

Chat Transcript

I'm not able to connect via MS Remote Desktop this mor

Visitor Details

#74240 Douglas Gordon
Email: drg@summitlaboratories.com 📞 (303) 435-5092
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary&n
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 34 Secs
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript

Douglas Gordon	I'm not able to connect via MS Remote Desktop this morning....
Akash Majumdar	Thank you for contacting ACE. My name is Akash Majumdar. I will be assisting you further. <i>Akash Majumdar is transferring the chat to Support(QB & App Hosting).</i>
Douglas Gordon	ok <i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Doug
	I will surely help you with this issue.
	May I take the remote access of your local computer?
Douglas Gordon	Yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
Douglas Gordon	ok
Shashwat Verma	https://assist.acecloudhosting.com/join/6502625567
	Kindly Click on the link and open the downloaded file.
	Kindly allow the remote access permission.

	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti the issue is resolved, kindly give your confirmation on this chat.
	Issue resolved itself on remote session.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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 app 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/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74647 winnie
Email: winnie@mi-hq.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: ANN ARBOR
State: Michigan
Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, please contact us via email.
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74928 asst.audiobookadmin
Email: asst.audiobookadmin@johnmarshallmedia.com
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 24 Secs
City: LA PAZ
State: Lanao Del Norte
Country: PHILIPPINES

Chat Transcript

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

	Acebuddy	Please specify the issue you are facing before I connect you to an available support representativ
	asst.audiobookadmin	I recently set up my Outlook email account however, when attempting to set up my account on tl encountered a prompt stating that my browser is unsupported or outdated, preventing me from a followed the inst
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Rohan Prajapati accepted the chat transfer request.</i>
	Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you to
	asst.audiobookadmin	I followed the instructions to update or install Microsoft Edge, but despite Edge already being inst persists. I am unable to proceed past this prompt. By the way, I am using MAC. Please advise on l guidance would be greatly appreciated.
	Rohan Prajapati	Hello, How are you doing today ?
	asst.audiobookadmin	Hi Rohan
	Rohan Prajapati	I will surely try to help you with this issue.
		Kindly allow me 5-6 minutes to check the same.
		<i>9:53:01 PMasst.audiobookadmin is sharing a file with you</i> <i>image (1).jpeg - (Size:30.93 KB)</i> <i>please advise on how to resolve this one. I am using mac by the way</i>
		May I take the remote access of your local computer?
	asst.audiobookadmin	sure
	Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
		Kindly Copy and Paste the below link in any browser of your Local PC and Join the meeting https://assist.acecloudhosting.com/join/1982115748
		We are connected on the remote session and will proceed with the troubleshooting on the remote the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirm
		As we haven't got any response from your end, We are closing this chat. If you still need assistan
		<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#73712 jtavarez
Email: jtavarez@sophelle.com 📞 8574922029
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: 35 Secs
City: FT LAUDERDALE
State: Florida
Country: UNITED STATES

Chat Transcript -----

jtavarez	Hello, I am your Acebuddy
Acebuddy	Hello Jtavarez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jtavarez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jtavarez	I'd like to report an Issue
Acebuddy	Please select an option!
jtavarez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representativ
jtavarez	Can't login to remote desktop
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 to
jtavarez	thanks
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?
jtavarez	sophelle.myrealddata.net
Shubham Yadav	Can you please let me know since when are you facing the issue ?

	jtavarez	today, but it happens every time I restart or turn off my computer
		I can rarely connect without having to contact you guys
	Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
		Do you reboot the local computer ?
	jtavarez	I restarted it not rebooted
	Shubham Yadav	Sure
		Let me check
		May I take the remote access of your local computer?
	jtavarez	yes
	Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
	jtavarez	okay
		done
	Shubham Yadav	Great Please allow me 2 minutes.
		https://assist.acecloudhosting.com/join/5802322011
		Kindly Click on the link and open the downloaded file.
		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 further assistance is required.

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74274 Amy Strong
Email: strongbookkeepers@gmail.com ☎ 12172594792
Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 1 Sec
City: WINFIELD
State: Illinois
Country: UNITED STATES

Chat Transcript

Amy Strong	Hello, I am your Acebuddy
Acebuddy	Hello Amy Strong, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amy Strong	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amy Strong	I'd like to report an Issue
Acebuddy	Please select an option!
Amy Strong	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Amy Strong	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Amy Strong	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>Shivam Singh accepted the chat transfer request.</i>
	<i>Shivam Singh is transferring the chat to Ashutosh Mishra.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you t
Amy Strong	Hello
	I was trying to open QB and it froze. I tried the utility to unfreeze it which worked but in trying to sitting there and not opening. Can you help?

	Ashutosh Mishra	I will surely help you with this issue.
		Kindly help me with your server name and user name?
	Amy Strong	AmyS.NPre
	Ashutosh Mishra	Are we still connected here?
	Amy Strong	yes
	Ashutosh Mishra	Kindly allow me two minutes to check the same.
		May I take the remote access of your server?
	Amy Strong	yes
	Ashutosh Mishra	Please open QB again.
		Please login again on server and check for QB.
	Amy Strong	ok
		It is opening it seems but the list of companies is all gone so I will have to manually open each or
		This is what it did earlier too. Just sat there.
	Ashutosh Mishra	We have just reset Intuit profile, so you will have to open company files once so it is reflected in r
	Amy Strong	ok
		It usually doesn't take this long.
	Ashutosh Mishra	Try opening any different QB file.
		It appears this issue need to be handled by senior engineer as it is not working even after we hav
		We would like to schedule a callback for you regarding this issue. We request you to share your c time to contact you. Our dedicated Engineer would contact you and assist you with the best solut
	Amy Strong	I have just lost 45 minutes of work messing with this. And now I need to leave. Will the server be possibly?
		I am going to leave for a couple of hours and will be remoting in later tonight to make up the wor
		217-259-4792 is my phone number and I will be in my office by 8:15am Central time tomorrow m
	Ashutosh Mishra	Yes, the server will be rebooted during night hours at 2AM PST.
	Amy Strong	I will try it again tonight and if nothing is working, I will try again in the morning.
	Ashutosh Mishra	Sure, try once after reboot. I will also email you if issue persists just reply back and we will call yo
	Amy Strong	Ok. Thank you.
	Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		I would greatly appreciate if you could spare a minute to give your valuable feedback at the end o
		You may end this chat now. Once you end this chat, you will receive an email from us regarding tl 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 know how

appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74698 Tracy Panchal
Email: tpanchal@genesisokc.com ☎ 4052093434
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: EDMOND
State: Oklahoma
Country: UNITED STATES

Chat Transcript

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

	Please select an option!
Tracy Panchal	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Tracy Panchal	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due
	If you're also getting an update popup, please grab a screenshot of the error message and share support@acecloudhosting.com. Our engineers will manually check and implement the patches if confirmation via email.
	Do you need any further assistance on the topic?
Tracy Panchal	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Tracy Panchal	Payroll taxes are not calculated, Usually an update issue
	<i>Chat request was not picked up by the operators</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73966 Kathleen Stern
Email: kstern@cfitholdingcorp.com 📞 17083345244
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: WILLOWBROOK
State: Illinois
Country: UNITED STATES

Chat Transcript

Kathleen Stern	Hello, I am your Acebuddy
Acebuddy	Hello Kathleen Stern, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kathleen Stern	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kathleen Stern	I'd like to raise a Request
Acebuddy	Please select your request type.
Kathleen Stern	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and we will get back with you for further assistance.
	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, please contact us again.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74744 Steven Skalman
Email: steven@3dmoney.com
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 29 Secs
City: PAYNESVILLE
State: Minnesota

Country: UNITED STATES

Chat Transcript -----

Steven Skalman	Hello, I am your Acebuddy
Acebuddy	Hello Steven Skalman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Steven Skalman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Steven Skalman	I'd like to report an Issue
Acebuddy	Please select an option!
Steven Skalman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representativ
Steven Skalman	One of my co-workers has issues with how Quickbooks and Remote Desktop works on their multi-maximize button on the remote desktop window it maximizes across multiple screens.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you to
Steven Skalman	hi
Anjainay Singh	Could you please let me know the user name who is facing issue with multiple screen
Steven Skalman	3DAccoutning3 and 3DAccoutning2
	Two co-workers are having the issue.
Anjainay Singh	Thankyou for update
Steven Skalman	3DAccounting3 and 3DAccounting2
	I spelled those wrong the first time. Typing too fast
Anjainay Singh	I have found the users name
	I will send you the new RDP file disabling the multi-screen option for both users and it will surely i
	I will send RDP files to you over an email .
Steven Skalman	ok. Thank you.
Anjainay Singh	Apart from this issue is there anything else I can assist you with ?
Steven Skalman	No. Have a great day.

Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of
Steven Skalman	will do.
	can I end chat now?
Anjainay Singh	Please click on smile to give positive feedback
Steven Skalman	yes
	<i>Steven Skalman has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73881 Amy Strong
Email: strongbookkeepers@gmail.com ☎ 12172594792
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: 30 Secs
City: BLUE ISLAND
State: Illinois
Country: UNITED STATES

Chat Transcript

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

		Please chose an option :
	Amy Strong	I'd like to report an Issue
	Acebuddy	Please select an option!
	Amy Strong	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Amy Strong	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representativ
	Amy Strong	QB is being VERY slow to open and once it is open it is being VERY slow to even get to the home s get in to work. It has been nearly 10 minutes Ive been trying.
	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>
		<i>Sharath Kumar is transferring the chat to Tushar Pharswan.</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
		I will be surely assisting you with this. Kindly help me with your server name and user name?
	Amy Strong	AmyS.NPre I believe is what you need?
	Tushar Pharswan	Yes, thank you for the details.
		May I know which QuickBooks version is slow?
	Amy Strong	QB24
	Tushar Pharswan	Kindly allow me two minutes to check the same.
		Thank you for waiting as you are on a shared server this sometimes happens with QuickBooks wh the server so that everything runs smoothly.
	Amy Strong	Ok.
		I will get out.
		I have to go run an errand and will be gone 20-30 minutes. I assume that the restart will be comp a try when I return>?
	Tushar Pharswan	Yes, the reboot will initiate in next 5 minutes.
		Once you are back kindly check and if the issue persists you can reach us out over a call session
		Is there anything else I may help you with ?
	Amy Strong	Ok. will do.
		Nothing else today. Thank you!
	Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to u

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 tl 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 know how appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74845 hanumeshqb
Email: hanumeshqb@gmail.com 📞 8142143613
Department: Support(QB & App Hosting)
Operator: Sandeep Kumar
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 26 Secs
City: CALICUT
State: Andhra Pradesh
Country: INDIA

Chat Transcript

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

	hanumeshqb	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	hanumeshqb	I'd like to report an Issue
	Acebuddy	Please select an option!
	hanumeshqb	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representativ
	hanumeshqb	In my RDP Internet access not available
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sandeep Kumar accepted the chat transfer request.</i>
	Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you to
		Hi Hanumesh, How are you doing today?
		<i>2:51:15 PMhanumeshqb is sharing a file with you</i> <i>Screenshot 2025-03-29 145027.jpg</i> - (Size:5.5 KB)
		I will surely help you with this issue.
		Kindly allow me 5-7 minutes to check the same.
	hanumeshqb	ya sure
	Sandeep Kumar	Thank you for waiting.
		Have you tried accessing internet on your end? Just for testing purposes
	hanumeshqb	no
	Sandeep Kumar	Please try now. The internet seems to be working.
	hanumeshqb	but its very slow to access my quickbooks
	Sandeep Kumar	Can we reboot the server once? I have made some changes for the message
		Also, please inform Manish that we are rebooting the server.
	hanumeshqb	Why Manish
	Sandeep Kumar	As I see that Manish is active on the server alongside yourself, hence we need to inform him so th before we reboot the server. (Edited)
	hanumeshqb	Okay Wait
		Sandeep Kumar If Reboot our server is any files may get issue or not?
	Sandeep Kumar	No, nothing will be affected with within the files.
		Please log off from the server.
	hanumeshqb	So you can reboot server

Sandeep Kumar	Ok, im rebooting the server and will let you know once its back up.
hanumeshqb	Ya usre
	Ya sure
Sandeep Kumar	The server is up now, you can log back in and check again.
hanumeshqb	Ya sure
Sandeep Kumar	Also inform Manish of the same.
hanumeshqb	ya sure
Sandeep Kumar	Is it all good on your end??
hanumeshqb	Yes
	Thank you
Sandeep Kumar	You are welcome!!
	Is there anything else I may help you with ?
hanumeshqb	Nothing
Sandeep Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding tl 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 know how appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Por (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>hanumeshqb has ended this chat session</i></p>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73961 Nathan Urry

Email: techs@cr-t.com 📞 13853251678
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 37 Secs
City: DRAPER
State: Utah
Country: UNITED STATES

Chat Transcript -----

Nathan Urry	Hello, I am your Acebuddy
Acebuddy	Hello Nathan.urry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nathan Urry	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?
Nathan Urry	case 657177
	status update please?
Pradeep Kumar	Alright, Let me Transfer the chat to the concerned Team.
Nathan Urry	thank you
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</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 tod
Nathan Urry	thank you
	status of remote printing case 657177?
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Nathan Urry	ok
Manish Singh	As I can check for the remote printing issue, we need to provide you with the possibility of VPN tu for that we need to move this ticket to the Escalation team (Edited)

	Can you provide us with the contact number and preferred time so that our Escalation team can c
	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 further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74837 Ali Wynn
Email: ali.wynn@montesanogroup.com 📞 18056981608
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 25 Secs
City: SANTA BARBARA
State: California
Country: UNITED STATES

Chat Transcript

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

		Please chose an option :
	Ali Wynn	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Ali Wynn	Other Request
	Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and we will get back with you for further assistance.
		If you are facing any issue/problem with your server, Please select the appropriate option below :
	Ali Wynn	Yes, I'm facing issues with my server
	Acebuddy	Please select an option!
	Ali Wynn	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Ali Wynn	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps may help you resolve the issue
		Was that helpful?
	Ali Wynn	No
	Acebuddy	No issues, please wait while I connect you to one of our support engineers who'd assist you further.
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shivam Singh accepted the chat transfer request.</i>
	Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	Ali Wynn	Hi Shivam! I'd like to request a remote desktop for a new employee with us
	Shivam Singh	Sure, could you please share the username.
		For whom you want the RDP.
	Ali Wynn	She is a new user so she doesn't have a username yet. Her name is Nicole Herlihy
	Shivam Singh	Okay, I understand.
		You are requesting for the new user addition request.
		Right?
	Ali Wynn	yes please
	Shivam Singh	Okay you can do so by using the Myportal.
		I will share the Link and the detailed article for the same over the email. So that account owner can follow the steps.
	Ali Wynn	ok thank you!
	Shivam Singh	That's great
		Is there anything else I may help you with ?

Ali Wynn	no!
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking chat.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding tl 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 know how appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Por (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Shivam Singh has ended this chat session</i></p>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73364 Wahono
Email: wahono@wealthbuilderscpa.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: 46 Secs
City: MALAKA JAYA
State: Jawa Timur
Country: INDONESIA

Chat Transcript

Wahono

		Hello, I am your Acebuddy
	Acebuddy	Hello Wahono Handoyo, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Wahono	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Wahono	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Wahono	Other Request
	Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request an with you for further assistance.
		If you are facing any issue/problem with your server, Please select the appropriate option below :
	Wahono	Restart
	Acebuddy	Hello Wahono Handoyo, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Wahono	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Wahono	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Wahono	Setup Ace Server
	Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired
	Wahono	Microsoft Windows
	Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Ac
		Do you need any further assistance on the topic?
	Wahono	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>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 to
	Wahono	Hello
		how are you?

	Anurag Sharma	Hello Wahono
	Wahono	i am trying to setup ace cloud hosting and ace virtual server but having problem
	Anurag Sharma	I am good, what about you?
		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?
	Wahono	WealthBuilders.myrealdata.net
		Wahono.H
	Anurag Sharma	Thanks for the confirmation !
		May I take the remote access of your local computer?
	Wahono	yes
	Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	Wahono	ok
	Anurag Sharma	https://assist.acecloudhosting.com/join/4662175013
		Kindly paste this link in the browser of local computer and join the session.
	Wahono	i did already
		are you able to access my computer now
		or not yet?
	Anurag Sharma	We are not connected yet.
		I think it will get us connected in 1-2 minutes.
	Wahono	it is saying another instance of zoho is running. click yes to close existing instance and continue
		are we connected
		?
	Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirm
	Wahono	ok
	Anurag Sharma	The issue seems to be resolved.
		Is there anything else I may help you with ?
	Wahono	one more item.. can i copy this RDC to my mac OS computer
		and i will be able to access the server as well right?
	Anurag Sharma	If you want to access the server from Mac then, you have to contact us again. As this rdp is only i
	Wahono	hmm...
		can we setup it right now?

	Anurag Sharma	We will help you with the application setup on your Mac
	Wahono	i do have my mac next to me..
	Anurag Sharma	Yes we can. But I would need to take the remote session of your Mac device
	Wahono	ok
		can you provide me with the link
		?
	Anurag Sharma	Okay, I am ending the previous remote session and sending you another link for your Mac device
	Wahono	ok
	Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
		https://assist.acecloudhosting.com/join/5882841891
		Kindly paste this link in the browser of local computer and join the session.
	Wahono	yes
		it is establishing connection
	Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirm
		Please stay connected. I am still working on it.
	Wahono	it is weird..
		are you able to see my password?
		that is the password that i use for windows
	Anurag Sharma	No, I am sending you another link
		https://assist.acecloudhosting.com/join/7592803306
		Kindly paste this link in the browser of local computer and join the session.
	Wahono	you should be able to see it now
	Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirm
		https://join.zoho.in/1462419496
		Please connect again on this link.
		The previous remote session has ended.
		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 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

Hi I want to login lacert 2023, but it wont allow me to

Visitor Details

#73533 MINGWEI LI
Email: lila@xlcpas.com 📞 6264409511
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Brande&utm_term=acehosting&utm_adgroup=BhBuEiwAvkzVZRjdyFYLO2EGDCWXbF0CIHKj6qz6RqKbVaRiMjuR_Q8-ynMtvgt5UhoCD_cQAvD_BwE
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 59 Secs
City: LAS VEGAS
State: Maryland
Country: UNITED STATES

Chat Transcript

MINGWEI LI	Hi I want to login lacert 2023, but it wont allow me to
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further. <i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i> <i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. I will surely help you with this issue.
MINGWEI LI	okay <i>2:19:18 AMMINGWEI LI is sharing a file with you</i> <i>1_image.png - (Size:9.74 KB)</i>

Manish Singh	May I know your business name associated with us.
MINGWEI LI	x&l cpas,llp\
Manish Singh	XLCPA.myrealdata.net is this your server name?
MINGWEI LI	yes
Manish Singh	May I know the version name of Lacerte.
MINGWEI LI	2023
Manish Singh	Kindly logout all users for time being we will notify you once the update is done.
MINGWEI LI	logout 2023 lacerte?
Manish Singh	No, from the server please
MINGWEI LI	okay but i am chatting with you through server
	when you done the update, how could you notify me
Manish Singh	You can stay on the server for the time being but do not open Lacerte.
MINGWEI LI	got it
Manish Singh	Update is done need to reboot the server.
MINGWEI LI	we have all log out lacerte
Manish Singh	Shall I proceed with the reboot? (Edited)
MINGWEI LI	yes
Manish Singh	All set! kindly login once and check
	As the session is disconnected but update is done.
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74283 Robert Zeitz

Email: rzeitz@centereducation.org 📞 17183062545

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 38 Secs

City: BROOKLYN

State: New York

Country: UNITED STATES

Chat Transcript -----

Robert Zeitz	Hello, I am your Acebuddy
Acebuddy	Hello Robert Zeitz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Zeitz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Zeitz	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Zeitz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
Robert Zeitz	Need a change in the display settings for the remote desktop so the end user can se session on one screen and here regular desktop on the other
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 assis
Robert Zeitz	Good Morning
Manish Singh	I will surely help you with this issue.
	Good Morning, Robert
	Robert, would you like the RDP screen to dual monitor or single monitor?
Robert Zeitz	Andrea Beresford is the remote user and she would like single monitor so she can us monitor to look up information on her computer

	Manish Singh	Alright, I will share a remote session link kindly ask her to access that link on her loca
	Robert Zeitz	sure
	Manish Singh	https://assist.acecloudhosting.com/join/3392605837
		Prior providing the access, I would suggest you to close any important documents at
	Robert Zeitz	I will confirm
		are you connected?
	Manish Singh	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
	Robert Zeitz	All good to go thank you'
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
		Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73461 Tino McFarland

Email: cperez@mcco-us.com ☎ 17042496513

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript -----

Tino McFarland	Hello, I am your Acebuddy
Acebuddy	Hello Cindy Perez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tino McFarland	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tino McFarland	I'd like to report an Issue
Acebuddy	Please select an option!
Tino McFarland	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
Tino McFarland	I need to create a user for Swati Seth, and I am getting an error
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Yash Ahi accepted the chat transfer request.
	Yash Ahi is transferring the chat to Manish Singh.
	Manish Singh accepted the chat transfer request.
Tino McFarland	hi
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assis
	I will surely help you with this issue.
	May I know what kind of issue you are facing?
Tino McFarland	We've being trying to grant access to user Swati Seth. on Friday 02/21 I did crated he

		was able to log on. After that i don't know why but she wasn't able to access the clou
		Today after a whocle week of troubleshooting, i dedicde to delete her user and create if that resolve the issue. but i wasn't able to create a user
		can you please creat her profile?
	Manish Singh	As I can check user Swati has been disabled via My Portal by Tino McFarland
	Tino McFarland	correct i Tino Deleted the file today
	Manish Singh	Alright, Noted
		Please send us an email from the registered email address at support@acecloudhost we could proceed further with the request.
		Also, the registered email for your account with us is : cperez@mcco-us.com
	Tino McFarland	I sent the error message to support that i am getting on the screen when trying to cr for her
	Manish Singh	Kindly email us with Username, contact number and Email ID of the user.
		Is there anything else I may help you with ?
	Tino McFarland	3
		Swati Seth
		sseth@mcco-us.com
	Manish Singh	You have to mention it in email.
		Cindy
	Tino McFarland	i have already
		and i got a guide to set it up, and then all of this happend
		which email address should i send it to?
	Manish Singh	Yes, I can understand your concern
		Send it on support@acecloudhsoting.com
	Tino McFarland	Sent ticket id 652124
	Manish Singh	Alright, Once the user is created we will notify you over the email. (Edited)
		Is there anything else I may help you with ?
	Tino McFarland	2:36:34 AMTino McFarland is sharing a file with you FW_ Ace Cloud Hosting - Swati Seth.pdf - (Size:260.72 KB)
		did you receive the file?
	Manish Singh	Yes, we got your email and the file.
		We will notify you once the user is created.
		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 (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

help!

Visitor Details

#74603 Zachary Jensen
Email: zack@taxwisecorp.com ☎ 18584371723
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 18 Secs
City: CARLSBAD
State: California
Country: UNITED STATES

Chat Transcript

Zachary Jensen	help!
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further.
Zachary Jensen	help server is slow
Rahul	Hi Zack, how are your doing today?
Zachary Jensen	help server is slow
Rahul	I understand, let me check

	Zachary Jensen	LMK ASAP
	Rahul	Let me transfer you to support
		have a nice day
	Zachary Jensen	hurry
		its still slow
		we are loosing money
		<i>Rahul is transferring the chat to Support(QB & App Hosting).</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be a:
	Zachary Jensen	help server is slow
	Shashwat Verma	Hello Zack
		I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
	Zachary Jensen	kindly hurry up
	Shashwat Verma	Sure
	Zachary Jensen	is it fixed yet?
	Shashwat Verma	We are working on it, allow us 2 mins.
		Looks like we have to reboot the server, shall we proceed with it?
	Zachary Jensen	yes
	Shashwat Verma	As your CPU usage is very high.
	Zachary Jensen	got it reboot please
		we need to reboot every night at 3am EST
		is this being done?
	Shashwat Verma	Yes we can
		Sure, we have noted your request and will make the changes accordingly.
		Kindly login to server now and check for the slowness issue.
		<i>11:53:24 PMShashwat Verma is sharing a file with you</i> <i>image.png - (Size:3.22 KB)</i> <i>Looks like it's under control now</i>
		Zack, Is it slowness issue resolved now?
		Are we still connected here?
		Are we still connected here?

Are we still connected here?

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74377 Jocelyn
Email: jjsaccounting@gmail.com ☎ 12087095347
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 43 Secs
City: ISLAND PARK
State: Idaho
Country: UNITED STATES

Chat Transcript

Jocelyn	Hello, I am your Acebuddy
Acebuddy	Hello Jocelyn N 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	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support r
	Jocelyn	When I verified my payroll subscription, when I printed checks it says "incorrect licen evaluation. Expired" Contact your IT support desk
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer request.</i>
		<i>Manish Singh is transferring the chat to Shivam Singh.</i>
		<i>Shivam Singh accepted the chat transfer request.</i>
	Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assis
		I will be surely assisting you with this. Kindly help me with your server name and use
	Jocelyn	myrealdata JocelynJ.npre
	Shivam Singh	Thanks for the information. Allow me 2 minutes to check the same.
		Are you getting this error while printing ?
	Jocelyn	Yes
		And it's also on the payroll summary report
	Shivam Singh	Thanks for the confirmation !
		Let me have a look at it.
	Jocelyn	ok
	Shivam Singh	Could you please check now.
		let me know if the issue still persists ?
	Jocelyn	One sec
	Shivam Singh	Sure. Take your time
		Have you checked?
	Jocelyn	Checking
	Shivam Singh	Okay. I will wait.
	Jocelyn	The paychecks still have it on there
		Do I have to delete all the paychecks and rerun them?
	Shivam Singh	Are you still getting "incorrect license key"?
	Jocelyn	On the paychecks but not the payroll summary report

	Let me delete one paycheck and rerun it and see if that fixes it
Shivam Singh	Sure. If still you see the same, we have to take remote to ascertain the cause.
Jocelyn	It' didn't fix it
Shivam Singh	May I take the remote access of your local machine?
Jocelyn	Yes
Shivam Singh	Prior providing the access, I would suggest you close any important documents at yo
	Kindly paste this link in the browser of local computer and join the session.
Jocelyn	I did
Shivam Singh	https://assist.acecloudhosting.com/join/7442887212
	We're currently connected through the remote session and will start troubleshooting placing the chat on hold while we work on the issue, so please don't disconnect. Onc everything, just let me know here in the chat.
Jocelyn	pk
Shivam Singh	We have implemented the required changes to ensure it works properly.
	Is there anything else I may help you with ?
Jocelyn	Thank you for your help
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.
	<i>Shivam Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74708 jacklyn.brinkley
Email: jacklyn.brinkley@fyzical.com ☎ 5014705936
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows

Browser: Microsoft Edge
Device: Desktop
Average Response Time: 44 Secs
City: HIGDEN
State: Arkansas
Country: UNITED STATES

Chat Transcript -----

jacklyn.brinkley	Hello, I am your Acebuddy
Acebuddy	Hello Jacklyn.brinkley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jacklyn.brinkley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jacklyn.brinkley	I'd like to report an Issue
Acebuddy	Please select an option!
jacklyn.brinkley	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jacklyn.brinkley	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
jacklyn.brinkley	account reactivation
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be a
	Hello jacklyn
jacklyn.brinkley	hellp
	hello
Shashwat Verma	As checked your account is already in active state,
	Do you facing issue in login the server?
jacklyn.brinkley	thats great, when i am trying to process payroll it is giving me an error message sayi reactivate my account
Shashwat Verma	Okay, so you are facing issue in QuickBooks payroll.

		I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
	jacklyn.brinkley	okay thank you!
	Shashwat Verma	Jacklyn, as your on shared server, we will schedule the payroll update in night hours know one email for the same.
	jacklyn.brinkley	And this will take care of the issue?
		I have to get payroll out asap. it was really supposed to go out today
	Shashwat Verma	Yes, unfortunately on the shared server environment, we cannot do the payroll update server reboot which cause issue to other user.
		Nevertheless, we'll take care of the issue and inform you accordingly.
	jacklyn.brinkley	If thats the only option, thank you.
	Shashwat Verma	Thanks for understanding
		We'll let you know on email, when we are done.
		Is there anything else I may help you with ?
	jacklyn.brinkley	Thats all, thanks
	Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can be working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
		Note: You may change/reset your server password on your own by registering on our portal (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
		<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73989 scott
Email: scott@aabs.tax ☎ 17205418788
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: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

scott	Hello, I am your Acebuddy
Acebuddy	Hello Scott Jesnen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
scott	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
scott	I'd like to raise a Request
Acebuddy	Please select your request type.
scott	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you w once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
scott	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74568 Kim
Email: catalystconstruction@comcast.net ☎ 2065187363
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: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74470 happyhomecleaners96
Email: happyhomecleaners96@yahoo.com ☎ 928-505-3403
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 31 Secs
City: LAKE HAVASU CITY
State: Arizona
Country: UNITED STATES

Chat Transcript

happyhomecleaners96	Hello, I am your Acebuddy
Acebuddy	Hello Happyhomecleaners96, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
happyhomecleaners96	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
happyhomecleaners96	I'd like to report an Issue
Acebuddy	Please select an option!
happyhomecleaners96	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
happyhomecleaners96	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follo help you with resolving the issue
	Was that helpful?

	happyhomecleaners96	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist
		<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 Yash Kalra.</i>
		<i>Yash Kalra accepted the chat transfer request.</i>
	Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting
		I will be surely assisting you with this. Kindly help me with your server name and use
	happyhomecleaners96	Hello, I am chatting about ticket ID 662879. I was successful in resetting a password try to open QB nothing happens
	Yash Kalra	Kindly allow me two minutes to check the same.
	happyhomecleaners96	thank you
	Yash Kalra	May I take the remote access of your local computer? (Edited)
		Are we still connected here?
	happyhomecleaners96	yes
	Yash Kalra	May I take the remote access of your local computer?
	happyhomecleaners96	yes you may
	Yash Kalra	Prior providing the access, I would suggest you to close any important documents at
	happyhomecleaners96	all set
	Yash Kalra	Kindly Click on the link and open the downloaded file.
		https://assist.acecloudhosting.com/join/8252128833
	happyhomecleaners96	hello
	Yash Kalra	Is there anything else I may help you with ?
	happyhomecleaners96	I believe that would be all
		Thank you
	Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback chat by clicking on the Smilies.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!

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

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

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74780 Holly
Email: contractor@vashoncustomhomes.com 📞 2064087456
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: VASHON
State: Washington
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	Password Reset

Acebuddy	Please select an option below
Holly	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which 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 assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74483 Fenil Shah
Email: tax@sktaxaddison.com ☎ 8473508121
Department: Support(QB & App Hosting)
Operator: Rohit Kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

		Welcome to Ace Support.
		Please chose an option :
	Fenil Shah	I'd like to report an Issue
	Acebuddy	Please select an option!
	Fenil Shah	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support r
	Fenil Shah	Excel Issue
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer request.</i>
		<i>Shubham Kataria is transferring the chat to Rohit Kumar.</i>
		<i>Rohit Kumar accepted the chat transfer request.</i>
	Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisti
		May I know which user is facing the excel issue
	Fenil Shah	SKTA3
	Rohit Kumar	Thank You. Please allow me 2-3 minutes.
	Fenil Shah	207.60.98.174
	Rohit Kumar	I would like to inform you that you have already removed the access for SKTA3
	Fenil Shah	I want to remove access from Hardik
	Rohit Kumar	Please let me know which user require access and which do not so we will provide th accordingly.
	Fenil Shah	Monika Darshak Fenil SKTA3
		<i>12:30:08 PMRohit Kumar is sharing a file with you</i> <i>image.png - (Size:11.87 KB)</i>
	Rohit Kumar	as of now only 3 users have access to Excel.
		Shall we proceed with Excel access for SKTA3
	Fenil Shah	Okay so can you please grant the access to SKTA3?
		Yes
	Rohit Kumar	Sure, I would like to inform you that your multiple servers are running low on space. if you want to increase space on those servers?
		I am going to forward you an email to get your authority to provide Excel access to S receive your reply we will activate the access and send you the details.
	Fenil Shah	Sure

	Thank you
Rohit Kumar	May I know your response on space addition? (Edited)
Fenil Shah	Not now, I will let you know.
Rohit Kumar	Sure, I will send you an email in next 10 minutes. I request you to please approve the request on email.
	Is there anything else I may help you with ?
Fenil Shah	No Thank you
Rohit Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us 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 be working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)</p>

Darshak has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74898 Ingrith Serrato
Email: admin@zebrarecovery.com ☎ 9199092364
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 28 Secs
City: SANFORD

State: North Carolina
Country: UNITED STATES

Chat Transcript -----

Ingrith Serrato	Hello, I am your Acebuddy
Acebuddy	Hello Ingrith Serrato, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ingrith Serrato	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ingrith Serrato	I'd like to report an Issue
Acebuddy	Please select an option!
Ingrith Serrato	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
Ingrith Serrato	remote desktop no connecting
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be ass
Ingrith Serrato	ok
Sanyam Madan	Hello
	I will be surely assisting you with this. Kindly help me with your server name and use
Ingrith Serrato	ZebraRecovery
	IngrithS
Sanyam Madan	Kindly allow me two minutes to check the same.
Ingrith Serrato	ok
Sanyam Madan	are you not able to connect to the server? please confirm
Ingrith Serrato	correct
Sanyam Madan	May I take the remote access of your local computer?
Ingrith Serrato	sure
Sanyam Madan	Kindly paste this link in the browser of local computer and join the session.

	https://assist.acecloudhosting.com/join/2012928258
	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	Ingrith are you there ?
	I am sending you a new RDP file, please login with your password and this will resolv connectivity issue
	as discussed over the remote session, we are arranging a callback from our senior er minutes
	Is there anything else I may help you with ?
Ingrith Serrato	no thank you
Sanyam Madan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
	Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#74850 Yanko
Email: info@homesteadfop.com ☎ 3057538042
Department: Support(QB & App Hosting)
Operator: Sandeep Kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS

Browser: Google Chrome
Device: Desktop
Average Response Time: 20 Secs
City: BROOKLYN
State: New Jersey
Country: UNITED STATES

Chat Transcript -----

Yanko	Hello, I am your Acebuddy
Acebuddy	Hello Yanko Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Yanko	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Yanko	I'd like to report an Issue
Acebuddy	Please select an option!
Yanko	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
Yanko	Server migration under Ticket ID 657521 I can't log in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sandeep Kumar accepted the chat transfer request.</i>
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be as:
	Hi Yanko, How are you doing today?
Yanko	Doing good and how are you doing
Sandeep Kumar	Im good too, thanks for asking!
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Yanko	okay
Sandeep Kumar	As I can check, we have shared new login details with you. Have you tried using the :
	Yanko, are you there?
Yanko	yes says its unable to connect
Sandeep Kumar	May I take the remote access of your local computer to check the same on your end?

Yanko	yes
Sandeep Kumar	Prior providing the access, I would suggest you to close any important documents at
Yanko	okay. done
Sandeep Kumar	Please click on the link and open the downloaded file, and follow the instruction.
	https://assist.acecloudhosting.com/join/6782324237
	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	As per discussion over the remote session, The issue is resolved now.
	Is there anything else I may help you with ?
Yanko	Thank you. All is resolved at this time. Thanks again
Sandeep Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us 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 c working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
	Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know

Sandeep Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74818 Tony Lee
Email: support@claccounting.tax ☎ 19097189780
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: EL MONTE
State: California
Country: UNITED STATES

Chat Transcript -----

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#74123 info
Email: info@brkimcpa.com ☎ 9729724930
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: 45 Secs
City: CARROLLTON
State: Texas
Country: UNITED STATES

Chat Transcript -----

	info	Hello, I am your Acebuddy
	Acebuddy	Hello Jung Won Han, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	info	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	info	I'd like to report an Issue
	Acebuddy	Please select an option!
	info	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	info	QuickBooks Update
	Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when is: might get delayed due to unforeseen circumstances.
		If you're also getting an update popup, please grab a screenshot of the error messag support@acecloudhosting.com. Our engineers will manually check and implement th be and share a confirmation via email.
		Do you need any further assistance on the topic?
	info	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	info	you are working on the update now, so and can we get in the server?
		<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 ass
		Hi Jung, has there been any official email from Ace to you regarding an ongoing upda aware of?
		maybe a ticket number that I may refer
	info	I do not have one.
		And I also can't check the email outside of the server
	Sharath Kumar	understood, let me check if the update has been successful
	info	ACE just starts the updating QB and I want to know when can we connect the server
	Sharath Kumar	could you confirm that the server name is -Bongryong.myrealdata.net
		I can see the QuickBooks update were all completed, I have now restarted the server

	You are good to sign into the server now
	Please let me know if you require any further assistance
	Are we still connected here?
info	okay
	thank you
Sharath Kumar	Is there anything else I may help you with ?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (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

#74909 rlangford
Email: rlangford@roistrategies.net 📞 14046102218
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 25 Secs
City: ALPHARETTA
State: Georgia
Country: UNITED STATES

Chat Transcript

rlangford	Hello, I am your Acebuddy
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be ass

		Hello again, Rip
	rlangford	yeah...we are still getting some latency issues on server. not horrendous but very an
	Sharath Kumar	I see
	rlangford	quality of connection/service has gone down the last couple of months
	Sharath Kumar	allow me a moment to check with the appropriate team
		Thank you for your patience.
		I got to know from the team that there was an issue at the location where your serve
		appears to have been resolved
		may I ask how long ago did you sign into the server
		I see you and Lisa are currently signed in on the server, could you both please try sig
		signing back in
	rlangford	10 mins ago when we were chatting last
	Sharath Kumar	do use the log off icon provided on the desktop
	rlangford	yes
	Sharath Kumar	I have received confirmation that the issue has been resolved
		so logging out and signing back in should improve your server connectivity
	rlangford	just did...still no better...actually even the two factor is slow
		i am only one on...would a server reboot help?
	Sharath Kumar	sorry to hear that, let me inform the team concerned with this and check if anything
		one moment please, let me confirm the same
		could you allow me to take remote session of your local computer
	rlangford	yes
	Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at
	rlangford	ok
	Sharath Kumar	https://assist.acecloudhosting.com/join/6002209296
		Hello Rip, since I mentioned on the remote session that your server slowness issue is
		looked into, I am closing this chat
		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

#74737 Joseph van Scheltema
Email: joseph@africanenergy.com
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 27 Secs
City: LAS VEGAS
State: Nevada
Country: UNITED STATES

Chat Transcript

Joseph van Scheltema	Hello, I am your Acebuddy
Acebuddy	Hello Joseph Van Scheltema, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Joseph van Scheltema	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joseph van Scheltema	I'd like to report an Issue
Acebuddy	Please select an option!
Joseph van Scheltema	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
Joseph van Scheltema	microsoft licence issue
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Shubham Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be a today.
Joseph van Scheltema	hello
	i am on ace and our microsoft seems to not be logged in anyone
	anymore
Shubham Kataria	Hello Joseph
	I will surely help you with this issue.
	Kindly help me with your server name and user name. (Edited)
Joseph van Scheltema	uhm let me check
Shubham Kataria	Sure, please take your time
Joseph van Scheltema	how do i find my server name if i am on ace
Shubham Kataria	You can provide your business name which is associated with ACE
Joseph van Scheltema	African Energy
Shubham Kataria	Thank you for the information.
	Could you please confirm if you're receiving any error while login in Microsoft accoun
Joseph van Scheltema	yes.
	i also don't know what account to use
Shubham Kataria	It seems that you don't have the username or password
	right?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73797 emilie Wilkinson
Email: emilie.wilkinson@peakecpa.com
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 2 Secs
City: TALLAHASSEE
State: Georgia
Country: UNITED STATES

Chat Transcript

emilie Wilkinson	Hello, I am your Acebuddy
Acebuddy	Hello Emilie Wilkinson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
emilie Wilkinson	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you f
emilie Wilkinson	Hello I have a open ticket I still need help with
	653967
Pradeep Kumar	Alright, Let me transfer the chat to the concerned team.
emilie Wilkinson	THank you
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be ass
emilie Wilkinson	Hello
Sharath Kumar	Hi Emilie, I am looking into the ticket for you
emilie Wilkinson	I just need help resetting our server password....it keeps saying enter the old passwo

	account do I need to put in? The , "User Change" "Ace Cloud- Admin", "ace Bryan Pec "acecloudhosting?
Sharath Kumar	may I ask what is the username that you use to sign into the server?
emilie Wilkinson	Ace - BryanPeake https://sharing.acecloudhosting.com/index.php/login
Sharath Kumar	Please allow me two more minutes to check the account details
	Could you please confirm that you have access to all these accounts and use them o
emilie Wilkinson	I have the passwords for all account yes I don't know how often we use them I keep c server password is expiring in two days
Sharath Kumar	may I take remote session of your local computer to check the settings on the Ace C
emilie Wilkinson	Sure
Sharath Kumar	thank you, let me send you a link so that I can take remote access https://assist.acecloudhosting.com/join/8422429338
	Prior providing the access, I would suggest you to close any important documents at
	Emilie, since we figured out the user account that requires password reset
	is there anything else that I may assist you with?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#74112 RENEE RINI

Email: renee.rini@irontoncapital.com 📞 2166596889

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: 27 Secs

City: BROOMFIELD

State: Colorado

Country: UNITED STATES

Chat Transcript -----

RENEE RINI	Hello, I am your Acebuddy
Acebuddy	Hello Renee Rini, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
RENEE RINI	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
RENEE RINI	Restart
Acebuddy	Hello Renee Rini, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
RENEE RINI	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
RENEE RINI	I'd like to report an Issue
Acebuddy	Please select an option!
RENEE RINI	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
RENEE RINI	can't log into my portal
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 a

	RENEE RINI	Hi, I am getting an error message when trying to log into my portal.
		9:25:00 PMRENEE RINI is sharing a file with you 1_image.png - (Size:92.34 KB)
		unable to process request
	Tushar Pharswan	Kindly use CID number in username section.
	RENEE RINI	what is cid?
	Tushar Pharswan	username for MyPortal: CID73443
		Is there anything else I may help you with ?
	RENEE RINI	can you hang on while i try to log in?
	Tushar Pharswan	Sure, please take your time
		9:27:30 PMRENEE RINI is sharing a file with you 1_image.png - (Size:108.26 KB)
		May I take the remote access of your local computer?
		Prior providing the access, I would suggest you to close any important documents at
	RENEE RINI	yes
	Tushar Pharswan	https://assist.acecloudhosting.com/join/1672214646
		Kindly Click on the link and open the downloaded file.
		We are now connected.
		May I know what you wanted to do from MyPortal if it is possible I will assist you with our end without getting in to MyPortal.
		Like you wanted to create a new user/remove or reset the password some other user from back end.
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74452 Larry Murphy
Email: larrym@rortax.com ☎ 612-822-7177
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 28 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request	
Tushar Pharswan accepted the chat transfer request.	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be a
	I will be surely assisting you with this. Kindly help me with your server name and use
Larry Murphy	My user name is larrym@rortax.com. We need a Lacerte update.
Tushar Pharswan	Kindly let me know the Lacerte version.
Larry Murphy	2024
Tushar Pharswan	In order to update it we will require all users to log of as it requires server reboot curi assembly users are logged in.
	should we schedule this update for nighttime hours or are users going to log off?
Larry Murphy	They are logging out and we would like to do it now.
Tushar Pharswan	Okay as soon as all log off I will update the application and let you know over the em completed.
	Is there anything else I may help you with ?
Larry Murphy	Do you show them logged off now?
Tushar Pharswan	Kindly allow me two minutes to check the same.
	Everyone is logged off now I will begin the update process.
Larry Murphy	Thank you
Tushar Pharswan	Thank you for waiting the application is updated.
	Is there anything else I may help you with ?
	Are we still connected here?
	This message has been deleted
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Your application is updated.
Tushar Pharswan has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74843 Cindy Holloway
Email: qualityquicktaxoffice@gmail.com ☎ 13346460662
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: 34 Secs
City: VALLEY
State: Alabama
Country: UNITED STATES

Chat Transcript

Cindy Holloway	Hello, I am your Acebuddy
Acebuddy	Hello Qualityquicktaxoffice, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cindy Holloway	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cindy Holloway	I'd like to raise a Request
Acebuddy	Please select your request type.
Cindy Holloway	Password Reset
Acebuddy	Please select an option below
Cindy Holloway	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pa
	Do you need any further assistance on the topic?
Cindy Holloway	Yes
Acebuddy	Please wait while we connect you to our Support Representative

		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be a
		Hello
	Cindy Holloway	Hello I received an email with the log in name and password. The one I have wil not v it about 6 times typing very carefully but it will not work.
	Shashwat Verma	I will surely help you with this issue.
		So you have password issue for CynthiaHolloway or CrystalPool?
	Cindy Holloway	CynthiaHolloway
	Shashwat Verma	Thanks for the confirmation !
		Kindly allow me two minutes to check the same.
	Cindy Holloway	ok
	Shashwat Verma	May I take the remote access of your local computer?
	Cindy Holloway	yes tht is fine
	Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at
		https://assist.acecloudhosting.com/join/5052202331
		Kindly Click on the link and open the downloaded file.
	Cindy Holloway	ok
	Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
		issue resolved on remote session by configuring the gateway.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
		Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know
		<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74188 mike
Email: mike@backstoptax.com ☎ 6026867247
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 1 Sec
City: SEASIDE
State: Oregon
Country: UNITED STATES

Chat Transcript

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

		<i>Rohan Prajapati accepted the chat transfer request.</i>
	Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be as:
		Hello Michael, How are you doing today ?
	mike	Good thank you. How are you?
	Rohan Prajapati	That's Great. I'm good too, thanks for asking
	mike	I can't log in via myreal data
	Rohan Prajapati	I will surely help you with this issue.
		Please use this one: Myrealddata\Michael.Me (Edited)
	mike	So you're aware, I'm trying to log in to a remote computer. I've been trying that useri
	Rohan Prajapati	Kindly Copy and Paste this Username in your RDP file then try to login
	mike	ok
		It's rejected me twice
	Rohan Prajapati	Kindly allow me 5-6 minutes to check the same.
	mike	ok
	Rohan Prajapati	Are you sure that you are entering the correct Password ?
	mike	Let me try again
		Yes...I can't get in. Everything works on another laptop I have but this is the one I nor
	Rohan Prajapati	May I take the remote access of your local computer?
	mike	Yes
	Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at
	mike	Ok, I'm ready
		Do you need me to open up another browser or send a link?
	Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the ses
		https://assist.acecloudhosting.com/join/6072766390
		We are connected on the remote session and will proceed with the troubleshooting o
		the time, I am putting the chat on hold, please do not disconnect it. Once the issue is
		give your confirmation on this chat.
		Is there anything else I may help you with ?
	mike	No thank you. It looks like it's working.
	Rohan Prajapati	Thanks for the confirmation !
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us
		conversation, along with a ticket number and survey feedback form.

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

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74364 spandya
Email: spandya@raland.com ☎ 2243864117
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: 52 Secs
City: MCHENRY
State: Illinois
Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
spandya	I'd like to report an Issue
Acebuddy	Please select an option!
spandya	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
spandya	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
spandya	Can not log in to the QuickBooks Server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be ass
spandya	Ok. Do you want to call me at 224-386-4117?
Anjainay Singh	Sure we will arrange call back for you at provide number until then could you please user name and screenshot of error you are facing while logging into the server
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at
spandya	Ok, give me few sec
Anjainay Singh	https://assist.acecloudhosting.com/join/2292735321
spandya	Ok now
Anjainay Singh	Please copy this URL at your browser on local machine so that I can access your loca
	<i>Anjainay Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Email: chai@storageblue.com 📞 2017054536
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 59 Secs
City: FT LEE
State: New Jersey
Country: UNITED STATES

Chat Transcript -----

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

		i need the administrator details we need to update the quicbook enterpprise for Stor
		thank you
		our IT was working earlier but my user chai_g
		does not have the administrator capability
		we need this ASAP pleaase
		case number 663306
	Manish Singh	I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
	CHAI	thank you
	Manish Singh	Regarding the QuickBooks update we can update that for you and regarding Admin c share the disclaimer over the email kindly approve that so that we can proceed with
	CHAI	Ok, please update the quickbooks to enterprise 2024
		and please proceed on sending the admin credentials in email. thank you
	Manish Singh	Alright, as this update will take 20-25 minutes would you like to schedule this update
	CHAI	you can update now
		its fine
		i schedule this day for the update
	Manish Singh	Alright, we will email you when the update is done and will share the disclaimer over
		Is there anything else I may help you with ?
	CHAI	please
		we need the admin credentials of the account
	Manish Singh	For which user you need the Admin access?
		Chai Gruna?
	CHAI	yes please
		chai gruna
		thank you
	Manish Singh	Alright, Noted
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73443 alison
Email: alison@stevecuryconstruction.com ☎ 5613016505
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 23 Secs
City: STANDISH
State: Maine
Country: UNITED STATES

Chat Transcript

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

	alison	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	alison	QuickBooks is Frozen
	Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
		Was that helpful?
	alison	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist
		<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 assis
		I will surely help you with this issue.
	alison	Hi so Quickbooks froze, i tried your suggestions but now the Ace Cloud "Unfreeze" bu my screen
	Manish Singh	Alright, let me check once.
		Is this issue occurring only for you, or are other users on the server also experiencing
	alison	i think it just went away
	Manish Singh	Okay, Is this the first time you are facing this issue. (Edited)
	alison	i am the only one on the server
		first time this has ever happened!
	Manish Singh	Alright, Is that resolved now?
	alison	I was in the middle of entering data into quickbooks and it just froze
		i am logging back in now...
	Manish Singh	Please try once.
	alison	okay everything looks good, i am back in
		i only lost the line i was working on
	Manish Singh	Alright
		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
	alison	that's it thank you!
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.

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

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

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

Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74312 Cesar Diaz
Email: cesardiaz98776@gmail.com 📞 150499420028
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: ?
State: Honduras
Country: HONDURAS

Chat Transcript

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

	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cesar Diaz	I'd like to report an Issue
Acebuddy	Please select an option!
Cesar Diaz	Password Reset
Acebuddy	Please select an option below
Cesar Diaz	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.
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73521 GLENN EITHIER
Email: info@northeastmunicipal.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 26 Secs
City: NORTH ADAMS
State: Massachusetts
Country: UNITED STATES

Chat Transcript

GLENN EITHIER	Hello, I am your Acebuddy
Acebuddy	Hello Glenn Eithier, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
GLENN EITHIER	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
GLENN EITHIER	I'd like to raise a Request
Acebuddy	Please select your request type.
GLENN EITHIER	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
GLENN EITHIER	I'd like to report an Issue
Acebuddy	Please select an option!
GLENN EITHIER	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
GLENN EITHIER	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
GLENN EITHIER	Ticket ID 652478
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh accepted the chat transfer request.</i>
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting
	I will be surely assisting you with this. Kindly help me with your server name and use
GLENN EITHIER	is it NEMunicipal.myrealdata.net or can you tell me where to find this?
	my user name would be Travis
	but both user names QB's are not working
Ashutosh	Kindly allow me two minutes to check the same.
	I am able to open QuickBooks on my end.
	Please let me know are you able to login to the server?
GLENN EITHIER	I am on the server

	Ashutosh	May I take the remote access of your server?
	GLENN EITHIER	but still get the error-6175.0 error
		yes
	Ashutosh	Kindly close all important tabs and documents for not to breach any security concern
	GLENN EITHIER	ok
		done
	Ashutosh	May I reboot the server to confirm few changes on the backend, It will take 5-10 minutes
	GLENN EITHIER	yes
	Ashutosh	Please login to the server.
	GLENN EITHIER	I am in
	Ashutosh	I will be taking remote access again, please accept the prompt.
		Please enter the password.
	GLENN EITHIER	done and appears to be working
		will you need to access Glenn's network ?
	Ashutosh	We have made the required changes from the backend on the server so it will reflect
	GLENN EITHIER	ok
	Ashutosh	Is there anything else I may help you with ?
	GLENN EITHIER	Thank you
	Ashutosh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	GLENN EITHIER	we are trying the other computer to verify it is working
	Ashutosh	Sure, please take your time
	GLENN EITHIER	he is in also
	Ashutosh	I understand the issue is resolved now.
		Is there anything else I may help you with ?
	GLENN EITHIER	all set Thank you
	Ashutosh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us with the details of 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 improve our service and be working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
		Thanks!
		Note: You may change/reset your server password on your own by registering on our portal (https://selfcare.acecloudhosting.com).

Ashutosh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74851 Campbell.electric
Email: campbell.electric@outlook.com 📞 18062502873
Department: Support(QB & App Hosting)
Operator: Sandeep Kumar
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 29 Secs
City: FRIONA
State: Texas
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Campbell.electric	I'd like to report an Issue
	Acebuddy	Please select an option!
	Campbell.electric	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Campbell.electric	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
		Was that helpful?
	Campbell.electric	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sandeep Kumar accepted the chat transfer request.</i>
	Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be as
		Hi Debra, How are you doing today? (Edited)
	Campbell.electric	Thanks. I keep getting an "this requires administrator permissions" when attempting company file
	Sandeep Kumar	I will surely help you with this issue.
		Kindly allow me 3-5 minutes to check the same.
		Debra, I have made required changes to the server but we need to reboot the server effect.
	Campbell.electric	ok
	Sandeep Kumar	I'll let you know when we you can try again. (Edited)
	Campbell.electric	Approximately how long?
	Sandeep Kumar	Like in next couple of minutes. (Edited)
	Campbell.electric	oh ok. thanks
	Sandeep Kumar	Ok, the server is back up now. You can log back in and check again.
	Campbell.electric	Ok
		It's up. Thank you
	Sandeep Kumar	QB is working fine??
	Campbell.electric	Yes
	Sandeep Kumar	Great!

		Is there anything else I may help you with ?
	Campbell.electric	No. Have a good day.
	Sandeep Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<p>You may end this chat now. Once you end this chat, you will receive an email from us 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 be working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)</p> <p><i>Sandeep Kumar has ended this chat session</i></p>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73807 John Lofquist
Email: john@strategictaxsolutionsllc.com ☎ 320 4915748
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: COLD SPRING
State: Minnesota
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74594 ilkamarsh
Email: ilkamarsh@hotmail.com ☎ 7039630817
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 57 Secs
City: ROCHESTER
State: Minnesota

ilkamarsh	Hello, I am your Acebuddy
Acebuddy	Hello Ilkamarsh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ilkamarsh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ilkamarsh	I'd like to raise a Request
Acebuddy	Please select your request type.
ilkamarsh	Password Reset
Acebuddy	Please select an option below
ilkamarsh	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
ilkamarsh	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you.
ilkamarsh	Hello, I messed up my log-in to the remote server. I had my password saved, but thought I was. For some reason, it did not work, though . Now I cannot log into the remote server. I also think I am locked out because I tried too many times
Anjainay Singh	Please allow me two minutes so that I can observe the issue
ilkamarsh	sure
Anjainay Singh	I am working on this issue
ilkamarsh	Thank you
Anjainay Singh	I have unlock the account , please access the server once again
ilkamarsh	okay
Anjainay Singh	and if you are unable to do so don't try it again otherwise it will be locked again

	ilkamarsh	Okay, I tried and it doesn't like the password I thought was my password. Can my pa: please?
	Anjainay Singh	Please send the authorisation email from authorised email address "[ilkamarsh@hotr (mailto:ilkamarsh@hotmail.com) to support@acecloudhosting.com so that we can re: you
	ilkamarsh	I just sent it.
		Is there a time limit on how long a password is good for? I haven't reset it in a while, any problems logging in while my password was saved...
	Anjainay Singh	90 days is expiration date for password
	ilkamarsh	I've not been getting any notifications to that effect, though. In the past, they told m time to change the password
	Anjainay Singh	Could you please send the email once again as we have not received at our end
	ilkamarsh	okay
	Anjainay Singh	Please send at support@acecloudhosting.com
		We have received the email and once we reset it we will inform you over an email
	ilkamarsh	I just sent it again. Showing two emails sent and received two emails saying that a s been created.
	Anjainay Singh	We have received it , once we reset the password we will send it over an email
	ilkamarsh	Okay, thank you. Will that be fairly soon? I need to do some work....
	Anjainay Singh	Yes I will send you within 30 minutes
	ilkamarsh	Great, thank you,
	Anjainay Singh	You may end this chat if there is nothing else assist you with

ilkamarsh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73859 Cordi Brewer
Email: coverpro.cordi@gmail.com 📞 8056464232
Department: Support(QB & App Hosting)

Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 24 Secs
City: OJAI
State: California
Country: UNITED STATES

Chat Transcript -----

Cordi Brewer	Hello, I am your Acebuddy
Acebuddy	Hello Coverpro.cordi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cordi Brewer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cordi Brewer	I'd like to report an Issue
Acebuddy	Please select an option!
Cordi Brewer	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
Cordi Brewer	download
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be a:
	Hello
Cordi Brewer	Hello. I was having trouble logging in early, so I restarted my computer. When I did th on my desktop was gone. I searched my computer for ACE or QBKS. Nothing. I tried I website portal but it does not recognize my email or username
Shashwat Verma	I will surely help you with this issue.
	Do you have the access of myportal?
	OR have access of coverpromatt@gmail.com?
Cordi Brewer	I was trying to log in on the myportal
	I work with Matt. I emailed him regarding my issue but he has not responded and I ui

		get into my quickbooks.
	Shashwat Verma	No problem, we have another way out.
		May I take the remote access of your local computer?
	Cordi Brewer	Thank you
		Yes
	Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at
	Cordi Brewer	ok
	Shashwat Verma	https://assist.acecloudhosting.com/join/8772045730
		Kindly Click on the link and open the downloaded file.
	Cordi Brewer	Did that work?
	Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
		As per remote session, we have resolved RDP issue by re-configuring the RDP again, on remote session,you don't have any issue with myportal, hence we are closing this
		It would be great if you could share your feedback after this chat ends. Thanks in adv
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
		Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know
		<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73914 Katherine Perez

Email: info@serficonbusinessservices.com 📞 15624167837

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: COFRADIA

State: Cortes

Country: HONDURAS

Chat Transcript

Katherine Perez	Hello, I am your Acebuddy
Acebuddy	Hello Katherine J Perez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Katherine Perez	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 n Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73642 paulphil777

Email: paulphil777@mailfence.com 📞 6179994984

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: MANASSAS
State: Pennsylvania
Country: UNITED STATES

Chat Transcript -----

paulphil777	Hello, I am your Acebuddy
Acebuddy	Hello Paul Phillips, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
paulphil777	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
paulphil777	I'd like to raise a Request
Acebuddy	Please select your request type.
paulphil777	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your issue, our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option from the list below.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, please contact us again. Kindly re-initiate the chat.

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#73617 test

Email: test@gmail.com 📞 +16887849764
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: MUMBAI
State: Maharashtra
Country: INDIA

Chat Transcript -----

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#73725 Andy
Email: kcorrea@lokring.com 📞 13104066663
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 34 Secs

City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Andy	Hello, I am your Acebuddy
Acebuddy	Hello Andy Steven, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Andy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andy	I'd like to report an Issue
Acebuddy	Please select an option!
Andy	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Andy	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
Andy	Reboot QB please
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be as:
Andy	Server Name: LokringWC.myrealdata.net
	Username:myrealdata\LWC_KathyC
Rohan Prajapati	Hello Andy , How are you doing today ?
Andy	Please reboot QB please
	Keeps freezing
Rohan Prajapati	I will surely help you with this issue.
	Thank you for Providing the informations.
	Is this the first time you are facing this issue?
Andy	No its happened before
Rohan Prajapati	Thanks for the confirmation !

		Is this issue affecting a single user or all users accessing the file?
	Andy	but reboot fixes it
		Only one user
		KathyC
	Rohan Prajapati	Does the freezing issue occur with one file or across multiple files?
	Andy	all files
	Rohan Prajapati	Thanks for the confirmation !
		At what specific point does the file freeze? (e.g., while using a particular functionality specific document)
	Andy	Saving a document
		or printing a document
	Rohan Prajapati	Thanks for the confirmation !
		As I checked you have the sufficient resources on the server.
		I have Signed off the user for now.
	Andy	ok
	Rohan Prajapati	Let me schedule a clean installation of the QuickBooks tonight and will check if that r (Edited)
	Andy	okay thank you
		Meanwhile can you reboot now just as a quick fix ?
	Rohan Prajapati	Yes I have already signed off the user. Please ask the user to login back
	Andy	ok
	Rohan Prajapati	Is it working fine now ?
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.
		<i>Rohan Prajapati has ended this chat session</i>
	<div></div>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73868 Fenil Shah
Email: tax@sktaxaddison.com ☎ 8473508121
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 28 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Het Sanghavi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham accepted the chat transfer request.</i>
Shubham	Thank you for contacting Ace Cloud. My name is Shubham. I'll be assisting you today
Fenil Shah	Server - SK TAX A2
	Excel is not functional since past 5 days
Shubham	Hi het sanghavi
	Allow me to transfer this chat to the concern team. Please be stay connected on the
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Fenil Shah	Please do it ASAP

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be a today.
Fenil Shah	Excel is not functional since past 5 days
Shubham Kataria	I will be surely assisting you with this. Kindly allow me two minutes to check the sam
Fenil Shah	Server - SK TAx A2
	YES SURE
Shubham Kataria	Could you please confirm your username for server login
Fenil Shah	wait
Shubham Kataria	Sure, please take your time
Fenil Shah	SKTax Addison 8
Shubham Kataria	It seems to be a server name. Could you please confirm your username which you're server
	Or shall I take your remote session of your local computer to check (Edited)
Fenil Shah	ya sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at
	https://assist.acecloudhosting.com/join/8062669596
	Please join this link
	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	Thank you for your patience.
	As per our remote conversation, I found that user SKT.A don't have access of Excel or SKTaxAddison8
	Are we still connected here?
	As you're disconnected from the chat, we are ending the session now. You may re-init call us at (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74499 Ryan Bailey
Email: ryan@thecryptoaccountant.io
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: 32 Secs
City: MELBOURNE
State: Florida
Country: UNITED STATES

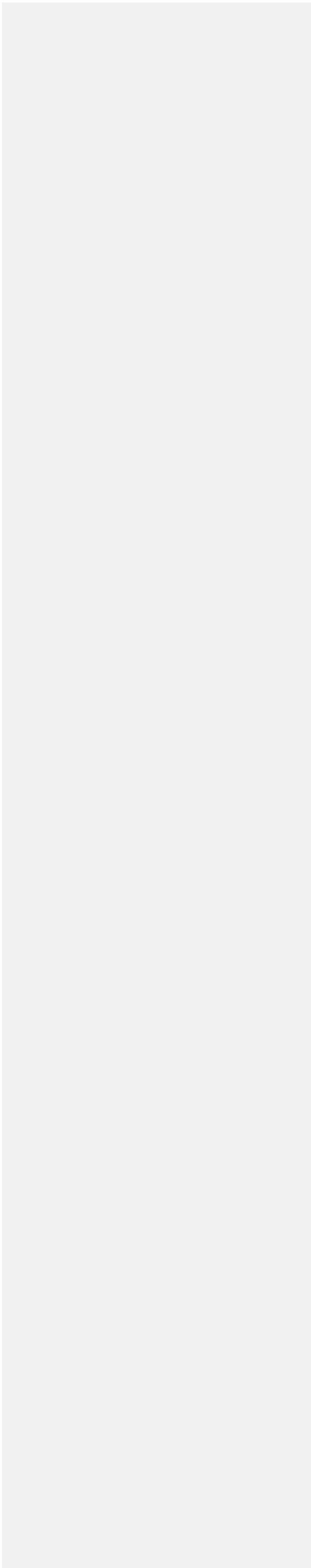
Chat Transcript

Ryan Bailey	Hello, I am your Acebuddy
Acebuddy	Hello Ryan Bailey, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ryan Bailey	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ryan Bailey	I'd like to raise a Request
Acebuddy	Please select your request type.
Ryan Bailey	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description o request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropria below :
Ryan Bailey	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Ryan Bailey	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available supp representative!
Ryan Bailey	unable to login to my account on the server
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 with you today.
Ryan Bailey	Customer ID - 68291
Sharath Kumar	Hello Ryan, could you please let me know the error that you receive while signing in?
Ryan Bailey	Remote desktop can't find the computer '207.60.105.95'
Sharath Kumar	Ryan, I tried both the customer ID and your email address but am unable to find it.
	Is there a previous ticket number that I can reference?
Ryan Bailey	Server name is Shurek-AT
	no previous ticket
Sharath Kumar	Alright, that was helpful. Thank you for your patience.
	Let me quickly check the server to see if it is accessible to me.
	The server is up and running and I also see other users currently signed in on the server.
	May I take the remote access of your local computer?
Ryan Bailey	Yes, please.
Sharath Kumar	Prior to providing the access, I would suggest you to close any important documents and applications.
	https://assist.acecloudhosting.com/join/8032547219
	Please open the above link so that I can access your computer.
	We are connected on the remote session and will proceed with the troubleshooting. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	So actually the RDP file was directing you to a different server/computer. I have now saved the settings so that you can directly connect to the appropriate server.
Ryan Bailey	so i can login now?
Sharath Kumar	Yes sir.
Ryan Bailey	another question if i bought a new computer, how do I install remote desktop there? Is there a tutorial you could send me?
Sharath Kumar	You may use the same RDP file that is on your desktop. You may copy it to a flash drive and send it via email.
Ryan Bailey	sweet thank you, so just drag and drop the application to a flash drive?
Sharath Kumar	that is correct!
Ryan Bailey	cool thanks!
Sharath Kumar	all your credentials are already saved on the RDP file, all you will have to do is provide the RDP file to the new computer.



	password and you will get connected to the server
Ryan Bailey	awesome, again thank you!
Sharath Kumar	may I end the remote desktop
Ryan Bailey	yes
Sharath Kumar	Is there anything else I may help you with ?
Ryan Bailey	nope thank you, and have a great day!
Sharath Kumar	I wish you the same
	<p>You may end this chat now. Once you end this chat, you will receive an email fro regarding this conversation, along with a ticket number and survey feedback for</p> <p>I request you to kindly spare a moment to fill that out for me so that my manage how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering or Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Sharath Kumar has ended this chat session

