

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78865 Monica Lynne Williams**

**Email:** monica.beck10@gmail.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** KANSAS CITY

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

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

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79999 mgosen**

**Email:** mgosen@eternal-cosmetics.com ☎ 13052625355

**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:** 14 Secs

**City:** ANNAPOLIS

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

mgosen	Hello, I am your Acebuddy
Acebuddy	Hello Maria, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mgosen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mgosen	I'd like to report an Issue
Acebuddy	Please select an option!
mgosen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mgosen	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mgosen	ok
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
mgosen	Hello
	I can't send emails from QB
Ashutosh Mishra	Hello Maria, I understand you had reached out earlier regarding the email issue in QuickBooks.
mgosen	A little while ago you tried to help me
	yes

Ashutosh Mishra	Yes
	This message has been deleted
	Maria, we apologize for the inconvenience caused. We would like to inform you that multiple users have reported a similar issue to our support team. Our team will review the issue and take appropriate action. Thank you for your patience and understanding.
mgosen	ok thanks
Ashutosh Mishra	We will keep you updated and share further information as soon as we receive it. Thank you for your patience and understanding.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
mgosen	ok, thanks
Ashutosh Mishra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. You can send the form to quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79456 Elizabeth Cox

**Email:** tc\_industrial@yahoo.com **Phone:** 1-649-941-4051

**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:** 13 Secs

**City:** GRACE BAY

**State:** Turks And Caicos Islands

**Country:** TURKS AND CAICOS ISLANDS

## Chat Transcript

Elizabeth Cox	Hello, I am your Acebuddy
Acebuddy	Hello Elizabeth Cox, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Elizabeth Cox	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Elizabeth Cox	I'd like to report an Issue
Acebuddy	Please select an option!
Elizabeth Cox	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Elizabeth Cox	I am unable to link to RowenaUR remote desktop. Every time I try to log in to RowenaUR it opens up to JosephSI remote d
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
Elizabeth Cox	Yes we are. I am looking for the server and user name
Shubham Kataria	Alright, no problem. Take your time
	You may also confirm your business name which is registered with us.
Elizabeth Cox	TC Industrial Services
Shubham Kataria	Thank you for the information.
	Kindly confirm if you're unable to access server from Username - RowenaUr (Edited)
Elizabeth Cox	Yes I'm unable to access server from the username
Shubham Kataria	I will surely help you with this issue.
	May I take the remote access of your local computer?
Elizabeth Cox	Yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/6562712504">https://assist.acecloudhosting.com/join/6562712504</a>
	Kindly paste this link in the browser of local computer and join the session.

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

Thank you for your patience.

As per our remote conversation, I will send you an email seeking your approval to reset the password for user RowenaUr.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

Elizabeth Cox Yes are

Shubham Kataria Is there anything else I may help you with ?

Elizabeth Cox No that's it for now

Shubham Kataria I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.  
Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

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

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

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

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78918 Andreas Ruiz-Diaz**

**Email:** andreas@smartersolutions.io  12032495048

**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:** 44 Secs

**City:** STAMFORD

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

Andreas Ruiz-Diaz	Hello, I am your Acebuddy
Acebuddy	Hello Andreas Ruiz-diaz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Andreas Ruiz-Diaz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andreas Ruiz-Diaz	I'd like to report an Issue
Acebuddy	Please select an option!
Andreas Ruiz-Diaz	Password Reset
Acebuddy	Please select an option below
Andreas Ruiz-Diaz	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Andreas Ruiz-Diaz	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Andreas Ruiz-Diaz	Hi, I am the company administrator.
	Our account is: CID73874
	When I go to reset my password I see the following.
Manish Singh	I will surely help you with this issue.
	As MyPortal is under repair for the day.
	<i>12:44:03 AM Andreas Ruiz-Diaz is sharing a file with you <a href="#">Screenshot 2025-07-02 151337.jpg</a> - ( Size:49.27 KB )</i>

Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur

Also, the registered email for your account with us is :

andreas@smartersolutions.io

Andreas Ruiz-Diaz I have no idea what email address that is for the reset.

Manish Singh I will move this ticket to the concerned team regarding the email change.

Kindly let me know which email address this is showing?

Andreas Ruiz-Diaz I sent it as a screenshot.

It starts with q0\*\*\*\*@ut\*\*\*.com

That is not any email address I recognize.

it should be andreas@smartersoltuions.io

or technology@stratfordsteel.com

Manish Singh Alright, I will send the ticket to the concerned department and inform you via email, once this is done.

Is there anything else I may help you with ?

Andreas Ruiz-Diaz Please tell me the ticket number.

Manish Singh Once this chat end, I will email you regarding the same and it will create a ticket on that

Andreas Ruiz-Diaz Okay thank you.

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

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

Andreas Ruiz-Diaz Ok

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

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

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

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

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79273 brittany**

**Email:** brittany@bbennettcpa.com ☎ 18134525404

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** VALRICO

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

brittany	Hello, I am your Acebuddy
Acebuddy	Hello Brittany, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brittany	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brittany	I'd like to report an Issue
Acebuddy	Please select an option!
brittany	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
brittany	We have an issue with employee getting a virus I want to turn off her RFP so we don't have risk
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	Is this for account: <b>Brittany Bennett CPA PA</b> ?
	Are we connected here?
	<i>Abhay Kumar Saraswat has ended this chat session</i>

# Chat Transcript

Need help unlocking the account

## Visitor Details

### #79002 Dmitry Putyatov

**Email:** developer1@fvd.bz ☎ 18173549200

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

**Operator:** Anurag Sharma

**Website:** [https://www.acecloudhosting.com/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=ace%20cloud%20hosting&utm\\_adgroup=Primary cue8Fr7lb15pi&gclid=Cj0KCQjwvajDBhCNARIsAEE29WqO4jZr5qURrLHFt8Ojc909C-Z6PDzLRwEKI2pZWFY7blobGtMNvcQaApdmEALw\\_wcB](https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary cue8Fr7lb15pi&gclid=Cj0KCQjwvajDBhCNARIsAEE29WqO4jZr5qURrLHFt8Ojc909C-Z6PDzLRwEKI2pZWFY7blobGtMNvcQaApdmEALw_wcB)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 3 Mins 22 Secs

**City:** KENNEDALE

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Dmitry Putyatov	Need help unlocking the account
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.
<i>Dev Dubey is transferring the chat to Support(QB &amp; App Hosting).</i>	
Dmitry Putyatov	I am your customer and my account is locked, I cannot unlock it from myportal
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Dmitry Putyatov	admin CID75194, unable to unlock user user: FVD_Dmitry@myrealdata.net
Anurag Sharma	Thanks for the confirmation !
Let me transfer you to a specialist who can better address your concern.	
Dmitry Putyatov	ok

*Anurag Sharma is transferring the chat to Onboarding.*

Anurag Sharma	Please stay connected. It is taking more time than usual.
Dmitry Putyatov	ok  is there a way for me to create a ticket ?
Anurag Sharma	Thank you for your patience.  I would like to inform you that I have successfully unlocked your account from the backend.  Please try to login into the server now.
Dmitry Putyatov	one more question then - I was able to download rdp files, but now I can't
Anurag Sharma	We have received your email. You must have got a ticket number as well.
Dmitry Putyatov	account is unlocked now, it works
Anurag Sharma	Yes, I know about this issue. Actually there is some technical issue running at the backend which is affecting the Myportal issue will get fixed within 1 or 2 days.
	Thanks for the confirmation !
	Is there anything else I may help you with ?
Dmitry Putyatov	I think we are good for now. Thank you!
Anurag Sharma	Thank you so much Dmitry, I once again apologize for taking more time than usual.  I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79527 Kimberly Garcia**

**Email:** kimberlymaegarcia@gmail.com ☎ 13256659943

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Kimberly Garcia	Hello, I am your Acebuddy
Acebuddy	Hello Kimberly Garcia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kimberly Garcia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kimberly Garcia	I'd like to raise a Request
Acebuddy	Please select your request type.
Kimberly Garcia	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Kimberly Garcia	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com and we will provide you with an update via email.
	<ul style="list-style-type: none"><li>• QuickBooks Year</li><li>• Variant : Pro / Premier / Enterprise / Accountant</li><li>• License Number</li><li>• Product Code</li></ul>
	Generally, application upgrades are completed during the night hours to avoid interruption. Please do specify if you need the request processed at a specific time.
	Do you need any further assistance on the topic?
Kimberly Garcia	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79467 Lyle Contracting Solutions**

**Email:** josh@lylecontractingsolutions.com ☎ (252) 327-7827

**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:** 1 Min 27 Secs

**City:** CHARLOTTE

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

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

Lyle Contracting Solutions	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. Th help you with resolving the issue
	Was that helpful?
Lyle Contracting Solutions	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'c
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be a
	I will be surely assisting you with this. Kindly help me with your server name a
Lyle Contracting Solutions	Hi Yash. I spoke with Ashutosh this morning regarding login issue. I believe tha 79451. The issue I was having with login this morning is happening again. My my server is LyleContracting
Yash Kalra	Kindly allow me two minutes to check the same.
Lyle Contracting Solutions	Ticket reference is 734455
Yash Kalra	<b>To help me assist you better, please answer the following questions:</b>
	<ol style="list-style-type: none"> <li>1. Are you receiving any error message while attempting to connect to the Ac share the exact message.</li> <li>2. Were you able to connect to the server before, or is this your first time tryi</li> <li>3. When was the last time you were able to connect to the server successfully</li> <li>4. Are you using a Windows PC or a Mac?</li> <li>5. Have you checked if your internet connection is stable? Also, have you tried different network, such as a mobile hotspot?</li> </ol>
Lyle Contracting Solutions	<ol style="list-style-type: none"> <li>1. I am not receiving an error message. It just asks to enter my credentials (pa nothing happens. 2. I was able to connect to the server this morning after wor</li> <li>4. I am using a PC computer.</li> <li>5. My connection is a wireless office connection that is working well.</li> </ol>
Yash Kalra	May I take the remote access of your local computer?
Lyle Contracting Solutions	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important docume
Lyle Contracting Solutions	ok
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/6342047923">https://assist.acecloudhosting.com/join/6342047923</a>
	We are connected on the remote session and will proceed with the troubleshoo

	the time, I am putting the chat on hold, please do not disconnect it. Once the give your confirmation on this chat.
Lyle Contracting Solutions	ok
Yash Kalra	Thank you for helping me resolve my issue!
Lyle Contracting Solutions	Is there anything else I may help you with ?
Yash Kalra	No, that is all.
Lyle Contracting Solutions	I would greatly appreciate if you could spare a minute to give your valuable fe chat.
Yash Kalra	Will do!
	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 1 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 mana working. I will appreciate that. or you may send your feedback at quality@ace Thanks!
	Note: You may change/reset your server password on your own by registering ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.co">https://www.acecloudhosting.co</a>

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79839 ROSE DE LA LLANA**

**Email:** rosedelallana@gmail.com ☎ 7879994901

**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:** 34 Secs

**City:** CAROLINA

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript

ROSE DE LA LLANA	Hello, I am your Acebuddy
Acebuddy	Hello Rose De La Llana, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ROSE DE LA LLANA	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ROSE DE LA LLANA	I'd like to report an Issue
Acebuddy	Please select an option!
ROSE DE LA LLANA	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available su
ROSE DE LA LLANA	ok wait will send screenshot
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I wi
ROSE DE LA LLANA	ok thanks
	give me a few minute sto screenshot the problem
Ashutosh Mishra	Sure, please take your time
	<i>5:47:49 PM ROSE DE LA LLANA is sharing a file with you</i>
	<i><u>1_image.png</u> - ( Size:26.28 KB )</i>
	I understand you are not able to connect with Ace server.
	Thank you for providing the details. Let me check that for you.
ROSE DE LA LLANA	correct
Ashutosh Mishra	The server is accessible from backend and other users are also logged in. It is isolated to your profile.
ROSE DE LA LLANA	every time i connect from home i have same issue and i need t reslve this onc quickbook any time

	i need to resolve the issue... i have connected from home last friday
Ashutosh Mishra	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer to identify root cause of the issue?
ROSE DE LA LLANA	sure
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents.
ROSE DE LA LLANA	ok
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/1982800659">https://assist.acecloudhosting.com/join/1982800659</a>

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79891 Matthew S Buria**

**Email:** buri0022.mb@gmail.com

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

### Chat Transcript

Matthew S Buria

	Hello, I am your Acebuddy
Acebuddy	Hello Matthew S Buria, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Matthew S Buria	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matthew S Buria	I'd like to report an Issue
Acebuddy	Please select an option!
Matthew S Buria	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available su
Matthew S Buria	setting up remote desktop with a Mac
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 wil
Matthew S Buria	I downloaded the Windows app and followed the instructions to set up the ren and the error message i get says: Unable to connect. We couldn't connect to t gateway because the connection to the remote pc failed. If this keeps happen network administrator for assistance. error code 0x5000004
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name a
Matthew S Buria	RDG.myrealdatal.net
	MattBu
Sanyam Madan	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Matthew S Buria	This chat isn't on the Mac I am trying to set up. Would you like to remote acce
Sanyam Madan	Yes , I need the remote access of the Mac
	Matthew
Matthew S Buria	Sure. I tried again and now it says the requested session acciess is denied
Sanyam Madan	Matthew we need access of the remote session of Mac , so that we can assist
Matthew S Buria	Ok. How do we do that
Sanyam Madan	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/9342826883">https://assist.acecloudhosting.com/join/9342826883</a>
	Prior providing the access, I would suggest you to close any important docume
Matthew S Buria	

	hi
Sanyam Madan	As per discussion over the remote session, The issue is resolved by changing file
	Is there anything else I may help you with ?
Matthew S Buria	The login process will be the same now for the mac as it is for windows?
Sanyam Madan	Yes Matthew, don't worry about it
	login process will remain same
Matthew S Buria	awesome. thank you so much. that is all i need
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
<i>Sanyam Madan has ended this chat session</i>	

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79050 hillary**

**Email:** hillary@aeroconcrete.net  13093147264

**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 18 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

hillary

Hello, I am your Acebuddy

Acebuddy	Hello Hillary, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
hillary	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hillary	I'd like to report an Issue
Acebuddy	Please select an option!
hillary	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
hillary	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. Th help you with resolving the issue
	Was that helpful?
hillary	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'c
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I wi
hillary	Hi my quickbooks wont open in my server
Ashutosh Mishra	Hello Hillary, I will surely help you with this issue.
	Kindly help me with your server name and user name?
hillary	QbNXTEnt.myrealaata.net
	HillaryH.ent I think
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
hillary	ok
Ashutosh Mishra	Thank you for your patience.
	May I take the remote access of your server?
hillary	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important docume
hillary	ok
Ashutosh Mishra	Are we still connected here?

hillary	yes sorry I was on a call
Ashutosh Mishra	Thanks for the confirmation !
hillary	0962-7047-7437-507
	772-866
Ashutosh Mishra	Hillary, we will have to make some changes from the backend and reinstall the server. We regret the inconvenience caused due to this.
	Thank you for sharing the license details.
hillary	ok
	How long?
Ashutosh Mishra	We are actively working on this, please allow us two hours of downtime to pro configure the application.
hillary	Ok will you email us when it is complete - are you also fixing sandys?
Ashutosh Mishra	Yes, we are working on server wide solution so it will be fixed for Sandy too. W once it's completed.
hillary	ok thank you.
Ashutosh Mishra	Thanks for the confirmation !
	You may end this chat now. Once you end this chat, you will receive an email to conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager is 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com">https://www.acecloudhosting.com</a> ) (Edited)

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79373 Erika Collins**

**Email:** ecollins@rooftechconsulting.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:** 56 Secs

**City:** ST LOUIS

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

Erika Collins	Hello, I am your Acebuddy
Acebuddy	Hello Erika Collins, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Erika Collins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Collins	I'd like to report an Issue
Acebuddy	Please select an option!
Erika Collins	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Erika Collins	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks.
	Was that helpful?
Erika Collins	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who can help you with this issue.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be happy to assist you with this issue.
Erika Collins	My QBs is completely frozen and will not let me do anything
Ashutosh Mishra	Hello Erika, I will be surely assisting you with this. Kindly help me with your issue.

	name?
Erika Collins	How do i find that ?
	CID74546
	ecollins
	ErikaCollins is user and RoofTech.myrealdata.net is server
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.
Erika Collins	ok
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also exper
Erika Collins	both
Ashutosh Mishra	Is this the first time you are facing this issue?
Erika Collins	no
	happens often
	also says i have a update and for months now has never updated.
Ashutosh Mishra	I see that your server session was in disconnected state, please login again.
Erika Collins	just did
Ashutosh Mishra	May I know does the freezing issue occur while doing any particular task or tir noticed any recurring patterns when freezing occurs?
Erika Collins	just when logging on
	in
Ashutosh Mishra	May I take the remote access of your server?
Erika Collins	no
	absolutely not
	its un frozen now but Ace needs to get it together because this is a pain in the

*Erika Collins has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79293 shari**

**Email:** shari@jkservicesinc.com ☎ 18054079440

**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:** 10 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari Rogers, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shari	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available su
shari	I am on the Z: Beacon file and when I logged in it said Joel.B was also logged in with him on the server - his qb is closed. It wouldn't let me switch to single user mode
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 w
	Hello Shari
shari	hi... long time no chat lol

Shashwat Verma	Yes, just got another shift for work in.
	I will surely help you with this issue.
shari	thanks
Shashwat Verma	Shari, let me check the same on the server side.
	Kindly try now to access the file.
shari	it is still frozen on my screen
Shashwat Verma	I have just closed the Joel session, it was in disconnected state.
	Kindly check now.
shari	no it says I failed because admin is already logged in
Shashwat Verma	Okay
	May I take the remote access of your server?
shari	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents.
	Kindly accept the invite.
	Allow me 4-5 mins
	Shari, looks like we have to reboot the server, as the file may be in open state (Edited)
shari	ok
Shashwat Verma	Shall we proceed?
shari	yes
Shashwat Verma	Sure
	Kindly try now to access the file.
	Issue resolved on remote session
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email with a confirmation message, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering at <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> .
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )
<i>Shashwat Verma has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79210 ofimbaranda**

**Email:** ofimbaranda@careerteam.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** LOBOGON

**State:** Bohol

**Country:** PHILIPPINES

## Chat Transcript

ofimbaranda

Hello, I am your Acebuddy

Acebuddy

Hello Ofimbaranda, 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 Kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79328 shari**

**Email:** shari@jkservicesinc.com ☎ 18054079440

**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:** 7 Secs

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available su
shari	need help getting the new server login on my laptop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
shari	hi it is Shari but I need the login for jim.k please
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I w
	Hello Shari
shari	my favorite support genie
Shashwat Verma	Thanks

shari	can you please help give the updated remote desktop link for jim.k on this lap to
Shashwat Verma	I will surely help you with this issue.
	Will email you the remote desktop file in 6-7 mins on shari@jkservicesinc.com
	Is that work for you?
shari	no I am not logged in as that
	can you connect through this connection
Shashwat Verma	Yes sure
	May I take the remote access of your local computer?
shari	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents.
	<a href="https://assist.acecloudhosting.com/join/8072623556">https://assist.acecloudhosting.com/join/8072623556</a>
	Kindly Click on the link and open the downloaded file.
	Kindly allow the remote permission on the pc.
	Issue resolved on remote session by correcting the rdp file.
	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 in your inbox, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
	Thanks!
	Note: You may change/reset your server password on your own by registering at <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> .
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79729 Diana Watega**

**Email:** ddarnold33@gmail.com

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 14 Secs

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Diana Watega	Hello, I am your Acebuddy
Acebuddy	Hello Diana Watega, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Diana Watega	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Diana Watega	I'd like to report an Issue
Acebuddy	Please select an option!
Diana Watega	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available su
Diana Watega	When I try to connect through ace I get a microsoft screen that says I have a has been frozen
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I w today.
	Hi diana
Diana Watega	hello
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name a
Diana Watega	

	I'm not super computer literate. My server is Persing pro net I believe and I thi
Shubham Kataria	Thank you for the information. I will help you with this.
Diana Watega	Or Stryker2
Shubham Kataria	Kindly confirm if you're still unable to access the server
Diana Watega	Its Stryker2
Shubham Kataria	Alright
	May I take the remote access of your local computer?
Diana Watega	It says can't find PersingPro.myrealdata.net Usually I have to shut down and re control
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents
Diana Watega	ok
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/6182300679">https://assist.acecloudhosting.com/join/6182300679</a>
	Kindly paste this link in the browser of local computer and join the session.
	Are you able to connect on the remote session?
	We are connected on the remote session and will proceed with the troubleshooting at the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will get back to you and ask for your confirmation on this chat.
	Thank you for your patience.
	As per the remote session your issue has been resolved.
	Is there anything else I may help you with ?
Diana Watega	no thank you
Shubham Kataria	you're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback and 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 with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
	Thanks!
	Note: You may change/reset your server password on your own by registering at <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> .
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )
	<i>Shubham Kataria has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79934 Sharyl Noeh**

**Email:** sharylnoeh@gmail.com ☎ 18473383998

**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:** LIBERTYVILLE

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Sharyl Noeh Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

*The visitor's name and phone number were changed.*

Sharyl Noeh Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Sharyl Noeh I'd like to raise a Request

Acebuddy Please select your request type.

Sharyl Noeh Change in Users

Acebuddy Please select your desired option!

Sharyl Noeh User Addition

Acebuddy Registered Account Owners have the ability to add/disable users via MyPortal.

owner, Please refer to the following link for a detailed guide on how to manage your account.

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 have any further questions, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79298 Manny Naya**

**Email:** manny.naya@mncpafirm.com ☎ 4074341320

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** ORLANDO

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Manny Naya Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Manny Naya Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Manny Naya I'd like to raise a Request

Acebuddy	Please select your request type.
Manny Naya	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of the issue you are facing. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate request type.
Manny Naya	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Manny Naya	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Manny Naya	I believe I should have Office 365 edition, and I don't see it on the server. I still have the software installed on my computer.
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Sujeet Kumar Suman accepted the chat transfer request.</i></p>	
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman and I am here to assist you.
	Hello Manny
Manny Naya	hello
	I believe I should have Office 365 edition, and I don't see it on the server. I still have the software installed on my computer.
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
	I have created the Excel and word shortcut icon on your desktop.
	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 conversation by calling us at (1-888-415-5240) if any further assistance is required.
<p><i>Sujeet Kumar Suman has ended this chat session</i></p>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79366 Steve Goldsmith**

**Email:** steveg@serveco.com ☎ 13362393697

**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:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79656 itadmin**

**Email:** itadmin@jamesferrell-law.com ☎ 13467417315

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 56 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

itadmin	Hello, I am your Acebuddy
Acebuddy	Hello Itadmin, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
itadmin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
itadmin	I'd like to report an Issue
Acebuddy	Please select an option!
itadmin	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
itadmin	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available su
itadmin	The SaaSAnt transaction pro is running really slow again, even when I was dur amount of rows.

Acebuddy

Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Abhay Kumar Saraswat accepted the chat transfer request.*

Abhay Kumar  
Saraswat

Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Sarasw today.

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

itadmin

Hello. The user is importing into quickbooks using sasant transcation pro, she taking too long. I am not sure the best way to see about improving this functio

Abhay Kumar  
Saraswat

I deeply apologize for the inconvenience caused to the user.

Please confirm the account or server name?

itadmin

looking it up

Abhay Kumar  
Saraswat

Okay.

itadmin

CID75004

?

Abhay Kumar  
Saraswat

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

Is this for account: **James C Ferrell PC** ?

itadmin

correct

Abhay Kumar  
Saraswat

Thanks for the confirmation !

Kindly allow me two minutes to check the server details.

itadmin

thanks.

the user reporting the issue was mferrell

meganferrell

Abhay Kumar  
Saraswat

Is the issue occurring only for user **MeaganFerrell** ?

itadmin

She is the only user doing the process with this at the moment.

Abhay Kumar  
Saraswat

Okay, allow me 2 minutes.

itadmin

would it be faster if they copy the data to be imported from their desktop to th sure if that would slow it down or not?

Abhay Kumar  
Saraswat

Sure, I'll look into this. Let me first log into the server and investigate the caus

itadmin

I think I can demo the issue with another user

Abhay Kumar  
Saraswat

I think that would be great.

itadmin

	one moment
Abhay Kumar Saraswat	Sure, please take your time.
itadmin	let me know how to get remote sessions started
	the user is logged into his server and I can get a remote session initiated
Abhay Kumar Saraswat	Let me share the link with you for the remote session.
	Please inform user that prior providing the access, I would suggest the user to documents at their end.
itadmin	yes thanks
Abhay Kumar Saraswat	<a href="https://assist.acecloudhosting.com/join/8972304286">https://assist.acecloudhosting.com/join/8972304286</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting, I am putting the chat on hold, please do not disconnect it. Once the give your confirmation on this chat.
itadmin	I will let him go through the procedure of import, and you can see if perhaps a speed up
	we use saas transaction pro to import
Abhay Kumar Saraswat	Okay.
itadmin	he will select the file from his desktop and import a small 120 lines.
	(120 items).
	they are asking to speed up this part
	validating then importing. if this is 'normal' I will report back this is just how it
	obviously when they have a lot more, it takes awhile.
	thats basically it
Abhay Kumar Saraswat	Okay, so I just checked that the user imported 123 lines and as per the discussion the speed is normal.
itadmin	Ok thanks. I just needed some backup on this.
	I will monitor the user tomorrow when she imports and report back.
	thanks for your time.
Abhay Kumar Saraswat	No worries.
	Sure, we are here to assist you.
itadmin	thanks again.
Abhay Kumar Saraswat	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-init (1-888-415-5240) if any further assistance is required.

*Abhay Kumar Saraswat has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79931 rahul**

**Email:** rahul@wallcpafirm.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 16 Secs

**City:** NASIRPUR

**State:** Delhi

**Country:** INDIA

### Chat Transcript

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

rahul	I'd like to report an Issue
Acebuddy	Please select an option!
rahul	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
	<i>4:34:58 PMrahul is sharing a file with you</i> <u><a href="#">1_image.png</a></u> - ( Size:26.31 KB )
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
rahul	I am not able to login with my server
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you with your issue.
	Hello Rahul, I will be surely assisting you with this. Kindly help me with your server details.
	<i>4:36:10 PMrahul is sharing a file with you</i> <u><a href="#">1_image.png</a></u> - ( Size:26.46 KB )
rahul	please see attached for username or Server name
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.
rahul	ok
	are you there?
Ashutosh Mishra	Yes
	We are still connected.
rahul	ok
Ashutosh Mishra	Kindly allow me two minutes to check from backend.
rahul	sure
	last time my rdp system showing in-active when the same issue had occurred
Ashutosh Mishra	Thank you for providing the details. It seems your profile was locked again; we will unlock it for you. Please try now.
rahul	ok wait
	Thanks, Connected now
	but why this happens again and again
	3rd time I stuck due to this
Ashutosh Mishra	Great to see it is connected now, I'll escalate this recurring matter to the appropriate team and get back to you over the email with the findings.
	I deeply apologize for the inconvenience caused to you.

	Once the senior team has investigated this we will inform you how we can per and assist accordingly.
rahul	last time also same statement had given by the support executive, but no one your team
Ashutosh Mishra	On the ticket #737216 we followed up to find out if the issue was reoccurring response the ticket was closed. We regret this has been occurring frequently r forward this to the senior team on priority basis and within 12 hours we will in permanent fix. (Edited)
rahul	ok
	thanks for your word, hope will never stucked with the same in near future
Ashutosh Mishra	Definitely, we will investigate this and reach out to you shortly with a permane
	Is there anything else I may help you with ?
rahul	no, thanks
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
rahul	bye. have a nice day
Ashutosh Mishra	You may end this chat now. Once you end this chat, you will receive an email 1 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 mana working. I will appreciate that. or you may send your feedback at quality@ace Thanks!
	Note: You may change/reset your server password on your own by registering ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.co">https://www.acecloudhosting.co</a> )

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79072 Test Account**

Email: test@test.com ☎ +917878787878

**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** NEW DELHI  
**State:** Delhi  
**Country:** INDIA

### Chat Transcript

Test Account	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 Account	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	[ ]
	We are currently seeing higher than normal contact volume related to a "certi when utilizing the QuickBooks web connector service.
	Are you also experiencing issues related to server connectivity?
Test Account	Restart
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test Account	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	[ ]
	We are currently experiencing higher than normal contact volume related to s issues.
	Are you also experiencing issues related to server connectivity?
Test Account	Yes
Acebuddy	Please refer to our status page for further updates on the issue status.
	Thank you contact Ace Support. Have a wonderful day!

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79400 Ezra Dilger**

**Email:** reception@rortax.com ☎ 7633189052

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Ezra Dilger Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ezra Dilger Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Ezra Dilger I'd like to report an Issue

Acebuddy Please select an option!

Ezra Dilger Other Issue

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

Ezra Dilger Got a "Remote Desktop License Issue" message that I would be disconnected users have been booted from the server

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Sujeet Kumar Suman accepted the chat transfer request.*

Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman today.
	Hello
Ezra Dilger	Hi Sujeet
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.
	We apologize for the inconvenience this may have caused you and appreciate understanding throughout the process.
Ezra Dilger	For sure. What seems to be the problem?
Sujeet Kumar Suman	There is currently a technical outage. We will respond to you within 45 min -1
Ezra Dilger	Is there anything I need to do in the meantime?
Sujeet Kumar Suman	Not right now. We will inform you once the server is up
Ezra Dilger	I see. Thank you.
Sujeet Kumar Suman	Is there anything else I may help you with ?
Ezra Dilger	Will you be emailing us once everything is back up?
Sujeet Kumar Suman	Yes.
Ezra Dilger	Thank you
Sujeet Kumar Suman	Most welcome
	Is there anything else I may help you with ?
Ezra Dilger	No, I don't think so
Sujeet Kumar Suman	Thanks for the confirmation !
	You may end this chat now. Once you end this chat, you will receive an email 1 conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager is 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com">https://www.acecloudhosting.com</a> )

*Sujeet Kumar Suman has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79114 Samantha Marshall**

**Email:** samantha@parawellnessresearch.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:** CASTLE ROCK

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Samantha Marshall	Hello, I am your Acebuddy
Acebuddy	Hello Samantha Marshall, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Samantha Marshall	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	[ ]
	We are currently experiencing higher than normal contact volume related to s issues.
	Are you also experiencing issues related to server connectivity?
Samantha Marshall	Yes
Acebuddy	Please refer to our status page for further updates on the issue status.
	Thank you contact Ace Support. Have a wonderful day!

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79943 Christopher Facendola**

**Email:** chris@amgair.com ☎ 201-782-1782

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** RAMSEY

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

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

*Vikas Singh Chauhan accepted the chat transfer request.*

Vikas Singh Chauhan

Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan today.

Christopher Facendola

Vikas

I constantly have issues with our QB and Avatax connection.

Errors every single time for hours on end.

Vikas Singh Chauhan

I will be surely assisting you with this. Kindly help me with your account name

*8:30:03 PM Christopher Facendola is sharing a file with you  
[Ace Error 2.png](#) - ( Size:56.6 KB )*

*8:30:04 PM Christopher Facendola is sharing a file with you  
[Quickbooks Error.png](#) - ( Size:100.44 KB )*

Is it for the account name **Air Marketing Group LLC ?**

Christopher Facendola

account name is airmarketing.myreldata.net

my user name is user is christopherf

Vikas Singh Chauhan

Thanks for the confirmation !

Kindly allow me couple of minutes to check the same.

Is Howard also facing the same issue ? (Edited)

Christopher Facendola

it's intermittent at best he has different issues where has to restart and logon day but we can't keep going on like this we are wasting hours every day trying instead of actually using them.

Vikas Singh Chauhan

Okay.

Allow me 3-4 minutes, I am checking if everything is good on Quickbook on yo

Christopher Facendola

ok i'll be back in 5 minutes please do not disconnect.

Vikas Singh Chauhan

Sure, take your time.

*8:41:01 PM Vikas Singh Chauhan is sharing a file with you  
[image.png](#) - ( Size:31.24 KB )*

There are updates pending for your Quickbooks 2024, we can try to update the connection again from your end between Avatax and Quickbooks.

But if the issue still persists, you need to connect with Avatax application support third party software. And if required we can join the call if anything required or from our end.

Christopher Facendola

I guess try and do the updates.

Vikas Singh Chauhan

Okay, in order to complete these updates, you and Howard need to log off from

Or it can be done in off hours.

	I am checking the same from my end on the server.
	Kindly allow me 2 minutes.
	Let me send my remote request to share the screen with you.
	Chris,
Christopher Facendola	yes i'm still here
	send the request
Vikas Singh Chauhan	Kindly close all important tabs and documents for not to breach any security concern.
	Before i remote into your server screen.
Christopher Facendola	I have nothing open in the server
	do I need to have the server open right now I'm logged out
Vikas Singh Chauhan	Your user session is showing disconnected, Chris.
	<i>8:48:55 PMVikas Singh Chauhan is sharing a file with you <a href="#">image.png</a> - ( Size:14.65 KB )</i>
	Please re-login on server.
	Waiting for a response, Chris.
Christopher Facendola	I'm logging in now
Vikas Singh Chauhan	ok,
Christopher Facendola	i'm in
Vikas Singh Chauhan	Now you are showing connected,
Christopher Facendola	I have the window minimized as to now interfere with your mouse control please communicate here so I can see what you need me to do .
Vikas Singh Chauhan	I will use this chat window for communication.
Christopher Facendola	this seems to happen every time I reach out for support I spend a ton of time reach out to you you take control and can't duplicate the error.
	We really can't keep going on like this if we can't figure this out we are going to find a new solution.
	<i>8:59:42 PMVikas Singh Chauhan is sharing a file with you <a href="#">image.png</a> - ( Size:76.56 KB )</i>
	<i>As per the information which I checked into the ''Integration Security'' module. Now in order to fix the issue, we need to re-establish the connection.</i>
	I will have the admin reach out.
	Why did the connection expire?
Vikas Singh Chauhan	

	Might be because of the license of AvaTax integration. If you want, we can connect with Admin & ensure that it's updated for all the i
	Please provide me the name of admin.
Christopher Facendola	I will have the admin reach out so he can login with his user and address the i
Vikas Singh Chauhan	I think that Howard would be the admin,
Christopher Facendola	Yes I will have Howard reach out when he has the chance.
Vikas Singh Chauhan	This is well noted. Chris. I will create a ticket for this & send the email to you and keep Howard in CC &
	Can you check if the are you still getting the issue.
	After that when we launched QuickBooks application.
Christopher Facendola	Yes please forward to ticket number to both me and howard.
Vikas Singh Chauhan	Sure Chris, will send you ticket number via email to both of you.
Christopher Facendola	OK can you send that before we disconnect I want to make sure we have it.
Vikas Singh Chauhan	I will share it after this chat ends as ticket will get generated only once the ch make sure, you have it in next 15-20 minutes.
Christopher Facendola	Ok we can disconnect

*chris has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79847 kamals**

**Email:** kamals@isifol.com ☎ 16462288500

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 51 Secs

**City:** OAK BROOK

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

kamals	Hello, I am your Acebuddy
Acebuddy	Hello Kamals, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kamals	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kamals	I'd like to report an Issue
Acebuddy	Please select an option!
kamals	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available su
kamals	Mails sitting in outbox and not going out
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 Sujeet Kumar Suman.</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman today.
	Hello Kamals
	How are you doing today?
	Are we still connected here?
	Are we still connected here?
kamals	Hello Sujeet
Sujeet Kumar Suman	Hi Kamals
kamals	some mails are going out but some not, confused why, it just started happeni
Sujeet Kumar Suman	Sure, I can help with that.
kamals	you may have to probably log in to my system

Sujeet Kumar Suman	Kindly help me with your server name and user name?
kamals	I Slfol user 1
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	May I take the remote access of your server?
kamals	yes please
Sujeet Kumar Suman	Thanks for the confirmation !
	Kindly approve on the server.
kamals	OK
Sujeet Kumar Suman	We are connected on the remote session and will proceed with the troubleshooting, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, give your confirmation on this chat.
kamals	Sujeet I have a min of delay in sending emails, so we need to wait for a min atleast before proceeding
Sujeet Kumar Suman	Are you the only one facing the issue, or are your colleagues also experiencing the same issue? Could you please confirm?
kamals	i am checking with my coworker
Sujeet Kumar Suman	Sure, please take your time.
kamals	no it is OK, but only me. At the same time, i sent one test email, it went and i did not receive it myself, it goes to spam
Sujeet Kumar Suman	No worry, let me look into it for you.
kamals	sujeet
Sujeet Kumar Suman	Yes Kamal
kamals	one more issue, i have been facing for quite some time and it could not be resolved, i stopped calling. May be it is stopping outgoing emails
	i can share now, i need to close the outlook and when i start again, you will see the issue
	so you can see
Sujeet Kumar Suman	Sure, please show me
kamals	OK here we go i need to close and open the outlook again
Sujeet Kumar Suman	I will try to resolve all your issue.
kamals	outlook date file missing
	many of your team members tried but then i stopped calling my self, as it was taking too much time as well
Sujeet Kumar Suman	Yes, I got it.

	Let me try to resolve your issue.
kamals	ok
	my coworker user 2, user 3 has informed me that their ACE stopped working
	as well
	all opened windows closed
	now opened on its own
Sujeet Kumar Suman	We are currently updating the Outlook application from the backend.
kamals	ok let me tell them to hold on
Sujeet Kumar Suman	Now they able to access the Outlook application.
	Thank you for your patience.
	Kindly enter Outlook Mail Id and password
	Now enter again please.
kamals	I am stepping away for 5 min, is it ok
Sujeet Kumar Suman	Okay.
kamals	i am back
Sujeet Kumar Suman	Thanks for the confirmation !
	We have tried our best to resolve your issue, and as of now, it appears to be resolved. Please let us know if the issue still persists.
kamals	i dont think so...the mails sitting in outbox are not being released. Secondly, my email id is kamals@isifol.com
	should we refresh the password in incoming and outgoing server
	there is a mail since yesterday and 2 new ones
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
	No worries, we have escalated your issue to our senior team. Could you please provide your contact number and a suitable time for a call, so we can assist you in real time?
kamals	i am available now ..1 646 228 8500, need to talk and solved, as my work is done
	let's do it now
Sujeet Kumar Suman	Thank you for the information. Our team will reach out to you shortly.
	Is there anything else I may help you with ?
kamals	thank you Sujeet Kumar
Sujeet Kumar Suman	Most welcome kamal.
kamals	i wait for the call
Sujeet Kumar Suman	

No worries, our team will reach out to you as soon as possible.

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

*Sujeet Kumar Suman has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78879 Mohsin**

**Email:** yafai72@gmail.com **Phone:** 17738860981

**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:** CHICAGO

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

Mohsin Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Mohsin Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Mohsin

I'd like to raise a Request

Acebuddy

Please select your request type.

Mohsin

Other Request

Acebuddy

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

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

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

*Ended due to chat idle timeout*

## Chat Transcript

Remote desktop is displaying on both computer screens despite never enabling the setting

### Visitor Details

**#79203 Rudner**

**Email:** ian@stockpkg.com **Phone:** 9495453203

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

**Operator:** Manish Singh

**Website:** <https://www.acecloudhosting.com/knowledgebase/dual-screen-setup-ach-support-for-windows/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** OMAHA

**State:** Nebraska

**Country:** UNITED STATES

### Chat Transcript

Rudner

Remote desktop is displaying on both computer screens despite never enabling the setting

Dev Dubey

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

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

Rudner Thank you, the problem is outlined above.

*Manish Singh accepted the chat transfer request.*

Manish Singh Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will b

Rudner Thank you, I am having problems with the remote desktop connecting to both being enabled not desired.

Manish Singh I will surely help you with this issue.

May I take the remote access of your local computer?

Rudner Yes you may

Manish Singh <https://assist.acecloudhosting.com/join/8912852062>

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

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

Rudner I should be in the session

Manish Singh We are connected on the remote session and will proceed with the troubleshooting. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the session is over, give your confirmation on this chat.

Is there anything else I may help you with ?

Rudner That should be all, thank you

Manish Singh I would greatly appreciate if you could spare a minute to give your valuable feedback and 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 with a summary of the conversation, along with a ticket number and survey feedback form.

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

Note: You may change/reset your server password on your own by registering at <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

**#79725 Kayla**

**Email:** kayla@rexdalemobilewash.ca ☎ 6475357335

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

**Operator:** Manish Singh

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 1 Min 56 Secs

**City:** ORANGEVILLE

**State:** Ontario

**Country:** CANADA

## Chat Transcript

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

Kayla	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Altho application updates at the backend and apply the necessary patches as and w might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error r support@acecloudhosting.com. Our engineers will manually check and implen be and share a confirmation via email.
	Do you need any further assistance on the topic?
Kayla	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Kayla	ticket ID #738965
	<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 b
	I will surely help you with this issue.
	Kalya, would you like to upgrade your company file?
Kayla	it is the payroll tax table that needs to be updated, because I'm a Canadian cu requires a remote session
Manish Singh	May I take the remote access of your server?
Kayla	yes
Manish Singh	Prior providing the access, I would suggest you to close any important docume
Kayla	ok give me just a couple mins
	okay I am all set
Manish Singh	May I know your username?
Kayla	KaylaTelford
Manish Singh	Are you active on the server?
Kayla	Sorry no I will open it now
Manish Singh	Please take your time.
Kayla	okay I am in now
Manish Singh	We are connected on the remote session and will proceed with the troubleshoo the time, I am putting the chat on hold, please do not disconnect it. Once the give your confirmation on this chat.
Kayla	I could also use assistance after access the C drive as it is almost full
	I am sorry I lost the connection

Manish Singh	Yes, we will work on it and I am updating the QuickBooks 2024 again
Kayla	I am back in now
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected by your account only?
Kayla	I am the only one who has access to payroll
	I think every year we have had to update our QB entirely to get the new tax treatment
Manish Singh	Let me escalate this case to the escalation team as this is related to Payroll.
Kayla	Okay, thank you.
Manish Singh	May I have your contact number.
	And preferred time to assist you over the call.
Kayla	647-535-7335
	I am available most of the day today
Manish Singh	Kindly enter the service key once.
Kayla	Sorry what service key is this?
Manish Singh	No issue, let me escalate the case once.
	Is there anything else I may help you with ?
Kayla	Can you direct me to the C drive before you log off?
	So I can clear some items after
Manish Singh	I have opened it on your end.
Kayla	Thank you!
Manish Singh	Is there anything else I may help you with ?
Kayla	No that's everything, thank you.
	I will just wait for a call?
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Sure
	You may end this chat now. Once you end this chat, you will receive an email with a link to continue the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering at <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> .
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Manish Singh has ended this chat session*

# Chat Transcript

hello its still not working

## Visitor Details

**#79180 msullivan**

**Email:** msullivan@redcoachusa.com ☎ 7132820309

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 13 Secs

**City:** IRVING

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

msullivan hello its still not working

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

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

*Anjainay Singh accepted the chat transfer request.*

Anjainay Singh Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will

msullivan please i need to finish my work

Anjainay Singh Thank you for bringing this to our attention. I understand the issue you're facing. I will help you resolve it as quickly as possible.

*May I take the remote access of your local computer?*

msullivan yes please do

Anjainay Singh Prior providing the access, I would suggest you to close any important documents or applications.

<https://assist.acecloudhosting.com/join/7202329096>

Please copy this URL at your local machine browser.

Download the remote.exe file.

Once it get downloaded please click on accept and continue so that I can access your system.

We are connected remotely.

The session has expired at my end Malik.

<https://assist.acecloudhosting.com/join/4082120949>

Please try this with new URL.

As issue has been resolved so we are closing this chat.

I will also share the ticket id with you over the mail once this chat is disconnected.

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

*Anjainay Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79007 Katie Rainis**

**Email:** katie@rcstructures.com ☎ 5167802612

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 8 Secs

**City:** FARMINGDALE

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Katie Rainis

Hello, I am your Acebuddy

Shivam Singh

Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will t

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

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

*Shivam Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79860 daniel**

**Email:** daniel@feedwire.com

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

**Operator:** Sanyam Madan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

### Chat Transcript

daniel

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

daniel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
daniel	I'd like to raise a Request
Acebuddy	Please select your request type.
daniel	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the approp
daniel	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
daniel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available su
daniel	Unable to resolve sequoia.myrealdatal.net
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 wil
	Hello Daniel , can you please explain your issue ?
daniel	Hello Sanyam
	Our mutual customer, Sequoia Productions is unable to access their ACE hosti
	When I try to ping the URL "sequoia.myrealdatal.net" I get nothing
	dbrook@Daniels-MacBook-Pro-2 ~ % ping sequoia.myrealdatal.net ping: cannc sequoia.myrealdatal.net: Unknown host dbrook@Daniels-MacBook-Pro-2 ~ % p sequoia.myrealdatal.net ping: cannot resolve sequoia.myrealdatal.net: Unknow
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name a
daniel	it's all users
Sanyam Madan	Kindly allow me two minutes to check the same.
daniel	the server is Sequoia.myrealdatal.net
Sanyam Madan	Yes Daniel, I am working on it
	Kindly allow me 3-4 minutes
	Daniel, 2 users are active on the server
	<i>2:53:22 AMSanyam Madan is sharing a file with you</i>

[image \(2\).png](#) - ( Size:23.98 KB )

daniel

Is VPN required to access the host?

Sanyam Madan

VPN is not required , only thing necessary to access the server is gateway

May I take the remote access of your local computer?

Are we still connected here?

daniel

yes

The users are indicating that they are unable to reconnect after some period of time session is disconnected

however, I'm looking at the contents of the rdp file downloaded from the portal rdg.myrealdata.net, nor sequoia.myrealdata.net are resolving

Sanyam Madan

ping is by default off, you need to add port number 443 for that

May I take the remote access of your local computer?

daniel

i tried nslookup as well

Sanyam Madan

We will troubleshoot on the local first

May I take the remote access of your local computer?

daniel

hold on please

Sanyam Madan

Yes, please take your time

Daniel

daniel

Yes, I'm almost ready

Sanyam Madan

okay, let me know once you are ready

daniel

This is the message we get when we have issues when we login on the Remote desktop. What typically do is to do a <Shutdown> and start all over.

3:18:48 AM daniel is sharing a file with you

[image.png](#) - ( Size:23.93 KB )

This is what the users are telling me

disregard the original notice that there is a DNS issue

Sanyam Madan

Thank you for the information.

We need to check for a few things so can you help me with the remote access

If you want, I will suggest running ipconfig /flushdns on the local machine

Also, check the gateway settings in the RDP file

Gateway settings must be - Use the following gateway server

RDG.myrealdata.net

daniel

they are typically using the rdp file downloaded from the portal

Sanyam Madan

	This is the gateway server
daniel	right
Sanyam Madan	Ok so that might have the correct information
	You can try this
	and also check, if there is any VPN or Antivirus that might be blocking the con
daniel	based on the message provided, they are saying it's after authentication to th
Sanyam Madan	I see
	Let me do a quick reboot of the server
daniel	one moment let me get confirmation from the users
Sanyam Madan	I have also made some changes on the group policy
daniel	what changes did you make?
Sanyam Madan	Certainly
	I have enabled the 'Use of specific security layer for RDP connections' in group
daniel	Ok
	You can go ahead and reboot now
Sanyam Madan	Thanks for the confirmation !
	I have rebooted the server
daniel	They can login again?
Sanyam Madan	Yes
	I can see that Gerg has logged in
daniel	He said he was able to login. We can end the chat for now and if the issue rec ticket
Sanyam Madan	Yes Daniel
	Is there anything else I may help you with ?
daniel	That's all, thank you
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable fe chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
<i>Sanyam Madan has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79756 Jaime Archer**

**Email:** jarcher@nsilandservices.com

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** CARLISLE

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Jaime Archer	Hello, I am your Acebuddy
Acebuddy	Hello Jaime Archer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jaime Archer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jaime Archer	I'd like to raise a Request
Acebuddy	Please select your request type.
Jaime Archer	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the approp
Jaime Archer	Restart
Acebuddy	Hello Jaime Archer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jaime Archer	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>
	<i>Shubham is transferring the chat to Vipul Sharma.</i>
	<i>Vipul Sharma accepted the chat transfer request.</i>
Jaime Archer	Hello, I received a username for a myrealdatal.net account, but I have not received password, and so I am unable to enter my credentials when prompted
Vipul Sharma	Please allow me a moment let me transfer the ticket to the concern team
Jaime Archer	thank you
	<i>Vipul Sharma is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman today.
	Hello Jaime
Jaime Archer	Hello Sujeet
Sujeet Kumar Suman	How are you doing today?
Jaime Archer	Well, and you?
Sujeet Kumar Suman	I'm good too. Thank you for asking.
Jaime Archer	Are you able to provide me with the default password for my new account since
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name as
Jaime Archer	This is what I have received: A new user has been created on your account. Client Name: NSI C&D User added: Jaime Archer (jaime.a@myrealdatal.net) If you have any issues please contact ACE Support immediately. Regards, Team ACE
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	We see that you're already enrolled on Selfcare Portal.
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:
	<ol style="list-style-type: none"> <li>1. Visit Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). Click "Forgot your password".</li> <li>2. Enter your Server Username.</li> <li>3. Enter the CAPTCHA verification and Click Continue.</li> <li>4. In the window that opens, Choose an authentication method from the list.</li> <li>5. Enter your new password and click Reset to finish.</li> </ol>
Jaime Archer	the email that is available to choose for receiving a verification code is not my

Sujeet Kumar Suman	Kindly enter the user ID only jaime.a in selfcare portal. (Edited)
	Are you able to reset the password? Please let us know if you are still facing any issues while trying to reset it.
Jaime Archer	I was able to reset my password, but I think there might be a larger issue
	<i>7:47:40 PMjaime Archer is sharing a file with you</i> <a href="#"><u>1_image.png</u></a> - ( Size:9.31 KB )
Sujeet Kumar Suman	Can you please specify what major issue you are currently facing?
Jaime Archer	are you able to see the screenshot I sent?
Sujeet Kumar Suman	May I take the remote access of your local computer? (Edited)
Jaime Archer	okay
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
Jaime Archer	all set
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/9802147717">https://assist.acecloudhosting.com/join/9802147717</a>
	We are connected on the remote session and will proceed with the troubleshooting. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved.
Jaime Archer	My problem is solved, thank you
Sujeet Kumar Suman	Is there anything else I may help you with ?
Jaime Archer	No, that's all I needed, I appreciate your help
Sujeet Kumar Suman	Thanks for the confirmation !
	You may end this chat now. Once you end this chat, you will receive an email to confirm the completion of the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering at <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> .
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Sujeet Kumar Suman has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79387 amanda**

**Email:** amanda@sundackcpa.com ☎ 12128589022

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 27 Secs

**City:** FARMINGDALE

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available su
amanda	I need to have software downloaded to my server asap
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Sarasw today.
	Hello! Amanda
amanda	Good afternoon, I need this software downloaded to our server asap
Abhay Kumar Saraswat	How are you doing today?
amanda	<a href="https://quickbooks.intuit.com/learn-support/en-us/help-article/login-password/errors-quickbooks-desktop-tool/L3Yab5gNN_US_en_US">https://quickbooks.intuit.com/learn-support/en-us/help-article/login-password/errors-quickbooks-desktop-tool/L3Yab5gNN_US_en_US</a>
Abhay Kumar Saraswat	Good Afternoon.
	Sure.
amanda	I'm good, how are you?
Abhay Kumar Saraswat	I will be surely assisting you with this.
	I'm good too. Thank you for asking.
	Is this for account: <b>Sundack LLC</b> ?
amanda	Yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	This message has been deleted
amanda	QuickBooks Tool Hub
	The link above
Abhay Kumar Saraswat	Sure, just allow me a minute.
	Thank you for sharing the link with me.
	I would like to request you to please share this download link with us on our site. I mention that you are looking to install this application on your server.
	Please send us an email from the registered email address at <b>support@acecloudhosting.com</b> so that we could proceed further with the request.
	Once confirmed, I'll proceed with the installation of the application at the earliest.
amanda	ok I just sent the email
Abhay Kumar Saraswat	

Saraswat	Great.
	Kindly allow me two minutes to check the same.
amanda	ok
Abhay Kumar Saraswat	Thank you for your patience.
	Yes, we received your email.
	Please be online and let me install the application.
amanda	ok
Abhay Kumar Saraswat	Thank you for your patience.
	I've installed the application on your server.
	Could you please check and confirm?
amanda	I have it thank you just making sure my co worker has it too one second
Abhay Kumar Saraswat	Sure.
	Please take your time.
	Are we still connected here?
amanda	yes sorry one second
Abhay Kumar Saraswat	No worries.
	Just checking in to confirm if we're still connected. No rush—please take your time.
amanda	yes still here she is checking right now
	one moment
Abhay Kumar Saraswat	Okay.
amanda	yes she has it
	thank you
Abhay Kumar Saraswat	You are welcome.
	Is there anything else I may help you with ?
amanda	that is all
	thank you
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback.
	You may end this chat now. Once you end this chat, you will receive an email 1 conversation, along with a ticket number and survey feedback form.

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

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

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

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

*Abhay Kumar Saraswat has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79726 Greg Magill**

**Email:** greg.m@903inc.com ☎ 5703252903

**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:** JIM THORPE

**State:** Pennsylvania

**Country:** UNITED STATES

### Chat Transcript

Greg Magill Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Greg Magill Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Greg Magill I'd like to raise a Request

Acebuddy Please select your request type.

Greg Magill Change in Applications

Acebuddy Please select your desired option!

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79341 AIFinancedone**

**Email:** aifinancedone@outlook.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 19 Secs

**City:** INDUSTRIAL ESTATE

**State:** Chandigarh

**Country:** INDIA

### Chat Transcript

AIFinancedone Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

AIFinancedone Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
AIFinancedone	I'd like to report an Issue
Acebuddy	Please select an option!
AIFinancedone	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available su
AIFinancedone	Freezing RDP
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar accepted the chat transfer request.</i>
	<i>Tushar 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 wi
	I will surely help you with this issue.
	Kindly help me with your server name and user name?
AIFinancedone	MY RDP working slow please fix the issue at your backend asap
	AccountsavvyCpas
	Sachin bansal
	even all users
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
AIFinancedone	Plea
	se
	?
Ashutosh Mishra	Yes I am here.
	Please allow me a minute I am checking from backend.
AIFinancedone	ok
	?
	?
	?
	how much time require to fix
Ashutosh Mishra	I have checked from the backend, and the server works fine.

	May I take the remote access of your local computer?
AIFinancedone	no
	Please fix your server
	Nothing required to change here
	I have checked from other users as well
Ashutosh Mishra	We regret the inconvenience caused due to this; to do a thorough check of the remote access from the user end to identify root cause.

*AIFinancedone has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79845 Aman Sajwani**

**Email:** reliable\_accounting@yahoo.com ☎ +1-(901) 881-1265

**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:** OAK BROOK

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
Aman Sajwani	I'd like to raise a Request
Acebuddy	Please select your request type.
Aman Sajwani	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Aman Sajwani	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

**#79048 Nicole Tedoldi**

**Email:** reliant\_plumbing@yahoo.com ☎ 6032317841

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 49 Secs

**City:** KINGSTON

**State:** New Hampshire

**Country:** UNITED STATES

### Chat Transcript

Nicole Tedoldi

Hello, I am your Acebuddy

Acebuddy	Hello Nicole Tedoldi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nicole Tedoldi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nicole Tedoldi	I'd like to report an Issue
Acebuddy	Please select an option!
Nicole Tedoldi	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Nicole Tedoldi	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available su
Nicole Tedoldi	My shortcut for the program won't work or open QB
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I wi
	Hello Nicole, I will be surely assisting you with this. Kindly help me with your s name?
Nicole Tedoldi	I need to have someone to fix my QB shortcut. I'm getting an error saying the or deleted. Also, my XPS printer mysteriously disappeared and none of my est PDF
	Nicole_RP.net@myrealdata.net
	Server name: extent.myrealdata.net
Ashutosh Mishra	Thanks for the confirmation !
Nicole Tedoldi	Oops
	It's QBNXTENT.MYREALDATA.NET
Ashutosh Mishra	Yes I have found your account, thank you for providing the details.
	May I take the remote access of your local computer?
Nicole Tedoldi	Yes please
	Do I sign onto the server also first?
Ashutosh Mishra	Sure, please sign into the server, I can take remote session on the server too.
Nicole Tedoldi	OK I'm in
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important docume

Nicole Tedoldi	Ok thank you
Ashutosh Mishra	Kindly allow me two minutes to check for the issue.
Nicole Tedoldi	Ok how long does that take? Minutes?
	Ok do I need to continue to be signed in here? I won't have to worry about being inactive?
Ashutosh Mishra	Sure you can remain logged in the server, once installation is complete we will
Nicole Tedoldi	Ok sounds good. Thank you! I will wait
Ashutosh Mishra	Thanks for the confirmation !
	You may end this chat now. Once you end this chat, you will receive an email in conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager is working. I will appreciate that. or you may send your feedback at quality@acebuddy.com Thanks!
	Note: You may change/reset your server password on your own by registering ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> ) (Edited)

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79633 amciver**

**Email:** amciver@nfppartners.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:** 49 Secs

**City:** BROCKTON

**State:** Massachusetts  
**Country:** UNITED STATES

## Chat Transcript

amciver	Hello, I am your Acebuddy
Acebuddy	Hello Amciver, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
amciver	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How
amciver	I had to download ace again after I got a new work computer. The new ace keeps forgetting my passwords even though I reset it through ace support
Priyanshu	Apologies for the inconvenience
	Could you please help me with your businessname and username
amciver	my username is Alyse.M@myrealdatal.net business is NFP Partners.
Priyanshu	Thank you for sharing us the details.
amciver	of course
Priyanshu	Please let me transfer your chat to the concerned team so that they may better assist you.
amciver	thank you
	<i>Priyanshu is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be happy to assist you today.
	I will surely help you with this issue.
amciver	thank oyu
	you
Shubham Kataria	You're welcome Amciver
	Kindly allow me two minutes to check your account status.
amciver	sure
Shubham Kataria	Thank you for your patience.

Kindly try to access the server now.

I've unlocked your account as it was locked out.

amciver Thank you

I have the login option now but none of my passwords are working

Shubham Kataria May I take the remote access of your local computer?

amciver yes

Shubham Kataria Prior providing the access, I would suggest you to close any important documents.

amciver they are, thank you

Shubham Kataria <https://assist.acecloudhosting.com/join/2042169942>

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

We are connected on the remote session and will proceed with the troubleshooting. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and ask for your confirmation on this chat.

Thank you for your patience.

As per the remote session your issue has been resolved.

Is there anything else I may help you with ?

Are we still connected here?

amciver no, thank you!

Shubham Kataria you're welcome

I would greatly appreciate if you could spare a minute to give your valuable feedback and 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 with a summary of our conversation, along with a ticket number and survey feedback form.

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

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

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

*Shubham Kataria has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79932 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:** DELHI

**State:** Haryana

**Country:** INDIA

## Chat Transcript

test	Hello, I am your Acebuddy
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
test	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
test	I'd like to raise a Request
Acebuddy	Please select your request type.
test	Change in Users
Acebuddy	Please select your desired option!
test	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. owner, Please refer to the following link for a detailed guide on how to manage your account: <a href="http://www.acecloudhosting.com/MyPortal/">http://www.acecloudhosting.com/MyPortal/</a>
	Do you need any further assistance on the topic?
test	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

**#79088 Jireh Mae Mendoza**

**Email:** jireh@fintaxcpas.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:** UGONG

**State:** Pampanga

**Country:** PHILIPPINES

## Chat Transcript

Jireh Mae Mendoza	Hello, I am your Acebuddy
Acebuddy	Hello Jireh Mae Mendoza, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jireh Mae Mendoza	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	[ ]
	We are currently experiencing higher than normal contact volume related to s issues.
	Are you also experiencing issues related to server connectivity?
Jireh Mae Mendoza	Yes
Acebuddy	Please refer to our status page for further updates on the issue status.
	Thank you contact Ace Support. Have a wonderful day!

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79907 Linh Pham**

**Email:** linh.pham@ptnoodles.com ☎ 14803438856

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** SCOTTSDALE

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

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

	error can't log into remote
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 b
Linh Pham	yes
Manish Singh	I will surely help you with this issue.
Linh Pham	i can't log into my computer remote load then get kick out
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Linh Pham	ok
Manish Singh	May I know your username?
Linh Pham	LinhPham@myrealdata.net
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users a your account only?
Linh Pham	yes and to my other account are experiencing the same issue
Manish Singh	Alright, as I can check user Rhonda is active on the server.
	May I know the other user who is not able to access server.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-init (1-888-415-5240) if any further assistance is required.
	<i>Manish Singh has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79193 megan**

**Email:** megan@lynchsupply.com  18323706733

**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:** MADISONVILLE

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

megan	Hello, I am your Acebuddy
Acebuddy	Hello Megan, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
megan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
megan	I'd like to raise a Request
Acebuddy	Please select your request type.
megan	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
megan	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only the following S compatible on Windows Server Operating Systems :
	<ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul>
	If you already have any of the above mentioned subscription plans, Kindly em support@acecloudhosting.com so we can provision the application.
	If you do not have any of the above mentioned subscription plans, Consider up plan to the one mentioned above or you may purchase a compatible license fi
	Do you need any further assistance on the topic?
megan	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

**#79987 Raymond Crump**

**Email:** ray@raycrumpcpa.com ☎ 8045982500

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Raymond Crump

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Raymond Crump

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Raymond Crump

I'd like to report an Issue

Acebuddy

Please select an option!

Raymond Crump

Other Issue

Acebuddy

Please specify the issue you are facing before I connect you to an available su

Raymond Crump	Permissions not allowing users to open Quickbooks desktop, same issue as last time.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman today.
	Hello Raymond
Raymond Crump	Hello
Sujeet Kumar Suman	How are you doing today?
Raymond Crump	Having same computer issues as last two days
Sujeet Kumar Suman	Sure, I can help with that.
	I will be surely assisting you with this. Kindly help me with your server name and user name.
Raymond Crump	rwccp1; staff1 is the user
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
Raymond Crump	Christy and Susan are having the same issues
Sujeet Kumar Suman	Thank you for your patience.
	Could you please confirm what error message you are receiving when trying to open the application?
	If possible, please help us by sharing a screenshot of the error message you're receiving. This will allow us to identify the exact issue and assist you more effectively.
Raymond Crump	When opening a Quickbooks file it says "this action requires Windows administrator privileges".
Sujeet Kumar Suman	No worry, I can help with that. Let me look into it for you.
Raymond Crump	Hopefully a permanent fix this time - third day we have had this problem
Sujeet Kumar Suman	As checked, there are pending QuickBooks updates that require a server reboot to be applied successfully. With your permission, may we proceed to reboot the server from the backend process?
Raymond Crump	Yes please
	It will disconnect our session
Sujeet Kumar Suman	Thanks for the confirmation!
	No issues. Once you're reconnected, please feel free to reinitiate the chat if needed. We will send you a follow-up email with the ticket number. If the issue still persists, kindly reply to the email, and we will be happy to assist you further.
	We have rebooted the server from the backend. It may take approximately 5 minutes for the server to come back online. Kindly try to reconnect after that and let us know if you face any further issues.

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

*Sujeet Kumar Suman has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79971 info

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

**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:** 43 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

info Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

info Managed IT

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

*Acebuddy (bot) forwarded the chat request*

*Priyanshu accepted the chat transfer request.*

Priyanshu

Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How

info

Hello, I can't open Ultra2024 program

*1:47:02 AM info is sharing a file with you  
[image.png](#) - ( Size:32.68 KB )*

Priyanshu

Could you please help me with your businessname and username?

So that I can check the record at my end

info

BRKIMCPA

*1:47:55 AM info is sharing a file with you  
[image.png](#) - ( Size:31.46 KB )*

YuvinJ@myrealdata.net

Priyanshu

Thank you for the details.

Please allow me a minute to check

info

sure thing

Priyanshu

It seems that server is being managed by different team

Please allow me transfer your chat to the concerned team

info

got it

thank ypu

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

*Sanyam Madan accepted the chat transfer request.*

Sanyam Madan

Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I wil

info

hello I can't access ULTRA TAX 2024

Sanyam Madan

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

*1:51:24 AM info is sharing a file with you  
[image.png](#) - ( Size:31.46 KB )*

Kindly allow me two minutes to check the same.

info

SURE

Sanyam Madan

Can you please confirm your username ?

info

YuvinJ@myrealdata.net

Sanyam Madan

Just to confirm — are you currently unable to open the UltraTax application?

info

LET ME TRY

*1:55:37 AM info is sharing a file with you  
[image.png](#) - ( Size:28.11 KB )*

	Currently I cannot open it
	OH
	IT WORKS@
	Thank you!
Sanyam Madan	Is there anything else I may help you with ?
info	That's it. Have a great day
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sanyam Madan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79754 AGUSTIN GARCIA**

**Email:** agustin@agtaxaccounting.com **Phone:** 12068670623

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

AGUSTIN GARCIA	Hello, I am your Acebuddy
Acebuddy	Hello Agustin Garcia, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
AGUSTIN GARCIA	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
AGUSTIN GARCIA	I'd like to report an Issue
Acebuddy	Please select an option!
AGUSTIN GARCIA	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available su
AGUSTIN GARCIA	LACERTE UPDATES
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Sarasw today.
AGUSTIN GARCIA	Hello Abhay
Abhay Kumar Saraswat	Hello Agustin
	How are you doing today?
AGUSTIN GARCIA	I need you to run the updates for my Lacerte
Abhay Kumar Saraswat	Sure.
	I will be surely assisting you with this.
	Is this for account: <b>AG TAX AND ACCOUNTING SERVICES ?</b>
AGUSTIN GARCIA	Also, for microsof teams I am not able to use my microsoft, can you also help
	Correct!
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	Sure, I'll assist you in this as well.
	Kindly allow me two minutes to check the same.
AGUSTIN GARCIA	thank you very much
Abhay Kumar Saraswat	No issues.
	<i>The visitor's name was changed from AGUSTIN GARCIA to Agustin Garcia.</i>
	Thank you for your patience.
	I noticed that there are two versions of the <b>Lacerte</b> application installed on yo

	please confirm if you'd like to update both versions or only the latest 2024 vei
AGUSTIN GARCIA	2024
	Correct!
Abhay Kumar Saraswat	Okay.
	Allow me 5 minutes. It will take that much of time.
	<i>5:41:57 AMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:92.0 KB )</i>
	It is in process.
	Could you please inform the other users currently logged into the server to sa for the next 5-10 minutes? The server will need to be restarted after this proc
AGUSTIN GARCIA	Can you run it today after 6 pm?
	We are finishing working
Abhay Kumar Saraswat	It's almost complete.
	Allow me a minute.
AGUSTIN GARCIA	Okay
Abhay Kumar Saraswat	Let me check.
	I got the Pop-up to restart but I cancelled.
AGUSTIN GARCIA	Okay
	Thank you for your help with these tasks
Abhay Kumar Saraswat	Not sure that the update is saved for the application or not. We need to compl again after 6PM as you said.
	No worries.
AGUSTIN GARCIA	Perfect
	Thanks again
Abhay Kumar Saraswat	You're welcome.
	Meanwhile can we discuss the issue which you are facing with MS Teams?
	Could you please confirm me the exact issue you are facing with Teams? (Edit
AGUSTIN GARCIA	Yes, so we cannot use the microsoft while using their chat. It looks like the adr change the settings to use it
	Microphone
	audio
Abhay Kumar Saraswat	So, only the audio option is not working?

AGUSTIN GARCIA

Correct!

Abhay Kumar  
Saraswat

Okay.

AGUSTIN GARCIA

Yes

please

Abhay Kumar  
Saraswat

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

<https://assist.acecloudhosting.com/join/6122546871>

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

We are connected on the remote session and will proceed with the troubleshooting. At the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly provide your confirmation on this chat.

Here is the new link: <https://assist.acecloudhosting.com/join/6742986762>

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

AGUSTIN GARCIA

OKAY

Abhay Kumar  
Saraswat

Are we connected?

AGUSTIN GARCIA

So I need to copy this link and connect it outside of the remote correct?

Abhay Kumar  
Saraswat

Please logout from the server and come to your local PC.

Yes.

<https://assist.acecloudhosting.com/join/7772157557>

Paste this new link.

AGUSTIN GARCIA

perfect, I am loogging out of the remote

Abhay Kumar  
Saraswat

We are connected on the remote session and will proceed with the troubleshooting. At the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly provide your confirmation on this chat.

Are we still connected here?

*Abhay Kumar Saraswat has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79939 Ariadna Sanchez**

**Email:** ariadna.sanchez@ad1hospitality.com  9545499807

**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:** KISSIMMEE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Ariadna Sanchez	Hello, I am your Acebuddy
Acebuddy	Hello Ariadna Sanchez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ariadna Sanchez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ariadna Sanchez	I'd like to report an Issue
Acebuddy	Please select an option!
Ariadna Sanchez	Password Reset
Acebuddy	Please select an option below
Ariadna Sanchez	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the user password needs to be reset and we'll share an update once the request is pro
	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 Kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79215 Kimberly**

**Email:** kim@seattlecfo.com

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** MOSES LAKE

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Kimberly	Hello, I am your Acebuddy
Acebuddy	Hello Kimberly, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Kimberly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kimberly	I'd like to report an Issue
Acebuddy	Please select an option!
Kimberly	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kimberly	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks.
	Was that helpful?
Kimberly	No

Acebuddy	No issues, please wait while I connect you to one our support engineers who'c  <i>Acebuddy (bot) forwarded the chat request</i>
Sujeet Kumar Suman	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Kimberly	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman today.  Hi Kimberly
Kimberly	hello  i was using QBD earlier with no issues, but now it won't open for me  i only have a few minutes to deal with this. i have an appointment in 15 minut
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.  Could you please provide us with your CID, company name, and user ID? (Edit
Kimberly	i don't know what CID is  I'm with Seattle CFO  where do i find user id?
Sujeet Kumar Suman	No issue  Please confirm your full name (Edited)
Kimberly	kimberly pelarski  May I take the remote access of your local computer?
Kimberly	no  i don't use my local computer for qb. i use RDP  the RDP gateway is working fine
	<i>10:09:10 PMSujeet Kumar Suman is sharing a file with you <a href="#">image.png</a> - ( Size:16.02 KB )</i>  <i>Could you please confirm which User ID you are using? (Edited)</i>
KarenL	
Sujeet Kumar Suman	Thanks for the confirmation !  May I take the remote access of your server?
Kimberly	okay  kindly approve
Kimberly	yes. you may access the remote server  I received a message stating 'Access Denied'.
Kimberly	the screen turned grey and QB closed  Kindly try again to open the QuickBooks application.

	The application was closed from the backend.
Kimberly	i reopened it
Sujeet Kumar Suman	Okay, let me confirm if your issue has been resolved
Kimberly	not resolved. it's still not working
	blue spinning wheel. no login screen
Sujeet Kumar Suman	kindly approve.
	We are connected on the remote session and will proceed with the troubleshooting. At the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, give your confirmation on this chat.
	Thank you for your patience.
	Thank you for holding. I'm still working on your request. I'll be with you in just a moment.
	Hello Kimberly
	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 session by calling (1-888-415-5240) if any further assistance is required.

*Sujeet Kumar Suman has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79345 hanumeshqb**

**Email:** hanumeshqb@gmail.com **Phone:** 8142143613

**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:** 55 Secs

**City:** NARAYANAPURAM

**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 su
hanumeshqb	Server is disconnect continusly
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I wi
hanumeshqb	Hi misra
	my server frequently disconnecting
	please Check this issue
Ashutosh Mishra	I will surely help you with this issue.
	May I reboot the server?
hanumeshqb	Ya sure 2 mnts i will close all my companies
Ashutosh Mishra	Thanks for the confirmation !
hanumeshqb	you can reboot server now
	can i login now
Ashutosh Mishra	I have rebooted the server and you can login now.
hanumeshqb	ya done

	thank u
Ashutosh Mishra	Is this the first time you're experiencing this issue? Also, are any other users affected by your account only?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
hanumeshqb	other side user also facing same issue
Ashutosh Mishra	Is this the first time this issue has occurred?
hanumeshqb	several times I am facing
Ashutosh Mishra	Are all the users on same Internet connection?
hanumeshqb	No
Ashutosh Mishra	May I take the remote access of your local computer?
	If you are currently occupied with your work, we can also schedule callback to resolve this persistent issue and fix it permanently.
	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 (1-888-415-5240) if any further assistance is required.

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79413 Eduardo**

**Email:** corporateit@sdf-itc.com **Phone:** 15125169214

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** BARRIO DEL NINO JESUS

**State:** Ciudad De Mexico

**Country:** MEXICO

## Chat Transcript

Eduardo	Hello, I am your Acebuddy
Acebuddy	Hello Eduardo, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Welcome to Ace Support.	
	Please chose an option :
Eduardo	Technical Support (QB & App Hosting)
	I'd like to report an Issue
Acebuddy	Please select an option!
Eduardo	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available representative!
Eduardo	General server slowness, CPU usage goes up to 97
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Eduardo
Eduardo	Hello Sujeet, how are you doing? We are having performance issues, the CPU usage goes up to around 97-100 % At some point goes to 70-84 and then up again, quite frequently. This is quite unusual for the regular day to day software
Sujeet Kumar Suman	I'm doing well, thank you for asking! How are you doing?
	Sure, I can help with that. Let me look into it for you.
	I will be surely assisting you with this. Kindly help me with your server name and IP address.
Eduardo	Server name SDF International Trading Company user name: CDM8_INTS/CDM8_INTS
	Although the performance issue is on all sessions, also I just got disconnected from the server.
Sujeet Kumar Suman	Ok, I will check it out. Please provide me with the server IP address and port number if available.

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

*1:30:30 AM**Eduardo is sharing a file with you*

[image.png](#) - ( Size:23.14 KB )

*Everyone got disconnected*

We apologize for the inconvenience this may have caused you and appreciate your understanding throughout the process.

There is currently a technical outage. We will respond to you within 45 minutes.

Eduardo So we will not be able to work during that time?

Sujeet Kumar Suman We apologize for the inconvenience and assure you that we are doing our best to resolve the issue promptly.

We will notify you by email as soon as the server is operational again.

Eduardo Noted, please send by email the notification of the service down, in order to provide evidence to our HR staff

Sujeet Kumar Suman Sure.

Is there anything else I may help you with ?

Eduardo Not for now, we will wait for the email for the service restablished, thanks

Sujeet Kumar Suman Thanks for the confirmation !

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

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

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

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

*Eduardo has ended this chat session*

