

# Chat Transcri

Hello, I am your Acebuc

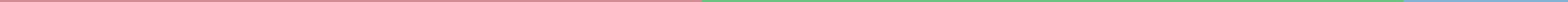
## Visitor Details

**#77182 Colby Knight**  
**Email:** cknight@willscpas.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 36 Secs  
**City:** MOUNT AIRY  
**State:** Maryland  
**Country:** UNITED STATES

## Chat Transcript

Colby Knight	Hello, I am your Acebuddy
Acebuddy	Hello Cknight, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Colby Knight	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>mayank accepted the chat transfer request.</i>
	<i>mayank is transferring the chat to Support(QB &amp; App Hosting).</i>
Colby Knight	Hi Mayank, one of our staff members forgot her password for the remote desktop, and when she went to use the selfcare gave us to select was not one we have access to or have seen before.
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Colby Knight	Hi Anjainay, one of our staff members forgot her password for the remote desktop, and when she went to use the selfcare it gave us to select was not one we have access to or have seen before.
Anjainay Singh	Thankyou for letting me know , could you please confirm her username and correct email address so that I can fix this at
Colby Knight	the username for the remote desktop is listed as myrealdata\ShanaKirby, which does not work for the selfcare portal. This

Anjainay Singh	We will change the email address from backend and will send you an email for confirmation and you may send the outcor
Colby Knight	Awesome, thank you!
Anjainay Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected ?
Colby Knight	No thank you, that will be it for now!
Anjainay Singh	Please provide your positive feedback at end of this chat by choosing the smiling emoji which will make my day.
	We are disconnecting this chat session.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Colby Knight	Thank you, you as well!
Anjainay Singh has ended this chat session	



# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#76709 Belita Blasingame**  
**Email:** admin@thejbeemethod.com ☎ 17086577006  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 22 Secs  
**City:** STOCKBRIDGE  
**State:** Georgia  
**Country:** UNITED STATES

## Chat Transcript

Belita Blasingame	Hello, I am your Acebuddy
Acebuddy	Hello Belita Blasingame, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Belita Blasingame	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Belita Blasingame	I'd like to report an Issue
Acebuddy	Please select an option!
Belita Blasingame	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Belita Blasingame	unable to connect to remote server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>10:34:32 PM</i> Belita Blasingame is sharing a file with you <a href="#">1_image.png</a> - ( Size:101.48 KB )
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	<i>10:35:13 PM</i> Belita Blasingame is sharing a file with you <a href="#">1_image.png</a> - ( Size:101.48 KB )
Belita Blasingame	Hi Yash, thank you
	are you able to see the screenshot I sent?
	I believe it has the info you need
Yash Kalra	May I take the remote access of your local computer?
Belita Blasingame	sure
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
Belita Blasingame	done
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/9072983366
Belita Blasingame	thank you
Yash Kalra	Is there anything else I may help you with ?
Belita Blasingame	no thank you very much
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide feedback on your experience.

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

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

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

*Yash Kalra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#77489 Haley Aldridge**

**Email:** haley@stineconstructioninc.com 📞 18137529119

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** PLANT CITY

**State:** Florida

**Country:** UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#76740 fabell**  
**Email:** fabell@abellturf.com 📞 16782960822  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 36 Secs  
**City:** ATLANTA  
**State:** Georgia  
**Country:** UNITED STATES

## Chat Transcript

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

fabell	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
fabell	QB is not allowing me to email invoices etc from the program. From my research, it may have to do with the OAuth require
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Fabell
fabell	Good morning.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
fabell	Server name; QBlive03.myrealddata.net
	Username: FrankA.q3
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer? (Edited)
fabell	Yes, no problem
	FYI, running multiple screens
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
fabell	We are good, nothing important up right now
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/7382868511">https://assist.acecloudhosting.com/join/7382868511</a>
	Kindly paste this link in the browser of local computer and join the session.
fabell	you good now?
Anurag Sharma	You need to accept the permission prompt of the screen
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti confirmation on this chat.
	The issue seems to be resolved.
	Is there anything else I may help you with ?
fabell	No, we are good. Thanks!
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

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

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

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

*Anurag Sharma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76706 Zachary Jensen**  
**Email:** zack@taxwisecorp.com 📞 18584371723  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 31 Secs  
**City:** MANASSAS  
**State:** Maryland  
**Country:** UNITED STATES

## Chat Transcript

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

Zachary Jensen	I'd like to raise a Request
Acebuddy	Please select your request type.
Zachary Jensen	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Zachary Jensen	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Zachary Jensen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Zachary Jensen	cant get into RDP
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Arjun Sikarwar declined the transfer 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.
Zachary Jensen	cant get into rdp
	<i>Ashutosh Mishra is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Zachary Jensen	tax wise server idk my user name
Yash Kalra	May I take the remote access of your local computer?
Zachary Jensen	actually lets do it later i have a call now
Yash Kalra	Please feel free to reach us if you need further assistance. You may contact us on our 24/7 helpline on 888-415-5240 (toll-
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Yash Kalra has ended this chat session</i>



# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#76631 Rebecca Testa**  
**Email:** becky@fairtaxplanning.comm  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 48 Secs  
**City:** SALEM  
**State:** South Carolina  
**Country:** UNITED STATES

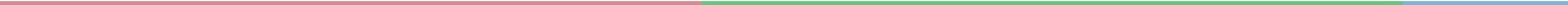
## Chat Transcript

Rebecca Testa	Hello, I am your Acebuddy
Acebuddy	Hello Rebecca Testa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rebecca Testa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rebecca Testa	I'd like to report an Issue
Acebuddy	Please select an option!
Rebecca Testa	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rebecca Testa	When opening my ATX 2024 and ATX 2023 apps, the "update results" pop-up screen informs me that program updates re pop-up. When I click "install",
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Anjainay Singh accepted the chat transfer request.	

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Rebecca Testa	I receive a message indicating that the wizard was interrupted before ATX 202X could be completely installed
	As a result, I'm completely unable to access the software
Anjainay Singh	Please confirm whether other users are also facing this issue .
Rebecca Testa	I believe Rich encountered this issue previously
	but it has since been resolved
Anjainay Singh	May I take the remote access of your server?
Rebecca Testa	yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Rebecca Testa	all closed
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/1482522883">https://assist.acecloudhosting.com/join/1482522883</a>
	Please accept the remote prompt .
	I am just going to restart the services and reboot the server.
	Please login back into the server and let me know if issue is resolved.
	Could you please confirm whether you are able to access the application .
Rebecca Testa	No - same issue
Anjainay Singh	Please allow me remote access.
Rebecca Testa	You should have access
Anjainay Singh	Please login back into server .
	Please enter your password .
	Its now updated.
	You can check it now .
Rebecca Testa	Thanks - was there something I was doing wrong?
Anjainay Singh	We usually manage these updates on our end .
Rebecca Testa	Great - thanks! I'm having the same issues with ATX2023. Can we resolve that now, too?
Anjainay Singh	Please allow the access.
Rebecca Testa	It takes a lot longer for 2023 to load...
Anjainay Singh	Yes we are working on it , please be patient with us .
Rebecca Testa	Signed in. Let me know if you need me to hit continue
Anjainay Singh	Please allow me two minutes.
	ATX 2023 update is in progress.
	it is updated .

	it may take few time get load.
	Is there anything else I may help you with ?
Rebecca Testa	Thanks! I'll test it as soon as it loads.
	I need to copy all my 2023 and 2024 ATX data from the server to my local hard drive. Are there instruction to do that?
	Update worked - thank you!
Anjainay Singh	We will transfer the We transfer link containing ATX 2023 and ATX 2024 data which you can download it at your local mac
	Is there anything else I may help you with ?
Rebecca Testa	Will I receive an email with the transfer link?
Anjainay Singh	Yes .
Rebecca Testa	Ok - thank you!
Anjainay Singh	Once this chat gets disconnected you will receive a survey in which you may click on smiling emoji to provide positive fee
	You may end this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Rebecca Testa has ended this chat session



# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

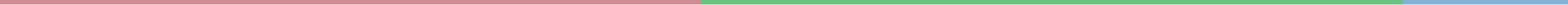
**#77256 kayla**  
**Email:** kayla@klarsontax.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 51 Secs  
**City:** OCONOMOWOC  
**State:** Wisconsin  
**Country:** UNITED STATES

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 report an Issue
Acebuddy	Please select an option!
kayla	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
kayla	We received file downloads of our data backup, but the folders are empty.
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.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
kayla	Susan_SDEA
	CID74465
	SusanDaniels.myrealdata.net
	Kayla_SDEA
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me few minutes to check the same.
	Do you have any existing ticket under which you received the download link?
kayla	Yes, ticket 692055
Ashutosh Mishra	I see that the link we have sent contains your data in a zipped format, you have to unzip the files and then you will find y
kayla	I did unzip the files but the client data is not there.
Ashutosh Mishra	To assist further, May I take the remote access of your local computer?
kayla	Yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.

	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/8202464944">https://assist.acecloudhosting.com/join/8202464944</a>
	As per discussion over the remote session, The issue is resolved by creating backup of your files that were actually saved
	Once the zipped files are created i will send you the new link.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session



# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#76589 Brian Rivera**  
**Email:** info@tradertaxcpa.com 📞 14042907319  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 11 Secs  
**City:** ORLANDO  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

Brian Rivera	Hello, I am your Acebuddy
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Acebuddy	Hello Brian Rivera, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brian Rivera	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brian Rivera	I'd like to report an Issue
Acebuddy	Please select an option!
Brian Rivera	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Brian Rivera	Unable to connect to server
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Rohan Prajapati declined the transfer request.	
Shivam Singh accepted the chat transfer request.	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Brian Rivera	Brian Rivera / ProvisFin
	actually the issue just corrected itself
Shivam Singh	Great.
Brian Rivera	thank you!
Shivam Singh	Is there anything else I may help you with ?
Brian Rivera	nope
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
Shivam Singh has ended this chat session	

# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#77189 Beth Schulte**  
**Email:** beth.schulte@cammidwest.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:** ST LOUIS  
**State:** Illinois  
**Country:** UNITED STATES

## Chat Transcript

Beth Schulte	Hello, I am your Acebuddy
Acebuddy	Hello Beth Schulte, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Beth Schulte	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Beth Schulte	I'd like to report an Issue
Acebuddy	Please select an option!
Beth Schulte	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Beth Schulte	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh confirmation via email.
	Do you need any further assistance on the topic?

Beth Schulte	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!
Acebuddy has ended this chat session	

# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#77628 jolai.clover**  
**Email:** jolai.clover@gmail.com ☎ 85294261088  
**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:** 1 Min 4 Secs  
**City:** SHEUNG WAN  
**State:** Hong Kong  
**Country:** HONG KONG

## Chat Transcript

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



	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
jolai.clover	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update.
	<ul style="list-style-type: none"><li>• QuickBooks Year</li><li>• Variant : Pro / Premier / Enterprise / Accountant</li><li>• License Number</li><li>• Product Code</li></ul>
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need any downtime.
	Do you need any further assistance on the topic?
jolai.clover	Yes
Acebuddy	Please wait while we connect you to our 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.
jolai.clover	re:ticket number 695396
Shubham Kataria	Please allow me two minutes to check the same
jolai.clover	Since QB22.0 is being discounted tomorrow, I wonder when you plan to upgrade our QB version.
Shubham Kataria	Upon checking, I found that your ticket is already transferred to the billing Team to help you to fill the CC form
	Let me ask the billing team to clear your Query on priority basis
jolai.clover	I wonder this is a upgrade service, we renew the service, why need to fill the CC form again?
Shubham Kataria	To upgrade the QuickBooks license, it is a standard procedure for the billing team to process the payment. However, please fill the CC form to proceed with your query.
	You will get the response from the billing team soon.
jolai.clover	Thank you.
Shubham Kataria	You're welcome, and thank you for your understanding. Please be assured that we will assist you throughout the QuickBooks upgrade process.
jolai.clover	I will get in touch with you again if the billing team does not reply to me in an hour.
Shubham Kataria	Actually the billing team will be available in the morning. Once they will be available you will get the response from them. I'll get back to you as soon as possible.
jolai.clover	I replied to their email yesterday. They should have time to answer my email.
Shubham Kataria	I really apologize for the inconvenience caused to you. Let me escalate this to the billing team so that they can assist you better.
jolai.clover	Thank you.
Shubham Kataria	You're welcome and thank you for your patience. We will surely assist you with this.
	Is there anything else I may help you with ?

jolai.clover	Nope, that's it; Thanks for your help
Shubham Kataria	You're welcome. I will escalate this to the team
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Shubham Kataria has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77421 william Coble

Email: edwardc@vetoutletinc.com 📞 575-763-5020

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: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
william Coble	I'd like to raise a Request
Acebuddy	Please select your request type.
william Coble	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
william Coble	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windo
	<ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul>
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so v
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one ment
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#77497 Bonny Bolson EA

Email: bolsonea@gmail.com 📞 (253) 604-4425

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: SEATTLE

State: Oregon

Country: UNITED STATES

Chat Transcript

Bonny Bolson EA	Hello, I am your Acebuddy
Acebuddy	Hello Bonny Bolson Ea, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bonny Bolson EA	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bonny Bolson EA	I'd like to raise a Request
Acebuddy	Please select your request type.
Bonny Bolson EA	Password Reset
Acebuddy	Please select an option below
Bonny Bolson EA	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
Bonny Bolson EA	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session



Chat Transcri

Hello, I am your Acebuc

Visitor Details

#77089 Robert mckay

Email: robert.mckay@webmethod.com ☎ 4805403756

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 53 Secs  
**City:** MESA  
**State:** Arizona  
**Country:** UNITED STATES

Chat Transcript -----

Robert mckay	Hello, I am your Acebuddy
Acebuddy	Hello Robert.mckay, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert mckay	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert mckay	I'd like to raise a Request
Acebuddy	Please select your request type.
Robert mckay	Password Reset
Acebuddy	Please select an option below
Robert mckay	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?
Robert mckay	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Arjun Sikarwar declined the transfer 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.
Robert mckay	howdy
	I am trying to reset my password in the portal and its telling me my account has been restricted
Ashutosh Mishra	I will surely help you with this issue.
	Is it the self care portal or My Portal, could you please confirm?
Robert mckay	<a href="https://selfcare.acecloudhosting.com/j_security_check">https://selfcare.acecloudhosting.com/j_security_check</a>
Ashutosh Mishra	Thanks for the confirmation !

	Please also let me know your username.
Robert mckay	robert.mckay
Ashutosh Mishra	I am checking from backend, please allow me few minutes.
	Seems like the account is active on our end, please try again.
Robert mckay	k will try again
	Your account has been restricted. Please contact the administrator.
Ashutosh Mishra	Please share the screenshot so we can check the exact cause.
	<i>11:03:56 PMRobert mckay is sharing a file with you</i> <a href="#">errorforace.jpg</a> - ( Size:204.62 KB )
	We are still working on this, please allow us some time.
	Please try it again.
	Are we still connected here?
	Are we still connected here?
Robert mckay	yes
	working through it
	do you have another account that is just robertmckay? (no dot?)
Ashutosh Mishra	No such account, your account does have (dot).
Robert mckay	cool
	why was my account deactviateD?
Ashutosh Mishra	It was not deactivated, it was locked from selfcare.
	We enabled it back and you are able to access now.
	Is there anything else I may help you with ?
Robert mckay	nope sounds like we are good thanks!
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.ace  For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Ashutosh Mishra has ended this chat session</i>

# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#76623 Test Vaibhav**  
**Email:** vaibhav@test.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:** GAUTAM BUDDHA NAGAR  
**State:** Uttarakhand  
**Country:** INDIA

## Chat Transcript

Test Vaibhav	Hello, I am your Acebuddy
Acebuddy	Hello Test Vaibhav, 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 Transcri

I am not able to type on quic

## Visitor Details

**#77418 lewannablake**

**Email:** lewannablake@gmail.com 📞 5127881921

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

**Operator:** Ashutosh Mishra

**Website:** <https://www.acecloudhosting.com/knowledgebase/troubleshoot-internet-connection/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript

lewannablake	I am not able to type on quick books
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you further.
	Hi Lewanna
	How are you doing today?
lewannablake	I am well. I am reaching out with my 2nd issue today. At first it was my workbooks which was fixed... and now i noticed I c
Mohit	Do you have an existing account with Ace Cloud? Please share the CID or name of your business registered with us
lewannablake	Soleil floors is the name of our account
Mohit	Alright thanks, le me transfer your chat to our support team for resolving this issue
	<i>Mohit is transferring the chat to Support(QB &amp; App Hosting).</i>
lewannablake	thank you
	<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.
lewannablake	THank you
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
lewannablake	I think it is only with me right now
Ashutosh Mishra	Is this the first time you are facing this issue?
lewannablake	I just had an issue resolved that I couldnt type on our excel spread sheets and now this happened
Ashutosh Mishra	I understand it is under ticket #700295.
	I will surely help you with this issue.
	May I take the remote access of your server?
lewannablake	of course!
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.



	It seems the issue is resolved with QuickBooks after restarting the QuickBooks since it was not taking keyboard inputs.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
Ashutosh Mishra has ended this chat session	

# Chat Transcri

Hello, I am your Acebuc

Visitor Details

#77453 Mark Helm

Email: mark@integrahealthwellness.com 📞 5592592502

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#77477 Jennifer Schelhaas**  
**Email:** jennifer@atysolutions.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 38 Secs  
**City:** SIOUX FALLS  
**State:** South Dakota  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Jennifer Schelhaas	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Jennifer Schelhaas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jennifer Schelhaas	Ticket ID 701549 Server not opening
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Jennifer Schelhaas	Hello Jennifer
	Hello
	I submitted a ticket by email and was wondering if you could escalate it
Anurag Sharma	Ticket 701549
	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
	Jennifer, are you the only one facing this issue?
Jennifer Schelhaas	No
Anurag Sharma	As I can see other users are able to access on the server
Jennifer Schelhaas	Only one person currently has access
	the rest of the staff can't get it
	in
Anurag Sharma	Could you please confirm if Accountable2.myrealdata.net is your server name? (Edited)
Jennifer Schelhaas	IT should be ATY.myrealdata.net
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	Please stay connected. I am working on this issue.
Jennifer Schelhaas	Okay
Anurag Sharma	May I take the remote access of your local computer?
Jennifer Schelhaas	Sur

	Sure
Anurag Sharma	Could you please try to login into the server now?
Jennifer Schelhaas	I am in now! Thank You!
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
Jennifer Schelhaas	Nope that is all
Jennifer Schelhaas has ended this chat session	

# Chat Transcri

Hello, I am your Acebuc

Visitor Details

#76611 Robert Anderson

Email: bob@farmfinancialsolutions.com 📞 (507) 644-2012

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: 41 Secs

City: MINNEAPOLIS

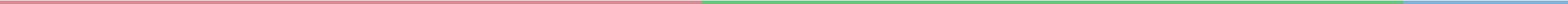
State: Minnesota

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Robert Anderson	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Anderson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Robert Anderson	Ticket number 673520
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.
Robert Anderson	I am following up on ticket number 673520
	I was notified that it is possibly a windows update issue?
Ashutosh Mishra	Yes i do see in the ticket that windows update could be the cause of issue.
	Kindly allow me two minutes to check for this.
	May I take the remote access of your server to check if you have particular updates on the local computer?
Robert Anderson	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Robert Anderson	already done
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/1212708609">https://assist.acecloudhosting.com/join/1212708609</a>
<i>Robert Anderson has ended this chat session</i>	



Chat Transcri

Hello, I am your Acebuc

**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:** 37 Secs

**City:** SCOTTSDALE

**State:** Arizona

**Country:** UNITED STATES

Chat Transcript -----

Jim.tuton	Hello, I am your Acebuddy
Acebuddy	Hello Jim.tuton, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jim.tuton	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jim.tuton	I'd like to raise a Request
Acebuddy	Please select your request type.
Jim.tuton	Password Reset
Acebuddy	Please select an option below
Jim.tuton	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
Jim.tuton	Yes
Acebuddy	Please wait while we connect you to our Support Representative
Acebuddy (bot) forwarded the chat request	
Jim.tuton	I need to set up my portal, what is my CID number?
Ashutosh Mishra accepted the chat transfer request.	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Jim.tuton	I would like to set up the My Portal, but I don't know my CID number
Ashutosh Mishra	I will surely help you with this issue.
	Please let me know the business name.

Jim.tuton	Nexfaze
Ashutosh Mishra	here is your CID
	CID69951
Jim.tuton	Thanks
Ashutosh Mishra	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
Jim.tuton	It looks like it email an OTP to my boss
Ashutosh Mishra	Yes currently the My Portal Admin is Marcia.
Jim.tuton	Yes, I'll work with her to get it set up. Will I be able to see all the user when I do get it set up?
Ashutosh Mishra	If you want to become the My Portal Admin, you can let us know as we will have to make changes from the backend.
	Yes, you will be able to see all the users.
Jim.tuton	I need to reset a user password now, can you do that. Jean Goodrich jean.bga@arizonafleet.com
	Ticket 698674
Ashutosh Mishra	I would require an approval mail to proceed,
	I will send you an email shortly to approve the password reset for the user.
Jim.tuton	Thanks
Ashutosh Mishra	Once you reply with approval i will send the password link.
	Is there anything else I may help you with ?
Jim.tuton	Not today, Thanks
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com/])
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

*Ashutosh Mishra has ended this chat session*



# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#76981 tanya oubre**  
**Email:** toubre@dieselpartsdirect.com ☎ 2259281913  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 20 Secs  
**City:** FAIRHOPE  
**State:** Mississippi  
**Country:** UNITED STATES

## Chat Transcript

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



tanya ouble	Please see ticket 693404. We are having SQL issues
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. (Edited)
	Hello Toubre
tanya ouble	hello
	i submitted a ticket for an issue but i can't wait 8 hours for resolution
	Can you see the ticket information for 693404
Anurag Sharma	Kindly allow me 3-4 minutes to check the same.
	Please stay connected, I am working on the issue
tanya ouble	ok
	she mentioned something about a memory leak. when we restart the server memory is okay, then things go wrong. Can y
Anurag Sharma	Thank you for the information.
	Tanya, let me arrange a callback for you as per the original ticket
tanya ouble	the original ticket said i could go to the instant chat for resolution, do i really have to wait 8 hours for a call back?
Anurag Sharma	I totally understand that.
	No, you will not have to wait
	You will receive a callback in the next 5 minutes
tanya ouble	ok
Anurag Sharma	Could you please share your phone number ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Anurag Sharma has ended this chat session</i>



# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#77207 Kristin Bingham**  
**Email:** kbingham@bingham-construction.com ☎ 18583538716  
**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 6 Secs  
**City:** SAN DIEGO  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Kristin Bingham	Hello, I am your Acebuddy
Acebuddy	Hello Kristin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kristin Bingham	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kristin Bingham	I'd like to raise a Request
Acebuddy	Please select your request type.
Kristin Bingham	Change in Applications
Acebuddy	Please select your desired option!
Kristin Bingham	Application Replacement
Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of th
	Additionally, please provide us with the name and version of the new application along with any license details that may I
	We request you to download the setup file for the new application from its respective website or portal and save it on you
	Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the in

	Do you need any further assistance on the topic?
Kristin Bingham	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Kristin Bingham	I am trying to use my Adobe Acrobat but I only have the trial versions and it has expired. I am signed into adobe and I am
	ACE techs loaded the trial version
Ashutosh Mishra	I will surely help you with this issue.
	Kindly help me with your server name and user name?
Kristin Bingham	user is kbingham@bingham-construction.com
	Bingham Construction Company
	It may have pushed through, I was able to edit the document.
Ashutosh Mishra	Great! i would suggest to close the application and check again to verify if issue persists. (Edited)
Kristin Bingham	I think it just needed a bit longer to install
	seems to be OK now
Ashutosh Mishra	Thanks for the confirmation !
Kristin Bingham	thank you!
Ashutosh Mishra	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acec
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

*Ashutosh Mishra has ended this chat session*

Visitor Details

**#76699 mario villabertes**  
**Email:** mario.v@myrealdata.net  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 31 Secs  
**City:** ORLANDO  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

mario villabertes	Hello, I am your Acebuddy
Acebuddy	Hello Mario Villabertes, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mario villabertes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mario villabertes	I'd like to report an Issue
Acebuddy	Please select an option!
mario villabertes	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mario villabertes	My last name for the account was entered incorrectly
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Mario
mario villabertes	Hello
	My last name needs to be changed.
Anurag Sharma	Could you please confirm where you would like to change your last name?

mario villabertes	For my account
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
mario villabertes	yes
	sorry
	mario.v@myrealdata.net
Anurag Sharma	Okay
	So what change in your last name you want us to do?
mario villabertes	its spelled Villaverde
Anurag Sharma	Okay
	Mario, I would like to inform you that, we would require an email from the primary contact in order to proceed with this re
	Kindly share the same so that we can try to perform this action on the backend.
	Is there anything else I may help you with ?
mario villabertes	alright. thank you
Anurag Sharma	Is there anything else I may help you with ?
mario villabertes	no thank you
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acec
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Anurag Sharma has ended this chat session</i>

Visitor Details

#76975 Tammy Jones

Email: dee@crusa.com 📞 15136742300

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 55 Secs

City: CINCINNATI

State: Ohio

Country: UNITED STATES

Chat Transcript

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

Tammy Jones	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tammy Jones	Ticket #692781
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Dee
Tammy Jones	Please reference Ticket #692781. We have a user, but their laptop will no longer power up and we need to get the existin
	Hi Anurag. How are you?
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
	I am good, thanks for asking.
Tammy Jones	How do I find the server name?
	bryanthartkecon.myrealddata.net
	The user is the GeneralIO user.
Anurag Sharma	Thanks for the confirmation.
	Kindly allow me two minutes to check the same.
Tammy Jones	Thank you.
Anurag Sharma	Do you want to setup this RDP to your device?
Tammy Jones	No, I need it set up on another laptop.
Anurag Sharma	Okay
	Are you using windows or Mac? On the laptop you want us to setup. (Edited)
Tammy Jones	Windows
Anurag Sharma	Okay
	Dee, after this chat I will send you an email along with the RDP attached to it.
	Kindly use that RDP to login into the server.
	Is there anything else I may help you with ?
Tammy Jones	Ok, what do I do after I log into the RDP
	Am I able to set her up on the new laptop?
	Can you advise what email address is associated with that user?
Anurag Sharma	RDP is used to login into the server.
	You will just need to enter your password in the RDP to login into the server.

	Yes, you can download the RDP wherever you want to access the server.
Tammy Jones	I understand that portion. I just want to make sure I will be able to install Ace Cloud Hosting and Sage on the new laptop f
	Can you advise what email address is attached to that user? Or will this be something I can access in the RDP?
Anurag Sharma	You can surely install the RDP to access the ACE server.
	I have also added the SAGE application shortcut on his desktop. So that he can access that application as well.
	I can tell you the exact username of the user generalO@myrealddata.net. Whereas you need to contact the user itself to g
	Is there anything else I may help you with ?
Tammy Jones	Ok thanks.
Anurag Sharma	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
Tammy Jones	If the user doesn't know what email is tied to that, are we going to have to set up a new user and disable that one?
Anurag Sharma	No, you can ask the primary contact to use Myportal to change the email ID of the user.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Anurag Sharma has ended this chat session	



# Chat Transcri

Hello, I am your Acebuc



**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** BATH

**State:** New York

**Country:** UNITED STATES

Chat Transcript -----

Diane Brooks	Hello, I am your Acebuddy
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Diane Brooks	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Diane Brooks	I'd like to report an Issue
Acebuddy	Please select an option!
Diane Brooks	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Diane Brooks	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Diane Brooks	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati declined the transfer request.</i>
Diane Brooks	Ticket Number: 690126
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Diane Brooks	Qblivepre1.myrealddata.net
Yash Kalra	Kindly allow me two minutes to check the same.
Diane Brooks	sure
Yash Kalra	Admin, currently one of our representative is one a chat with Courtney

Diane Brooks	yes she ask me to know have my computer fixed
	I cannot log on to the server
Yash Kalra	And we are receiving the same issue
Diane Brooks	yesterday when we completed the caller i was able to log on, today no
Yash Kalra	May I take the remote access of your local computer?
Diane Brooks	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
Diane Brooks	im good i dont really have anything open
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/8542207738">https://assist.acecloudhosting.com/join/8542207738</a>
	admin, we assisted you regarding QuickBooks upgarde Is there anything else I may help you with ?
	Are we still connected here?
Diane Brooks	Hi
Yash Kalra	admin, we assisted you regarding QuickBooks upgarde Is there anything else I may help you with ?
Diane Brooks	I dont think so, you will reach back out when I can access the new QB?
Yash Kalra	Our team is currently processing your QuickBooks upgrade. We will notify you as soon as the upgrade is complete, at whic
Diane Brooks	Thank you, fingers crossed the attachments come back :)
Yash Kalra	Don't worry we're here to assist you every step of the way. Our team is handling your QuickBooks upgrade and will notify anything at all, don't hesitate to reach out.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on
Diane Brooks	thank you very much!
	sure
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([ <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ]  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Yash Kalra has ended this chat session*

# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#77248 eugenia**  
**Email:** eugenia@natusinc.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 59 Secs  
**City:** MONTEBELLO  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

eugenia	Hello, I am your Acebuddy
Acebuddy	Hello Eugenia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
eugenia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
eugenia	I'd like to raise a Request
Acebuddy	Please select your request type.
eugenia	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
eugenia	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
eugenia	Yes

Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
eugenia	Hi, I'd like to add an new user for my accounting assisitant.
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Could you please confirm your account name or CID number
eugenia	My name is Eugenia Lee, Account name Natus Inc
	What's CID number
Anjainay Singh	In order to add new user on account we need approval from [admin@natusinc.com](mailto:admin@natusinc.com) on ema
eugenia	yes. What email should we send to?
Anjainay Singh	support@acecloudhosting.com and also mention the user details in below format in that email Users Full name - Contact Number- Email Address-
eugenia	noted. thanks
Anjainay Singh	Is there anything else I may help you with ?
	Once we receive the users details we will send the login details in same email.
eugenia	that's it thanks
Anjainay Singh	Please also provide your positive feedback by clicking on smiling emoji at end of this chat .
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anjainay Singh has ended this chat session*



# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#77375 szolad**  
**Email:** szolad@cdt.org  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** HYATTSVILLE

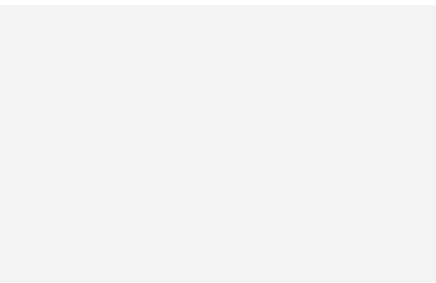
**State:** Maryland

**Country:** UNITED STATES

Chat Transcript

szolad	Hello, I am your Acebuddy
Acebuddy	Hello Szolad, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
szolad	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
szolad	I'd like to report an Issue
Acebuddy	Please select an option!
szolad	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
szolad	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resol
	Was that helpful?
szolad	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	Acebuddy (bot) forwarded the chat request
	Gaurava Tyagi accepted the chat transfer request.
	Gaurava Tyagi is transferring the chat to Yash Kalra.
	Yash Kalra accepted the chat transfer request.
szolad	Hello - Quickbooks isn't not starting, we aren't even getting to a login screen
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
szolad	checking
Yash Kalra	Sure, please take your time

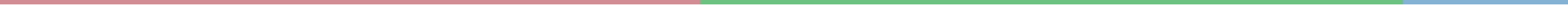
szolad	SarahZ.NET1.rdp
Yash Kalra	Kindly allow me two minutes to check the same.
szolad	SarahZ.NENT1@myrealdata.net
Yash Kalra	Szolad, we have made some changes from the backend, please try to re-login now.
szolad	checking
	Still doesn't work, when I click on the icon for QB it spins for a bit and then just stops
Yash Kalra	We believe in order to resolve this issue we need to reboot the server once.
szolad	OK, I see the message. Should I stay on the line with you and wait, or just try and log in 5 mintues?
Yash Kalra	Szolad, For now, let's wait for the server reboot to complete. Once it's back online, we can proceed with the next steps. (Edited)
szolad	OK. Let me know when to try again
	BTW, my name is Sarah :)
Yash Kalra	Sure Sarah, let's wait for the server reboot to complete
szolad	Sounds good
Yash Kalra	Please try to login now.
szolad	will do
Yash Kalra	Sarah, please check and let us know if the issue is resolved?
szolad	I am asking the person who is requesting access to log in
	I will let you know as soon as I do
Yash Kalra	Sure, please take your time
szolad	I can log in, I am waiting to see if my colleague can log in
	It is still slow, but we are able to access the program now. Thanks
Yash Kalra	Is there anything else I may help you with ?
szolad	when you restarted, did you update QB? We were getting a message before about it needing to be updated.
	I don't see the message any more so I would guess that it was updated as well.
	Thanks for that.
Yash Kalra	While we haven't manually updated QuickBooks yet, we believe some pending updates may have been installed automat
szolad	I think we are all set then. Thanks for your prompt help. I will take the survey at the end and give you a good rating.
Yash Kalra	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 v
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi



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

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

*Yash Kalra has ended this chat session*



# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#76701 kris hix**  
**Email:** kris@bravuura.cpa  
**Department:** Support(QB & App Hosting)  
**Operator:** Ankit Kumar  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 20 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

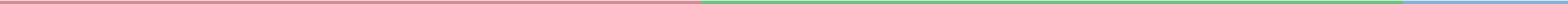
## Chat Transcript

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

kris hix	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kris hix	I'd like to report an Issue
Acebuddy	Please select an option!
kris hix	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
kris hix	my printer will not connect. i haven't been able to print in two days
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
kris hix	hello.
Ankit	Hello Kris, how are you doing today?
kris hix	very well, thank you. how are you today?
Ankit	I am doing well, thank you for asking.
kris hix	for whatever reason, my print jobs keep saying that my printer is offline. it is not.'
Ankit	I will surely help you with this issue.
kris hix	i am on the same network for the computer and the printer.
Ankit	Kindly help me with your server name and username?
kris hix	i have to go look. pardon me for a moment./
Ankit	Sure ! Please take your time.
	May I also know if you are able to print anything from your local computer?
kris hix	bravuura.myrealdata.net and kris.h
	i have been, but let me try again
	yes, i can print locally
Ankit	Thank you for the details
	May I take the remote access of your local computer?
kris hix	yes, please.
Ankit	So that I can assist you further with the printing issue.
kris hix	i have two printers that i use. i need to use the use this hp
	and the brother is a stand by printer.



Ankit	Prior providing the access, I would suggest you to close any important documents at your end.
kris hix	all closed
Ankit	<a href="https://assist.acecloudhosting.com/join/9762613893">https://assist.acecloudhosting.com/join/9762613893</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti confirmation on this chat.
	Kris, it seems you have provided access to the server desktop. I will need access to your local computer instead.
	<a href="https://assist.acecloudhosting.com/join/8192650247">https://assist.acecloudhosting.com/join/8192650247</a>
	I have shared a new link for the remote session. I kindly request you to grant me access to your local computer.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Ankit has ended this chat session	



# Chat Transcri

I need to upload accountant copy on th

Visitor Details

#76793 wanda

Email: cbstaxes@outlook.com 📞 2287019339

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

Website: [https://www.acecloudhosting.com/knowledgebase/?s=thumbdrive&post\\_type=knowledgebase&kb\\_search\\_nonce=7108318065&\\_wp\\_http\\_referer=%2Fknowledgebase%2F%3Fs%3Dback%2Bup%2Bon](https://www.acecloudhosting.com/knowledgebase/?s=thumbdrive&post_type=knowledgebase&kb_search_nonce=7108318065&_wp_http_referer=%2Fknowledgebase%2F%3Fs%3Dback%2Bup%2Bon)

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: GULFPORT

State: Mississippi

Country: UNITED STATES

Chat Transcript

wanda	I need to upload accountant copy on thumbdrive for CPA
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
wanda	hello
	<i>Akash is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will surely help you with this issue.
wanda	thanks
	are you there
Ashutosh Mishra	Yes
	We are still connected
wanda	ok
Ashutosh Mishra	Please help me with the business name.
wanda	mine or the client
Ashutosh Mishra	Your business name that is registered with Ace.
wanda	castle bookkeeping services
	cbs taxes
Ashutosh Mishra	Thanks for the confirmation !
	We would require details over the email to proceed with request. Once the chat session ends i will send you an email.
wanda	ok
Ashutosh Mishra	Just reply with the details and i will create the accountant copy and send you a link to download on your local machine.
	Is there anything else I may help you with ?
wanda	I need Wells of Southgate Accountant copy ending 12/31/2024
	what other details do you need
Ashutosh Mishra	We require the path location of the file on server, and admin password.
wanda	admin for Wells?
Ashutosh Mishra	Admin password that is used to login as an admin in the quickbooks.
wanda	mine ok castle.bookkeeping@outlook.com Password Lucky@1969**
Ashutosh Mishra	We require the details over the email along with approval to proceed with creating the accountant copy. Plese share the p
wanda	ok you sent me an email?

	do you need the password now or with the email
Ashutosh Mishra	Yes, i will send the email once the chat session ends along with ticket ID that will be generated once the chat ends.
	It is required over the email.
wanda	ok let me know when you send it
Ashutosh Mishra	Sure, would it be fine if we end the chat session now, once it's ended i will send you the email along with ticket ID.
wanda	yes thank you
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thought
Ashutosh Mishra has ended this chat session	

# Chat Transcri

Hello, I am your Acebuc

Visitor Details

#76584 Gregory Fidl

Email: greg@fidlonlegal.com 17708762847

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: ALPHARETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Gregory Fidlon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gregory Fidlon	I'd like to raise a Request
Acebuddy	Please select your request type.
Gregory Fidlon	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Gregory Fidlon	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Gregory Fidlon	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Gregory Fidlon	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Gregory Fidlon	I am having trouble accessing the server. I would like a downloadable link for the Remote Desktop Connection for my "Acc
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Gregory Fidlon	One moment please
	Server Name :- FLPC.myrealdata.net
	Username :- myrealdata\Accounting_FLPC
Shivam Singh	Thanks for the confirmation !
	I will share the file the over the mail.
	Is there anything else I may help you with ?
Gregory Fidlon	Great. Thank you.
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v

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 response.

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

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

Shivam Singh has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77649 SHARYL NOEH**  
**Email:** horizon.ventures@yahoo.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 16 Secs  
**City:** CHICAGO  
**State:** Illinois  
**Country:** UNITED STATES

## Chat Transcript

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

	Please select an option!
SHARYL NOEH	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
SHARYL NOEH	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
SHARYL NOEH	TICKET NUMBER 703768
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Sharyl
	Kindly allow me two minutes to check the same.
SHARYL NOEH	OK
Shashwat Verma	Do you still facing printing issue?
SHARYL NOEH	NO THE PROBLEM NOW IS THAT WHEN ON QUICKBOOKS THE SCREEN CLOSES
	AND THEN IT POPS BACK
	LOOKS LIKE IM CONNCECTED VIA REMOTE
Shashwat Verma	I will surely help you with this issue.
SHARYL NOEH	THANKS
Shashwat Verma	Is this the first time you are facing this issue and is the issue faced by other users too?
SHARYL NOEH	JUST JIM
Shashwat Verma	Okay
	May I take the remote access of your local computer?
SHARYL NOEH	COMPUTER
	YES
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/4522887863">https://assist.acecloudhosting.com/join/4522887863</a>
	Kindly Click on the link and open the downloaded file.
	as per the remote session, we have rebooted your local pc
	To resolve the Qb launching issue as there is lag in remote connection
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Shashwat Verma has ended this chat session*

# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#77529 Dana Christine Olvera**  
**Email:** dolvera@jacobschas.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 51 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript

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

Olvera	I received help with an app issue yesterday, ticket ID 701686 but the issue is back
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Dana Christine Olvera	Hello
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
Dana Christine Olvera	ok
Anurag Sharma	Dana, could you please confirm when this issue started occurring again?
Dana Christine Olvera	It started again just now when I logged into the app
Anurag Sharma	Okay
	May I take the remote access of your server?
Dana Christine Olvera	ok
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Dana Christine Olvera	I have already
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti confirmation on this chat.
	Can I log you off from the server once?
Dana Christine Olvera	yes
Anurag Sharma	Thanks for the confirmation !
	Please stay connected for a while
	Dana it seems like your user profile is corrupted.
	We would need to remove your current user profile and would need to create a new one.
	In the new user profile, your application saved password and some of your preferred setting would get changed.
	It doesn't mean that your data will get affected by that. You data is totally safe with us.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)



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

Anurag Sharma has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#77345 William Mays

Email: it@grafbro.com 📞 17404643070

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: SOUTH SHORE

State: Kentucky

Country: UNITED STATES

Chat Transcript

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

William Mays	Issue with Quickbooks license
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan declined the transfer request.</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
William Mays	Anjainay you've talked with me 3 times today now
Anjainay Singh	Hello , I am always here to assist you .
William Mays	the license number showing on our quickbooks desktop does not pull our company information.
	You told me to contact intuit to activate and I'm on the phone with them right now.
Anjainay Singh	So , have you received any code from intuit ?
William Mays	no but you were the only one who made changes today.
	It was working before you connected to our server.
Anjainay Singh	May I take the remote access of your server?
William Mays	Yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	Could you please close your QB and launch it again.
William Mays	done
Anjainay Singh	Please stay connected so that I can find its root resolution.
William Mays	ok
Anjainay Singh	Could you please provide your call back details in below format so that I can arrange your call with our escalation team m Call back number- Time zone- Suitable time for call -
William Mays	I can receive a call but it needs to be now.
	we have been down for over an hour now.
Anjainay Singh	Our escalation team member will reach you asap while I will be still with you on chat.
William Mays	Ok
Anjainay Singh	Please provide your call back number asap.
William Mays	6064986766
Anjainay Singh	Thankyou for your information , I am escalating this issue this issue and soon you will receive a call .
William Mays	Ok.
Anjainay Singh	Our escalation team member will reach you within 5 minutes.

William Mays	ok
Anjainay Singh	Once you receive a call , you may disconnect this chat .
William Mays	Ok, I haven't received a call
Anjainay Singh	I have send your number , and he is entering it in dialer portal to call back.
	is your QB activated?
William Mays	tell him not to call.
	we figured it out.
Anjainay Singh	Is there anything else I may help you with ?
	It really good to hear that .
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Anjainay Singh has ended this chat session</i>

# Chat Transcri

Hello, I am your Acebuc

Visitor Details

#76843 trenish.gayden-dennis

Email: trenish.gayden-dennis@iqvia.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: MESA

State: Georgia

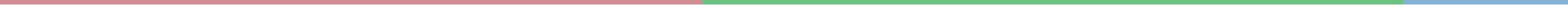
Country: UNITED STATES

Chat Transcript

trenish.gayden-dennis	Hello, I am your Acebuddy

Acebuddy	Hello Trenish.gayden-dennis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
trenish.gayden-dennis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
trenish.gayden-dennis	I'd like to report an Issue
Acebuddy	Please select an option!
trenish.gayden-dennis	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
trenish.gayden-dennis	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
trenish.gayden-dennis	Yes
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!

Acebuddy has ended this chat session



# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#77508 Imelda Morales**  
**Email:** purchasing@arizagf.com ☎ 13104619549  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** LOS ANGELES

**State:** California  
**Country:** UNITED STATES

Chat Transcript

Imelda Morales	Hello, I am your Acebuddy
Acebuddy	Hello Purchasing, 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
Ended due to chat idle timeout	



Chat Transcri

Hello! Can you help me reset the server, quickbooks.

Visitor Details

**#76478 sales**  
**Email:** sales@whitemoss.com ☎ 3109704951  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** https://www.acecloudhosting.com/ace-support/?utm\_source=google&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Branded&utm\_term=ace+cloud+hosting&utm\_adgroup=Primary&gad\_ze\_znREg7kBYydXOsbLtRbKiqbpoZ7PjQlrXusBWIW70aAoGIEALw\_wcB  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 3 Secs  
**City:** LOS ANGELES  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

sales	Hello! Can you help me reset the server, I am unable to open quickbooks.
-------	--

Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
	Sure, let me transfer you to our support team to help you with the issue
	<i>Gantavya is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello, how are you doing today ?
	May I please know your business name or company name once ?
	I will surely help you with this issue.
	This message has been deleted
	Is this the first time you are facing this issue?
	We are checking the from the backend. Kindly allow us few minutes
	We have rebooted the server. Kindly check now and let us know the status
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Rohan Prajapati has ended this chat session</i>

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#76434 jhandrus

Email: jhandrus@andruscorporation.com 📞 2524455903

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

**Average Response Time:** 50 Secs  
**City:** ASHBURN  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

jhandrus	Hello, I am your Acebuddy
Acebuddy	Hello Jhandrus, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jhandrus	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jhandrus	I'd like to report an Issue
Acebuddy	Please select an option!
jhandrus	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jhandrus	Unable to log on Remote Desktop using our established credentials
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
jhandrus	Hi! We are having an issues logging on to our Remote Desktop.
	We had this issue Tues as well
Sharath Kumar	understood, thank you for the information
	am signing into the server to check a few settings
	allow me a minute
jhandrus	Sure.
	Thank yiu
Sharath Kumar	try accessing the server now (Edited)
jhandrus	I was able to log on. My coworker is trying now
Sharath Kumar	glad to hear that!

jhandrus	My coworker was successful as well!
Sharath Kumar	alright! you should be able to access the server without any issues now
	Is there anything else I may help you with ?
jhandrus	That's it! Thank you for fixing the issue so quickly!
Sharath Kumar	my pleasure!
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*



# Chat Transcri

I can not log in

## Visitor Details

**#77613 Anis Azkoul**  
**Email:** deltaac2000@yahoo.com ☎ 7138945760  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** [https://www.acecloudhosting.com/ace-support/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=ace+cloud+hosting&utm\\_adgroup=Primary&gad\\_source=1&gclid=CjwKAEiWAXOHsGbx39-Ms79UKv3jWgbJeicdDk5D2oYI2pG9yrviZw-QIEiL9O1MT0xoCqWlQAvD\\_BwE](https://www.acecloudhosting.com/ace-support/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace+cloud+hosting&utm_adgroup=Primary&gad_source=1&gclid=CjwKAEiWAXOHsGbx39-Ms79UKv3jWgbJeicdDk5D2oYI2pG9yrviZw-QIEiL9O1MT0xoCqWlQAvD_BwE)  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 28 Secs  
**City:** HOUSTON  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript



Anis Azkoul	I can not log in
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>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Anis
	I will surely help you with this issue.
	Is this the first time you are facing this issue and is the issue faced by other users too?
Anis Azkoul	This is the second time
Shashwat Verma	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer?
Anis Azkoul	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/2372110932">https://assist.acecloudhosting.com/join/2372110932</a>
	Kindly Click on the link and open the downloaded file.
Anis Azkoul	I am trying
Shashwat Verma	Sure, please take your time
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti confirmation on this chat.
	as per the remote session, we have configure the gateway and rebooted your local pc.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Shashwat Verma has ended this chat session</i>

# Chat Transcri

Hello, I am your Acebuc

Visitor Details

**#76936 Bri Smith, CPA**  
**Email:** bri@bdsmithfinancial.com 📞 117578286158  
**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 25 Secs  
**City:** VIRGINIA BEACH  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript -----

Bri Smith, CPA	Hello, I am your Acebuddy
Acebuddy	Hello Bri Smith, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bri Smith, CPA	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>
Abhijeet Arun Thakur	Thank you for contacting Ace Cloud Hosting. My name is Abhijeet Thakur. How may I assist you today?
Bri Smith, CPA	Hello, I'm having trouble accessing my 2024 ATX software inside of this?
Abhijeet Arun Thakur	Could you please help me with the organization name ?
Bri Smith, CPA	B.D. Smith Financial Services
	I put it in to start the chat
Abhijeet Arun Thakur	Thanks for the details
	Let me transfer you to the concerned team.
	<i>Abhijeet Arun Thakur is transferring the chat to Support(QB &amp; App Hosting)</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. How may I assist you today?
	I will be surely assisting you with this. Kindly help me with your request.
Bri Smith, CPA	Brianna Smith

		How do I find a server name?
	Shivam Singh	Allow me a moment, let me look it up for you.
		<i>Shivam Singh is transferring the chat to Ashutosh Mishra.</i>
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra.
		I will surely help you with this issue.
	Bri Smith, CPA	Thank you, why do I keep getting transferred?
	Ashutosh Mishra	We regret the inconvenience, due to multiple client queries you are facing.
		Kindly allow me two minutes to check for the concern.
	Bri Smith, CPA	Ok
	Ashutosh Mishra	May I take the remote access of your server?
	Bri Smith, CPA	Huh?
	Ashutosh Mishra	I will connect with you on the server to check for the issues. (Eagerly)
	Bri Smith, CPA	That's fine
	Ashutosh Mishra	Please also let me know if other users are facing same issue?
	Bri Smith, CPA	Katrina had the same issue earlier but I'm not sure if she's still facing it.
	Ashutosh Mishra	Is this the first time you are facing this issue?
	Bri Smith, CPA	Yes
	Ashutosh Mishra	Thanks for the confirmation !
		Prior providing the remote access, I would suggest you to close the application.
	Bri Smith, CPA	Ok
	Ashutosh Mishra	I am logging you out, please log back in after 2 minutes.
	Bri Smith, CPA	ok
		2024 is working for Katrina now.
		Just not fior me.
	Ashutosh Mishra	Yes, i see the application is open on Katrina's end.
		The RAM consumption is very high even with single user, Please wait for some time.
		Are you able to login?
	Bri Smith, CPA	I'm trying
	Ashutosh Mishra	Ok, i see you are logged in now.
	Bri Smith, CPA	Yes but the 2024 still will not open

		Prior years will open but not 2024
	Ashutosh Mishra	Can we reboot the server?
	Bri Smith, CPA	Will this only effect me?
	Ashutosh Mishra	It will also affect all user, i can send message on server to info
	Bri Smith, CPA	Okay,
	Ashutosh Mishra	You can also let her know from your end.
	Bri Smith, CPA	Okay, give her 1 minute. I just texted her.
	Ashutosh Mishra	Sure.
	Bri Smith, CPA	Frinces is saving and logging out now.
		Katrina needs a minute. I'm waiting on her response
	Ashutosh Mishra	Thanks for the confirmation !
	Bri Smith, CPA	Were you able to send Katrina a notification in case she can't s
	Ashutosh Mishra	Yes, i sent message to all users on server.
		I see katrina is still logged in, can i log out her from my end.
	Bri Smith, CPA	She's off
	Ashutosh Mishra	I am rebooting now.
		Please login agan.
	Bri Smith, CPA	Ok
		Are me and Katrina on the same profile instead of 2 different c
	Ashutosh Mishra	Yes, you are both logged in on same server.
		It seems the ATX 2024 is working for you now.
	Bri Smith, CPA	Why don't we have separate ones like me and Frinces?
		We have a file missing from 2019 ATX now after the reboot.
		I'm wondering if it'sworking for me if it's causing an issue on K showed her username instead of mine which is the admin user
		We should not be sharing the same remote desktop.
	Ashutosh Mishra	I only see two servers and three users in your account. (Edited
		It seems the new user was added through My Portal. (Edited)
	Bri Smith, CPA	We should have 3 users and 3 servers as I requested.
		I've been trying to get her set up since Friday. I was told ACE w sent an SOP to do it myself hours later. No one every gave her Then we were sent a remote desktop through email for her to get assistance.

		<p>Now I'm being told it was not set up properly and we are using this issue which means we both are unable to work at the sam hiring her for help.</p>
		<p>I'm unable to get into 2024 since she is logged into 2024 due t</p>
		<p>This also gives her access to everything I have on my desktop logged into my onedrive's that she should not be able to see. ! This needs to be fixed.</p>
	Ashutosh Mishra	<p>We regret the inconvenience caused due to this, we will get AT the server setup right now, and by tomorrow you will receive t The new user can simply log into the new server.</p>
		<p>Since you also want to prohibit some folder permissions, pleas the email and we will do complete setup accordingly for Katrin</p>
		<p>Are we still connected here?</p>
	Bri Smith, CPA	<p>Yes</p>
		<p>The folder permissions are already enforced through onedrive. access is due to ACE giving her access to my server instead of</p>
	Ashutosh Mishra	<p>I see, sure than i will just get the server setup.</p>
		<p>Is there anything else I may help you with?</p>
	Bri Smith, CPA	<p>How long will that take?</p>
	Ashutosh Mishra	<p>By tomorrow morning you will get the new server.</p>
	Bri Smith, CPA	<p>Why is it taking so long?</p>
		<p>I need to be able to work separately today</p>
	Ashutosh Mishra	<p>I can expedite this, however this can take some time since an with all the required applications so ensuring everything is wor</p>
	Bri Smith, CPA	<p>I asked for this on Friday so we lost days of work already.</p>
		<p>I understand that my frustration is I have a lot of client work to on Friday and the request hasn't been completed yet.</p>
		<p>I was under the impression when I signed up that ACE was ava ample time to get this completed. Is that no longer the case?</p>
	Ashutosh Mishra	<p>Yes that is still the case, i will try my best to get this done as s uncomfortable position right now, i am checking with the back will take deliver the server.</p>
		<p>I have just checked it will take at least four hours.</p>
	Bri Smith, CPA	<p>Okay, thank you. How do I ensure that this is done sooner nex had this issue the last time I hired people.</p>
	Ashutosh Mishra	<p>Sure, just to make the process quicker when you create new u just mention that the user will need access to ATX application.</p>
		<p>This will ensure that a new server is required.</p>

		Is there anything else I may help you with ?
	Bri Smith, CPA	I did let them know. That is the only reason I need a new user
		That's all. I'll just find something else to work on for now.
	Ashutosh Mishra	We regret the oversight, rest assured i will get it done for you without any issues.
		Thank you for choosing ACE cloud Hosting, you have a wonder
		You may end this chat now. Once you end this chat, you will re conversation, along with a ticket number and survey feedback
		I request you to kindly spare a moment to fill that out for me s working. I will appreciate that. or you may send your feedback Thanks!
		Note: You may change/reset your server password on your own ([https://selfcare.acecloudhosting.com). ](https://selfcare.acec
		For self-help, check out our Knowledge Base (https://www.acec
		<i>Ashutosh Mishra has ended this chat session</i>

# Chat Transcri

Hello, I am your Acebuc

Visitor Details

#76506 Becky Rivard

Email: becky@beckyrivardcpa.com 📞 15304489276

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 38 Secs

City: TRUCKEE

State: California

Country: UNITED STATES

Chat Transcript

Becky Rivard	Hello, I am your Acebuddy
Acebuddy	Hello Becky, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Becky Rivard	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Becky Rivard	I'd like to raise a Request
Acebuddy	Please select your request type.
Becky Rivard	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Becky Rivard	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi declined the transfer request.</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath
	Hi Becky, could you please let me know more about your request
Becky Rivard	This is in reference to ticket 687616. An install of my 2024 lacc done overnight. I cannot open my tax software until the install
Sharath Kumar	Hi Becky, I am signing into the server to update the application
Becky Rivard	Should I log off of the server?
	I signed off
Sharath Kumar	Sure, thank you!
	allow me a few minutes to update the application for you
	Hi Becky, I see there are multiple requests that you have made with this so that you can update the application on your own v support.
	This will save a lot of your time



	Becky Rivard	<p>I believe I chatted with you last time and you tried to give me to update on my own but last week it took up 45 minutes of m chatted with someone else who did the update for me.</p> <p>I am running a business and if I can't access my software beca pointless service.</p>
	Sharath Kumar	That is understandable!
		My genuine intention was to help you save time but I understa
		I have updated the application
		<i>7:33:01 PMSharath Kumar is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:8.43 KB )</i>
	Becky Rivard	Thank you. If you can send me instructions on how to update a week you said I had access and 5 times I logged back on and t saying I did not have admin access.
	Sharath Kumar	Yes, that is strange and something we should look into whilst c check a few settings and make sure you have all the right perr
	Becky Rivard	I have been told from the onset of starting with ACE that I am do not have admin rights and that I have to submit a ticket ea to give me admin access that would be great. But thus far you it.
	Sharath Kumar	Previously, we could update Lacerte up to the 2023 version wi version requires us to sign in with credentials to perform upda their passwords, but it seems the only alternative is to grant tl
		If you could schedule for a remote session with me next week, time is all I ask for.
	Becky Rivard	I am available 5/5 through 5/9 at noon US Pacific standard tim
	Sharath Kumar	Understood, am scheduling for Tuesday, 5/6. As of now the ap open for you, please let me know if you need any further assis
	Becky Rivard	Great. Will you email or call me?
	Sharath Kumar	I will give you call on 5304489276
	Becky Rivard	Okay. I will put it on my calendar.
	Sharath Kumar	Great, thank you! anything else I can assist you with at this m
	Becky Rivard	No. That's it.
		<i>becky has ended this chat session</i>



# Chat Transcri

Hello, I am your Acebuc

## Visitor Details -----

**#77191 Andrew Snider**  
**Email:** andrew@sniderdoll-cpa.com ☎ 7209359385  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 46 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript -----

Andrew Snider	Hello, I am your Acebuddy
Acebuddy	Hello Andrew Snider, I'm your Ace Buddy. I'll be happy to assis
	Whom Would You Like to Connect With?
Andrew Snider	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andrew Snider	I'd like to raise a Request
Acebuddy	Please select your request type.
Andrew Snider	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
Andrew Snider	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only 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 p support@acecloudhosting.com so we can provision the applica
	If you do not have any of the above mentioned subscription pl plan to the one mentioned above or you may purchase a comp
	Do you need any further assistance on the topic?
Andrew Snider	Yes
Acebuddy	Please wait while we connect you to our Support Representativ
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjai
Andrew Snider	Thanks, I'd like your help to add Microsoft Teams to my email i meeting via email, I don't have the teams icon to invite them t
Anjainay Singh	Please provide me two minutes so that I can look into it.
Andrew Snider	Thanks
Anjainay Singh	Could you please confirm whether Teams is installed on your s
Andrew Snider	Yes it is
Anjainay Singh	May I take the remote access of your server?
Andrew Snider	Yes
Anjainay Singh	Prior providing the access, I would suggest you to close any in
Andrew Snider	Done
Anjainay Singh	Please allow me access. (Edited)
	<a href="https://assist.acecloudhosting.com/join/2432639595">https://assist.acecloudhosting.com/join/2432639595</a>
	Please copy this URL at your server browser so that I can acce
	Please be patient with me as I am looking to add Teams Addin:
	As confirmed in remote session , you may disconnect this chat
	Thank you for choosing ACE cloud Hosting, you have a wonder

*Anjainay Singh has ended this chat session*

Visitor Details

#77024 dhenson  
Email: dhenson@fslgroup.com ☎ 4042722616  
Department: Support(QB & App Hosting)  
Operator: Ankit Kumar  
Website: https://www.acecloudhosting.com/support-chat.php  
Operating System: Microsoft Windows  
Browser: Microsoft Edge  
Device: Desktop  
Average Response Time: 21 Secs  
City: MORROW  
State: Georgia  
Country: UNITED STATES

Chat Transcript

dhenson	Hello, I am your Acebuddy
Acebuddy	Hello Dhenson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
dhenson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
dhenson	I'd like to report an Issue
Acebuddy	Please select an option!
dhenson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to
dhenson	I am not able to open Sage, it is not responding
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Ankit accepted the chat transfer request.
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit
	Hello Dhenson, How are you doing today?
dhenson	I am fine, and you?
Ankit	I am doing well, thank you for asking.

		I will surely help you with this issue.
		I deeply apologize for the inconvenience caused to you.
		Please confirm if this is your username : DonnaHenson ?
	dhenson	Yes. Also, I do have 2 of my companies open, I am just not able to
	Ankit	Kindly allow me 3-4 minutes to check the same.
	dhenson	ok
	Ankit	Thank you for waiting.
		Is this the first time you are facing this issue?
	dhenson	yes
	Ankit	May I take the remote access of your server? So that I can check for the issue once and then assist you further
	dhenson	yes
	Ankit	Prior providing the access, I would suggest you to close any in
	dhenson	everything is close
	Ankit	We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not disconnect give your confirmation on this chat.
	dhenson	yes it is all working now, thank you
	Ankit	Thank you
		Is there anything else I may help you with ?
	dhenson	no, that's everything
	Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful
		You may end this chat now. Once you end this chat, you will receive conversation, along with a ticket number and survey feedback
		I request you to kindly spare a moment to fill that out for me so it is working. I will appreciate that. or you may send your feedback Thanks!
		Note: You may change/reset your server password on your own ([https://selfcare.acecloudhosting.com). ](https://selfcare.acecloudhosting.com)
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

*Ankit has ended this chat session*

# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#76980 Robert Anderson**  
**Email:** bob@farmfinancialsolutions.com ☎ (507) 644-2012  
**Department:** Support(QB & App Hosting)  
**Operator:** Vikrant Arya  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 23 Secs  
**City:** MINNEAPOLIS  
**State:** Minnesota  
**Country:** UNITED STATES

## Chat Transcript

Robert Anderson	Hello, I am your Acebuddy
Acebuddy	Hello Bob, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Anderson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Anderson	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Anderson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to
Robert Anderson	Ticket number 673520
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
	<i>Shivam Singh is transferring the chat to Vikrant Arya.</i>

Vikrant Arya accepted the chat transfer request.	
Vikrant Arya	Hi Bob, this is Vikrant from the escalation team.
Robert Anderson	I would like to fix this issue please
Vikrant Arya	It's great that we got connected on chat since we were not abl
Robert Anderson	If it is easier, i can call
Vikrant Arya	Definitely. let me share the screen sharing link with you.
	That would not be necessary.
	<a href="https://assist.acecloudhosting.com/join/5732813740">https://assist.acecloudhosting.com/join/5732813740</a>
Robert Anderson	I am ready for the link. I have closed all windows.
Vikrant Arya	Wonderful.
	Based on the updates on your computer we changed the setti
Robert Anderson	Okay, thank you! We will let you know if we have anymore on
Vikrant Arya	Is there anything else I may help you with ?
Robert Anderson	Not at this time!
Vikrant Arya	Thank you for choosing ACE cloud Hosting, you have a wonder
Robert Anderson	You may end this chat now. Once you end this chat, you will re conversation, along with a ticket number and survey feedback
	I request you to kindly spare a moment to fill that out for me s working. I will appreciate that. or you may send your feedback Thanks!
	Note: You may change/reset your server password on your ow ([https://selfcare.acecloudhosting.com). ](https://selfcare.acec
	For self-help, check out our Knowledge Base (https://www.acec
Robert Anderson	Thank you!
bob has ended this chat session	

# Chat Transcri

Hello, I am your Acebuc

Visitor Details

**#76729 James Woodford**  
**Email:** james@sandiegodemolition.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**City:** SAN DIEGO  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Visitor Details

**#77654 Roopali Mehendale**  
**Email:** roopali@malbarfoodproducts.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ankit Kumar  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 58 Secs  
**City:** LOS ANGELES  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Roopali Mehendale	Hello, I am your Acebuddy
Acebuddy	Hello Roopali Mehendale, I'm your Ace Buddy. I'll be happy to a
	Whom Would You Like to Connect With?
Roopali Mehendale	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Roopali Mehendale	I'd like to report an Issue
Acebuddy	Please select an option!
Roopali Mehendale	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to
Roopali Mehendale	i am facing 2 issues
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit
Roopali Mehendale	cloud is disconnecting for all the users till yesterday. I need to
Ankit	I deeply apologize for the inconvenience caused to you.



	Roopali Mehendale	we emailed your support team couple of days back about this
	Ankit	I will be surely assisting you with this. Kindly help me with you
	Roopali Mehendale	also, every time I enter the cloud I am getting password expiry task manager every time. Do we need to change the passwor
		I am not sure about the server name. Can you please guide m
	Ankit	Kindly confirm if this is your username : Roopali.M@myrealdat
	Roopali Mehendale	no its not
		Asif Jaffar is the owner of the company and handles these issu me.
		<i>9:37:10 PMAnkit is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:30.08 KB</i> )  <i>Please confirm your username from the above list.</i>
		It must be the last in the list ..Asif Jaffar
	Ankit	Thank you for the details.
		Kindly allow me 4-5 minutes to check the same.
	Roopali Mehendale	sure.
	Ankit	Thank you for your time and patience. As I can see, one of our was directed to voicemail.
		As you mentioned that the server was getting disconnected fo you are still experiencing the issue today
	Roopali Mehendale	yes I will let you know if we are still facing the issue
	Ankit	Additionally, as you mentioned receiving prompts about the se enrolling in SelfCare. This will allow you to manage and update
		<i>9:44:42 PMAnkit is sharing a file with you</i> <a href="#"><i>SelfCare Portal.pdf</i></a> - ( <i>Size:848.54 KB</i> )
	Roopali Mehendale	also I am getting password expiry notice every time and enter changing the password?
		okay. will try that
		thank you.
	Ankit	Please note that passwords are set to expire every 120 days.
		Is there anything else I may help you with ?
	Roopali Mehendale	no that will be all
		thank you.
	Ankit	Thank you for choosing ACE cloud Hosting, you have a wonder
		You may end this chat now. Once you end this chat, you will re

conversation, along with a ticket number and survey feedback

I request you to kindly spare a moment to fill that out for me s working. I will appreciate that. or you may send your feedback Thanks!

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

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

Ankit has ended this chat session

# Chat Transcri

Hello, I am your Acebuc

Visitor Details

**#77317** jean.bga

**Email:** jean.bga@arizonafleet.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:** DEWEY

**State:** Arizona

**Country:** UNITED STATES

Chat Transcript

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

	Please chose an option :
jean.bga	I'd like to raise a Request
Acebuddy	Please select your request type.
jean.bga	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please se
	As we haven't got any response from your end, We are closing Kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Transcri

support

## Visitor Details

**#77339 Jennifer Snyder**  
**Email:** jsnyder@saratogaconstruction.net 📞 15185870100  
**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:** 30 Secs  
**City:** SCHENECTADY  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

Jennifer Snyder	support
Amit	Thank you for contacting ACE. My name is Amit. I will be assist

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

	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjai
	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. (1-888-415-5240) if any further assistance is required.

*Anjainay Singh has ended this chat session*

# Chat Transcription

Hello, I am your Acebucador

## Visitor Details

**#77549 Kristin D Cooper**

**Email:** [kristin@kristincoopertaxprep.com](mailto:kristin@kristincoopertaxprep.com) ☎ 3605099456

**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 33 Secs

**City:** PORT HADLOCK

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Kristin D Cooper	Hello, I am your Acebuddy
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Acebuddy	Hello Kristin D Cooper, I'm your Ace Buddy. I'll be happy to ass
----------	--

Whom Would You Like to Connect With?

Kristin D Cooper      Technical Support (QB & App Hosting)

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Kristin D Cooper	I'd like to report an Issue
	Acebuddy	Please select an option!
	Kristin D Cooper	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to
	Kristin D Cooper	ATX issue on remote desktop
	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 Ashu
	Kristin D Cooper	Hello, can you please provide instructions for how to duplicate computer from the remote desktop?
	Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with you
	Kristin D Cooper	Server name is KristinCooper1.myrealdata.net
		User name is KristinCooper
		or possibly KCTP_Kristin
	Ashutosh Mishra	Thanks for the confirmation !
		Kindly allow me few minutes to check the same.
		Do you want to copy ATX 2022, 2023 and 2024 along with all i
	Kristin D Cooper	Yes, exactly.
	Ashutosh Mishra	I will forward this to the concerned team for further assistance
	Kristin D Cooper	This is urgent and I have already been told I would be contacte half ago
	Ashutosh Mishra	Do you have an existing ticket for this concern?
	Kristin D Cooper	Yes
		702437
	Ashutosh Mishra	Thanks for the confirmation !
		I believe you are on call with one of our customer success mar
		Are we still connected here?
		Are we still connected here?
		<i>Ashutosh Mishra has ended this chat session</i>

# Chat Transcri

Hello, I am your Acebuc

## Visitor Details

**#76791 Tracy de Encio**  
**Email:** tracy.deencio@openjar.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:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

Tracy de Encio	Hello, I am your Acebuddy
Acebuddy	Hello Tracy De Encio, I'm your Ace Buddy. I'll be happy to assis
	Whom Would You Like to Connect With?
Tracy de Encio	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any response from your end, We are closing Kindly re-initiate the chat.
Ended due to chat idle timeout	

# Chat Transcri

Hello, I am your Acebuc

## Visitor Details -----

**#77509 Melissa Banuelos**  
**Email:** melissab\_hub@yahoo.com ☎ 15124618647  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 34 Secs  
**City:** LEANDER  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript -----

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

		<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
	Melissa Banuelos	I cannot get my QB to open on the server.
	Manish Singh	Kindly use QB Reset icon to resolve the issue.
		Is this issue occurring only for you, or are other users on the server
	Melissa Banuelos	I have tried the reset and logged out several times and it is still
	Manish Singh	Kindly allow me two minutes to check the same.
		Are you using QuickBooks Pro 2020?
	Melissa Banuelos	yes
	Manish Singh	May I know your username?
		Alright, try to access now.
	Melissa Banuelos	MelissaB.npro1.rdp
	Manish Singh	Is it working now?
	Melissa Banuelos	not yet
	Manish Singh	Need to reboot the server once
		Server will reboot in 5 mins.
	Melissa Banuelos	Thank you
		Should I stay connected to this chat?
		When can I try to get back in?
	Manish Singh	Yes, please stay connected.
		Try to login after 2 minutes.
		Try to access now, Melissa.
	Melissa Banuelos	It seems to be working now, thank you!
	Manish Singh	Is there anything else I may help you with ?
	Melissa Banuelos	no thank you
	Manish Singh	I would greatly appreciate if you could spare a minute to give me 5 smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful
		You may end this chat now. Once you end this chat, you will receive conversation, along with a ticket number and survey feedback
		I request you to kindly spare a moment to fill that out for me so it's working. I will appreciate that. or you may send your feedback



Thanks!

Note: You may change/reset your server password on your own ([https://selfcare.acecloudhosting.com). ](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

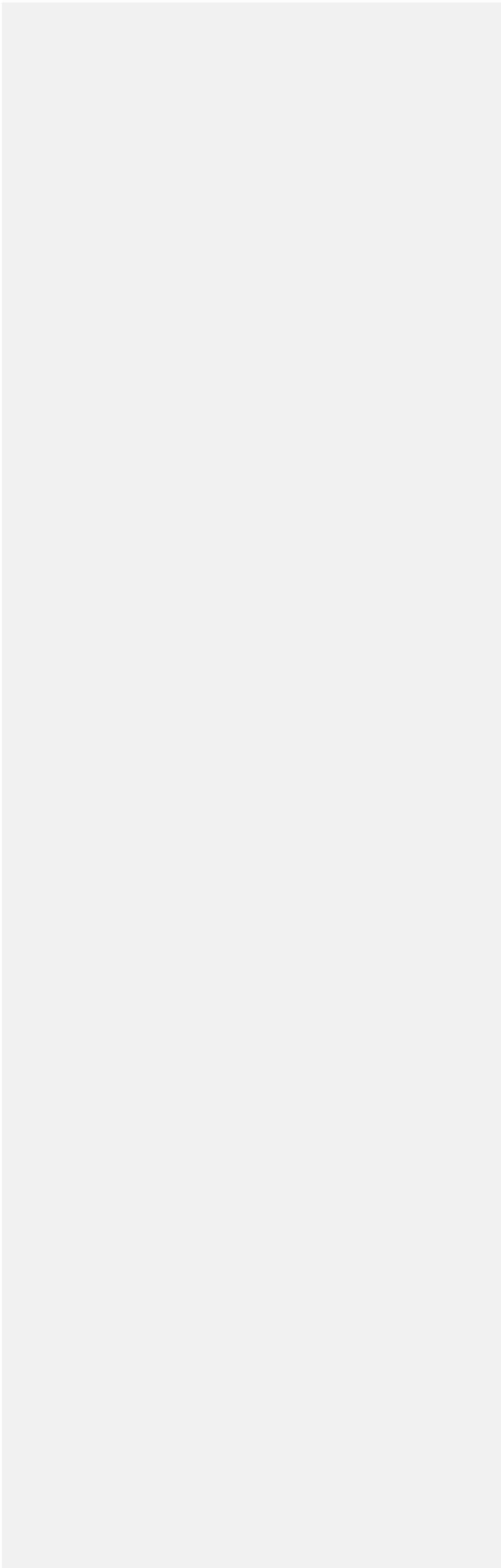
Hello, I am your Acebuddy

## Visitor Details

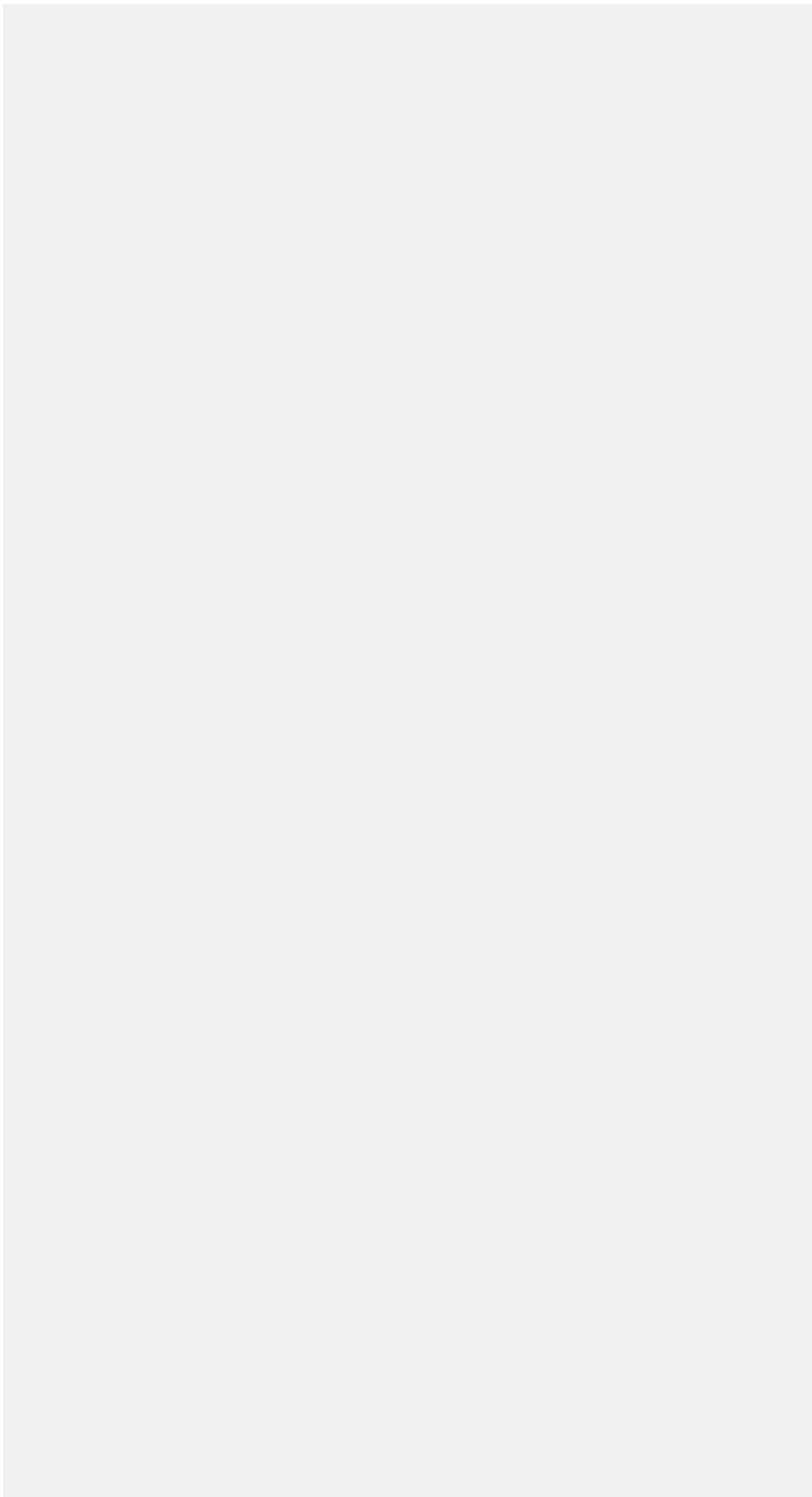
**#77201 Neysa Gallagher**  
**Email:** lgallagher@geeksuiteexteriors.com 📞 16127600696  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 16 Secs  
**City:** MINNEAPOLIS  
**State:** Minnesota  
**Country:** UNITED STATES

## Chat Transcript

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



Acebuddy	Please select an option!
Neysa Gallagher	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Neysa Gallagher	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to v manage the application updates at the backend and appl when issued by Intuit, It might get delayed due to unfore
	If you're also getting an update popup, please grab a scre share it to support@acecloudhosting.com. Our engineers the patches if need be and share a confirmation via email
	Do you need any further assistance on the topic?
Neysa Gallagher	Yes
Acebuddy	Please wait while we connect you to our Support Represe
	<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 / you today.
	I will be surely assisting you with this. Kindly help me with
Neysa Gallagher	GeekSuite Exteriors: CID74981
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me few minutes to check the same.
Neysa Gallagher	GeekSuite.myrealddata.net
	NeysaGallagher
Ashutosh Mishra	Thank you for your patience.
	Do you need to update QB Pro Plus 2023?
Neysa Gallagher	Yes. It has told me that there was 1 remaining delay and t permissions to update it
Ashutosh Mishra	I am updating from the backend.
	It is updated now,
	Is there anything else I may help you with ?
Neysa Gallagher	Please allow me a moment to check
Ashutosh Mishra	Sure
Neysa Gallagher	Yes it is working thanks
Ashutosh Mishra	Thanks for the confirmation !



	I would greatly appreciate if you could spare a minute to c end of this chat.
	You may end this chat now. Once you end this chat, you w regarding this conversation, along with a ticket number ai
	I request you to kindly spare a moment to fill that out for how I am working. I will appreciate that. or you may send quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on you Portal ([https://selfcare.acecloudhosting.com). ](https://se
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

*Ashutosh Mishra has ended this chat session*

