

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #72964 Zach Hollman

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

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

**Operator:**

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

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

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Zach Hollman	Hello, I am your Acebuddy
Acebuddy	Hello Zach, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Zach Hollman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Zach Hollman	I'd like to raise a Request
Acebuddy	Please select your request type.
Zach Hollman	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 :
Zach Hollman	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Zach Hollman	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?

Zach Hollman	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Zach Hollman	SPS Installation
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.
Zach Hollman	Hi, can you install the latest version of SPS manager on Carlines RDP  we are no longer able to connect SPS app and QB on the autologin.
	Hello
Sharath Kumar	Hello Zach, I remember this issue was raised yesterday, let me quickly check what is the update that we have on that ticket
Zach Hollman	Yeah, something is not allowing us to connect QB and SPS anymore. If we can't get this resolved we will need to find another
Sharath Kumar	sure, one moment while I take a look at the ticket
	Thank you for your patience, Zach. The ticket is actually with someone who has more expertise with both the application. out to you for configuring SPS
	could you confirm if it is just Carlines that is having issue with the SPS manager?
	Zach, are we still connected here?
Zach Hollman	Yes, can you call me we need to get this resolved after hours.
Sharath Kumar	Zach, I am awaiting a response from Ankit who is currently looking into your concern. I will have him reach out to you at the earliest.
Zach Hollman	ok
Sharath Kumar	could you share with me your phone number and an appropriate time to reach you
	I will have Ankit reach out to you on 9547565945.
	Is there anything else I may help you with ?
Zach Hollman	ty
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 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> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72332 Victoria sama**

**Email:** vsama@comcast.net 856397931

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** LEWES

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

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

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #72826 Onyx Ahmad

**Email:** onyx@internationalfilterproducts.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
Onyx Ahmad	I'd like to report an Issue
Acebuddy	Please select an option!
Onyx Ahmad	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Onyx Ahmad	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Onyx Ahmad	Quickbook isn't allowing me to send emails through my gmail.
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.
Onyx Ahmad	IFPI My user name is ONYX
Sharath Kumar	Hello ONYX, allow me a moment to take your remote
	Prior providing the access, I would suggest you to close any important documents at your end.
Onyx Ahmad	Can you share the screen while you're fixing the issue?
Sharath Kumar	I see the screen now
	since when is this happening?
Onyx Ahmad	I granted your access. Thank you.
	I wanted to make the change today
	My colleagues were successful but my account isn't working.
Sharath Kumar	are your colleagues on the same server as well?
Onyx Ahmad	Yes
Sharath Kumar	just allow me two more minutes to look into this issue
Onyx Ahmad	sure
Sharath Kumar	Thank you for your patience.
	I was checking to see if there has been any similar issue reported by anyone at IFPI and I found that Allen Zanki had reported it.
	it appears QuickBooks was updated and the Intuit Profile was also reset. However, a server restart was not done to complete the process. Please let me know an appropriate time to do this today.
Onyx Ahmad	How long does it take to finish the process?
Sharath Kumar	20-30 minutes tops
	There could be new updates for QB and once I complete that am pretty sure your issue will be resolved.
	Are we still connected here?

	Are we still connected here?
Onyx Ahmad	Hello I'm here.
Sharath Kumar	Thank you for responding Onyx
Onyx Ahmad	Is it going to impact my account or everyone's account?
Sharath Kumar	actually, everyone has to log out otherwise the server will have to be restarted without saving users' data
Onyx Ahmad	Ok. Let me confirm it in 10 mins
Sharath Kumar	sure, it will be helpful if you could do that over an email
	I will be sending you the request for server reboot over email and you will have to confirm that
Onyx Ahmad	What would be your email?
Sharath Kumar	simple request for restarting the server due to the issues with QuickBooks
	would it be okay to disconnect this chat session and communicate further over email
Onyx Ahmad	yes
	Please wait
	I confirmed with the team
	Please try to Restart and update the server overnight or after 6pm PST
Sharath Kumar	understood, I will have someone working at that time do this for you
	I will follow up with you first thing tomorrow and you can let me know if that resolves your concern
Onyx Ahmad	Thank you. We can end the chat here.
	Email allen@internationalfilterproducts.com & onyx@internationalfilterproducts.com
Sharath Kumar	got it
	Is there anything else I may help you with ?
Onyx Ahmad	that's it. thank you
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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. Thank you for choosing ACE cloud Hosting.
	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

### #73158 Tiffany

**Email:** tiffany@mixware.net ☎ 8185784030

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Tiffany	Hello, I am your Acebuddy
Acebuddy	Hello Tiffany, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tiffany	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tiffany	I'd like to report an Issue
Acebuddy	Please select an option!
Tiffany	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tiffany	Your support ticket 647843 has been created
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>

Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	Thank you for the information and allow 2 minutes to check the same.
	May I take the remote access of your server?
Tiffany	no problem
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
	This message has been deleted
Tiffany	only Acctivate is open, so you are good
Shubham Yadav	Please accept the request.
Tiffany	ok thanks
Shubham Yadav	As per remote session. We advised you to contact Acctivate Support.
	Is there anything else I may help you with ?
Tiffany	thats it, thanks
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71935 jackhung**

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

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** CERRITOS

**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	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
jackhung	Setback
Acebuddy	Please select your request type.
jackhung	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 :
jackhung	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
jackhung	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jackhung	set up outlook and add system program
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shubham Yadav accepted the chat transfer request.*

Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
jackhung	hi
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?
jackhung	you mean like company name and user name?
	Jona Global Trading Inc. user Jack Hu
Shubham Yadav	Yes jack
	Thank you for the information and allow 2 minutes to check the same.
jackhung	thanks
Shubham Yadav	Jack do you want me to setup Outlook on the server ?
jackhung	yes
Shubham Yadav	Can you please let me know are you using O365 on the server ?
jackhung	i believe so
Shubham Yadav	Are you facing any problem using Outlook application ?
jackhung	yes, i can't send emails out from my current QB Premier and i don't know where to go in to set up
Shubham Yadav	Thanks for the confirmation  Kindly allow me two minutes to check the same.
jackhung	thx
Shubham Yadav	Jack since when are you facing this issue ?
jackhung	i've got an email from your company said my outlook has been suspended due to wrong classification of charge on your e users  long story short, i got confirmation that i am set up for 2 users of O365 enterprise for Jack Hu and Maylou Guzman
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
jackhung	ticket ID 624062
Shubham Yadav	Alright jack
	May I take the remote access of your local computer?
jackhung	yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.aceclouddhosting.com/join/2892119339">https://assist.aceclouddhosting.com/join/2892119339</a>
	Kindly Click on the link and open the downloaded file.
jackhung	are you in?
Shubham Yadav	Yes

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.

We are processing your request

As per remote session you are now able to access the Outlook application

Jack QB is getting updated it will take sometime. We will inform you the same over mail.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Shubham Yadav has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72680 dusan**

**Email:** dusan@interpreterintelligence.com  14152978803

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

**Operator:**

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** MILL VALLEY

**State:** California

**Country:** UNITED STATES

### Chat Transcript

dusan Hello, I am your Acebuddy

Acebuddy	Hello Dusan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
dusan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
dusan	I'd like to report an Issue
Acebuddy	Please select an option!
dusan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
dusan	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
dusan	The QB does not open. I click on QuickBooks Pro 2020 and it spins for a while but it never opens. I tried unfreezing it but t
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.
	Hi Dusan, allow me a quick moment to look into this
	I have just closed your QuickBooks session from the server
dusan	Should I try to start it?
Sharath Kumar	Sure, go ahead
dusan	It is still not working. It just says Opening QuickBooks Desktop and then it disappears but it does not open
Sharath Kumar	sorry to hear that, am checking the reason for this
	bear with for a few minutes
	Thank you for your patience. We are working on a server reboot in a few minutes. I am sure that you should be able to sign in after the reboot.
	Dusan, please try signing in after 5 minutes. The server will be rebooted in the meantime
	Is there anything else I may help you with ?
dusan	OK.
Sharath Kumar	may I take a follow up with you on email and disconnect from this chat session
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

---

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71885 g.hostelley**

**Email:** g.hostelley@innercircle.cpa ☎ 216.642.0330 x1113

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** NEWARK

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please wait while we connect you to a Support Representative  <i>Acebuddy (bot) forwarded the chat request</i>
Shubham Yadav	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.  I will be surely assisting you with this. Kindly help me with your server name and user name?
g.hostelley	User name = ICA_Gregory  Server = ICAdvisors
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.  Gregory since when are you facing the issue ?
g.hostelley	Just started now. I've copied the error message to the clipboard. Shall I share it?
Shubham Yadav	Can you please share me the screenshot ?
g.hostelley	Correlation Id: 0471454e-405b-46d2-85a3-6b25563179a3 Timestamp: 2025-02-03T22:43:18.000Z DPTI: 05057d158aaaa05571a09a25d59e65884b67429232616bf418302606c1eeb697 Error Tag: 86q85 Error Code: -214689298
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.  Gregory since when are you facing the issue ?
g.hostelley	It just started when I tried to open the application this afternoon. It was working at 4 p.m.
Shubham Yadav	Thank you for information let me check from back end.  Can you please let me know if other users also facing the issue ?
g.hostelley	no, no others
Shubham Yadav	Alright let me check  Please once try to login again and check
g.hostelley	Here is the error message I get:  Correlation Id: 9bc27030-f3d9-4bd1-967c-655abef22a46 Timestamp: 2025-02-03T23:06:09.000Z DPTI: 05057d158aaaa05571a09a25d59e65884b67429232616bf418302606c1eeb697 Error Tag: 86q85 Error Code: -214689298
Shubham Yadav	May I take the remote access of your local computer?
g.hostelley	yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.acecloudhosting.com/join/7132413142">https://assist.acecloudhosting.com/join/7132413142</a>  Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue. Once the issue is resolved, kindly give your confirmation on this chat.
	As per remote session you are now able to access Outlook on web. We have escalated the issue to the escalation team for further investigation.  Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72091 dave**

**Email:** dave@vlsusa.com  18016764983

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

**Operator:** Manish Singh

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 14 Secs

**City:** SALT LAKE CITY

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

dave Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

dave Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

dave I'd like to raise a Request

Acebuddy	Please select your request type.
dave	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
dave	Disk Space
Acebuddy	<p>Please be informed that we have automated junk/temp cleaning and residual file erasing mechanism enabled on all our servers.</p> <p>This ensures that the disk space on the servers do not get used up by unnecessary temporary files and you won't have to manually clean them up.</p> <p>If you wish to free up additional disk space or want to explore our Disk Space Plans &amp; Pricing, Please refer to the below links.</p> <p>Do you need any further assistance on the topic?</p>
dave	Yes
Acebuddy	<p>Please wait while we connect you to our Support Representative</p> <p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Manish Singh accepted the chat transfer request.</i></p>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
dave	I need to add 40 gb to our C drive.
Manish Singh	<p>Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further.</p> <p>Also, the registered email for your account with us is : dave@vlsusa.com</p> <p>Is there anything else I may help you with ?</p>
dave	Yes, I sent the email. How long does it take? We are having serious issues with our Quickbooks now due to low space.
Manish Singh	I am doing it right away.
	Email you once this done.
dave	Thank you
Manish Singh	Is there anything else I may help you with ?
dave	No, thank you.
Manish Singh	<p>I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this conversation.</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our interaction.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!</p>
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73071 john**

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

**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 7 Secs

**City:** SAN RAFAEL

**State:** California

**Country:** UNITED STATES

## Chat Transcript

john	Hello, I am your Acebuddy
Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
john	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
john	I'd like to report an Issue
Acebuddy	Please select an option!
john	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
john	re: 646469 the user session for user Admin_CMBA is frozen, please reset server - not a Quickbooks issue, the entire user s
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Sharath Kumar accepted the chat transfer request.*

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
john	hello Sharath!
Sharath Kumar	Hello John, Please allow me a moment to look into this for you
	Sorry to hear that you're facing the issue even after the OS upgrade
john	i did receive the most recent notice about 13 hours ago that indicated the server upgrade has not yet been completed - h
Sharath Kumar	my apologies, you are correct, sir. The upgrade is yet to take place.
	At the moment I see admin_CMBA is currently logged in, would you like me to log off the account from the server?
john	yes please
	i was informed of the OS upgrade and told that this would have been completed ten days ago - is there any estimate of ti
Sharath Kumar	Looking into it, could you please try signing into the server in the meantime
john	loggin gin now
	everything looks good on my side
	thank you!
Sharath Kumar	good to hear that, could you let me know if you have noticed that any particular application is the reason for the frozen se
john	no substantial changes to daily activity, no new programs recently, nothing of that nature
	unsure what is causing the trouble
Sharath Kumar	currently the resources on the server are also running aptly
john	is there any event log that might indicate what happened in the session?
Sharath Kumar	checking that as we speak, also could you confirm if the same thing happens if you sign in with the other user account
john	no problems noted with the other user account
Sharath Kumar	I am checking the logs but it doesn't show any kind of application crashes or frozen user remote sessions
	doesn't even show that you got disconnected from the server
	are you using the other user account (John_CMBA) on the same internet/network, also would you be able to try changing t
john	same network
	nothing on my side has changed recently
	as far as I know
	other than the usual microsoft updates
Sharath Kumar	understood!
john	if it helps - I have my user sessions on different machines. I can log in to both accounts with each machine. At one point I Admin_CMBA user session froze, I attempted to log in using the other machine on my side - I was able to log in but the se the issue is not on my side.

	not related to the machines or the network
Sharath Kumar	Sorry for the delayed response, John. I was working on the server
john	no trouble
Sharath Kumar	this is actually helpful, I was assuming that there could be an issue with the RDP file that you have
john	the one recent change that we had was renaming the server
	I know that the RDP file can be opened in notepad to see the settings
	but as far as I know the settings for the new/renamed server are the same for both users, and only one user is having issue
	and again, it seems that I can log in during the freeze
	the rdp part seems to be working
Sharath Kumar	John, I am checking the startup options of the Admin user. There might be the files which loads during startup at the time
john	i noticed that recently there is now a server manager program that opens on startup - I'm not sure if this began before or
Sharath Kumar	I can see one task "Automate Desktop 2024 Task Builder" which is consuming the resource on the user.
	Is it still freezing?
john	it is not frozen now, no
	I was using that application and it crashed just now
	unsure if you had terminated the task
Sharath Kumar	I have ended that application for testing
	"Automate Desktop 2024 Task Builder"
john	ok, I just restarted it
	yes, this is an RPA tool we use
	one of our primary applications
	this is updated regularly (probably annually) and has not been changed in a few months at least
	<i>1:45:54 AM Sharath Kumar is sharing a file with you</i>
	<a href="#"><u>image.png</u></a> - ( Size:19.96 KB )
Sharath Kumar	These are the apps which are in startup folder for Admin user
	Please check if you want all the apps to load during user login
john	yes, these are the programs we have selected to open on startup - there is another that is not listed, that appears to be re
Sharath Kumar	Thank you for the confirmation.
	Could you please logoff from the server and login again with user Admin_CMBA?
john	there is a task in progress, one moment please
Sharath Kumar	Once you login please share your feedback if it still freezes after server login.
	Sure, please take your time.

john	apologies for the delay
Sharath Kumar	not a problem!
	May I follow up with you on email instead?
john	ok the session has been logged off
	logging in again now
Sharath Kumar	sure!
	<i>2:09:17 AM john is sharing a file with you <a href="#">image.png</a> - ( Size:163.43 KB )</i>
	<i>this is the "server manager" program that appears on startup</i>
	understood, and do you use this server manager for any specific reason, or can I remove this also from your startup?
john	i don't use this application, and I'm not sure how it was included in the startup programs
	i do not see that it is included in the startup programs and so I cannot remove it myself
Sharath Kumar	This is actually for the administrator users on the server, I not sure why this opens up for you unless it was specifically rec
	Since you do no use this application, I will send you the instructions to turn off its startup
john	thank you
Sharath Kumar	in "Server Manager" window, at the top right menu (click) Manage > Server Manager Properties (Window pops up) (Check) " <i>Do not Start Server Manager Automatically at logon</i> " (Click Ok)
john	very good, this has been done
Sharath Kumar	great!
	I also found some cached files on the desktop which has also been removed from startup
	What needs to be done is to sit back and observe if session still gets frozen
john	I assure you, I will be back in touch if it happens again
Sharath Kumar	And with the windows upgrade we were actually stuck due to an error that occurred, I think I have also found a fix for that
john	perfect
Sharath Kumar	Anything else that I can assist you with?
john	I appreciate you and the whole team and all your hard work on our behalf! sorry for the trouble
	that's all I need for now
Sharath Kumar	Thank you for the kind words, John. I hope this resolves your concern.
	Wishing you a good rest of your day
john	me too
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

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

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

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

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

#### #72324 Shaugn Lindley

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

**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:** KYLE

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

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

Shaughn Lindley	I'd like to raise a Request
Acebuddy	Please select your request type.
Shaughn Lindley	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Shaughn Lindley	Restart
Acebuddy	Hello Shaughn Lindley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shaughn Lindley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shaughn Lindley	I'd like to raise a Request
Acebuddy	Please select your request type.
Shaughn Lindley	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of 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

**#72789 Svetlana**

**Email:** svetlana@nicstickshop.com ☎ 8887073244

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 38 Secs

**City:** LAWRENCEVILLE

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Svetlana	Hello, I am your Acebuddy
Acebuddy	Hello Svetlana, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Svetlana	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Svetlana	I'd like to raise a Request
Acebuddy	Please select your request type.
Svetlana	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 :
Svetlana	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Svetlana	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Svetlana	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Svetlana	Ticket ID: 643610
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
Svetlana	Hello
Shubham Yadav	Kindly allow me two minutes to check the same.
	Svetlana as I can check you want to use Excel on the server ?
Svetlana	Do I have any other option?

	If I want to download a report on my computer
Shubham Yadav	Svetlana I want to inform you that for exporting from QB, you will need Excel.  We provide Excel 2016 on the server @\$5.99 per user per month.
Svetlana	Can I cancel it any time?
Shubham Yadav	Yes, Svetlana, you can use it at your convenience and cancel the service if you no longer wish to continue using it.
	Are we still connected here?
Svetlana	O.k. I think I used to be able to save it to my computer...  Please help me install it
Shubham Yadav	Svetlana please approve on the same ticket. We will install the application and will let you know on the mail once it's done
Svetlana	Do you want me to send an e-mail?
Shubham Yadav	Yes please
	Same ticket id
Svetlana	ok
Shubham Yadav	Yes Svetlana  We will install and will inform you on the mail
	Is that okay ?
Svetlana	Yes, thank you. Sending e-mail now.
Shubham Yadav	Great
	Is there anything else I may help you with ?
Svetlana	No, thanks.
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shubham Yadav has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#71993 holly

Email: holly@tiresunlimitedautomotive.com

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: 1 Min 51 Secs

City: GLENDALE

State: Arizona

Country: UNITED STATES

## Chat Transcript

holly	Hello, I am your Acebuddy
Acebuddy	Hello Holly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
holly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
holly	I'd like to report an Issue
Acebuddy	Please select an option!
holly	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
holly	My Remote Desktop keeps locking up
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 holly, could you please let me know the server name that you are signed into currently
holly	TiresUnlimited.myrealdata.net
Sharath Kumar	Let me quickly sign into the server and check what is happening
	Holly, I see Vicky is also signed into the server
holly	She was also having issues
Sharath Kumar	noted (Edited)  resource utilization on the server appears to be fine  how often are you getting disconnected?
holly	I'm only able to do a couple clicks and then it locks up.. I get maybe 10-15 seconds each time I open it up
Sharath Kumar	understood  could you please try signing in now
holly	It opened up and then I can't click on anything
Sharath Kumar	it shows that you are in a disconnected state  The connection has been stable for Vicky now  Could you reboot your local computer and then try signing in again
holly	Sounds like yesterday she had the same problem and today is better  ok
Sharath Kumar	Are we still connected here?  Are we still connected here?  As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)  Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#71990 steven

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

**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 39 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 raise a Request
Acebuddy	Please select your request type.
steven	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
steven	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
steven	I sent emails the last 2 days and the update was not completed
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
steven	I requested an update on monday
Sharath Kumar	Sorry to hear about that Steven, could you please provide me the ticket number so that I can look into your concern
steven	sure let me look at the emails

No ticket was opened the emails were never acknowledged

*9:10:26 PMsteven is sharing a file with you*

[\*image.png\*](#) - ( Size:31.78 KB )

These are the emails

Sharath Kumar let me quickly check our database.

steven can we just get it updated please

In fact I need 22-24 updated if that is possible

Sharath Kumar I checked and found that the support staff received an error message while updating the application. They did send you a

Sure, let me work on it right now

steven What was the issue

I see the email

Sharath Kumar I am not sure, let me try that right now

steven do i need to logout

Sharath Kumar not necessarily, just don't use the Lacerte applications right now

steven ok

Sharath Kumar It will take an hour or so to update all three versions of Lacerte

May I end this chat and keep you posted on email

steven why so long

that seems excessive

Sharath Kumar It appears to be big update. I am currently doing it for 2022. and it only 25% completed as of now

steven ok, thats fine

Sharath Kumar completing updates for all three applications will take some time

steven ITs fine as long as I can stay logged in Its fine

Sharath Kumar I will let you know on email as soon as these updates are installed

steven ok

Sharath Kumar Sure, please make sure not to use any of the Lacerte versions till you receive a confirmation from me

Are we still connected here?

Are we still connected here?

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

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

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72767 Heather Lovell**

**Email:** hlovell@redpointfinance.com  13032093031

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 50 Secs

**City:** MAYS LANDING

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

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

Heather Lovell Hello, can you please reboot the redpoint.myrealdata.net server?

Anurag Sharma Thanks for the confirmation !

I will surely help you with this. Kindly allow me 4-5 minutes to check the same.

Heather Lovell Thank you

Are you able to do that?

Anurag Sharma Thank you for your patience.

Please stay connected. I am working on that.

Heather Lovell Okay

Anurag Sharma I would like to inform you that I have successfully rebooted the server as per your request.

Is there anything else I may help you with ?

Heather Lovell Nope, that's all. Thank you

Anurag Sharma Thanks for the confirmation !

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

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

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

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

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

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

*Anurag Sharma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #72571 Divya Verma

**Email:** divya.verma@lpctax.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** SAN JOSE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Divya Verma	Hello, I am your Acebuddy
Acebuddy	Hello Divya Verma, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Divya Verma	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Divya Verma	I'd like to report an Issue
Acebuddy	Please select an option!
Divya Verma	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Divya Verma	Lacerte
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.
	Hi Divya, how may I help you today
Divya Verma	Hello. I am again unable to open Lacerte. It is giving me a pop up message that I need admin privileges to perform the up
	I had the same issue a few days ago
Sharath Kumar	Sorry to hear that you're still experiencing the issue, please let me quickly check what was done previously to resolve you

	Kindly allow me two minutes to check the same.
	Thank you for your patience. Could you please let me know if there is ticket for your previous concern that I can refer
Divya Verma	639780
Sharath Kumar	Thank you, is there any pop up message this time when you try to open Lacerte
Divya Verma	No there is not. I can open it now. Thank you!
Sharath Kumar	that is strange, the same thing happened last time. As soon as I sign into the server, the application loads for you
	Has Joseph ever reported the same issue to you?
Divya Verma	There is a message that says that updates are ready for installation. It says that active sessions need to be closed to relai I believe he was having the same issue a few days ago
Sharath Kumar	understood
	I am installing lacerte tool hub this time to update the application
	this will take approximately 30 minutes
	may I keep you posted on email once the update is installed
Divya Verma	Yes. Thank you!
Sharath Kumar	please note that you will have to keep the application closed for the meantime, would that be okay with you?
Divya Verma	Yes
Sharath Kumar	alright, I have started working on it now. Will keep you informed once this is done.
	Anything else that I may assist you with?
Divya Verma	Nope that is all
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecl">https://selfcare.acecl</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Divya Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #72759 Norma Vereb

**Email:** nvereb@equinenetwork.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:** ALBUQUERQUE

**State:** New Mexico

**Country:** UNITED STATES

## Chat Transcript

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

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72792 Desiriah Mabray**

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

**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:** 49 Secs

**City:** OAKLAND

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

	Hello Desiriah
	I deeply apologize for the inconvenience caused to you.
Desiriah Mabray	hello, how can i get this resolved ASAP?
Anurag Sharma	I will surely help you with that.
	Could you please revert back to the mail I sent you with an approval from the primary contact?
	I would require that approval so that I can reset the password for you.
Desiriah Mabray	i received 3 emails, none asks for approval from primary contact? 2 transcripts and a userguide
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I have just sent you an email. Please revert back to that email with an approval from the primary contact copied in the CC
	Once we will receive the approval. I will send the new password immediately.
	Are we still connected here?
Desiriah Mabray	yes
Anurag Sharma	Desiriah, I just check that you have replied from another account.
	Please revert back to that email with the password reset request from sonya@elevators.com or Misty@elevators.com any of these emails.
Desiriah Mabray	sonya should have responded with the necessary authorization?
Anurag Sharma	Yes, she has responded. But through another account.
	Please ask her to respond from this email : <b>sonya@elevators.com</b>
	I just received another email. That email is also not authorized.
	Please send us the mail from [sonya@elevators.com](mailto:sonya@elevators.com) or [Misty@elevators.com](mailto:Mist (Edited)
	Are we still connected here?
Desiriah Mabray	yes
Anurag Sharma	Please send us the mail from the primary contact so that we can proceed further with the request.
	Please send us an email from the registered email address ( [sonya@elevators.com](mailto:sonya@elevators.com) or [Mist ) at support@acecloudhosting.com so that we could proceed further with the request.
	Are we still connected here?
Desiriah Mabray	this will take a moment
Anurag Sharma	Sure, please take your time
Desiriah Mabray	okay it should have been corrected
Anurag Sharma	Yes, thank you so much.
	Kindly allow me 2-3 minutes.
	May I take the remote access of your local computer?

Desiriah Mabray	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.acecloudhosting.com/join/1762870330">https://assist.acecloudhosting.com/join/1762870330</a>
Desiriah Mabray	all set
Anurag Sharma	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue. Once the issue is resolved, kindly give your confirmation on this chat.
	The issue seems to be resolved now.
	Is there anything else I may help you with ?
Desiriah Mabray	thank you
	no that is all!
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72762 Damon Bellard**

**Email:** dbellard@dbhitechsolutions.com **Phone:** 281.910.7755

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** PEARLAND

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Damon Bellard	Hello, I am your Acebuddy
Acebuddy	Hello Dbellard, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Damon Bellard	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Damon Bellard	I'd like to report an Issue
Acebuddy	Please select an option!
Damon Bellard	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Damon Bellard	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?
Damon Bellard	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
Damon Bellard	I just had quickbooks added to the desktop and its not working
	I have a pop up message saying it is unavailable
	it said it was corrupted 1st and now its unavailable
Shubham Yadav	Let me check
Damon Bellard	QBNXTPre.myrealdata.net

Shubham Yadav	Please check now. I have made the changes.
Damon Bellard	ok...hang on a sec and let me check it.
Shubham Yadav	Sure
Damon Bellard	do i have to log out and log in
Shubham Yadav	Yes please try to login out and log in again
Damon Bellard	ok...hang on
Shubham Yadav	yes please
Damon Bellard	still saying desktop is corrupted. do you want to empty the recycle bin for this drive no qb icon
Shubham Yadav	It should be working  let me check from back end
Damon Bellard	ok...I will log out and try it again  no...same thing
Shubham Yadav	Please try to log out and log in again  <i>12:28:14 AMDamon Bellard is sharing a file with you</i> <u><a href="#">1_image.png</a></u> - ( Size:50.52 KB )
	Thank you for the information and allow 2 minutes to check the same.  <i>12:29:17 AMDamon Bellard is sharing a file with you</i> <u><a href="#">1_image.png</a></u> - ( Size:49.96 KB )
	Are you able to use the QB from other user ?
Damon Bellard	yes
Shubham Yadav	Can you please check and confirm ?
Damon Bellard	there are no issues with the other user
Shubham Yadav	May I take the remote access of your local computer?
Damon Bellard	there is no admin rights with my log in
Shubham Yadav	No problem  I just want access of your local computer
Damon Bellard	I am the IT admin for this company and I am remote into their PC but yes you can take control
Shubham Yadav	Alright  Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.acecloudhosting.com/join/9142868282">https://assist.acecloudhosting.com/join/9142868282</a>
	Kindly Click on the link and open the downloaded file.
Damon Bellard	hang on..installing now

Shubham Yadav	Alright
Damon Bellard	are you logged in
Shubham Yadav	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue. Once the issue is resolved, kindly give your confirmation on this chat.
	As per remote session you are now able to use QB on the server now
Damon Bellard	ok...thank you
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73221 Engle Services

**Email:** office@engleservices.com  12563691450

**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:** SYLACAUGA

**State:** Alabama

**Country:** UNITED STATES

## Chat Transcript

Engle Services	Hello, I am your Acebuddy
Acebuddy	Hello Renae Prickett, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Engle Services	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #72750 BINITA ADHIKARI

**Email:** abctaxllc@outlook.com **Phone:** 12025319519

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

**Operator:** Anurag Sharma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** OVERLAND PARK

**State:** Kansas

**Country:** UNITED STATES

### Chat Transcript

BINITA ADHIKARI	Hello, I am your Acebuddy
Acebuddy	Hello Avinandan Dhungana, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
BINITA ADHIKARI	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
BINITA ADHIKARI	I'd like to raise a Request
Acebuddy	Please select your request type.
BINITA ADHIKARI	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 :
BINITA ADHIKARI	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
BINITA ADHIKARI	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
BINITA ADHIKARI	AGENT
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
	<i>Shubham Yadav is transferring the chat to Support(QB &amp; App Hosting).</i>
BINITA ADHIKARI	Hi, I need to extend my user Avinandan-av to my laptop. Can you help me with this? ASAP
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Avinandan
BINITA ADHIKARI	Hi, I need to extend my user Avinandan-av to my laptop. Can you help me with this? ASAP
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?
BINITA ADHIKARI	ABC tax LLC
	user name Avinandan-av
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
BINITA ADHIKARI	sure
	send me an email at abctaxavinandan@gmail.com
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.

<https://assist.acecloudhosting.com/join/8762785320>

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

BINITA ADHIKARI are you there

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

The issue seems to be resolved.

Is there anything else I may help you with ?

Are we still connected here?

BINITA ADHIKARI How do i change my password

Anurag Sharma You can change it using Selfcare Portal.

BINITA ADHIKARI can you provide me the link

Anurag Sharma Yes of course.

<https://selfcare.acecloudhosting.com/authorization.do>

You can use this link to change your password.

BINITA ADHIKARI can you share my full user id

Anurag Sharma After this chat, I will also send you an SOP( Standard Of Procedure) that you can use as a reference for changing the password.

Avinandan\_Av@myrealdata.net

Is there anything else I may help you with ?

BINITA ADHIKARI nope thank you

*Avinandan Dhungana has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#72753 andy.monarrez

Email: andy.monarrez@nuwavecom.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:** 58 Secs

**City:** LONG BEACH

**State:** California

**Country:** UNITED STATES

## Chat Transcript

andy.monarrez	Hello, I am your Acebuddy
Acebuddy	Hello Andy Monarrez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
andy.monarrez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
andy.monarrez	I'd like to report an Issue
Acebuddy	Please select an option!
andy.monarrez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
andy.monarrez	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?
andy.monarrez	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>11:15:09 PMandy.monarrez is sharing a file with you <a href="#">image.png</a> - ( Size:19.69 KB )</i>
	<i>11:15:17 PMandy.monarrez is sharing a file with you <a href="#">image.png</a> - ( Size:19.87 KB )</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
andy.monarrez	Hi Anurag
	I am trying to login into QB but keep getting this issue

Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	<i>11:20:44 PMandy.monarrez is sharing a file with you</i> <u><a href="#">1_image.png</a></u> - ( Size:62.85 KB )
andy.monarrez	Nuwave International Industries, Inc
Anurag Sharma	Please confirm if your server name is NuwaveComm.myreldata.net. (Edited)
	Are we still connected here?
andy.monarrez	Yes it is
Anurag Sharma	Please confirm if your server name is NuwaveComm.myreldata.net. (Edited)
andy.monarrez	Yes
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your server?
andy.monarrez	Let me ask my supervisor
Anurag Sharma	Sure, please take your time
andy.monarrez	Yes go ahead
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
andy.monarrez	Ok
Anurag Sharma	Andy I think you are not connected on the server.
	Please connect to the server once, so that I can send the remote session request.
andy.monarrez	I accepted the request
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue. Once the issue is resolved, kindly give your confirmation on this chat.
andy.monarrez	Yes sir
Anurag Sharma	Andy, I am so sorry but your screen size is very small.
	I am sending you another link.
	Please use that to connect on the remote session.
andy.monarrez	Ok where is the link
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	<u><a href="https://assist.acecloudhosting.com/join/5522150327">https://assist.acecloudhosting.com/join/5522150327</a></u>
	Kindly paste this link in the browser of local computer and join the session.
andy.monarrez	I joined
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue. Once the issue is resolved, kindly give your confirmation on this chat.

Please stay connected. I am working on your issue.

Are we still connected here?

Are we still connected here?

Are we still connected here?

andy.monarrez Hi Anurag I restarted

Do you want me to attempt to login?

Anurag Sharma Thankyou so much for the confirmation.

Please try now.

andy.monarrez Looks like I was able to log in thank you!

Anurag Sharma Glad to know.

Is there anything else I may help you with ?

andy.monarrez No nothing else. I will direct my coworkers to you if they have issues

Anurag Sharma Sure, we are always there to help you.

andy.monarrez Thank you

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

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

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

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

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

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

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

**#71911 Kandi Harper****Email:** officemanager.harper@gmail.com  8596231127**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:** NICHOLASVILLE**State:** Kentucky**Country:** UNITED STATES**Chat Transcript**

Kandi Harper	Hello, I am your Acebuddy
Acebuddy	Hello Kandi Harper, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kandi Harper	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kandi Harper	I'd like to report an Issue
Acebuddy	Please select an option!
Kandi Harper	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	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****#73186 info**

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

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
info	i cannot run a program
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>7:17:35 PM info is sharing a file with you</i>	
<i><a href="#">image.png</a> - ( Size:30.63 KB )</i>	
<i>I cannot run Ultra program</i>	
info	hello
<i>info has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#73252 ap

Email: ap@crusa.com ☎ 15136742300

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: 1 Min 3 Secs

City: CINCINNATI

State: Ohio

Country: UNITED STATES

## Chat Transcript

ap	Hello, I am your Acebuddy
Acebuddy	Hello Michelle, 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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ap	We need our server rebooted because I cannot log in to Sage due to server issue. Tlcket: 649208
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Vignesh Arul accepted the chat transfer request.</i>	
<i>Vignesh Arul is transferring the chat to Anjainay Singh.</i>	

*Anjainay Singh accepted the chat transfer request.*

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
ap	ok
Anjainay Singh	Kindly allow me two minutes to check the same.
ap	opk
Anjainay Singh	We are working on this issue and will help you to resolve it asap  As we can check user Dee is active on server
	We have started the services for Sage please try to access the application and let us know if you are able to do it
ap	ok
	hang on
	I am able to gain access now to Sage. Thank you for your help today.
Anjainay Singh	Is there anything else I may help you with ?
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Anjainay Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72444 Dixonbookkeeping**

**Email:** dixonbookkeeping@msn.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:** CHATTANOOGA

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Dixonbookkeeping	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Dixon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dixonbookkeeping	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dixonbookkeeping	I'd like to report an Issue
Acebuddy	Please select an option!
Dixonbookkeeping	Password Reset
Acebuddy	Please select an option below
Dixonbookkeeping	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
<i>Ended due to chat idle timeout</i>	

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72734 Pam Higdon**

**Email:** phigdon@allgreen.net

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** CHARLESTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Pam Higdon	Hello, I am your Acebuddy
Acebuddy	Hello Pam Higdon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Pam Higdon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Pam Higdon	I'd like to report an Issue
Acebuddy	Please select an option!
Pam Higdon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Pam Higdon	i can't open the program to sign in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vignesh Arul accepted the chat transfer request.</i>
	<i>Vignesh Arul is transferring the chat to Shubham Yadav.</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Pam Higdon	CID73236 All Green Corporation - my name is Pam Higdon
Shubham Yadav	Thanks for the confirmation

	Pam can you please elaborate the issue ?
	Are we still connected here?
Pam Higdon	yes, sorry. i clicked on it again so I could tell you what it said  and it opened - however, it still hasn't sent my verification code now.
Shubham Yadav	Pam can you please confirm are you mentioning about RDP ?
	Icon you use to access the server
Pam Higdon	sorry - it is working now.
Shubham Yadav	Pam can you please let me know what was the issue ?
	It's regarding RDP right ?
Pam Higdon	i already told you. it wouldn't open - now it is - got it - thank you for your time. IDK what RDP is
Shubham Yadav	Thanks for the confirmation
	Is there anything else I may help you with ?
	The icon you use to access the server
Pam Higdon	that means nothing to me. it looks like a computer
Shubham Yadav	Yes that is it.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Shubham Yadav has ended this chat session*

## Chat Transcript

Trying to link/load Quickbooks database to new user NickS w  
 Flight Services, yesterday he had no permissions to the D:  
 folder, today we can get in, but what file am I linking up? I tr  
 SAI Flight Services.qbw file in the d:\clientdata\quickbooks 1  
 Was prompted he would need admin permissions, tried to co  
 received error QB encounter a problem when opening the co

file. error code -12, 0.

## Visitor Details

### #71914 IT

**Email:** it@saiflight.com ☎ 8649912566

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** COLUMBIA

**State:** South Carolina

**Country:** UNITED STATES

## Chat Transcript

IT Trying to link/load Quickbooks database to new user NickS with SAI Flight Services, yesterday he had no permissions to the file am I linking up? I tried the SAI Flight Services.qbw file in the d:\clientdata\quickbooks folder. Was prompted he would i received error QB encounter a problem when opening the company file. error code -12, 0.

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

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

IT Hello Rishabh

*8:49:33 PM IT is sharing a file with you*

[1\\_image.png](#) - (Size:102.82 KB )

Rishabh Gogia Hello!

*Shubham Yadav accepted the chat transfer request.*

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

IT Hello Shubham

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

IT SAIFlight.myrealdatal.net

myrealdatal.net\NickS.

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

IT since when are you facing the issue ?

IT New user setup, we haven't ever had him connected to the company database via quickbooks

We just got permission to the D:\clientdata folder

Shubham Yadav	Alright let me check from the back end.
	May I take the remote access of your local computer?
IT	Sure
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/1192881472">https://assist.acecloudhosting.com/join/1192881472</a>
	Kindly Click on the link and open the downloaded file.
IT	You should be connected now
Shubham Yadav	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting Once the issue is resolved, kindly give your confirmation on this chat.
IT	logged back in and opening QB Pro 2020
Shubham Yadav	Yes please let me know after opening
	<i>9:19:54 PM IT is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:73.79 KB )
IT	Nick.S simply doesn't have the permissions to attach the file in QB Pro 2020
Shubham Yadav	Yes
	Can you please mail us the same so that I can proceed with the permission changes from admin permissions
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further
IT	Hey Shubham I tried the QB Enterprise
	It is working
Shubham Yadav	That's great
	<i>9:22:53 PM IT is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:129.71 KB )
	It should be of log out and log in problem
IT	Is this something the Users would know or would Ace Cloud know it?
Shubham Yadav	Admin of the company file would be knowing the password
IT	LOL
Shubham Yadav	One of the users would be the admin
IT	I have low expectations on that one, but I will try
	Seems it will be on them now
Shubham Yadav	Yes 😊
	No problem
	I can understand
IT	Thanks for the help!

Shubham Yadav	Is there anything else I may help you with ?
IT	Are you there ?
IT	I am good now I guess
	Sorry Shubham banged out an email to the users explaining to enter the password
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	alright
IT	sure
Shubham Yadav	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecl">https://selfcare.acecl</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73315 Quynp.ca

**Email:** quynp.ca@gmail.com ☎ 5066884681

**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:** MONCTON

**State:** New Brunswick

**Country:** CANADA

## Chat Transcript

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

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73231 tina**

**Email:** tina@dejenetax.com  13105694895

**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:** 43 Secs

**City:** IRVINE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

tina	Hello, I am your Acebuddy
Acebuddy	Hello Tina Weisman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tina	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tina	I'd like to report an Issue
Acebuddy	Please select an option!
tina	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
tina	Cannot log into cloud server. stuck on connecting
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.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
tina	Dejene & Associates
	DejeneAInc.myrealdatal.net
Tushar Pharswan	Kindly allow me two minutes to check the same.
tina	No one can log in. its stuck on "Connecting"
Tushar Pharswan	We are going to reboot the server.
tina	okay but what was the problem?
Tushar Pharswan	The server weas stuck on updates and it did not properly reboot so we a rebooting it as of now.
tina	Please let me know when we can get back in and also the case number as the owner wants to follow up
Tushar Pharswan	Kindly try to login again.
tina	it works now thank you
	please email me the case number
Tushar Pharswan	Also, once this chat ends, we will email you with the ticket number.

	Is there anything else I may help you with ?
tina	thank you
	thats it
Tushar Pharswan	<p>Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>
	<i>Tushar Pharswan has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72429 Griselda Hernandez**

**Email:** info@pie-ventures.com  7244672058

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

Griselda Hernandez	Hello, I am your Acebuddy
Acebuddy	Hello Prajwal, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Griselda Hernandez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Griselda Hernandez	I'd like to raise a Request
Acebuddy	Please select your request type.
Griselda Hernandez	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 :
Griselda Hernandez	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Griselda Hernandez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Griselda Hernandez	The server is slow today
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Griselda Hernandez	Hi Shubham
	The server is bit slow today
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?
Griselda Hernandez	steadfast
	DEEPA_SFC
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
Griselda Hernandez	OKAY
Shubham Yadav	Prajwal since when are you facing the issue ?
Griselda Hernandez	today morning
Shubham Yadav	Thanks for the confirmation
	Prajwal, could you please confirm if your internet is working fine on your local computer?

Griselda Hernandez	yes it is working fine
Shubham Yadav	Alright
	From what I can see, users are utilizing multiple web browsers on the server, which is causing high memory consumption.
	Try to close the unwanted browsers
Griselda Hernandez	i have some browsers open which I need it
Shubham Yadav	Prajwal we are noting this down. And we will monitor your server for performance.
	Also i noticed your C Drive is low in storage.
	Only 19 % is free out of 100%.
	Please try to clean unwanted files from desktop, documents and downloads.
	Or you can opt for upgradation
	Prajwal are you there ?
Griselda Hernandez	yes
	we have bought enough sapace
Shubham Yadav	Prajwal please ask the users to delete unwanted files from desktop, downloads and documents.
Griselda Hernandez	ok thank you
Shubham Yadav	We will follow up with you, and if you experience any slowness issues tomorrow, please feel free to let us know. In the me
	Is there anything else I may help you with ?
	Are we still connected here?
	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

**#72931 Matt Grodin**

**Email:** matt@grodingcpa.com  16504324394

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 12 Secs

**City:** SAN CARLOS

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Matt Grodin	Hello, I am your Acebuddy
Acebuddy	Hello Matt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Matt Grodin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matt Grodin	I'd like to report an Issue
Acebuddy	Please select an option!
Matt Grodin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Matt Grodin	645521
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.
	Let me check this quickly
	Thank you for waiting we usually share this pop up message when we have to update any application or to reboot the server so that users save their work and log off.
Matt Grodin	why the emergency - can this type of thing be scheduled or happen overnight?
	not when we have multiple users working
	or was there an emergency?
Tushar Pharswan	We usually do the updates in night hours but sometimes when a user brings an issue which needs to be resolved immediately exactly why you have received this pop and who did it for that we will need time to investigate as we will have to pull log
	I deeply apologize for the inconvenience caused to you regarding this.

Matt Grodin	what was the issue?
	please check on it
Tushar Pharswan	Sure, we will and give you a detailed summary of who rebooted it and for what.
Matt Grodin	can we log back in yet, or is the work ongoing
Tushar Pharswan	you can log back in as the server is rebooted.
	Is there anything else I may help you with ?
Matt Grodin	can you check - do I have a rep to contact?
Tushar Pharswan	Do you want to speak to someone regarding any issue?
Matt Grodin	its just this. I want to make sure if this is some routine maintenance, it doesn't happen while we are working, without notice. I am the only one who would. once you have the information about the cause, let me know
	you can email it to me
Tushar Pharswan	Sure, I will investigate also could you tell us at what time the server should reboot exactly as every day server reboots on
	Okay we will email you once we have all the data regarding the matter.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. You can send the feedback to quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72260 Lindsey**

**Email:** lindsey@demersandassociates.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 8 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Lindsey	Hello, I am your Acebuddy
Acebuddy	Hello Lindsey, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lindsey	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lindsey	I'd like to report an Issue
Acebuddy	Please select an option!
Lindsey	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lindsey	Don't have permission to install Tic Tac
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.
	Hi Lindsey, could you please confirm if this is an application or a web connector for QuickBooks that you are trying to inst
Lindsey	I believe an app, it's an extension on Adobe
	<i>1:02:43 AM Lindsey is sharing a file with you <a href="#">image.png</a> - ( Size:10.52 KB )</i>
Sharath Kumar	understood
	please bear with me for a moment while check for some details
Lindsey	Ok
Sharath Kumar	Lindsey, for this, an email requested would be required to be sent by either Larry or Melissa for this.
Lindsey	Ok to ACE?

Sharath Kumar	Please have either of them send the request to Support@acecloudhosting.com do mention in the email about the server name and where the setup file is located on the server for installation (Edited)
Lindsey	Ok, thank you
Sharath Kumar	You're welcome.
	Anything else that I may assist you with at this moment?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72803 admin**

**Email:** admin@jjsauer.com

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

**Operator:** Manish Singh

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** SALT LAKE CITY

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

admin Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

admin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
admin	I'd like to report an Issue
Acebuddy	Please select an option!
admin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
admin	downloading RDC on Mac computer
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
admin	thanks
Manish Singh	I will surely help you with this issue.
	May I take the remote access of your local computer?
admin	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/9082704177">https://assist.acecloudhosting.com/join/9082704177</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting up a solution. Once the issue is resolved, kindly give your confirmation on this chat.
	Once the MAC update is done kindly reinitiate the chat.
	As this will take some time.
	Is there anything else I may help you with ?
	You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #72011 Jocelyn

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

**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 15 Secs

**City:** REXBURG

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

Jocelyn	Hello, I am your Acebuddy
Acebuddy	Hello Jocelyn Johnson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jocelyn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jocelyn	I'd like to report an Issue
Acebuddy	Please select an option!
Jocelyn	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jocelyn	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at 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 and implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Jocelyn	Yes
Acebuddy	Please wait while we connect you to our Support Representative  <i>Acebuddy (bot) forwarded the chat request</i>  <i>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.
Jocelyn	Hi Jocelyn, could you please let me know your server name and the QuickBooks version that needs to be updated.
Sharath Kumar	myrealdatal JocelynJ.npre
Sharath Kumar	one moment while I sign into the server
	Jocelyn there are several other users that are currently signed in on the server. The QuickBooks update will require all the application
	We will have to do this during afterhours when the users are not present
Jocelyn	I can schedule this for tonight
Jocelyn	I was told yesterday it was being done last night.
	I can't run payroll for my client
Sharath Kumar	Sorry to hear that, is there a ticket number for this that I can refer
Jocelyn	634741
Sharath Kumar	one moment
	Jocelyn, there were a few users on the server that were working last night
	we couldn't update the application because of this
Jocelyn	So what do I tell my client about her payroll not being paid today.
Sharath Kumar	We apologize for the inconvenience caused, we will keep tracking the users on the server today and when there are less them about the server reboot so they get time to save their work
	I can assure you that we will get this sorted by tonight and will inform you once done
	and just to confirm, the application to be updated is Premier Accountant 2024, is that correct?
Jocelyn	It's the payroll update that needs to done
Sharath Kumar	noted!
	I will inform the team concerned with this to make your ticket a priority and get it done at the earliest
Jocelyn	First time I can say I'm highly disappointed with ACE. My client won't be happy that she can't pay her employees today as a day late
Sharath Kumar	I understand the situation. I am trying to figure out a work around to get this done, possibly during the day
Jocelyn	Thank you
Sharath Kumar	Jocelyn, I will give it a try and ask the users to log off right away, if possible. If they agree, I will need 20 minutes (after us
Jocelyn	Thank you very much
Sharath Kumar	anything else that I may assist you in the meantime?
Jocelyn	Not at this time
Sharath Kumar	alright, am disconnecting the chat for now and will send you an email to keep you posted
Jocelyn	ok

Sharath Kumar

Thank you

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

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

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

#### #72322 Michelle Lamb

**Email:** workmeteor26@gmail.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** SHELBURNE

**State:** Massachusetts

**Country:** UNITED STATES

### Chat Transcript

Michelle Lamb

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Michelle Lamb

Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michelle Lamb	I'd like to raise a Request
Acebuddy	Please select your request type.
Michelle Lamb	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

#### #72662 Irina Jandieri

**Email:** irina@jkaccountinggroup.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 8 Secs

**City:** RALEIGH

**State:** North Carolina

**Country:** UNITED STATES

### Chat Transcript

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

Irina Jandieri	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Irina Jandieri	I'd like to report an Issue
Acebuddy	Please select an option!
Irina Jandieri	Password Reset
Acebuddy	Please select an option below
Irina Jandieri	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-processed.
	Do you need any further assistance on the topic?
Irina Jandieri	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Irina, please let me know how may I assist you today
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

## Chat Transcript

meed to update software on my server

### Visitor Details

**#73290 Eric Berg**

**Email:** cchalfin@mocproducts.com **Phone:** 18187943544

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

**Operator:** Shashwat Verma

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

utm\_source=Bing&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Branded&utm\_term=Ace+Cloud+Hosting&utm\_adgroup=Primary&msclk

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** SAN FERNANDO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Eric Berg meed to update software on my server

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

Sure

let me transfer you to our support team to help you with this issue

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

*Shashwat Verma accepted the chat transfer request.*

Eric Berg ok

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

Eric Berg OK Shashwat

Shashwat Verma Hello

Kindly confirm the name of the application you want to update.

Eric Berg hello

autoedgesolutions

Shashwat Verma I will surely help you with this issue.

Kindly confirm the application name.

Eric Berg axis setup(1) 2025

i need to add this new version to replace the older version

its in the download folder

Shashwat Verma Is it ZED axis?

Eric Berg yes

Shashwat Verma Sure, will update the same and will let you know in a while on email.

Is that work for you?

Eric Berg

	yes
Shashwat Verma	Sure
	Is there anything else I may help you with ?
Eric Berg	just that. updating the application
Shashwat Verma	Will update for the same.
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecl">https://selfcare.acecl</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72638 vsama**

**Email:** vicki.sama@cleanthebooks.com **Phone:** 18563979031

**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:** 2 Mins 11 Secs

**City:** LEWES

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

vsama	Hello, I am your Acebuddy
Acebuddy	Hello Vicki.sama, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
vsama	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
vsama	I'd like to report an Issue
Acebuddy	Please select an option!
vsama	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support rep
vsama	I was supposed to receive a call before 10 PM EST today and it is now 1 hr later. ticket €
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 assi
vsama	hi Tushar
Tushar Pharswan	Hi Vicki.
vsama	ticket 642383
Tushar Pharswan	I deeply apologize for the inconvenience caused to you regarding this allow me 2-4 min the update regarding POC email change.
	May I also know if you have access to MyPortal?
vsama	ok
	i do not
Tushar Pharswan	Thank you for waiting.
vsama	ok
Tushar Pharswan	do you have access for email id: vsama@cleanthebooks.com ?
vsama	no that is not my email. the address is vicki.sama@cleanthebooks.com
	vsama@cleanthebooks.com does not exist
Tushar Pharswan	Kindly email us at support@acecloudhosting.com describing that vsama@cleanthebook exist and correct email address is vicki.sama@cleanthebooks.com on which the MyPort
	accessible.

	As soon as we receive the email address we will reset the password for you, this has been several days. (Edited)
vsama	OK i just sent it. Yes it has been delayed for several days with 2 promises that were not met and get it done.
	I will be asleep in 2 hours. I've been waiting up all night for this to be done
Tushar Pharswan	We just received the email the team associated with POC email change is different but we can resolve your issue for server accessibility for user profile VictoriaS.Npro1.
	Do you have the access to Contact number 8563979031 ?
vsama	yes
Tushar Pharswan	May I take the remote access of your local computer?
vsama	yes
Tushar Pharswan	So that we can try to reset your password of my Portal which will help us access profile VictoriaS.Npro1.
	Prior providing the access, I would suggest you to close any important documents at your end.
vsama	ok
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/8212504815">https://assist.acecloudhosting.com/join/8212504815</a>
	Kindly Click on the link and open the downloaded file.
vsama	ok
Tushar Pharswan	We are connected now.
vsama	yes
Tushar Pharswan	I have sent you the new password over the email also for the email address change we will contact our team once again and they will contact you regarding the same.
	Is there anything else I may help you with ?
vsama	not working
Tushar Pharswan	Let me check.
vsama	ok
Tushar Pharswan	You were not copying it correctly I would suggest before pressing the connect button Kill the password by clicking on the eye button.
vsama	yes
Tushar Pharswan	As of now the primary issue with user profile login has been addressed and for the email request, we will notify our team again.
	Is there anything else I may help you with ?
vsama	no that is fine. You sent me info on how to change the password?
Tushar Pharswan	Yes, let's try to log you into self-care portal so that this situation does not arise again.
vsama	k

Tushar Pharswan	We have now successfully registered you to the selfcare portal as well.
	Is there anything else I may help you with ?
vsama	no i hope all is good from here. Thank you
Tushar Pharswan	We apologies for the inconvenience caused to you and soon your email issue will be res
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means
vsama	k
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us re conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can working. I will appreciate that. or you may send your feedback at quality@acecloudhost Thanks!
	Note: You may change/reset your server password on your own by registering on our Se ( <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>

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72816 Kevinder**

**Email:** k.singh@innercircle.cpa

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** BUDHANPUR

**State:** Punjab

## Chat Transcript

Kevinder	Hello, I am your Acebuddy
Acebuddy	Hello Kevinder, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kevinder	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kevinder	I'd like to report an Issue
Acebuddy	Please select an option!
Kevinder	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support rep
Kevinder	I am unable to get in server
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 assisti
Kevinder	Hi Sharath
Sharath Kumar	Kevinder, could you please let me know the server name and the user account you are
Kevinder	ICA/Kevinder
Sharath Kumar	alright, and could you also let me know the last time that you were able to access the s
Kevinder	around 8.30 PM (IST)
	The issue I am facing of multiple connections in a queue, due to that I am unable to ope
	server. It gets stuck on the blue screen. This happened last time too
Sharath Kumar	I see, am on the server and see your profile is currently in a disconnected state
Kevinder	Ok!
Sharath Kumar	Is there anything you need to save before I end that session for you
Kevinder	No, I don't want to save anything.
Sharath Kumar	alright sir, I have closed that session for you. Could you please try signing in again and
	the result
Kevinder	Sure, please give me 5 minutes

Sharath Kumar	take your time, no problem.
	I would also like to know how you sign out of the server because that could be a reason getting the blue screen while logging back in
Kevinder	I followed the steps ; Window>Power>Disconnect
	It is working fine now
Sharath Kumar	I would suggest using the logout icon provided on your desktop
	as it will close out all your processes
	glad to hear that
Kevinder	We logoff from the desktop icon
Sharath Kumar	Then this is something we would need to look into. Could you come on chat or call our support team if this happens again. Just do make sure that you are using the logout icon provided on the desktop.
	Anything else that I may assist you with in the meantime?
Kevinder	Sure!
Sharath Kumar	Anything else that I may assist you with in the meantime?
Kevinder	No, Thank you sir!
Sharath Kumar	My Pleasure, I wish you have good rest of your 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 ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhost.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> ).
	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

**#72886 Sandra Ciola**

**Email:** sandracpa@ciola.net **Phone:** 13055671661

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

**Operator:**

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 1 Min 36 Secs

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Sandra Ciola	Hello, I am your Acebuddy
Acebuddy	Hello Sandra Ciola, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Sandra Ciola	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sandra Ciola	I'd like to report an Issue
Acebuddy	Please select an option!
Sandra Ciola	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support rep
Sandra Ciola	Access to the server is interrupted because Microsoft defender said that I have a virus
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.
Sandra Ciola	Hi
	Did you see my issue?
Sharath Kumar	I just did, could you provide a screenshot of the error message
Sandra Ciola	I am out of the server. I cannot do anything. Basically, what happened was that I tried to log in online and by mistake I typed Intuir

Sharath Kumar	is that error message on your local computer?
Sandra Ciola	then I have a message for Microsoft Defender saying that I have a virus and I couldn't connect to your server
Sharath Kumar	that is strange, let me send you a link so that I can see your screen
Sandra Ciola	Ok
	are you sending the link via email?
Sharath Kumar	sending it here
	<i>12:27:06 AMSandra Ciola is sharing a file with you <a href="#">image.jpg</a> - ( Size:3.82 MB )</i>
	<i>12:27:43 AMSandra Ciola is sharing a file with you <a href="#">image.jpg</a> - ( Size:4.23 MB )</i>
Sandra Ciola	I am trying to send you a picture, but it doesn't let me.
Sharath Kumar	no problem, let me quickly check your account
Sandra Ciola	My employees are working without any problem
Sharath Kumar	your account appears to be active and enabled
	I think this is a spam message or an advertisement
	could you close everything (except our chat) and reopen it,
Sandra Ciola	Yes I know
	I am chatting With my phone
	I can give you access to my computer if you send me a link via email
Sharath Kumar	noted, then simply restart your computer and try accessing the RDP file once again
Sandra Ciola	OK, give me a minute
	I had this issue before, and they were able to solve it from your end Without me logging in
	now my computer is updating
Sharath Kumar	Let me search for that ticket in the time your computer updates and see what was done
Sandra Ciola	Sounds good
Sharath Kumar	Thank you for your patience.
	Could you please confirm if the issue happened last month?
Sandra Ciola	I don't remember exactly when that happened
Sharath Kumar	no problem, try signing into the server now and let me know if there is still a problem
	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 conversation.

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

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

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71955 Burton Mills**

**Email:** burton@amcoautomation.com **Phone:** 3197594141

**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:** 14 Secs

**City:** FAIRFIELD

**State:** Iowa

**Country:** UNITED STATES

### Chat Transcript

Burton Mills Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Burton Mills Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Burton Mills I'd like to report an Issue

Acebuddy Please select an option!

Burton Mills QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
Burton Mills	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Burton Mills	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist yo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assist
	Hello Burton
Burton Mills	Hi!
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 n
Burton Mills	QB won't start
	User name is BurtonM.pro2
	do i know my server name?
Anurag Sharma	Could you please share your business name?
Burton Mills	Amcoautomation
Anurag Sharma	Thanks for the confirmation !
Burton Mills	I do have a user number
Anurag Sharma	Kindly allow me two minutes to check the same.
	Please check now.
	Please confirm if the issue is now resolved.
Burton Mills	no, still didnt start
Anurag Sharma	May I take the remote access of your local computer? (Edited)
Burton Mills	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at yo
Burton Mills	ok
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/7092361210">https://assist.acecloudhosting.com/join/7092361210</a>
	Kindly paste this link in the browser of local computer and join the session.
Burton Mills	I dont really want to provide access to my computer
	or is it the remote

Anurag Sharma	<p>It is the remote access.</p> <p>Please confirm if we can take the remote access of your computer?</p> <p>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 give your confirmation on this chat.</p> <p>Please login again into the server</p>
Burton Mills	I will contact you again in the morning if I still have issues. Thanks
Anurag Sharma	<p>It seems like we need to reboot the server. I am scheduling the server reboot in 10 minutes so you can access the server again after 20 minutes.</p> <p>Okay</p> <p>Is there anything else I may help you with ?</p>
Burton Mills	<p>will do</p> <p>no, thanks again</p>
Anurag Sharma	<p>Thanks for the confirmation !</p> <p>I would greatly appreciate if you could spare a minute to give your valuable feedback about this chat.</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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@acecloudhost.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/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a>)</p>

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72490 chris**

**Email:** chris@thesteelbreeze.com  12039945674

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 1 Min 27 Secs

**City:** NEWTOWN

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

chris	Hello, I am your Acebuddy
Acebuddy	Hello Chris, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
chris	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
chris	I'd like to report an Issue
Acebuddy	Please select an option!
chris	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support rep
chris	our server is very slow and laggy
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assistin
	I will surely help you with this issue.
chris	CID72767
	it's been very laggy for a few days
Manish Singh	Kindly allow me two minutes to check the same.
chris	ok

Manish Singh	We have cleaned the junk files sever reboot need to be done.
chris	ok, let me tell my brother to get off the server
Manish Singh	Sure, please let me know once done.
chris	he is off
Manish Singh	Kindly try to access after 2 minutes.
	Kindly try to access now.
chris	ok
	what is the cost to make the server faster? do we need more memory?
Manish Singh	2 GB RAM will help with the performance as i have checked.
chris	how much additional is that?
Manish Singh	\$40
chris	can you add it please?
Manish Singh	I will email you regarding the matter and kindly approve the email so that I can add the (Edited)
chris	ok, thanks
Manish Singh	Is there anything else I may help you with ?
chris	no
	thanks
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us re conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can working. I will appreciate that. or you may send your feedback at quality@acecloudhost Thanks!
	Note: You may change/reset your server password on your own by registering on our Self-care ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #72108 Stacy Wells

Email: stacy@alivelychef.com ☎ 208-389-9600

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: 38 Secs

City: BOISE

State: Idaho

Country: UNITED STATES

## Chat Transcript

Stacy Wells	Hello, I am your Acebuddy
Acebuddy	Hello Stacy Wells, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Stacy Wells	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stacy Wells	I'd like to raise a Request
Acebuddy	Please select your request type.
Stacy Wells	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option
Stacy Wells	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Stacy Wells	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support rep

Stacy Wells I lost connection to a chat expert in the middle of adding another person to our account

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Sharath Kumar accepted the chat transfer request.*

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

Stacy Wells Hi Sharath

Sharath Kumar Hello Stacy, how may I assist you today

Stacy Wells I lost communication with the person assisting me by adding a third person to our account.

This would mean you would be adding a third person to the account increasing sales for us.

I need to know if the email was received and the person is being added. AND when can they receive an email.

Sharath Kumar Sure, Stacy. Let me quickly look up that previous chat

Stacy Wells Thank you

Sharath Kumar Yes, we have received your email request. All the details for the user creation are there. I am currently with the support engineer who will be working on it shortly.

Stacy Wells Perfect. Thank you for checking on that.

Sharath Kumar We will send you the credentials along with the RDP file once the user account has been created.

Stacy Wells Thank you kindly. That's all I needed.

Have a great rest of your day.

Sharath Kumar My pleasure.

anything else that I may assist you with?

Stacy Wells No, thank you, that will be it.

Take care.

Sharath Kumar I wish you the same

You may end this chat now. Once you end this chat, you will receive an email from us 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 managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

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

**#71937 Bongryong Kim**

**Email:** kevin@brkimcpa.com  19729724930

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 27 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Bongryong Kim	Hello, I am your Acebuddy
Acebuddy	Hello Kevin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bongryong Kim	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sushant accepted the chat transfer request.</i>
Sushant	Thank you for choosing ACE cloud Hosting, my name is Sushant. I will be assisting you ! How may I help you
Bongryong Kim	I want to know why the cloud server is slowing down. Is there a conflict? It doesn't seem smoothly
	is it right contact for the above issue?

Sushant	Please let me know your company name.
Bongryong Kim	server's cpu and memory shows high sometimes  BONGRYONG  bk
Sushant	Please wait while we connect you to our concern team.  <i>Sushant is transferring the chat to Support(QB &amp; App Hosting).</i>  <i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assist
	Hello Sushant
Bongryong Kim	good after noon
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
Bongryong Kim	I want to resolve some system problem(?)
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user n
Bongryong Kim	My name is Bongryong Kim (Kevin) user and computer name: kevin_b
Anurag Sharma	Thanks for the confirmation !
Bongryong Kim	Bongryong.myrealdatal.net the above is computernname?
Anurag Sharma	Thanks for the confirmation !
	Kevin as I can see the server 's RAM utilization is very high.
	And the server is also running low in disk space.
Bongryong Kim	so how do i decide it for the issue
Anurag Sharma	Sorry can you please elaborate ?
Bongryong Kim	c drive and ram need to be upgrade?
	then how much do i pay it monthly?
Anurag Sharma	Yes, we can surely help you with the Disk space and RAM upgrade.
	Just want to inform you that it is chargeable.
Bongryong Kim	please let me have the information then i can decide it easily
Anurag Sharma	<b>Plan1: 200GB: \$120/Month</b> <b>Plan2: 100GB: \$60/Month</b> <b>Plan3: 80 GB: \$50/Month</b> <b>Plan4: 60 GB: \$40/Month</b>
	These prices are for Disk space addition.
	Whereas, if you wish to upgrade RAM on the server. Then the pricing for the same is : <b>Plan 1: 1 GB RAM - \$20/Month</b>

**Plan 2: 2 GB RAM - \$40/Month**  
**Plan 3: 3 GB RAM - \$60/Month**  
**Plan 4: 4 GB RAM - \$80/Month**  
**Plan 5: 5 GB RAM - \$100/Month**  
**Plan 6: 6 GB RAM - \$120/Month**  
**Plan 7: 7 GB RAM - \$140/Month**  
**Plan 8: 8 GB RAM - \$160/Month**  
**Plan 9: 9 GB RAM - \$180/Month**  
**Plan 10: 10 GB RAM - \$200/Month**

Currently you have 320GB of disk space in the C drive. From which only 21 % disk space is used.

If we talk about the RAM, You have 77 GB of RAM on the server.

Please confirm if you wish to upgrade these resources on the server?

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

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

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72595 David Weinstein**

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

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** BROOKLYN

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David Weisntein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support rep
David Weinstein	Karen>S@myrealdata.net isn't connecting
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you
	Hi David. How are you doing?
David Weinstein	Good fine
	I created a RDP on the portal and it isn't logging in
	not conneceting
Yash Ahi	I will surely help you with this issue.
David Weinstein	Now it is working
Yash Ahi	Could you please help me with your server name or business name?
David Weinstein	While I have you here can dyou give full administrative rights
	David Weinstien
	David@davidweinteincpa.com
	CID71023
Yash Ahi	Kindly allow me two minutes to check the same.
	Thank you for the information.

	In order to provide admin rights on the server, we will be sending you a disclaimer on the server. You need to acknowledge it
David Weinstein	yes send it to David@davidweinsteincpa.com
Yash Ahi	Alright.
	Please allow me 3-4 minutes.
	There seems to be some issue at the backend, you will receive an email in next minute.
	I deeply apologize for the inconvenience.
	May I take the remote access of your local computer for the user login issue.
	Are we still connected here?
	I just sent you the email David.
	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 session by calling us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Yash Ahi has ended this chat session*

## Chat Transcript

APpraisals1 - I cannot open APpraisal Linx. I can open other companies. Cannot open even if I use the reset tool you sent. THis is urgent to open this asap.

### Visitor Details

**#72983 marc**

**Email:** marc@vr66.com **Phone:** 7737931562

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 50 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

marc APpraisals1 - I cannot open APpraisal Linx. I can open other companies. Cannot open ev  
reset tool you sent me. THis is urgent to open this asap.

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

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

*Sharath Kumar accepted the chat transfer request.*

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

marc Also cannot open BAC Appraisals but can open Properties

What is going on?

IT was like this yesterday

Hello?

I must leave in 10 minues

minutes

Sharath Kumar Hello Marc, could you please provide me with a ticket number if it was reported yesterd

marc Not reported yesterdayWhere did I say it was reported yesterday?

Sharath Kumar my apologies, could you let me know if the issue resolved itself or has been like this sin

marc OMG -- it has been like this since yesterday

I need you to resolve it

Sharath Kumar understood, signing into the server to check the issue

Thank you for your patience.

could you let me know if you are signed in with Appraisal2 account on the server

marc Somebody is

one minute please

perhaps they are in single user mode

let me test

Sharath Kumar I actually see there are important updated pending for QuickBooks

marc ok, I think problem solved

Aren't updates performed by your company?

Sharath Kumar	I have seen instances where similar issues are resolved after updating the application
	The update was done but due to some reason it did not install properly
marc	What do you propose?
Sharath Kumar	I will have to reinstall it, but that will require an estimated 30 minutes of downtime
marc	We will contact you in the future ... but not now ...
Sharath Kumar	I can get this scheduled for afterhours if you require and have it ready by tomorrow morn
marc	please do after 8:00 p.m. EST (USA) ok?
Sharath Kumar	noted! We will keep you posted once the update is completed
	Is there anything else I may help you with ?
	Are we still connected here?
marc	reading
	nope -- thank you and bye

*Marc Schreiber has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72622 Steve Kujawa**

**Email:** skujawa@kappc.com ☎ 16183573000

**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:** NASHVILLE

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71931 justin**

**Email:** justin@hrosscpa.com  17033568808

**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:** GAITHERSBURG

**State:** Maryland

**Country:** UNITED STATES

### Chat Transcript

justin	Hello, I am your Acebuddy
Acebuddy	Hello Justin Silbert, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
justin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
justin	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 help Kindly re-initiate the chat.

*Ended due to chat idle timeout*

### Chat Transcript

Hello, I am your Acebuddy

#### Visitor Details

**#72768 meldac**

**Email:** meldac@finelinesdesignstudio.com ☎ 19728097004

**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:** SACHSE

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72608 MaryAnne Farley**

**Email:** manager@pancakeman.com ☎ 17744870719

**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:** 50 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

MaryAnne Farley	Hello, I am your Acebuddy
Acebuddy	Hello Manager, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
MaryAnne Farley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
MaryAnne Farley	I'd like to report an Issue
Acebuddy	Please select an option!
MaryAnne Farley	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
MaryAnne Farley	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
MaryAnne Farley	Unable to open Quickbooks Company file
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 you today.
	Hello Manager
	I will surely help you with this issue.
MaryAnne Farley	When attempting to open the company file a popup window appears that Windows Administrator permission is required.
Shashwat Verma	Okay, got it.
	Kindly allow me two minutes to check the same.
	Kindly try now after re-opening the Qb.
MaryAnne Farley	yes I closed out and re-opened QB. I received the same error message when re-opened file.

Shashwat Verma	Okay, let me check.
	Seems like we have to reboot the server.
	Shall we proceed with the same?
MaryAnne Farley	yes
Shashwat Verma	Kindly try now to login into server
	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 call us at (1-888-415-5240) 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 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 how I am working. I will appreciate that. or you may send 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 Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

