly allow me two minutes to check the same.
	Doing it now.
steven	ok
Manish Singh	Need to reboot the server once.
steven	ok

Manish Singh

Kindly logout from the server once.

Successfully updated Lacerte 2024.

Is there anything else I may help you with ?

As there was no response and chat get disconnected, we are disconnecting the chat for now. You may re-initiate the chat assistance is required.

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73876 Mindy Bandiera

**Email:** mbandiera@titanconsulting.net  2144767266

**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:** 26 Secs

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Mindy Bandiera

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Mindy Bandiera

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Mindy Bandiera	I'd like to report an Issue
Acebuddy	Please select an option!
Mindy Bandiera	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mindy Bandiera	original ticket number #73873 . I worked with Sharath Kumar. I was getting booted out of the server and the issue was re
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 Mindy
Mindy Bandiera	hi again Sharath. It's Mindy at Titan Consulting, and the server is still disconnecting almost immediate upon connecting
Sharath Kumar	understood, I think one of the printers is causing this problem
Mindy Bandiera	ok. i think we've actually had that same issue before and we took the printers off
Sharath Kumar	Do you print regularly from the server
Mindy Bandiera	no, i only save as PDF on Quickbooks
	although that might be considered a printer
Sharath Kumar	That is true, but it is internal to the server. Let's try disconnecting your RDP session from the external printers
Mindy Bandiera	I have to be able to save invoices on quickbooks as PDFs
Sharath Kumar	would you able to get to this screen on the RDP tool
	<i>6:51:28 PM Sharath Kumar is sharing a file with you <a href="#">image.png</a> - ( Size:32.14 KB )</i>
Mindy Bandiera	ok
Sharath Kumar	no worries, this shouldn't be a concern
Mindy Bandiera	ok i'm there
Sharath Kumar	great! just uncheck the Printers and then get to the first tab (general)
	then click on save
Mindy Bandiera	ok did that. now connect?
Sharath Kumar	Yes, ma'am
Mindy Bandiera	[Window Title] Remote Desktop Connection [Content] The remote resource can't be reached. Check your connection and try again. [^] Hide details [OK] [Expanded Information] Error code: 0x300000d Extended error code: 0x0 Timestamp (UTC): 03/11/2018 06:51:28
	i'll try again
	ok so far i am connected and it is still connected
	i think we are ok now

Sharath Kumar	alright great!
Mindy Bandiera	Is it possible for you save something as a PDF to make sure that printer concern gets resolved
Mindy Bandiera	ok yes let me do that
Sharath Kumar	take your time!
Mindy Bandiera	ok, it's working.
Sharath Kumar	Awesome! I am pretty sure that it should stay that way.
	Anything else I may assist you with?
Mindy Bandiera	ok very good. thank you again. i will get to work now
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 at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	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

#### #73810 Chetan.seastars

**Email:** chetan.seastars@gmail.com  9004973014

**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:** CHAKAN

**State:** Maharashtra

**Country:** INDIA

## Chat Transcript

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

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73427 Moeller**

**Email:** kelly@farmfinancialsolutions.com ☎ 6122908679

**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:** WILLMAR

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

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

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74759 info

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

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 52 Secs

**City:** FULLERTON

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to 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	Other QB related issue
Acebuddy		Please specify the issue you are facing before I connect you to an available support representative!
	info	Sorry, I put wrong. Teams issue
Acebuddy		Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh		Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	info	hello, Even though I asked ACE to reinstall Teams yesterday, I still can't open the app
Anjainay Singh		Please confirm whether you are not able to access Teams on server
	info	yes. only server
		but the other employees can use
		only I can't open the App
Anjainay Singh		Can we take the remote session of your local machine?
		Prior providing the access, I would suggest you to close any important documents at your end.
	info	you mean you want me to give you a control to the local machine? not in server?
		Im contacting you though the server
Anjainay Singh		We want to access your server
	info	okay
		I will give you
Anjainay Singh		<a href="https://assist.acecloudhosting.com/join/9402361953">https://assist.acecloudhosting.com/join/9402361953</a>
		Please copy this URL and open it in browser
	info	can you control it now?
Anjainay Singh		Yes I can
	info	Yes I did
		maybe now it works

Anjainay Singh	Please try to close it and open it again
info	it works.
	thanks
Anjainay Singh	Apart from this issue is there something else I can assist you with
info	nope/ thanks

*info has ended this chat session*

---

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74901 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:** 40 Secs

**City:** ALPHARETTA

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

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

rlangford	I'd like to raise a Request
Acebuddy	Please select your request type.
rlangford	Restart
Acebuddy	Hello Rip Langford, 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.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Himanshu accepted the chat transfer request.</i>
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.
rlangford	We have a user that her account is locked and needs to be unlocked and PW reset
Himanshu	May i know the company name ?
rlangford	ROI Strategies LLC
Himanshu	Allow me a moment, connecting you with the concerned team
	<i>Himanshu is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Rip, how are you and how may I help you today
rlangford	We have a user whose acct is locked and her PW needs to be reset
Sharath Kumar	alright, I can certainly help you with that
	what is the username that they are signing in with
rlangford	and now i cant login myself to remote computer
	Kelley Marks is the user
Sharath Kumar	checking Kelley's account
	and in the meantime, could you let me know the error that you are receiving whilst signing in
rlangford	it just let me in.... it wasnt loading the multi authenification screen... it was just saying unavailable or something like that. for me yesterday and again earlier this morning... not sure about right now as I am just logging back in to work
Sharath Kumar	Actually, there was an ongoing maintenance earlier this morning due to some connection issues reported last night
rlangford	ok... we will wait on that and see if it improves
Sharath Kumar	sure, thank you!
	I have checked Kelley's account and found it be active and enabled

	and Rip since you are the authorized contact for ROI strategies, it is requested to sign into the MyPortal for managing you
rlangford	ok...how do i get to my portal
Sharath Kumar	let me send you the link and credentials, one moment please  This is the site - <a href="https://myportal.acecloudhosting.com/">https://myportal.acecloudhosting.com/</a>
	username will be your CID, i.e. CID73351 for the password simply click on forgot password
rlangford	just tried to login with my UN and PW and cant
Sharath Kumar	With the username as CID73351?
rlangford	making progress
Sharath Kumar	it is different the self care portal since only the authorized contact will have access to Myportal. Additionally, you can crea  and also check billing related details on this site
rlangford	i see the users page but dont see hot to reset pw
Sharath Kumar	use the scroll bar to see the content on the right  There should be an "action" column at the far right  This action column is right next to "Download RDP"
rlangford	got it  thanks
Sharath Kumar	Amazing!  to add new user the option is on the top right and to remove, use the action tab  Is there anything else I may help you with ?
rlangford	not right now...thanks
Sharath Kumar	Alright sir, I wish you have good day ahead  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.ace">https://selfcare.ace</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
rlangford	so if we continue to have speed issues, i will reach back out
Sharath Kumar	absolutely, but we are hoping that issue must be fixed by now

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74938 Anthony Padilla

**Email:** anthony.padilla@bluetreedental.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:** 38 Secs

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

*Anurag Sharma accepted the chat transfer request.*

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Anthony
Anthony Padilla	Hi Anurag
	I'm unable to connect to server
	CPPR.myreldata.net
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?
Anthony Padilla	CPPR.myreldata.net
	myreldata\Anthony_CPPR
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 7-8 minutes to check the same.
	Thank you for your patience.
	May I take the remote access of your local computer?
Anthony Padilla	Is the server up? If it is I can fix it on my side?
Anurag Sharma	Yes it is
Anthony Padilla	Than kyou
Anurag Sharma	Is there anything else I may help you with ?

*anthony.padilla has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74423 jessica squire**

**Email:** jessica.squire@agsolutions.us  3523034429

**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:** 46 Secs

**City:** WILDWOOD

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

jessica squire	Hello, I am your Acebuddy
Acebuddy	Hello Jessica Squire, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jessica squire	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jessica squire	I'd like to report an Issue
Acebuddy	Please select an option!
jessica squire	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jessica squire	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at and when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
jessica squire	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
jessica squire	JessicaSq ASGSolutions
	Sorry Im not having an issue with Qb update, just an issue in general
Tushar Pharswan	Okay, may I know the issue so that we can see if it can be resolved from our end or not.

jessica squire Just to backtrack a bit, when everyone came in this morning they received a message that there was low storage. They lo info, customer info, and employees were gone. I was able to see that the path to the QB file was missing. We got the fixe we normally see. Now, while working all the info has disappeared again

Right now I can see a list of vendors but none of the transactions are there

Tushar Pharswan Okay I can see this issue was resolved with our support person and we an ongoing ticket regarding the same.

On the server end there is pop of QuickBooks to restart the application may I go ahead and restart it?

jessica squire Yes...can you confirm that there was a backup completed last night

Tushar Pharswan Also, I would like to check for pending updates and reboot the server as per the previous ticket with us this resolved the is

jessica squire ok

Just making sure, this all makes me very nervous

Tushar Pharswan The process of QuickBooks update will require around 20-30 minutes I can see critical updates and Maintenace update pe

jessica squire Ok

Tushar Pharswan As long as the file are back up, we can retrieve them. (Edited)

Is there any way you can communicate with your team mates to log of from the server for 20-30 minutes also I will share

Once update is completed, I will email for the same kindly check after that and if the issue still persists kindly let us know proceed accordingly.

jessica squire Yes

Tushar Pharswan Great.

Is there anything else I may help you with ?

jessica squire I think thats all for now. Just to confirm, you're going to run updates that will take approximately 20-30 minutes. When the

Tushar Pharswan Yes and rest assured we are here 24/7 to help you with your issue. (Edited)

jessica squire Great, thank you

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

Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.

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

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

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

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

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73425 James Winn**

**Email:** winnfinancial@gmail.com  18104963533

**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:** CHICAGO

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

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

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74373 TashaTGWDenver**

**Email:** tashatgwdenver@aol.com ☎ 13034787388

**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:** LAS VEGAS

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

TashaTGWDenver	Hello, I am your Acebuddy
Acebuddy	Hello Tashatgwdenver, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
TashaTGWDenver	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
TashaTGWDenver	I'd like to raise a Request
Acebuddy	Please select your request type.
TashaTGWDenver	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
TashaTGWDenver	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></ul>

• Product Code

Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need assistance.

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 chat.

*Ended due to chat idle timeout*

---

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #74263 Kelly Jo Porter

**Email:** creeksidebookkeepingllc@outlook.com **Phone:** 15416609841

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** WHITE SULPHUR SPRINGS

**State:** Montana

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please select your request type.
Kelly Jo Porter	Change in Users
Acebuddy	Please select your desired option!
Kelly Jo Porter	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to manage users via MyPortal!
	Do you need any further assistance on the topic?
Kelly Jo Porter	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Kelly Jo Porter	I already have a ticket 660234 open.
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	Kindly allow me 2 minutes to check the ticket #660234
Kelly Jo Porter	Are you still there?
Shivam Singh	I saw the mentioned ticket, Team is still working on it.
Kelly Jo Porter	ok - at this moment they're working on it?
Shivam Singh	We have expedited action on the ticket, soon you will be getting the update from us.
	Quick question, Did Blaine Yunk logged in to the server ?
Kelly Jo Porter	Yes just to test to see if the login & password worked.
Shivam Singh	that's great
	So, now as per your request we have to create a folder labeled 'Rooneys' and provide access to it exclusively for Blaine Yunk.
Kelly Jo Porter	There already is a folder in my server labeled "Rooneys" and it has stuff in it. You just need to provide access to that folder with full access to the server content.
	This is the only folder she will have access to
Shivam Singh	Thanks
	You will soon hear from us about the updates.
	Is there anything else I may help you with ?
Kelly Jo Porter	No I don't think so. I did just receive an email so I will go test it & will call or chat back if I have more questions.
Shivam Singh	okay
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Kelly Jo Porter	You too. Thank you.
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.

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

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

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

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

*Shivam Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73997 Gaddi Rodriguez

**Email:** gaddi@wildwesttrucking.net  19563301525

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** WESLACO

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
Gaddi Rodriguez	I'd like to raise a Request
Acebuddy	Please select your request type.
Gaddi Rodriguez	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Gaddi Rodriguez	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@aceclouddhosting.com, and we will provide you with an update. <ul style="list-style-type: none"><li>• QuickBooks Year</li><li>• Variant : Pro / Premier / Enterprise / Accountant</li><li>• License Number</li><li>• Product Code</li></ul> Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need immediate assistance.
	Do you need any further assistance on the topic?
Gaddi Rodriguez	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>
	<i>Shashwat Verma is transferring the chat to Ashutosh Mishra.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you want to upgrade QuickBooks, is that correct?
	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)
	<i>Ashutosh Mishra has ended this chat session</i>

---

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74585 Daniel Robinson

**Email:** daniel@southernstarstorage.com  17138544991

**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:** CYPRESS

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74665 Toni Cypret

**Email:** tcypret@teamoneclaims.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:** DALLAS

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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

*Toni Cypret has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74862 Vijay Madan**

**Email:** vijay@dsdcpas.com **Phone:** 19098360836

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

**Operator:** Dharmveer Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 21 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Vijay Madan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Vijay Madan Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Vijay Madan I'd like to report an Issue

Acebuddy Please select an option!

Vijay Madan Other Issue

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

Vijay Madan Server is slow

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Dharmveer Singh accepted the chat transfer request.*

Dharmveer Singh	Thank you for contacting Ace Cloud Hosting. My name is Dharmveer Singh. I will be assisting you today.
Vijay Madan	Can you call me - 925-298-0808
Dharmveer Singh	I can arrange a call back for you.
Vijay Madan	I have tried calling support 3 times - it just goes silent after the prompts  what is the  what is the issue? I thought the customer support is 24x7??
Dharmveer Singh	I deeply apologize for the inconvenience caused to you.
Vijay Madan	The server is extremely slow at the moment when I think I am the only one working - we pay for 8 users
Dharmveer Singh	I will be surely assisting you with this. Kindly help me with your server name ?
Vijay Madan	Can someone call ASAP?  Its just extremely frustrating and I dont have the patience to go through these messages  What is the issue with technical support?
Dharmveer Singh	I am arranging a call back within 2 minutes.
Vijay Madan	what is the issue with technical support number?  I have called 3 times
Dharmveer Singh	I'm sorry for the wait. I'll do my best to assist you quickly.  As you are on call with support team, we are disconnecting the chat.

*Dharmveer Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73753 Wahono**

**Email:** wahono@wealthbuilderscpa.com

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

**Operator:** Sandeep Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** LINCOLN

**State:** Nebraska

**Country:** UNITED STATES

## Chat Transcript

Wahono	Hello, I am your Acebuddy
Acebuddy	Hello Wahono, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Wahono	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Wahono	I'd like to raise a Request
Acebuddy	Please select your request type.
Wahono	Printer/Scanner Addition
Acebuddy	Please select your desired option :
Wahono	Printer Addition
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge base.
	Once the local client has been installed, Please try printing from the server and select 'Uniprint' option from the printers listed.
	Do you need any further assistance on the topic?
Wahono	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sandeep Kumar accepted the chat transfer request.</i>
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.
	Hi Wahono, How are you doing today?
Wahono	good how are you doing today
	my questions probably simple..
	how do i pdf print from the cloud hosting to my local computer?
Sandeep Kumar	May I take the remote access of your server to assist you better?
	As we will have to check if your printer is being redirected here on the server.
Wahono	

	ok
	let me login
Sandeep Kumar	ok
Wahono	ok
	do you have the software
	?
	i mean the link for the remote share
Sandeep Kumar	Lets check the server end first, if needed I will share the remote link
	Please accept the remote prompt on your server end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting Once the issue is resolved, kindly give your confirmation on this chat.
	Kindly paste this link in the browser of local computer and join the session: <a href="https://assist.acecloudbhosting.com/join/39728">https://assist.acecloudbhosting.com/join/39728</a>
Wahono	ok
	what do i need to do?
Sandeep Kumar	Prior providing the access, I would suggest you to close any important documents at your end.
Wahono	397-281-2566
Sandeep Kumar	Do you want this to be done over the call??
Wahono	ok
	i just joined
Sandeep Kumar	Ok, I can see your screen
Wahono	ok
	ok
Sandeep Kumar	As per discussion over the remote session, The issue is resolved by redirecting your local drives to the server end.
	Is there anything else I may help you with ?
Wahono	that will be all.. i need also help with my mac..
	should we disconnect and after that reconnect
	?
Sandeep Kumar	On your MAC, you will have to enable the local drives option in the Remote application settings, just like we did on your windows
Wahono	ok
	oh that's all
	will do
	thank you so much

Sandeep Kumar	You are welcome.
	Is there anything else I may help you with ?
Wahono	that will be all..
Sandeep Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Sandeep Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #74760 Colleen tilp

**Email:** customerservice@rvlandscape.com  16234650061

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

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

**City:** PHOENIX

**State:** Arizona

**Country:** UNITED STATES

### Chat Transcript

Colleen tilp Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
Colleen tilp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Colleen tilp	I'd like to raise a Request
Acebuddy	Please select your request type.
Colleen tilp	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 :
Colleen tilp	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Colleen tilp	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Colleen tilp	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Colleen tilp	I don't have an icon on my server for 2024 QB anymore
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Ashutosh Mishra.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you don't have the QB icon on the desktop anymore.
Colleen tilp	It shows as there but it is a piece of paper and it won'
	wont open
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Colleen tilp	RVLandscape and colleenT
Ashutosh Mishra	Kindly allow me two minutes to check the same.
Colleen tilp	I will be right back
Ashutosh Mishra	Sure, please take your time
Colleen tilp	I'm back
Ashutosh Mishra	

	I have added the QBW Pro icon on the desktop please check if it's working for you.
Colleen tilp	it worked thanks!
Ashutosh Mishra	I have also noticed that space on the server is low, we recommend keeping 20% of the C Drive free for smooth functioning of the system.
	Thanks for the confirmation !
Colleen tilp	Yes, we don't save anything on the server. We only use QB so I don't know why we don't have any space left.
Ashutosh Mishra	If there are any files that you don't need anymore, please delete them to free up space as low space situation will make the required operations difficult.
Colleen tilp	I don't know what files would be on there. Like I said we don't do or save anything on the server.
Ashutosh Mishra	Actually C: drive contains critical components such as user profiles, application folders, Windows files, cache data, update files etc. These files are safely removed and overtime due to updates/patches as well as QB file additions lead to higher utilization of space.
	I can run a disk cleanup for you as well to remove any unnecessary files however if the space still remains low it would suggest to consider other options like upgrading storage or changing workflow in future due to system instability.
Colleen tilp	Ok Like I said I dont know what to delete.
	But yes if you can run a disk cleanup that would help.
	<i>9:21:25 PM Ashutosh Mishra is sharing a file with you</i>
	<u><a href="#">image.png</a></u> - (Size:22.8 KB)
	<i>I am running the disk cleanup right now, I see that most of the data is occupied by the system programs and temporary files. So how do we get more space?</i>
Ashutosh Mishra	I am running disk cleanup to free up some space around 206MB, although that won't be enough to increase free space significantly. We have storage plans available:
	Plan 1: 200 GB - \$120/month
	Plan 2: 100 GB - \$60/month
	Plan 3: 80 GB - \$50/month
	Plan 4: 60 GB - \$40/month
	Plan 5: 40 GB - \$28/month
Colleen tilp	We are not going to pay more to just use QB, we will be looking at another server company I guess.
Ashutosh Mishra	I see, as you are currently with technical support team, I can inform the appropriate department who can help you with the charges.
Colleen tilp	ok thanks
Ashutosh Mishra	Is there anything else I may help you with ?
Colleen tilp	no that was it
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback and suggestions.
	<a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73459 Lindsey Hialry

**Email:** lhilary@foresightcpa.com ☎ 14843683183

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** CHERRY HILL

**State:** New Jersey

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lindsey Hialry	I need access to a client's folder
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Manish Singh accepted the chat transfer request.</i></p>	
<p>Manish Singh Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.</p>	
<p>I will surely help you with this issue.</p>	
<p>Lindsey Hialry thank you. The client is Rockefeller Properties - all Foresight FBSStaff users should have access to this and right now we d</p>	
<p>Manish Singh Alright</p>	
<p>Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur</p>	
<p>Also, the registered email for your account with us is :</p>	
<p>lhilary@foresightcpa.com</p>	
<p>Kindly mention the name of the users who need access to the client data.</p>	
<p>Lindsey Hialry thank you! We set up the account so can I send it from my email address or does it need to be from the client?</p>	
<p>Manish Singh Yes, as I can check you are also the authorized user to the account Foresight Business Solutions you can email us regardir</p>	
<p>Lindsey Hialry okay perfect, thank you!</p>	
<p>Manish Singh Is there anything else I may help you with ?</p>	
<p>Lindsey Hialry that is it, thank you</p>	
<p>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</p>	
<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>	
<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w</p>	
<p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi</p>	
<p>quality@acecloudhosting.com. Thanks!</p>	
<p>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></p>	
<p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #73723 Xenna Mae Bellinger

**Email:** xenna@standardus.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

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

**City:** CASILI

**State:** Cebu

**Country:** PHILIPPINES

## Chat Transcript

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

*Ashutosh accepted the chat transfer request.*

Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.
Xenna Mae Bellinger	Hi, I'm Xenna I would like you to help me regarding Quickbooks login issue
Ashutosh	I will surely help you with this issue.
	Is this the first time you are unable to login on QuickBooks recently?
Xenna Mae Bellinger	Can you show me the work around of opening sample company file in quickbooks and the correct file?
Ashutosh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Xenna Mae Bellinger	My user name is XMB, server name Xenna
Ashutosh	Please also share the account name.
Xenna Mae Bellinger	What account name your referring to?
Ashutosh	Account name is the official name with Ace Cloud Hosting, it is usually your company/business name.
Xenna Mae Bellinger	Xenna Mae Bellinger
	Hello
Ashutosh	We are still connected.
	I am trying to search for your account however cannot find any account or server with the name Xenna.
Xenna Mae Bellinger	Try XennaM
	Please try this one
Ashutosh	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
Xenna Mae Bellinger	How we can do that?
Ashutosh	I am sending a prompt on your server screen please accept that to connect.
Xenna Mae Bellinger	Okay copy
	Are you able to connect?
Ashutosh	We are connected now.
Xenna Mae Bellinger	Great, thank you.
Ashutosh	Please elaborate and let me know what you want to perform on QuickBooks.
Xenna Mae Bellinger	Im trying to get in to QB
	When I'm trying to get in I can input my user name and my password. It will load for awhile and will disappear. I don't know what happened
Ashutosh	Please try to login again on QuickBooks so we can identify the issue.
Xenna Mae Bellinger	Did you see that?
	Did you see it on your end?

Ashutosh	Yes, we are making some changes from the backend, please login again.
Xenna Mae Bellinger	No good 😞
Ashutosh	Kindly allow me few minutes we are trying some new changes to resolve the concern.
Xenna Mae Bellinger	I tried many times already, same thing happened.
	Sure
Ashutosh	Thank you for your patience.
	Please let me know if other users are also facing the same issue.
Xenna Mae Bellinger	I'll try to ask
	Please give me a minute or two, I'm waiting for AI's reply.
Ashutosh	Sure, please take your time
Xenna Mae Bellinger	Hi Ash, I don't know if they also experiencing the same issue as mine. AI did not reply back sorry about that
	Hello
Ashutosh	I understand, let me try something else to fix the issue.
	Kindly login again.
Xenna Mae Bellinger	AI reply back at this moment, he told me that other users also are facing the same issue as mine
Ashutosh	I understand, Kindly login again.
	Please wait, let me show you how to open the file.
Xenna Mae Bellinger	Okay, I am watching
Ashutosh	Please login.
	So, basically you have to open sample file once and then login to the actual file. This is a workaround for now.
	Our Escalation team is working on a solution to resolve this permanently.
Xenna Mae Bellinger	Can you repeat the process please
	So I can understand it well
Ashutosh	But I did notice that the real file was not on the home page of your Quickbooks. It will be now. So let me show you once more
	If you want, you can give this process a try yourself.
Xenna Mae Bellinger	I'll try on my own if I follow the process, thank you very much for your help.
Ashutosh	Is there anything else I may help you with ?
Xenna Mae Bellinger	I think I'm good for now. Thank you
Ashutosh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!

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

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

*Ashutosh has ended this chat session*

---

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73518 Angela Harry

**Email:** angela@myoneal.co  256-335-6024

**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:** HARVEST

**State:** Alabama

**Country:** UNITED STATES

### Chat Transcript

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

#### Other Request

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

## Chat Transcript

Hello, I am your Acebuddy

#### Visitor Details

**#74857 gail**

**Email:** gail@echotaxaz.com ☎ 6024103439

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

#### Chat Transcript

gail Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

gail Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

gail I'd like to report an Issue

Acebuddy	Please select an option!
gail	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
gail	I can not open UltraTax 24 as it tells me I can not have more than one open. I have completely shut down my computer as well.
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Rohan Prajapati accepted the chat transfer request.</i></p>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
gail	Hello Gail, How are you doing today ?
Rohan Prajapati	That's Good
gail	fine thank you
Rohan Prajapati	I will surely help you with this issue.
gail	Kindly allow me 5-6 minutes to check the same.
Rohan Prajapati	sure thing
gail	Please check now and let us know the status
Rohan Prajapati	I am in!! thank you
gail	Is there anything else I may help you with ?
Rohan Prajapati	nope
Rohan Prajapati	Thanks for the confirmation !
gail	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Rohan Prajapati	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.
gail	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. You can send the feedback to quality@acecloudhosting.com. Thanks!
Rohan Prajapati	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> )
gail	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Rohan Prajapati has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #73774 Michael Millner

**Email:** mike@politicalaccountinggroup.com  +17722618100

**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:** 15 Secs

**City:** HARRISBURG

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Michael Millner	Hello, I am your Acebuddy
Acebuddy	Hello Michael Millner, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Millner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Millner	I'd like to report an Issue
Acebuddy	Please select an option!
Michael Millner	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Michael Millner	Need to download the hosting app on another computer
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dipanshu Dewan accepted the chat transfer request.</i>
	<i>Dipanshu Dewan is transferring the chat to Shashwat Verma.</i>

*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 Michael
	So you want to access the server from new computer, right?
Michael Millner	yes please
Shashwat Verma	Kindly confirm whether you want to do this by adding new user or by using credentials of existing user?
Michael Millner	using credentials of existing user
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your new local computer?
Michael Millner	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
Michael Millner	good to go
Shashwat Verma	Kindly Click on the link and open the downloaded file.  <a href="https://assist.acecloudhosting.com/join/2442920793">https://assist.acecloudhosting.com/join/2442920793</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue. Once the issue is resolved, kindly give your confirmation on this chat.
	Issue resolved on remote session
	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 summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Shashwat Verma has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74746 mdillc**

**Email:** mdillc@machlink.com ☎ 563-263-5057

**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:** 22 Secs

**City:** MUSCATINE

**State:** Iowa

**Country:** UNITED STATES

## Chat Transcript

mdillc	Hello, I am your Acebuddy
Acebuddy	Hello Julia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mdillc	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mdillc	I'd like to report an Issue
Acebuddy	Please select an option!
mdillc	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mdillc	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mdillc	Live person
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.
mdillc	Hello, they just installed a new connection and my second company is not working can you get in so I can show you?
Sharath Kumar	Sure Julia, let me send you the link to take your remote access
mdillc	ok

Sharath Kumar

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

<https://assist.aceclouddhosting.com/join/1042450044>

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

Julia, I have now disconnected from the remote session

may I close this chat or you can let me know if you require any further assistance

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

**#74925 martha**

**Email:** martha@wootoncpa.com  14058505592

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

martha

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

martha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
martha	I'd like to report an Issue
Acebuddy	Please select an option!
martha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
martha	Access speed is very slow for 2 different users. Have checked my local network speed and it is excellent.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
martha	ok
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
martha	MarthaATX1 MarthaHume also MarthzATX4 Missty.Ci
	Sorry, trying to work local the second user online right now is MarthaATX4 Misst.Di
Shivam Singh	Okay, let me check
	As I can check Missty is already logged in
martha	yes she is logged in
Shivam Singh	Is she facing any challenge ?
martha	Yes, lagging for her as well.
Shivam Singh	Okay
	We sincerely apologize for the inconvenience caused by the server slowness issue you reported. Please be assured that o and is working promptly to resolve it.
martha	Thanks
Shivam Singh	Your patience and cooperation are greatly appreciated. Please feel free to reach out if you have any further concerns.
martha	So what happens now, should we keep working?
Shivam Singh	You will be update over the mail, In the meantime you can work.
martha	Got it.
Shivam Singh	If we require to make any changes you will be notified.
martha	ok
Shivam Singh	Thanks for understanding.

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

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

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

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

*Shivam Singh has ended this chat session*

---

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #74034 jackhung

**Email:** jackhung@jonaglobal.com  16265893869

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

**Operator:** Rohit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** ONTARIO

**State:** California

**Country:** UNITED STATES

### Chat Transcript

jackhung Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

jackhung Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
jackhung	I'd like to raise a Request
Acebuddy	Please select your request type.
jackhung	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
jackhung	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows 10 Pro <ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul> If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can assist you further.
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned license from Ace.
	Do you need any further assistance on the topic?
jackhung	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohit Kumar accepted the chat transfer request.</i>
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.
jackhung	great
Rohit Kumar	May I know your name and Business name to pull up the details. (Edited)
jackhung	Jack Hung / Jona Global Trading Inc.
Rohit Kumar	Hi Jack How can I help you today?
jackhung	my office 365 is not working properly
Rohit Kumar	May I know what issue you are facing with Office 365?
jackhung	i think the subscription is not set up properly only with limited functions
Rohit Kumar	May I know the username? and if we can connect on a remote session?
jackhung	"Jack_Hu@jonaglobal.onmicrosoft.com" <Jack_Hu@jonaglobal.onmicrosoft.com> yes
Rohit Kumar	May I send you an email invite on jackhung@jonaglobal.com
jackhung	yes

Rohit Kumar	Thanks, please open the email and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
jackhung	ok...i am waiting for the email
Rohit Kumar	I have send it already
	You can check spam/junk folder as well.
jackhung	still waiting ...checked both
Rohit Kumar	Ok.
	<a href="https://assist.acecloudhosting.com/join/1462307280">https://assist.acecloudhosting.com/join/1462307280</a>
	please open this in your browser to join the session
jackhung	am i in?
Rohit Kumar	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold. Once the issue is resolved, kindly give your confirmation on this chat.
	Yes we are connected.
	Thank you for your patience
jackhung	thx
Rohit Kumar	Your Office 365 issue is now fixed.
jackhung	yes
Rohit Kumar	Is there anything else I may help you with ?
jackhung	no, that's it, thanks!
Rohit Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback and suggestions at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Rohit Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73524 Harsh**

**Email:** apo@bwghotels.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

## Visitor Details

### #74111 Maxwell Dastvan

**Email:** maxwell@dastvaninc.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** HERNDON

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Maxwell Dastvan	Hello, I am your Acebuddy
Acebuddy	Hello Maxwell Dastvan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Maxwell Dastvan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maxwell Dastvan	I'd like to report an Issue
Acebuddy	Please select an option!
Maxwell Dastvan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Maxwell Dastvan	Ticket ID 658771
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	Kindly allow me two minutes to check the same.
	The trouble shooting steps you mentioned are our first steps to I believe the previous engineer has also done that, still I w
	Kindly allow me two minutes.

May I know if you are on call session as well with our support engineer?

As this chat session is disconnected from your end and there was no response, we are disconnecting the chat now. You may end this chat if any further assistance is required.

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

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

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

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

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

*Tushar Pharswan has ended this chat session*

---

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #74277 Shailene

**Email:** shailene@seedcareministries.org  17785580694

**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:** CALGARY

**State:** Alberta

**Country:** CANADA

### Chat Transcript

Shailene Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Shailene	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shailene	I'd like to raise a Request
Acebuddy	Please select your request type.
Shailene	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.
	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 chat.

*Ended due to chat idle timeout*

## Chat Transcript

What is the website URL for users to login into? I believe there is a different URL than the My Portal login. Thanks.

### Visitor Details

**#73637 Cjcarr5150**

**Email:** cjcarr5150@gmail.com  4025988577

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

**Operator:** Rohan

**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%20Cloud%20Hosting](https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary%20Cloud%20Hosting)

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 56 Secs

**City:** HIALEAH

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Cjcarr5150 What is the website URL for users to login into? I believe this is a different URL than the My Portal login. Thanks.

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

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

Chad let me transfer you to the technical team for this.

*Rohan Prajapati accepted the chat transfer request.*

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

Hello Chad, How are you doing today ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74797 Misha.Nagar**

**Email:** misha.nagar@finsq.in

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** NEWARK

**State:** New Jersey

**Country:** UNITED STATES

### Chat Transcript

Misha.Nagar	Hello, I am your Acebuddy
Acebuddy	Hello Misha.nagar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Misha.Nagar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Misha.Nagar	I'd like to raise a Request
Acebuddy	Please select your request type.
Misha.Nagar	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate opt
Misha.Nagar	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Misha.Nagar	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Misha.Nagar	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Misha.Nagar	My Request ID is 667058 regarding backup of QB
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be as today.
Misha.Nagar	Hi Shubham,
Shubham Kataria	Hello Misha
	Kindly allow me two minutes to check the same.
Misha.Nagar	ok
Shubham Kataria	Based on the ticket, it appears you're requesting a backup file.
	right?
Misha.Nagar	yes
	of 23rd Mar2025

Shubham Kataria	Could you please provide the location and name of the company file
Misha.Nagar	Company Name is Izoe and im Using User_2 Izoe
Shubham Kataria	Thank you. However, to search for the backup, we will need the company file name and where it is saved.
Misha.Nagar	there are multiple companies under this user ID so I need backup of all of them on my Possible other wise please save it at server only in the folder name ALMA
Shubham Kataria	I can see there are multiple folders named Almavest
Misha.Nagar	yes
	<i>10:08:48 AM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - ( Size:28.8 KB )</i>
	<i>Kindly refer the screenshot and please confirm for which folder we can provide the backup</i>
	Apart from Almavest , there is ALMA Aquila I LLC, ALMA Adelantos LLC, ALMA Carduelis LLC, ALMA Falcon LLC, ALMA Falcon II LLC, ALMA Goldfinch1 LLC, ALMA Felinus LLC, ALMA Aquila I LLC, ALMA Sunbird I LLC, ALMA Condor I LLC, ALMA Osprey AV I , ALMA Osprey AV II, ALMA Falcon II LLC, ALMA Sunbird2x MEZZ LLC & ALMA Climate Innovations LLC
Shubham Kataria	Got it. So, these files are missing, and we need to check the backup from March 23rd.
Misha.Nagar	yes
Shubham Kataria	Okay no problem, Could you please allow us few hours for this so that we can ask our team to check the back up
Misha.Nagar	To Me Files are appearing but i need back up of 23rd March
	ok
Shubham Kataria	thank you, we will update you over email.
	Is there anything else I may help you with ?
Misha.Nagar	thanks!
Shubham Kataria	before leaving from chat, I would like to inform you that I have opened Almavest folder and there are muliple files stored inside it
	<i>10:15:48 AM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - ( Size:353.32 KB )</i>
	Could you please confirm if we should provide the backup for just this specific folder, or we should provide the entire client data folder's backup?
Misha.Nagar	Im Not able to understand the difference in both
	i Just need to QB Backup of all this entity of 23rd March 25
Shubham Kataria	Okay, we will provide backup of March 23rd. After that, you can check if it works for you
Misha.Nagar	ok
Shubham Kataria	Is there anything else I may help you with ?

Misha.Nagar	No
	Thanks
Shubham Kataria	You're welcome. I will update you over email
	I would greatly appreciate if you could spare a minute to give your valuable feedback . chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us i conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers car working. I will appreciate that. or you may send your feedback at quality@acecloudho: Thanks!
	Note: You may change/reset your server password on your own by registering on our S ( <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/knowle">https://www.acecloudhosting.com/knowle</a>

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74094 valeria**

**Email:** valeria@cpagoveo.com ☎ 17877885505

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** BAYAMON

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript

valeria	Hello, I am your Acebuddy
Acebuddy	Hello Valeria Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
valeria	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
valeria	I'd like to report an Issue
Acebuddy	Please select an option!
valeria	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
valeria	Hello! We are unable to access the sage app on our cloud. The server name is: goveoasociates.myrealdata.net
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assis
valeria	Ok
Anjainay Singh	I am accessing your server , please allow me two to three minutes so that I can look ir
valeria	Ok thanks
Anjainay Singh	We tried to launch same from our end and we are also facing this issue , we are lookin resolution
	Please try to access it again and let us know if you are facing same issue
valeria	It doesn't open
Anjainay Singh	Okay I am looking for another resolution
valeria	Ok
Anjainay Singh	We are looking into the on priority and we appreciate for your patience
	We need to reboot the server to resolve this issue
valeria	Ok, let me tell my coworkers so they can save their work.
Anjainay Singh	Sure
	Please take your time
	Please let me know so that I can reboot the server

valeria	Ok you may reboot now
Anjainay Singh	Thankyou for your confirmation
	We have rebooted the server
	It may take 1 to 2 minutes to be up and running
	Its getting launched now please check at your end also
valeria	Sage is opening now.
	Thanks!
Anjainay Singh	Please let us know if we addressed your issue properly
valeria	Yes.
Anjainay Singh	So please provide your valuable feedback so that it will encourage me to work hard
	Please click on smile at the end of this chat
valeria	Ok, thanks
Anjainay Singh	It was very pleasure assisting you
	You may close this chat
	Have a great day

*Anjainay Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74752 Brianna**

**Email:** brianna.brosna@gmail.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** NYACK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Brianna	Hello, I am your Acebuddy
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisti
Brianna	hello i need help adding a printer to my qb and also printing to pdf
Manish Singh	I will surely help you with this issue.
	May I take the remote access of your local computer?
Brianna	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/9642232847">https://assist.acecloudhosting.com/join/9642232847</a>
	Prior providing the access, I would suggest you to close any important documents at y
	We are connected on the remote session and will proceed with the troubleshooting on the time, I am putting the chat on hold, please do not disconnect it. Once the issue is i give your confirmation on this chat.
	As we haven't got any response from your end, We are closing this chat. If you still nee Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

help service slow again fix now

### Visitor Details

**#74606 Zachary Jensen**

**Email:** zack@taxwisecorp.com **Phone:** 18584371723

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** CARLSBAD

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Zachary Jensen help service slow again fix now

Akash Majumdar Thank you for contacting ACE. My name is Akash Majumdar. I will be assisting you furt

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

Zachary Jensen customer support now help service slow again fix now

*Shashwat Verma accepted the chat transfer request.*

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

Hello Zack

Zachary Jensen service slow again ;-;

Shashwat Verma Zack we have just added the CPU resources on your server.

Looks like everything is working fine now as utilization is optimal.

Zachary Jensen please show me the report

*12:46:40 AM Shashwat Verma is sharing a file with you  
[image.png](#) - ( Size:32.54 KB )*

Shashwat Verma CPU is working on 22%

Could you please cross-check that slowness issue is still there?

Zachary Jensen yes checking

Shashwat Verma Thanks

Is it resolved?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74599 ilkamarsh**

**Email:** ilkamarsh@hotmail.com ☎ 7039630817

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 29 Secs

**City:** KANSAS CITY

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be ass
ilkamarsh	Hello, I just spoke with another of your representatives who reset my password and se one. The new one is also not working.
Ashutosh Mishra	I will surely help you with this issue.
	Kindly help me with your server name and user name?
	<i>10:53:18 PMilkamarsh is sharing a file with you</i> <u><a href="#">1_image.png</a></u> - ( Size:12.31 KB )
	Kindly allow me two minutes to check the same.
ilkamarsh	ok
	The password I received was BBkS55h1!y but it isn't working
Ashutosh Mishra	Sure, i am checking on my end. Please allow me few minutes and will assist further.
	Thank you for your patience.
	The account was locked due to multiple attempts, i am checking from the backend to l
ilkamarsh	Okay. I did not receive a notice this time that there were too many attempts. I did get before the password was reset to what I sent you above.
Ashutosh Mishra	Please check now with the same password.
ilkamarsh	Logon attempt failed. Just to make sure - the letter after the lower case k is a capital S
Ashutosh Mishra	I would suggest to just copy and paste the password.
	It is indeed capital S
ilkamarsh	I did that initially, but I can do it again.
	Same problem
Ashutosh Mishra	Please check now.
ilkamarsh	Okay, that worked now. Thank you!
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback . chat.
ilkamarsh	okay
Ashutosh Mishra	You may end this chat now. Once you end this chat, you will receive an email from us i conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers car working. I will appreciate that. or you may send your feedback at quality@acecloudho Thanks!

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

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

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73710 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 19 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	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
ANDREW LEWIS KLEIN	My QB Enterprise license expires in June, but I am unable to use QB because it is askir license. Please fix. My license number is 758667908238675
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 assis
ANDREW LEWIS KLEIN	Hi Sharath
Sharath Kumar	Hello there, let me quickly sign into the server and do the necessary changes, allow m please.
ANDREW LEWIS KLEIN	Ok. Thanks
Sharath Kumar	Thank you for your patience.
	Andrew could you also provide me with the product code for your QuickBooks
	This is the product code that we have for you - 045-169
ANDREW LEWIS KLEIN	Can you log in to the server?
Sharath Kumar	I have updated these, could you please try accessing the application once again and s the result
	I am in the server, would you like me to take over your remote session?
ANDREW LEWIS KLEIN	Let me try and open QB again
Sharath Kumar	Sure, take your time
ANDREW LEWIS KLEIN	Still gives me the message your subscription has expired
Sharath Kumar	that is strange! let me take remote of your screen and check why that is happening
	Prior providing the access, I would suggest you to close any important documents at y
ANDREW LEWIS KLEIN	done
Sharath Kumar	Andrew, checking some settings on the server end
	one more moment please

	This message has been deleted
	Could you please try logging off from profile and signing back in to check if that resolves the issue?
ANDREW LEWIS KLEIN	ok
Sharath Kumar	we may get disconnected over chat if you log off but you may come back again on chat or let me know what will be an appropriate phone number to reach you
ANDREW LEWIS KLEIN	same problem
Sharath Kumar	that is unfortunate, I am not sure why this is happening but will definitely escalate this issue out to you with a resolution at the earliest.
	Could you please let me know what will be an appropriate phone number to reach you
ANDREW LEWIS KLEIN	503-490-3553
Sharath Kumar	I will try to get this sorted ASAP and will keep you posted over email. If required, we will escalate this issue to our vendor as well.
	anything else that I may assist you with in the meantime?
ANDREW LEWIS KLEIN	No thanks
Sharath Kumar	Hi Andrew, are you still there?
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

## Chat Transcript

I am having an issue installing Uniprint Universal printer driver

### Visitor Details

**#74186 jedington**

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

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** FRIDAY HARBOR

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

jedington	I am having an issue installing Uniprint Universal printer client
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
jedington	thank you
Dikshant Yadav	Can you please help me with your Account name or CID?
jedington	account name is Spring Street International School
<i>Dikshant Yadav is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you.
jedington	thank you
Rohan Prajapati	Hello Dikshant, How are you doing today ?
jedington	Good thank you
Rohan Prajapati	Thanks for the confirmation !
	May I confirm if you need assistance in installing the Uniprint on your Local PC ?
jedington	that is correct
Rohan Prajapati	Thanks for the confirmation !
	May I take the remote access of your local computer?
jedington	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
jedington	ok
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session.
	<a href="https://assist.acecloudhosting.com/join/3512667480">https://assist.acecloudhosting.com/join/3512667480</a>
	We are connected on the remote session and will proceed with the troubleshooting on the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will give your confirmation on this chat.
jedington	Thank you for your assistance. Everything seems to be working now
Rohan Prajapati	Kindly make sure to select "Uniprint." AND If you receive any error on the printer, please cancel the pending queue before printing another check.

Thanks for the confirmation !

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

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

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

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

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

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73385 michellesteele4**

**Email:** michellesteele4@hotmail.com ☎ 13045532294

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 54 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

michellesteele4

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

michellesteele4 Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

michellesteele4 I'd like to report an Issue

Acebuddy Please select an option!

michellesteele4 Other Issue

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

michellesteele4 I want to download a worktime.com app for employee tracking servicer wont allow

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 ass

Hello Michelle

michellesteele4 Hi i'm putting a time clock on my server app and I need help installing it is for employe

Shashwat Verma I will surely help you with this request.

Kindly allow me two minutes to check the same.

michellesteele4 worktime.com is the app I want to purchase

*Shashwat Verma is transferring the chat to Onboarding.*

Shashwat Verma Kindly email us the setup file and details of the application on support@acecloudhosting.com, michellesteele4@hotmail.comm, so that we can take as an authorization for the application installation.

Rest will be assured by us.

michellesteele4 Will do. Thank you.

Shashwat Verma Is there anything else I may help you with ?

michellesteele4 No thank you.

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

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

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

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

*Shashwat Verma has ended this chat session*

## Chat Transcript

I'm trying to open my company file in QB 24 and it says I  
Windows permissions

### Visitor Details

**#74679 diane**

**Email:** diane@briteav.com ☎ 801-520-5881

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** COALVILLE

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

diane I'm trying to open my company file in QB 24 and it says I need Windows permissions

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

Hi! May I know the company name or the client ID please?

diane BriteAV

Vatsal Alright! I'm transferring this chat to support. Have a good day.

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

*Ashutosh Mishra accepted the chat transfer request.*

Ashutosh Mishra

Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be ass

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

diane	BriteAV  Diane Zakrzewski
	I'm trying to open my company file in QB24 because I have to upgrade and it is saying Permissions
Ashutosh Mishra	Thanks for the confirmation !  Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
diane	Yes how do I do that
Ashutosh Mishra	I will send you prompt on the server please accept that.  Please proceed with the task so we can identify error.
	I am rebooting the server, once the server reboots, please login again.
diane	Do I need to log out  of the server
Ashutosh Mishra	It is not required to logout, I will let you know when to login back,  Please login now.
diane	What now
Ashutosh Mishra	I am signing you out, i will inform you when to login.  We are making some changes in the backend.
diane	ok
Ashutosh Mishra	Please login now.  It looks like the issue is resolved.
diane	Thank nyou  you
Ashutosh Mishra	I have also noticed that the C Drive space is low.  This can cause issues as the server system will not have enough space for required op
diane	I know once I get all this going I'm going to see if we can remove the QB22 from the se tell me who is causing the space to be taken up
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	C: Drive contains User profiles, System files, Applications and windows files and update profile data amounts to around 10GB whereas rest of the data is related to application along with the updates for the applications and Windows server operating system.
diane	What is a Suer profile?
Ashutosh Mishra	My apologies for the grammatical error, it is User Profile data.

diane	Oh ok
Ashutosh Mishra	You can check on server and let us know what files need to be deleted and we will provide accordingly. If there is still not enough free space, I would suggest additional capacity however that would be chargeable.
	Are we still connected here?
diane	yes we can close
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback on this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us in our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can work on it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> ).

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73918 Ryan Perrone

**Email:** ryan@nautilus-homes.com  1-941-809-5989

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** SARASOTA

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Ryan Perrone	Hello, I am your Acebuddy
Acebuddy	Hello Ryan Perrone, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ryan Perrone	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ryan Perrone	I'd like to report an Issue
Acebuddy	Please select an option!
Ryan Perrone	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Ryan Perrone	My rdp is setup with the proper password, but when i click on it, i get the error message "attempt failed" then i have to type my password in. Can you help me correct this?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you with this.
	I will be surely assisting you with this. Kindly help me with your server name and user details.
Ryan Perrone	Server name is Nautilus.myrealdatal.net username is myrealdatal\RyanPerrone
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.
	Are you trying it on Windows or Mac ?
Ryan Perrone	windows
Shivam Singh	thanks
	May I take the remote access of your local computer?
Ryan Perrone	sure
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
Ryan Perrone	ok, go ahead
Shivam Singh	<a href="https://assist.acecloudhosting.com/join/6632078757">https://assist.acecloudhosting.com/join/6632078757</a>
	we are connected (Edited)

Could you Kindly type in the remote chat session to make it more interactive.

Are we still connected here?

Soon a senior level will get in touch with you

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

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

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

*Shivam Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74546 nancy**

**Email:** nancy@ancestralfrenchsoaps.com  9148157882

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

**Operator:** Gaurav kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** LAGRANGE

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

nancy	Hello, I am your Acebuddy
Acebuddy	Hello Nancy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
nancy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
nancy	I'd like to report an Issue
Acebuddy	Please select an option!
nancy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
nancy	I downloaded the app on my computer, then I try to click it to open, but nothing happens. What do I do? what could be the problem?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar accepted the chat transfer request.</i>
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you.
	Hello Nancy
	I will be surely assisting you with this. Kindly help me with your server name and user details.
nancy	OK thank you Gaurav
	ok give me a second
Gaurav Kumar	Sure, please take your time
nancy	:- QBNXTENT.myrealdatal.net
	PaulP.NENT
Gaurav Kumar	Thank you for the information and allow 2-3 minutes to check the same.
nancy	ok
Gaurav Kumar	May I know which application you were trying to install?
nancy	ace cloud hosting
	on my computer
Gaurav Kumar	May I take the remote access of your local computer?
nancy	yes

Gaurav Kumar	Prior providing the access, I would suggest you to close any important documents at y
nancy	ok
	why, are you going to go in my docs?
Gaurav Kumar	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/6242288449">https://assist.acecloudhosting.com/join/6242288449</a>
nancy	It is taking time
Gaurav Kumar	No worries
nancy	ok, I am nearly there, downloading the app
Gaurav Kumar	We are connected on the remote session and will proceed with the troubleshooting on the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will give your confirmation on this chat.

*Gaurav Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73673 Kristin D Cooper

**Email:** kristin@kristincoopertaxprep.com  3605099456

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** PORT HADLOCK

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

Kristin D Cooper	Hello, I am your Acebuddy
------------------	---------------------------

Acebuddy	Hello Kristin D Cooper, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kristin D Cooper	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kristin D Cooper	I'd like to report an Issue
Acebuddy	Please select an option!
Kristin D Cooper	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Kristin D Cooper	I cannot open the remote desktop due to being out of memory and would like to corre
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting
	I will be surely assisting you with this. Kindly help me with your server name and user
Kristin D Cooper	Unfortunately when I connected to the remote desktop, everything went black and I ca google, I can no longer see my remote desktop to give you my user name. My name is and my business is Kristin Cooper Tax Prep.
Yash Kalra	Kindly allow me two minutes to check the same.
Kristin D Cooper	Thank you
Yash Kalra	Please stay connected while we are making some changes from the backend.
	Please try to re-login now.
	Please confirm if the issue is resolved?
Kristin D Cooper	Thank you. There are items on my remote desktop that are not needed. Perhaps they removed? On my standalone workstation, my computer says it's out of memory and G the culprit. There are 16 chrome processes running.
	I still have a black screen and I don't know how to even log into the RMD
Yash Kalra	May I take the remote access of your local computer?
Kristin D Cooper	Yes please
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at y
Kristin D Cooper	Nothing is open, thank you
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudbhosting.com/join/6022568585">https://assist.acecloudbhosting.com/join/6022568585</a>
Kristin D Cooper	Are you in?

Yash Kalra	Yes
Kristin D Cooper	<p>Can you help me with the Chrome issue?</p> <p>Should I just end the Chrome task and reboot?</p>
Yash Kalra	After this chat ends, please reboot your local computer. Restarting your system can resolve technical issues by clearing running programs and processes, giving the system a fresh start and freeing up system resources.
	Should we proceed with closing this chat?
Kristin D Cooper	Yes, thank you.
Yash Kalra	<p>I would greatly appreciate if you could spare a minute to give your valuable feedback on this chat by clicking on the Smilies.</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p>You may end this chat now. Once you end this chat, you will receive an email from us in our database, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Self-care portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a>).</p>

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73965 Nathan Urry**

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

**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  
**City:** DRAPER  
**State:** Utah  
**Country:** UNITED STATES

### Chat Transcript

Nathan Urry Hello, I am your Acebuddy

Please list all email addresses that are sent transcripts of our interactions for nathan.urry@wholdllc.com

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74590 office**  
**Email:** office@rkirkdev.com 4086861199  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 32 Secs  
**City:** MORGAN HILL  
**State:** California  
**Country:** UNITED STATES

### Chat Transcript

office Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

office Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
office	I'd like to report an Issue
Acebuddy	Please select an option!
office	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
office	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
office	We Just updated QB with you.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assi
office	Ticket664157 Randy cannot logon to the ACE server
Rohan Prajapati	Hello Jody, How are you doing today
	I will surely help you with this issue.
	May I take the remote access of your local computer?
office	It's Randy's computer not mine. Can you send email to Randy for the access link? ranc
	My computer is accessing everything ok
Rohan Prajapati	Yes, I can see from the previous tickets that you have reset the existing password, and using the same user on different computers. This means you need to share the new RI with Randy.
office	I did
Rohan Prajapati	Okay Lets take the remote access of her PC and assist her with the same
office	ok
Rohan Prajapati	Prior providing the access, I would suggest you inform Randy to close any important d end.
office	ok
Rohan Prajapati	I have sent the remote session link to mentioned email address
	<a href="https://assist.acecloudhosting.com/join/9952680705">https://assist.acecloudhosting.com/join/9952680705</a>
	We are connected on the remote session and will proceed with the troubleshooting on the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved I will give your confirmation on this chat.

	I have assisted her, please check the same with her
	Is there anything else I may help you with ?
office	No, thanks again Rohan. I appreciate the help
Rohan Prajapati	Thanks for the confirmation !
	I would request you to please give your Valuable feedback after ending the chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us in conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can work on it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73597 ap**

**Email:** ap@joannabranzellinteriordesign.com ☎ 7756222680

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 34 Secs

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

ap	Hello, I am your Acebuddy
Acebuddy	Hello Ap, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ap	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ap	I'd like to report an Issue
Acebuddy	Please select an option!
ap	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ap	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
ap	license information issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh accepted the chat transfer request.</i>
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting y
ap	hi there
Ashutosh	I understand you are facing issue related to QB.
	Please elaborate on the concern.
ap	Yes-- I need to get the licensing information-- or better yet, Joanna Branzell listed as a
	I am trying to get her banks connected to QB desktop but can't because you all are the license and Joanna doesn't have permission to make changes to her own account.
Ashutosh	I will be surely assisting you with this. Kindly help me with your server name and user
ap	joanna@jbid.co
	what is the server name?
	Joanna Branzell Interior Design is the business name
	where will i find this information if different than what i have listed within QB?
	Hello?
Ashutosh	My apologies for the delay.

	I am checking on the server for license details.
	May I take the remote access of your server?
ap	yes
Ashutosh	Prior providing the access, I would suggest you to close any important documents at your end.
ap	done'
Ashutosh	Please accept the prompt for remote session.
ap	ok
	i dont' see it yet
Ashutosh	I have sent prompt again.
	Please proceed with the changes you want to make to identify error.
ap	ok
	THat's the message I get-- that I don't have permission to perform that task.
	When I call QB it says that Ace has the licensing so I can't change any administrative items.
	And I go around in circles.
Ashutosh	I understand, please login to the company file as administrator in single user mode.
ap	how do i do that?
	I think it is in single use mode
	becuase it gives the option to switch to multi use
Ashutosh	Yes, let me arrange a three way conference call for you.
ap	Ok. I have to leave in just a minute to go pick up my kids.
Ashutosh	Please let us know when we can schedule this for further assistance.
ap	I am going to try again with y'all when I get home in about an hour.
Ashutosh	Sure, you can contact us on the support number +1-800-432-1585
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Ashutosh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74835 Designcoordinator**

**Email:** designcoordinator@edballdesigns.com  202-415-6995

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 1 Min 19 Secs

**City:** FRONT ROYAL

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Designcoordinator	Hello, I am your Acebuddy
Acebuddy	Hello Carly Alexiades, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Designcoordinator	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Designcoordinator	I'd like to raise a Request
Acebuddy	Please select your request type.
Designcoordinator	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate opt
Designcoordinator	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Designcoordinator	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Designcoordinator	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The followi help you with resolving the issue

	Was that helpful?
Designcoordinator	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist y
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be ass
	I understand you cannot login to QuickBooks,
	Are you connected to the server?
Designcoordinator	No it says my password is incorrect
Ashutosh Mishra	The password is incorrect for the server? or for QuickBooks application?
Designcoordinator	I don't know what the difference is
Ashutosh Mishra	May I take the remote access of your local computer?
Designcoordinator	Yes
	I need to download remote QB
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at y
Designcoordinator	ok
Ashutosh Mishra	<a href="https://assist.acecloudhosting.com/join/5552203541">https://assist.acecloudhosting.com/join/5552203541</a>
	Please click on the given link.
Designcoordinator	Okay hold just a second
Ashutosh Mishra	Sure, please take your time
	Are we still connected here?
Designcoordinator	Yes
	What's going on?
Ashutosh Mishra	There was no response from your end on the remote session, please try to connect to can identify error.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.

*Ashutosh Mishra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74391 Stephen Riddle**

**Email:** stephen@focusalesinc.com ☎ 9196143076

**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:** RALEIGH

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Stephen Riddle Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Stephen Riddle Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Stephen Riddle I'd like to raise a Request

Acebuddy Please select your request type.

Stephen Riddle Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your technicians will connect with you for further assistance.

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

Stephen Riddle No, That'll be all!

Acebuddy Thank you for contacting Ace Support, Have a nice day!

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74823 ayiana

**Email:** ayiana@franklinassociates.com  2257689060

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** BATON ROUGE

**State:** Louisiana

**Country:** UNITED STATES

## Chat Transcript

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

Typically, the application update is performed overnight.

Do you need any further assistance on the topic?

ayiana  
Yes

Acebuddy  
Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Ashutosh Mishra accepted the chat transfer request.*

Ashutosh Mishra  
Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be you today.

ayiana  
Good afternoon! I hope you're doing well :) we are trying to get our QBs updated i "remote desktop connection" can this be performed? If so when :)

Ashutosh Mishra  
I will surely help you with this issue.

Kindly help me with your server name?

ayiana  
can you help me figure out where to find the server name?

is it "Franklin.myrealdate.net"?

Ashutosh Mishra  
Sure, i will check for this.

I am able to access the server, we can schedule the update for night hours.

ayiana  
thank you :)

Ashutosh Mishra  
Is there anything else I may help you with ?

ayiana  
no, thank you so much for your help

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

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

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

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

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

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

*Ashutosh Mishra has ended this chat session*

