

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74014 Karen Hooper**  
**Email:** skhooper5@gmail.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:** READING  
**State:** Pennsylvania  
**Country:** UNITED STATES

## Chat Transcript

Karen Hooper	Hello, I am your Acebuddy
Acebuddy	Hello Karen Hooper, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Karen Hooper	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Karen Hooper	I'd like to raise a Request
Acebuddy	Please select your request type.
Karen Hooper	Password Reset
Acebuddy	Please select an option below
Karen Hooper	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73995 Kaitlyn**  
**Email:** ky@hrosscpa.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:** 26 Secs  
**City:** MC LEAN  
**State:** Virginia  
**Country:** UNITED STATES

## Chat Transcript

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

Kaitlyn	Cannot send invoice using outlook email
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 kaitlyn
Kaitlyn	Hello
	I'm having trouble using a different email to send out invoices through QB. I was able to use my outlook email just yesterday but now I can't. I want to know if I can use a different email and there doesn't seem to be an option to change the email
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Kaitlyn	Sure
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/8092249004">https://assist.acecloudhosting.com/join/8092249004</a>
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold. Once the issue is resolved, kindly give your confirmation on this chat.
Kaitlyn	thanks for your help!
Shashwat Verma	issue resolved itself
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	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 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. You can reach me at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Shashwat Verma has ended this chat session</i>



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74007 George Fowler**  
**Email:** gpmfowler@gmail.com ☎ 8478991763  
**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:** 58 Secs  
**City:** EVANSTON  
**State:** Illinois  
**Country:** UNITED STATES

## Chat Transcript

George Fowler	Hello, I am your Acebuddy
Acebuddy	Hello George Fowler, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
George Fowler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
George Fowler	I'd like to report an Issue
Acebuddy	Please select an option!
George Fowler	Password Reset
Acebuddy	Please select an option below
George Fowler	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?
George Fowler	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.
	I understand you want to reset the password.
	I will surely help you with this issue.
	Please allow me to inform you that we need an approval email from the account holder to proceed with password reset re
	Are we still connected here?
George Fowler	yes
	i am having trouble accessing my remote desktop
	can you help?
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
George Fowler	George Fowler
	Candlelite
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	I see that server is accessible on our end.
	Please share screenshot if you are getting any error.
	Are we still connected here?
	Are we still connected here?
George Fowler	yes u an gere'
	yes i am here
	the password doesnt work and it says to contact the administrator
Ashutosh Mishra	We can assist to reset password.
	I will send you an email to approve password reset as we need approval from account holder over the email.
George Fowler	ok
	let me know next step
	ok sounds good
Ashutosh Mishra	You can end this chat, and within 10 minutes you will receive email from me to approve reset.
George Fowler	ok
Ashutosh Mishra	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 quality@acecloudhosting.com. Thanks!

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

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

Ashutosh Mishra has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74238 will.okeefe**  
**Email:** will.okeefe@emailshutters.com 📞 16185670384  
**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:** AUSTIN  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74071 assembly**  
**Email:** assembly@rortax.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 35 Secs  
**City:** MINNEAPOLIS  
**State:** Minnesota  
**Country:** UNITED STATES

## Chat Transcript

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

	I'd like to report an Issue
Acebuddy	Please select an option!
assembly	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
assembly	Unable to Print from cloud
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
assembly	HI Manish
Manish Singh	Hii
	Seems like this issue is not pemanently fixed.
assembly	No it is not
Manish Singh	Have you tried log off and login again?
assembly	yes
Manish Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
assembly	Only this computer
	I think you have helped us for the past 3 days with this issue, it is odd because it happens around the same time each day.
Manish Singh	Yes, need to check your local system.
	May I take the remote access of your local computer?
assembly	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/2812698609">https://assist.acecloudhosting.com/join/2812698609</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
assembly	okay
Manish Singh	Are you able to connect?
	Kindly join this link
	On your local system
assembly	oh sorry, just joined
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold. Once the issue is resolved, kindly give your confirmation on this chat.
	We will be marking this ticket as follow up
	Is there anything else I may help you with ?



assembly	No, that is all. Thank you Manish!
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Manish Singh has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73627 jsis**  
**Email:** jsis@pcworks-inc.com 📞 14106279840  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 5 Secs  
**City:** DEALE  
**State:** Maryland  
**Country:** UNITED STATES

## Chat Transcript

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

jsis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jsis	I'd like to report an Issue
Acebuddy	Please select an option!
jsis	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jsis	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jsis	bank feeds still not working. did you do a complete new install? ticket # 653552
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello John, I have looked into the issue and found that we are still working on it. There was a minor hiccup during the inst: can reschedule the installation for tonight, or we can proceed at a time that is convenient for you.
jsis	ok really would have appreciated an email letting me know this so I can let my client know
Sharath Kumar	sincere apologies about the same, I see my colleague did draft an email but must have forgotten to send it
	John, could you let me know when I can reschedule the installation
	Are we still connected here?
jsis	yes
	you can do the installation now
	are we still connected here?
Sharath Kumar	Yes, I am
	I will proceed with the reinstallation and will reach out to you via email once this has been completed
	Is there anything else I may help you with ?
jsis	nope - so are you going to install it now?
Sharath Kumar	that is correct, it usually takes 30 mins to get the application installed but just to be safe I request you to allow me an hou
jsis	ok I will
	let me know when it is completed it is 9:30am here now so it should be done at 10:30am?
Sharath Kumar	That is correct, I will keep you informed via email on the same as soon as it is done.
	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 apply@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73332 ERICAJOHNS**  
**Email:** ericajohns@southernwoodframing.com ☎ 3017512317  
**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:** 1 Min 21 Secs  
**City:** LA PLATA  
**State:** Maryland  
**Country:** UNITED STATES

## Chat Transcript

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

	Please chose an option :
ERICAJOHNS	I'd like to report an Issue
Acebuddy	Please select an option!
ERICAJOHNS	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ERICAJOHNS	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?
ERICAJOHNS	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>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 erica
ERICAJOHNS	Good afternoon, I have been trying to get into QB all day and have been getting the same message: "Hold tight, We're up minutes."
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
ERICAJOHNS	Thank you. We have a meeting at 2:15 and I will need to be able to share my screen during it, to show other attendees ou
Shashwat Verma	Sure
	May I take the remote access of your local computer?
ERICAJOHNS	Sure.
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/2852122360">https://assist.acecloudhosting.com/join/2852122360</a>
	Kindly Click on the link and open the downloaded file.
	Kindly accept the remote permission
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
ERICAJOHNS	Ok
Shashwat Verma	Issue resolved on remote session by updating the QuickBooks ENT 23.
	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 apply to [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com). Thanks!

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

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

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#73720 Jeremy.primus**

**Email:** jeremy.primus@novaflexled.com ☎ 320-407-0925

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** MADISON

**State:** Minnesota

**Country:** UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
Jeremy.primus	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jeremy.primus	Unable to get into the Portal
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Jeremy.primus	Hello Sharath Kumar
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi Jeremy, could you please let me know the portal that you are trying to access
Jeremy.primus	I am going to be honest I am extremely frustrated with Ace Cloud at the moment.
Sharath Kumar	Sorry to hear that, Sir
	Please let me know how I can help
Jeremy.primus	I need to reset the password to our Self Care Portal user
	I have been emailing support and they gave me a User: CID62752, but when I do forgot password. It asks me to get a ver am not even sure what that is.
	Yesterday my boss Scott and I were working on this and we were able to get the password reset to go to him, but it would frustrating thing.
Sharath Kumar	That is strange because the code should be sent to the authorized contact's email address, that should be either you or S
	But allow us some time and I will have the appropriate team to change that email address to yours
	jeremy.primus@novaflexled.com
Jeremy.primus	c orrect
	I need this done ASAP as I have a new Director of Finance starting on Monday
Sharath Kumar	In the meantime, let me know the user account that you require password changed for and I will share the encrypted pas:
Jeremy.primus	I don't need a password changed. I need a user created.
	I have a ticket for that already 654032
Sharath Kumar	oh, my apologies. No worries, I can do that too
Jeremy.primus	But Yash continues to tell me that I can do this in the portal
Sharath Kumar	I understand, we usually ask users to sign into the Myportal so that they can have full access to managing their user acco code will be sent to your email address, he was persistent with you signing into the MyPortal
	but I now know what the case is and I will get this sorted out surely
Jeremy.primus	Thank you!
Sharath Kumar	before I start creating the user account, I will need a couple more information from you on the same ticket

	Could you send in Brian's email address and contact info on that ticket
Jeremy.primus	TBH Scott and I only found out about the CID62752 user yesterday.
	He has been at Nova Flex for 1 y ear and I have been here for 6 months, and we only got told about it now
	Brian?
	Ah Brian Thornton
	I can do that right away
Sharath Kumar	This is something relatively new, and we are still working on the MyPortal to get the customers the best experience possil
Jeremy.primus	Phone number too or just email address
Sharath Kumar	both, thank you!
Jeremy.primus	I can do that.
Sharath Kumar	I assure you that you will have the credentials with in an hour, although, the MyPortal login will take some time as it is a s
	but I will try to get that fixed ASAP too
Jeremy.primus	Thank you so much!
Sharath Kumar	My pleasure, sir
	anything else that I may assist you with?
Jeremy.primus	Nope I will get the email and phone number to you right away
Sharath Kumar	Sure, wishing you a good rest of your day!
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>

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# Chat Transcript

Hello, I am your Acebuddy



Visitor Details

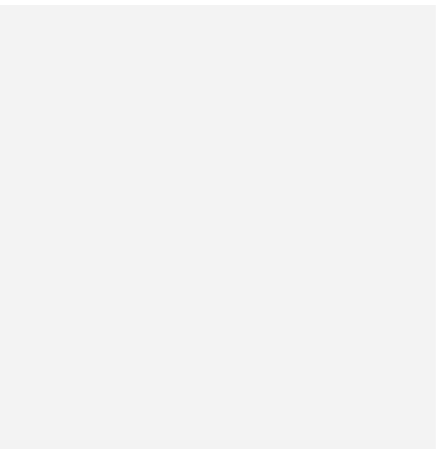
**#73902 ANDREW LEWIS KLEIN**  
**Email:** burro7777@aol.com 📞 15034903553  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 30 Secs  
**City:** LAS VEGAS  
**State:** Nevada  
**Country:** UNITED STATES

Chat Transcript

ANDREW LEWIS KLEIN	Hello, I am your Acebuddy
Acebuddy	Hello Burro7777, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ANDREW LEWIS KLEIN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ANDREW LEWIS KLEIN	I'd like to report an Issue
Acebuddy	Please select an option!
ANDREW LEWIS KLEIN	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ANDREW LEWIS KLEIN	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?
ANDREW LEWIS KLEIN	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
	Shashwat Verma accepted the chat transfer request.
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.



	Hello Burro
ANDREW LEWIS KLEIN	Hi Shashwat. Our bookkeeper cannot access and open the Coho QB file on her server. I can see that it is in the Shared Da
Shashwat Verma	I will surely help you with this issue.
	Could you please confirm the file name?
ANDREW LEWIS KLEIN	Is there a way to put Snipping Tool on to my server?
Shashwat Verma	This message has been deleted
	This message has been deleted
ANDREW LEWIS KLEIN	Its Coho at Stanford University Inc. 1
Shashwat Verma	Thanks for the confirmation !
	Burro, for the Qb file issue, could you please share the remote session to bookkeeper?
	Or shall we take it from server only?
ANDREW LEWIS KLEIN	I don't have access currently to Imelda Walker log in on the server
Shashwat Verma	Okay, so in that case, kindly ask them to initiate the chat whenever available.
ANDREW LEWIS KLEIN	I have access to my log in and the shared data folder
	I can't download Snipping Tool. I don't have admin rights
Shashwat Verma	Kindly allow me two minutes to check the same.
ANDREW LEWIS KLEIN	ok
Shashwat Verma	Kindly check now at your desktop
	We have just pasted the shortcut.
ANDREW LEWIS KLEIN	Snipping Tool worked! Thank you!
Shashwat Verma	To check at ImeldaWa.NENT1, we need remote access of their end (Edited)
	Kindly ask them to initiate the chat.
ANDREW LEWIS KLEIN	Ok. She is at her other job right now. I'll ask her when she can.
Shashwat Verma	No problem.
	Is there anything else I may help you with ?
ANDREW LEWIS KLEIN	Thank you!
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w



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

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

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

*Shashwat Verma has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73417 Lisa Joudrey**  
**Email:** [lisa@drdcf.ca](mailto:lisa@drdcf.ca) 📞 5064882413  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 33 Secs  
**City:** PEMBROKE  
**State:** Ontario  
**Country:** CANADA

## Chat Transcript

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

Lisa Joudrey	I'd like to report an Issue
Acebuddy	Please select an option!
Lisa Joudrey	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lisa Joudrey	I have lost my Ace Cloud App on my computer? I have looked in my Apps, Trash, etc and have no idea why it is no longer me in 2022 where I was given the original link, but that didn't work either?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
Lisa Joudrey	Good Morning Manish!
Manish Singh	Good Morning Lisa!
	As I can check your account "THE DEEP RIVER AND DISTRICT COMMUNITY FOUNDATION" only has one active user which is
Lisa Joudrey	That is due to him retiring in June and I have been just using his User account until I get trained and he leaves the Founda I had an issue with emailing/printing 1 1/2 weeks ago on QuickBooks and this wasn't an issue then?
Manish Singh	So, are you not able to login to the server now?
Lisa Joudrey	I don't even have the App on my laptop anymore?!?! It was there on Sat! So logging in is the least of my worries at the m
Manish Singh	Alright, May I take the remote access of your local computer?
Lisa Joudrey	Yes, please.
Manish Singh	<a href="https://assist.acecloudhosting.com/join/9532942692">https://assist.acecloudhosting.com/join/9532942692</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
Lisa Joudrey	Did you gain access?
Manish Singh	Yes
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
	Kindly add the password once.
Lisa Joudrey	Added the password  And in! Yeah!  How do I add this to my Dock?
Manish Singh	Session got disconnected you can access the RDP through Windows remote app no need to save it anywhere it will be vis
Lisa Joudrey	Oh! Ok. Thank you!!  Do you know what happened that I lost it in the 1st place?

Manish Singh	You were searching for it in Downloads, documents but in MAC the RDP is in the application called Windows remote app.
	This message has been deleted
Lisa Joudrey	I actually had it as an Icon in my Dock and it just disappeared? So weird.....
Manish Singh	Let me add that for you.
	May I take the remote access of your local computer?
Lisa Joudrey	Thank you for fixing that for me!
	Yes. Please do so!
Manish Singh	<a href="https://assist.acecloudhosting.com/join/7172710293">https://assist.acecloudhosting.com/join/7172710293</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	All set! (Edited)
	Is there anything else I may help you with ?
Lisa Joudrey	Thank you!!
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
Lisa Joudrey	You were extremely helpful and quick!!
Manish Singh	Thank you, Lisa
Lisa Joudrey	Certainly!
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p><i>Manish Singh has ended this chat session</i></p>

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# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73926 assembly  
Email: assembly@rortax.com  
Department: Support(QB & App Hosting)  
Operator: Manish Singh  
Website: https://www.acecloudhosting.com/support-chat.php  
Operating System: Microsoft Windows  
Browser: Google Chrome  
Device: Desktop  
Average Response Time: 45 Secs  
City: MINNEAPOLIS  
State: Minnesota  
Country: UNITED STATES

Chat Transcript

assembly	Hello, I am your Acebuddy
Acebuddy	Hello Assembly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
assembly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
assembly	I'd like to report an Issue
Acebuddy	Please select an option!
assembly	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
assembly	When I try to print from lacerte it does not work
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
assembly	Hello
Manish Singh	Hii
	I will surely help you with this issue.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
assembly	only this computer

Manish Singh	Have you tried printing through Uniprint?
assembly	no, we don't use uniprint
Manish Singh	Alright
	May I take the remote access of local Computer? (Edited)
assembly	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/2462252404">https://assist.acecloudhosting.com/join/2462252404</a>
	Kindly paste this link on your local computer browser.
	Prior providing the access, I would suggest you to close any important documents at your end.
assembly	I pasted thg link in my browser'
	Do I need to do anything else?
Manish Singh	Is it showing connected?
	Or connecting
assembly	when I go to that link?
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
assembly	Can you see what I pointed to on the server?
Manish Singh	Yes
	Login again made some required changes.
assembly	Do you want me to try to print again>
Manish Singh	Yes
assembly	YAYYY it worked
Manish Singh	Is there anything else I may help you with ?
assembly	no that is all, thank you so much Manish
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app quality@acecloudhosting.com. Thanks!  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74049 Rubens S Jacob**  
**Email:** seflglass@gmail.com 📞 13058233097  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Mins 36 Secs  
**City:** MIAMI  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rubens S Jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rubens S Jacob	I'd like to report an Issue
Acebuddy	Please select an option!
Rubens S Jacob	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rubens S Jacob	Hi. We need to delete printing that is not working but when we go to the device manager we are not able to delete it beca
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request



	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Rubens S Jacob	Hi
	Thank you
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Rubens S Jacob	Ok thank you
	The account is the Rubens Account
	RubensSJ
Manish Singh	Alright!
Rubens S Jacob	I need to tell you what printter becuase I dont want you delete by mistake a printert that I already isntalled and is working
Manish Singh	May I take the remote access of your server?
Rubens S Jacob	Yes
	Please go ahead
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
	Kindly sign off and sign in again.
	May I take the remote access of your local computer?
Rubens S Jacob	Send me the link please
Manish Singh	<a href="https://assist.acecloudhosting.com/join/2492841947">https://assist.acecloudhosting.com/join/2492841947</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
Rubens S Jacob	I'm here
Manish Singh	We will try to make some changes again and email you regarding the matter over the email given.
	Is there anything else I may help you with ?
Rubens S Jacob	Perfect
	thank you so much!!
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!



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

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

Manish Singh has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74932 Rubens S Jacob**  
**Email:** seflglass@gmail.com 📞 13058233097  
**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:** 2 Mins  
**City:** MIAMI  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
	Rohan Prajapati is transferring the chat to Sharath Kumar.
	hello
	Sharath Kumar accepted the chat transfer request.
	Sharath Kumar is transferring the chat to Anurag Sharma.
	Anurag Sharma accepted the chat transfer request.
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Selfglass
Rubens S Jacob	Hi how are you??

Anurag Sharma	I am good, what about you?
Rubens S Jacob	Good thanks
Anurag Sharma	How can I help you?
Rubens S Jacob	Sorry I was waiting you go into our account and you send us the link fo fix the printer but the chat was disconnetc
Anurag Sharma	No problem
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
Rubens S Jacob	yes
	Southeast florida
	Combo
	The account is Combo
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
Rubens S Jacob	yes
	Are you going to send me the link??
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/6502941904">https://assist.acecloudhosting.com/join/6502941904</a>
	Kindly paste this link in the browser of local computer and join the session.
Rubens S Jacob	Ok
Anurag Sharma	Are you able to connect?
Rubens S Jacob	Please go ahead thank you
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
Rubens S Jacob	let me know in this chat if you need anything. Thanks
Anurag Sharma	Okay
Rubens S Jacob	Let me know. Thank you!!
	Thank you so much!!
Anurag Sharma	The issue seems to be resolved.
	Is there anything else I may help you with ?
Rubens S Jacob	Thank you
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to help us improve our service.

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. You can email me at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com). Thanks!

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

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

Anurag Sharma has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73594 Cathleen Jacobsen**  
**Email:** cathy@jacobsentree.com ☎ 16059511212  
**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:** BRANDON  
**State:** South Dakota  
**Country:** UNITED STATES

## Chat Transcript

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

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

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74086 William Mays**  
**Email:** it@grafbro.com 📞 17404643070  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 1 Min 48 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	following up for further troubleshooting on ticket # 658637
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Kindly allow me two minutes to check the same
William Mays	Thanks
Shubham Kataria	Thank you for your patience.
	Upon checking, I found that you would like to copy below files to a different location <b>Graf Brothers Flooring Inc</b> <b>Graf Brothers Flooring Inc.qbw</b> <b>Graf Brothers Flooring Inc.qbw.ND</b> <b>Graf Brothers Flooring Inc.qbw.TLG</b>
	Right?
William Mays	correct. I am not trying to move the files but I need a copy of those 4 for a backup instance
Shubham Kataria	And the new location would be <b>C:\Users\GB.I\Desktop\qbbackup</b> .
William Mays	yes
Shubham Kataria	Okay, please allow me a minute to check this on server
William Mays	Thanks, just to make sure it's clear I need a copy of the files to that location. We do not want to move the actual files.
Shubham Kataria	Sure, I'll create the copy only. the original file will be remain same on their current location
William Mays	Thank you
Shubham Kataria	You're welcome. Please stay connected for next 2-4 minutes. Let me check
William Mays	No problem
Shubham Kataria	Thank you for your patience.
	Currently, someone is using the file in QB that's why we are unable to copy the file
	<i>6:41:15 AMShubham Kataria is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:23.91 KB )</i>
William Mays	Yes, that's the error I'm getting but nobody is using the file
	Disregard, I was able to copy it over.

	Thanks
Shubham Kataria	That's great
	Is there anything else I may help you with ?
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415
Shubham Kataria has ended this chat session	

# Chat Transcript

Not able to connect ace

## Visitor Details

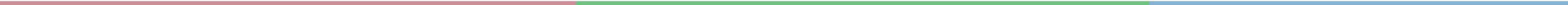
**#74059 bennysmith21757**  
**Email:** bennysmith21757@gmail.com 📞 9906368341  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 10 Secs  
**City:** JAMMU  
**State:** Jammu And Kashmir  
**Country:** INDIA

## Chat Transcript

bennysmith21757	Not able to connect ace
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
	Hi Benny. I hope you're doing well.
bennysmith21757	Hi Vatsal
	Can you please help me to connect ace ?
Vatsal	Just to confirm, do you hold an account with ACE?
bennysmith21757	Yes

Vatsal	May I have the company name or the Company ID
bennysmith21757	Silvers Financial Services
Vatsal	Okay Benny, I'm forwarding this chat to the support team, they'll be assisting you further.
	<i>Vatsal is transferring the chat to Support(QB &amp; App Hosting).</i>
bennysmith21757	Thanks
	<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.
bennysmith21757	Hi Ashutosh
	I'm not able to login my ace
Ashutosh Mishra	I will surely help you with this issue.
	Kindly help me with your server name and user name?
bennysmith21757	BennySm.rdp
Ashutosh Mishra	Kindly allow me two minutes to check the same.
bennysmith21757	Sure
Ashutosh Mishra	Are other users also facing the same issue?
bennysmith21757	Not sure
Ashutosh Mishra	Are you getting any error message, please share screenshot?
bennysmith21757	ok wait let me try again login
	<i>10:00:04 PMbennysmith21757 is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:102.14 KB )</i>
Ashutosh Mishra	Kindly allow me two minutes to check the same.
bennysmith21757	okay sure
Ashutosh Mishra	May I take the remote access of your local computer?
bennysmith21757	ok sure
Ashutosh Mishra	Please share your email address and i will send you an invite for remote session.
bennysmith21757	bennysmith21757@gmail.com
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
	I have sent you the invite.
	Please login again
	Please enter password.
	Please enter password.
	It seems now you can connect to server.

bennysmith21757	Yes thanks Ashutosh
	Its working now
Ashutosh Mishra	Is there anything else I may help you with ?
bennysmith21757	not yet so far
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
bennysmith21757	Thanks
	You too
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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. You can reach me at support@acecloudhosting.com or quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Ashutosh Mishra has ended this chat session</i>



# Chat Transcript

can you turn off mfa enforcement for bulldog packaging ji  
brian please

Visitor Details

#74810 alex

Email: alex@myarconnect.com 📞 6304581152

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: 50 Secs

City: EL SEGUNDO

State: California

Country: UNITED STATES

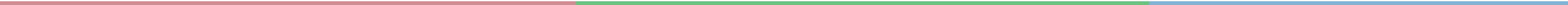


Chat Transcript

alex	can you turn off mfa enforcement for bulldog packaging jill and brian please
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.  <i>Vatsal is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Could you please confirm do you want to remove the MFA for mentioned users?
alex	yes  just disable it for now the requiremnt please
Anjainay Singh	Sure , it means you want it to remove for temporary basis.
	In order to remove the TFA we need authorisation from registered email address -[kory@bulldogpackaging.net](mailto:kory.support@acecloudhosting.com)
alex	i did email but no one is replying  a ticket is opened  kory already gave approval
Anjainay Singh	Sure just allow me a minute
alex	thank you so so much
Anjainay Singh	Could you please provide the ticket number
alex	668464  <i>8:36:26 PMalex is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:50.41 KB )</i>
Anjainay Singh	I have got the ticket ID , could you please provide authorisation from Kory on same ticket number as it is pending
alex	you can email her  i have her on the caht but she 100% authorizes it
Anjainay Singh	sure we will send the email to her and get it authorise and will send an confirmation email to you .
alex	thank you so mcuh  i appricate your help
Anjainay Singh	After removing the TFA
	Apart from this issue is there something else I can assist you with .
alex	can you also ask her to add me to the account for approval  so i can make decisions I am the IT admin

Anjainay Singh	Sure , you want yourself to be added as an Primary contact.
alex	sure
Anjainay Singh	Am I right ?
alex	yes
Anjainay Singh	Could you please share the few details with me so that I can proceed ahead with this Your Full Name- Email address- Phone Number-
alex	Alex Ramos alex@myarconnect.com 6304460261
Anjainay Singh	Thankyou so much for your cooperation.
alex	thanks again kory should rpely soon
	i appricaite ur help
Anjainay Singh	If your issue is resolved and nothing else is remaining to assist you with , you can close this ticket .
	As there is no response from your end we are closing this ticket .
	*Close this chat

*Anjainay Singh has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#73549 Rebecca Wright

Email: rebecca@orendagroup.com ☎ 16023806900

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: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#73714 Erik Brion**  
**Email:** erik@ryatt.net  
**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:** SEATTLE  
**State:** Washington  
**Country:** UNITED STATES

Chat Transcript

Erik Brion	Hello, I am your Acebuddy
Acebuddy	Hello Erik Brion, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Erik Brion	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erik Brion	I'd like to report an Issue
Acebuddy	Please select an option!
Erik Brion	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Erik Brion	ticket 654401
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Chat request was not picked up by the operators*



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#73507 Curtis Aubrey**  
**Email:** curtis@fullingmgmt.com ☎ 19137775912  
**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:** 23 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

Chat Transcript

Curtis Aubrey	Hello, I am your Acebuddy
Acebuddy	Hello Curtis Aubrey, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Curtis Aubrey	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Curtis Aubrey	I'd like to report an Issue
Acebuddy	Please select an option!
Curtis Aubrey	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Curtis Aubrey	Ticket #644451 regarding Adobe App issue
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 Curtis
	Kindly allow me two minutes to check the same.
	Are you still having issue in using adobe?
Curtis Aubrey	Yes
	It acts like it wants me to sign into a paid version rather than using the free version
Shashwat Verma	When you have last able to use it in free mode? (Edited)
Curtis Aubrey	When did I last use it in free mode? I'm not sure
Shashwat Verma	Okay.
	Curtis, could you please just try to sign it, if it prompt for any payment then leave it

	Sometimes, application needs sign in, just to back up the data.
Curtis Aubrey	I don't have a password
Shashwat Verma	try to sign in with any of your google account.
	Or any other available credentials
Curtis Aubrey	It made me sign out of another instance of Acrobat
Shashwat Verma	Let check at your end.
	May I take the remote access of your server?
Curtis Aubrey	sure
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
Curtis Aubrey	ok
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
Curtis Aubrey	ok
Shashwat Verma	Could you please open one of the pdf
	It's opening right?
Curtis Aubrey	Yes, it is now.
Shashwat Verma	Perfect
	Is there anything else I may help you with ?
Curtis Aubrey	OK. So I need all users to do this same thing?
Shashwat Verma	Yes, ask them to sign in, from one of their email address.
Curtis Aubrey	And if they don't already have a sign-in, they need to create one?
Shashwat Verma	Yes they can, we suggest you to sig-in from google account.
Curtis Aubrey	OK. I will let them know. Than kyou
Shashwat Verma	Thanks
	Is there anything else I may help you with ?
Curtis Aubrey	That is it. Thanks
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day./
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )

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

*Shashwat Verma has ended this chat session*

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73687 Tandy Ervin

Email: [tandy@bright-financial.com](mailto:tandy@bright-financial.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: DALLAS

State: Texas

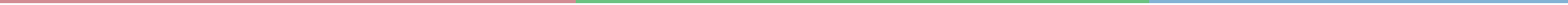
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73896 Test Account**  
**Email:** test@test.com 📞 +917878787878  
**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  
**City:** NEW DELHI  
**State:** Delhi



Country: INDIA

Chat Transcript

Test Account	Hello, I am your Acebuddy
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test Account	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Test Account	I'd like to report an Issue
Acebuddy	Please select an option!
Test Account	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Test Account	test
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Manish Singh accepted the chat transfer request.	
test has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73506 miso4634  
Email: miso4634@gmail.com ☎ 14078026546  
Department: Support(QB & App Hosting)  
Operator: Acebuddy  
Website: https://www.acecloudhosting.com/support-chat.php  
Operating System: Mac OS

**Browser:** Apple Safari  
**Device:** Desktop  
**City:** COCOA BEACH  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

miso4634	Hello, I am your Acebuddy
Acebuddy	Hello Miso4634, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
miso4634	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
miso4634	I'd like to raise a Request
Acebuddy	Please select your request type.
miso4634	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#74886 Fenil Shah**  
**Email:** tax@sktaxaddison.com ☎ 8473508121  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 50 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript -----

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Sk Tax Addison, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Suneetha Barre accepted the chat transfer request.</i>
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?
Fenil Shah	Hello
Suneetha Barre	Surely i will assist you on this
	Kindly confirm your business name
Fenil Shah	Sk Tax addison
Suneetha Barre	Thank you for sharing details with us
	Kindly allow me to transfer this chat to concern team
Fenil Shah	ya sure
	<i>Suneetha Barre is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Fenil Shah	okay
	so our all RDP are lagging too much
Sharath Kumar	Sorry to hear about that, could you let me know the server's name that you are currently signed into
Fenil Shah	SkTaxAddison2
Sharath Kumar	Understood, allow me 2 minutes to quickly sign into the server and look for the issue
Fenil Shah	ya sure

Sharath Kumar	Thank you for your patience. Could you let me know since when you are experiencing this issue
Fenil Shah	around 5 hours
Sharath Kumar	The RAM utilization is too high, consistently above 90%
	May I ask what all applications are you currently using
Fenil Shah	Yes
Sharath Kumar	Is it possible to restart the server, so that all the backend services will restart. I am hoping that it should resolve your con
Fenil Shah	Okay thank you
Sharath Kumar	anything you need to save on your profile.
	before I restart the server
Fenil Shah	Wait a minute
Sharath Kumar	absolutely, take your time and let me know when you are done
	Could you also confirm if the chat you initiated is from the server? If so, we will get disconnected once the server reboots.
Fenil Shah	Done
	Please restart the Server
Sharath Kumar	restarting the server now
	I also see that the server only has 4 GB of RAM, considering with the applications installed on the server, my suggestion v
	server has been restarted, I see that you have already logged in
	The resources on the server are running optimally now
	as we got disconnected due to the server reboot, I am closing this ticket.
	You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Sharath Kumar has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73960 Thomas kelly

**Email:** tkelly@ambientflooring.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:** 24 Secs

**City:** RIDGEFIELD

**State:** New Jersey

**Country:** UNITED STATES

Chat Transcript -----

Thomas kelly	Hello, I am your Acebuddy
Acebuddy	Hello Thomas Kelly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Thomas kelly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Thomas kelly	I'd like to report an Issue
Acebuddy	Please select an option!
Thomas kelly	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Thomas kelly	Disable multiscreen on login
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.
	Please confirm if you are seeing multiple screen while logging into server
Thomas kelly	QB is connecting to all three screens I want to limit to one
Anjainay Singh	Just allow me two minutes so that I can fetch your account details and assist you accordingly
Thomas kelly	No worries
Anjainay Singh	May I take the remote access of your server?
Thomas kelly	When you click on the RDP file to launch the remote session, it opens in multi screen mode and not single screen mode
	YEs

Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Thomas kelly	No worries, done
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/1472640525">https://assist.acecloudhosting.com/join/1472640525</a>
	Please copy this URL and copy at your browser of local machine so that we can provide you exact resolution
Thomas kelly	Ok am here
Anjainay Singh	Apart from this issue do you need any other assistance
Thomas kelly	No, that was all I needed. Thank you
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
Thomas kelly	Will do, no problem
Anjainay Singh	It was pleasure to have chat with you
Thomas kelly	Same here, have a good day
Anjainay Singh	You may close this chat if everything is resolved at your end

Anjainay Singh has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74504 kyla**  
**Email:** kyla@humblebrands.com  
**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:** 14 Secs  
**City:** RANCHOS DE TAOS  
**State:** New Mexico  
**Country:** UNITED STATES

Chat Transcript

kyla	Hello, I am your Acebuddy
Acebuddy	Hello Kyla, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kyla	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kyla	I'd like to report an Issue
Acebuddy	Please select an option!
kyla	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
kyla	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
kyla	Ticket ID: 662602
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 understand you are facing issue with QB.
kyla	Yes, we are having an issue getting the email portion of it to work. We had a ticket open (Ticket ID: 662602) to update qui not access the email. I am a new hire, so we are trying to get the email set up.
Ashutosh Mishra	I will surely help you with this issue.
	May I take the remote access of your local computer?
kyla	Yes please
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
kyla	Okay, thank you!
Ashutosh Mishra	I will send invite over <b>[kyla@humblebrands.com](mailto:kyla@humblebrands.com)</b>
kyla	That is perfect!
Ashutosh Mishra	<a href="https://assist.acecloudhosting.com/join/8142606054">https://assist.acecloudhosting.com/join/8142606054</a>
	Please access this instead of going to your email
kyla	Thank you so much for all the help!

Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey 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. You can email me at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Ashutosh Mishra has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74484 Sjtbadm10**  
**Email:** sjtbadm10@gmail.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 57 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript

Sjtbadm10	Hello, I am your Acebuddy
Acebuddy	Hello Sjtbadm10, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sjtbadm10	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.



	Please chose an option :
Sjtbadm10	I'd like to raise a Request
Acebuddy	Please select your request type.
Sjtbadm10	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 :
Sjtbadm10	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Sjtbadm10	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sjtbadm10	My ATX and Payroll server is not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I apologize for the session being disconnected. It seems your chat was initiated through the server itself, which is likely w
Sjtbadm10	no problem
Shubham Kataria	Thank you for your understanding. I'm working on your request now.
Sjtbadm10	Lest connect the server again
Shubham Kataria	Yes, please allow me two minutes let me check it from backend first
Sjtbadm10	ok
Shubham Kataria	Could you please provide the ATX credentials here so that I can check for the update
Sjtbadm10	User name is vrushang
	and pass is Addison-1
Shubham Kataria	Kindly provide the authentication code
Sjtbadm10	195663
Shubham Kataria	Please provide the new code again
Sjtbadm10	156274
	308950
Shubham Kataria	Thank you, please give me a moment to check.
Sjtbadm10	ok
Shubham Kataria	

	Could you please allow us some time? We are unable to access the server with admin rights, which is why we're unable to
	In the next 30-40 minutes, our system admin team will be available. They will be able to resolve the issue and gain server
Sjtbadm10	ok
Shubham Kataria	We can schedule a callback for you and update the ATX accordingly. Could you please provide us with your contact number
Sjtbadm10	we connect after 30-40 min????
Shubham Kataria	Yes, once the system admin is available and the issue is resolved, we will call you immediately.
Sjtbadm10	ok
Shubham Kataria	Kindly provide us your call back number
Sjtbadm10	I will msg you after 30 min
Sjtbadm10 has ended this chat session	

# Chat Transcript

I need to set up a new employee with access to the remote desktop. Can I get directions on how to do that?

## Visitor Details

**#74786 Darshak Shah**  
**Email:** darshak@standardus.com ☎ 16302899614  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** <https://www.acecloudhosting.com/ace-support/>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 4 Secs  
**City:** HANOVER PARK  
**State:** Illinois  
**Country:** UNITED STATES

## Chat Transcript

Darshak Shah	I need to set up a new employee with access to the remote desktop. Can I get directions on how to do that?
--------------	--

Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
	Hi Frank, so you want to add an additional user on the server?
Darshak Shah	Yes please
Vatsal	Alright Frank. We can surely do that for you at the same monthly billing. I would also suggest adding 3GB's of additional R will be 14 users in all.
Darshak Shah	There are several users listed that are no longer working for us I believe. No need for the additional space
Vatsal	Alright I'm forwarding this chat to our support team they'll assist you with the user addition.
	<i>Vatsal 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. I will be assisting you today.
Darshak Shah	ty
	Email address for new user is MarkG@standardus.com
Shivam Singh	As I can see this is the mentioned query"*I need to set up a new employee with access to the remote desktop. Can I get c
Darshak Shah	yes
Shivam Singh	This message has been deleted
	thanks for the confirmation.
	You now have the ability to add or remove users, as well as reset their passwords directly via Ace MyPortal. We have attac assist you in completing this process seamlessly. The guide includes detailed instructions for adding new users, removing
	After the chat, i will share the Guide with you.
	It will help you add the user in the Account.
	Are we still connected here?
Darshak Shah	yes..I tried connecting to portal and could not get on
Shivam Singh	Frank I would like to inform you that Only account owner will be able to do so.
	The MyPortal application requires validation during login, and only registered credentials are permitted.
	<i>The visitor's email address and phone number were changed.</i>
Darshak Shah	OK...I'm in
Shivam Singh	Great
	I will send you an article which will guide you through the process after the chat.
Darshak Shah	ty
Shivam Singh	Anything else I may assist you with.
Darshak Shah	No thank you
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us 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 appreciate your feedback. You can email me at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com). Thanks!

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

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

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

*Shivam Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73431 Megan Szul**  
**Email:** szulslan@verizon.net ☎ 6092919663  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 55 Secs  
**City:** PUNTA GORDA  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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

	Please chose an option :
Megan Szul	I'd like to report an Issue
Acebuddy	Please select an option!
Megan Szul	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Megan Szul	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Megan Szul	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>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Megan, could you confirm if you have tried the QB reset application provided on the taskbar and desktop
Megan Szul	I don't see the QB reset on my task bar. Can you add that so I can unfreeze quickbooks?
	Server Name: SzulLandscapes.myrealdata.net User 1: myrealdata\MeganSz
	Never mind, I found it. It was a different icon than what your tutorial showed
Sharath Kumar	Oh yes, we recently updated that app. Could you let me know if that resolved your concern.
Megan Szul	I think it did as I was able to relog in. I will open another chat if I still encounter issues. Thank you for your time.
Sharath Kumar	My pleasure, anything else that I may assist you with?
	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>Sharath Kumar has ended this chat session</i>	

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# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#74888 Yuti**  
**Email:** yutishahea@gmail.com  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 30 Secs  
**City:** AHMEDABAD  
**State:** Gujarat  
**Country:** INDIA

Chat Transcript

Yuti	Hello, I am your Acebuddy
Acebuddy	Hello Yuti, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Yuti	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Yuti	I'd like to raise a Request
Acebuddy	Please select your request type.
Yuti	Password Reset
Acebuddy	Please select an option below
Yuti	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?
Yuti	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	Acebuddy (bot) forwarded the chat request
	Sharath Kumar accepted the chat transfer request.
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Yuti	Hello
	I am unable to login RDP

Sharath Kumar	Hello Yuti, sorry to hear that, could you please let me know the server name that you are connecting to (Edited)
Yuti	RDG..myrealdata.net
Sharath Kumar	am looking into it, please allow me a few minutes
	in the meantime, could you please still try connecting to the server
	it may a take a few tries to reach the server
Yuti	it is asking for password
	I don't remember it
Sharath Kumar	when was the last time that you had to sign into the server with the password?
Yuti	when we had setup rdpp
	I think we had started using your service one month ago
Sharath Kumar	understood! checking some settings on the server and your user account. Please bear with me for a few more minutes
Yuti	ok
Sharath Kumar	Thank you for your patience, Yuti
	The server was updated and rebooted half an hour ago, it could be possible the update requires you to sign in with your p
	Since you mentioned that you do not remember the password, we would require a password reset request from Cassius (
	I have also confirmed that your account is active and unlocked, therefore, with the right credentials, you should be able to
	Are we still connected here?
Yuti	yes
	any other way I can log in
	Cassius is not available at the moment
Sharath Kumar	the other way is to reset your password from the selfcare portal
	were you able to enroll into that previously
Yuti	i m not sure
	how can that be done
Sharath Kumar	thanks again for your patience, am still checking for a way to reset your password
	Unfortunately Yuti, due to security reasons we are unable to reset your password without a confirmation from Cassius
Yuti	ok
Sharath Kumar	The other option was to do it from self care but since you are not enrolled to it, we will need the request to come from Ca:
	We will then shortly provide you with a new password
	anything else that I may assist you with in the meantime?
Yuti	no thanks
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will apply quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73567** **nguyen**  
**Email:** chinh\_cn@yahoo.com ☎ 4082096515  
**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:** 36 Secs  
**City:** JACKSONVILLE  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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



	Please chose an option :
nguyen	I'd like to raise a Request
Acebuddy	Please select your request type.
nguyen	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 :
nguyen	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
nguyen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
nguyen	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at and when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
nguyen	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Chinh
nguyen	HI
	SOMEONES JUST HELP ME UPDATE QUICKBOOK
	HOWEVER, I STILL GET ERROR WHEN I AM UPDATING IT
	SAIGONSERVICES.REALDATA.NET
Shashwat Verma	I will surely help you with this issue.
nguyen	THX
Shashwat Verma	We have noted your request and will complete in 20mins and update you on email.
nguyen	THANK YOU KINDLY
	BYE NOW
Shashwat Verma	This message has been deleted
	Is there anything else I may help you with ?

	Are we still connected here?
nguyen	yes
	no, that all
	thank you
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Shashwat Verma has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74814 Ruben

Email: ruben@raskull.com

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: SEMINOLE

State: Texas

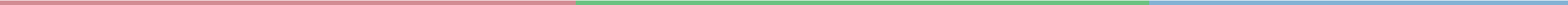
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#74707 Rubens S Jacob

Email: seflglass@gmail.com 📞 13058233097

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

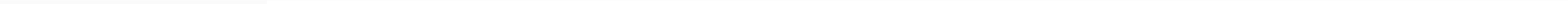
Average Response Time: 1 Min

City: MIAMI

State: Florida

Country: UNITED STATES

## Chat Transcript



Rubens S Jacob	Hello, I am your Acebuddy
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rubens S Jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rubens S Jacob	I'd like to raise a Request
Acebuddy	Please select your request type.
Rubens S Jacob	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 :
Rubens S Jacob	Restart
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rubens S Jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rubens S Jacob	I'd like to report an Issue
Acebuddy	Please select an option!
Rubens S Jacob	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rubens S Jacob	We are not able to print and we need to print. Andre's account. We can print using the local computer, we are not able to
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi there, am looking into your concern, allow me a minute to login to the server and check some settings
Rubens S Jacob	thank you
	Please call the manager there 470-382-6506. They are in Atlanta. They need help. Thank you!!
Sharath Kumar	Unfortunately, I do not have access to phones at the moment. I can inform the appropriate team to call the manager in At
	Could you please confirm if it is just an issue with Andre's account or others are also experiencing the same issue
	Are we still connected here?

	Are we still connected here?
	As there was no response, we are disconnecting the chat now. We will call the number that you provided shortly and look
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73562 Jill Collins**  
**Email:** jill@cre8stone.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:** DALLAS  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

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

Hello, I am your Acebuddy

## Visitor Details

**#73968 avishek**  
**Email:** avishek@ieee-isto.org  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 28 Secs  
**City:** BOMMASANDRA  
**State:** Karnataka  
**Country:** INDIA

## Chat Transcript

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

	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
avishek	Hi Manish
	Is it possible you can take the control of my screen
	Or how I can show you the issue
Manish Singh	Hii Avishek, I will surely assist you. Kindly help me with your server name and user name?
avishek	ok wait
	<i>7:51:28 PMavishek is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:53.63 KB )</i>  <i>This is the first scrren if I click the RDP icon</i>
Manish Singh	Kindly allow me two minutes to check the same.
	Try connect
	<i>7:52:15 PMavishek is sharing a file with you</i> <i><a href="#">1_image.png</a> - ( Size:40.3 KB )</i>
avishek	This is the second screen I am getting while login
	It shows logon attempt failed
Manish Singh	Alright, let me check from the backend.
avishek	ok
	you can call me at +918884823412
Manish Singh	Try to access now.
	Seems like you logged in successfully.
avishek	Yes
Manish Singh	Is there anything else I may help you with ?
avishek	It is working now
	yes
	I have to logout or sign out
	while ending the work
Manish Singh	There is log off icon on the desktop you can use that to log off from the server.
	<i>7:56:12 PMManish Singh is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:3.38 KB )</i>

avishek	Wait
	Can I try these
Manish Singh	Yes, please take your time.
avishek	Please wait for sometime
	Dont end the chat please
Manish Singh	Not going to do it until all your queries are resolved, Avishek. (Edited)
avishek	ok Manish
Manish Singh	Is everything working fine?
avishek	Yes Manish
	Thanks for the help
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
avishek	Can you email me this chat support link
	Actually my system is new
Manish Singh	<a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a>
	This is the link to chat with us and I will email you regarding the issue you faced and the resolution we have given to you,
	Is there anything else I may help you with ?
avishek	No this much only
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acec">https://selfcare.acec</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Manish Singh has ended this chat session</i>

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# Chat Transcript



Hello, I am your Acebuddy

Visitor Details

**#74600 Lahka Peacock**  
**Email:** lahka@ruralfinancialservices.com 📞 19073046021  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 20 Secs  
**City:** ANCHORAGE  
**State:** Alaska  
**Country:** UNITED STATES

Chat Transcript

Lahka Peacock	Hello, I am your Acebuddy
Acebuddy	Hello Lahka, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lahka Peacock	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lahka Peacock	I'd like to report an Issue
Acebuddy	Please select an option!
Lahka Peacock	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lahka Peacock	Remote connection giving an error
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
Lahka Peacock	HI Rohan. My login id is RFS_QB.Pro2
Rohan Prajapati	Hello Lakha, How are you doing today ?
	I will surely help you with this issue.

Lahka Peacock	I am doing well. Last week I had another business that I host with ACE that had this same issue. AGent had to take over m
Rohan Prajapati	Kindly allow me 4-5 minutes to check the same.
Lahka Peacock	Here is the message I receive, which is the exact same message I was receiving for another business login last week. "Re: Qblivepro2.myrealdata.net."
Rohan Prajapati	May I take the remote access of your local computer?
Lahka Peacock	Yes you can
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
Lahka Peacock	Thanks
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session  <a href="https://assist.acecloudhosting.com/join/4992956031">https://assist.acecloudhosting.com/join/4992956031</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold. Once the issue is resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with ?
Lahka Peacock	Thank you for your help. Nothing else is needed.
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us 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. You can email me at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Rohan Prajapati has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73679 salmakki

**Email:** salmakki@vineit.com ☎ 844 484 6348

**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:** ST PETERSBURG

**State:** Florida

**Country:** UNITED STATES

Chat Transcript

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

*Ended due to chat idle timeout*



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73583 Anne Messerli

Email: anne@nfppartners.com 📞 7204251425

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: GOLDEN

State: Colorado

Country: UNITED STATES

Chat Transcript -----

Anne Messerli	Hello, I am your Acebuddy
Acebuddy	Hello Anne, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anne Messerli	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anne Messerli	I'd like to report an Issue
Acebuddy	Please select an option!
Anne Messerli	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Anne Messerli	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Anne Messerli	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 Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73365 Wahono**  
**Email:** wahono@wealthbuilderscpa.com  
**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:** 27 Secs  
**City:** MALAKA JAYA  
**State:** Jawa Timur  
**Country:** INDONESIA

## Chat Transcript

Wahono	Hello, I am your Acebuddy
Acebuddy	Hello Wahono, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Wahono	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Wahono	I'd like to report an Issue
Acebuddy	Please select an option!
Wahono	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Wahono	remote desktop connection issue
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Anurag Sharma accepted the chat transfer request.	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.

Wahono	hello anurag
Anurag Sharma	Hello Wahono
Wahono	sorry we got disconnected
Anurag Sharma	No problem.
Wahono	do you to send me a link for the mac?
	i did change my password in the windows and try it on the mac and it does not work..
Anurag Sharma	Okay
	I need to take the remote session of your local computer again.
Wahono	ok
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://join.zoho.in/6502515380">https://join.zoho.in/6502515380</a>
	Kindly paste this link in the browser of local computer and join the session.
Wahono	ok
	connected
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
	The issue seems to be resolved.
	Is there anything else I may help you with ?
	Are we still connected here?
	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>

Visitor Details

#74322 **Becky Rivard**  
**Email:** becky@beckyrivardcpa.com 📞 15304489276  
**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:** 17 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 we will provide you with an update once the task has been
	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>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Becky Rivard	Hi. I just was chatting with you about my lacerete 2024 update. I logged off too quickly.
Manish Singh	We have successfully updated Lacerte 2024 kindly log back in and check
Becky Rivard	

	Yes. Give me one sec.
Manish Singh	please, take your time
Becky Rivard	I am able to log onto lacerte. Thank you so much.
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
Becky Rivard	yes
Manish Singh	Is there anything else I may help you with ?
Becky Rivard	Nothing else. Thankyou again.
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Manish Singh has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74588 jnsolutions2024**  
**Email:** jnsolutions2024@outlook.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 54 Secs



**City:** KAITHAL  
**State:** Punjab  
**Country:** INDIA

Chat Transcript

jnsolutions2024	Hello, I am your Acebuddy
Acebuddy	Hello Jnsolutions2024, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jnsolutions2024	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jnsolutions2024	I'd like to raise a Request
Acebuddy	Please select your request type.
jnsolutions2024	Printer/Scanner Addition
Acebuddy	Please select your desired option :
jnsolutions2024	Printer Addition
Acebuddy	Kindly install the client version of ‘Uniprint’ on your local Desktop by following the instructions mentioned in the knowledge base.
	Once the local client has been installed, Please try printing from the server and select ‘Uniprint’ option from the printers list.
	Do you need any further assistance on the topic?
jnsolutions2024	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.
jnsolutions2024	Hello
	Can you please help me to add a new printer to my RDP
Ashutosh Mishra	I will surely help you with this issue.
	Please let me know if the printer is working on your local computer.
jnsolutions2024	The thing is that the printer is in America and I am in India but it working fine for others
	I have never connected it to my local computer
Ashutosh Mishra	Do you have any existing ticket for the printer related concern?
jnsolutions2024	no

Ashutosh Mishra	Kindly allow me two minutes to check the same.
	Kindly help me with your server name and user name?
jnsolutions2024	Can you come to my computer and take a lok at it
Ashutosh Mishra	Sure, i will send you an invite over the email <b>[jnsolutions2024@outlook.com](mailto:jnsolutions2024@outlook.coi</b>
	Prior providing the access, I would suggest you to close any important documents at your end.
jnsolutions2024	Sure
Ashutosh Mishra	I have sent the invite, please check your email and join the session.
	I understand you want the assistance over callback.
jnsolutions2024	Yes please
Ashutosh Mishra	You may end this chat, and within an hour you will receive callback from one of our senior engineer.
<i>jnsolutions2024 has ended this chat session</i>	



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74190 Lyle Contracting Solutions**  
**Email:** josh@lylecontractingsolutions.com ☎ (252) 327-7827  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 10 Secs  
**City:** NEWPORT  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

Lyle Contracting

Solutions	Hello, I am your Acebuddy
Acebuddy	Hello Josh Lyle, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lyle Contracting Solutions	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lyle Contracting Solutions	I'd like to report an Issue
Acebuddy	Please select an option!
Lyle Contracting Solutions	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lyle Contracting Solutions	My password is not working. This happened last week and you had to reset something for me.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
Lyle Contracting Solutions	great.
Rohan Prajapati	Hello Josh, How are you doing today ?
Lyle Contracting Solutions	My password isn't working. The same thing happened last week and you had to reset something for it to start working.
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
	Please try logging in again with your existing password and ensure that you are entering the correct one.
Lyle Contracting Solutions	It worked this time.
	thank you!
Rohan Prajapati	Is there anything else I may help you with ?
Lyle Contracting Solutions	there is not.
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link 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.

quality@acecloudhosting.com. Thanks!

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

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

Rohan Prajapati has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73894 David Weinstein**  
**Email:** david@davidweinsteincpa.com 📞 19149071180  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 1 Min 47 Secs  
**City:** FT LAUDERDALE  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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

	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	I can't use Chetan.C@myrealddata.net to log in to the VPS. Says its disabled
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.
David Weinstein	I downlaoded
Ashutosh Mishra	I understand you are not able to login to server, is that correct?
David Weinstein	yes I can log into my vps
	But I can't log into to Chetan.C@myrealddata.net
Ashutosh Mishra	I will be surely assisting you with this.
	May I take the remote access of your local computer?
	<i>8:55:02 PMDavid Weinstein is sharing a file with you</i> <i><a href="#">Screen SHot.jpg</a> - ( Size:23.86 KB )</i>
David Weinstein	yes
	also I'm locked out of the portal for 30 minutes
	but I downloaded the RPF
Ashutosh Mishra	Kindly allow me two minutes to check the same.
David Weinstein	25 1/2 minutes on the portal
Ashutosh Mishra	Please allow me few minutes as i am checking from the backend.
	Please share your email address so we can send you an invite to join remote session.
	Are we still connected here?
	Are we still connected here?
David Weinstein	yes
	david@davidweinsteincpa.com
Ashutosh Mishra	I have sent the invite over your email.
	Are we still connected here?
David Weinstein	yes
Ashutosh Mishra	Ok, we are connected now
David Weinstein	you have access

Ashutosh Mishra	The issue has been resolved over remote session.
	Is there anything else I may help you with ?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
Ashutosh Mishra has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73994 Jorge Ortiz

Email: jorge.ortiz@staffers.us

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Linux

Browser: Google Chrome

Device: Desktop

City: MONTREAL

State: Quebec

Country: CANADA

Chat Transcript

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

	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Jorge Ortiz	Restart
Acebuddy	Hello Jorge Del Grande Ortiz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jorge Ortiz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jorge Ortiz	I'd like to raise a Request
Acebuddy	Please select your request type.
Jorge Ortiz	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 :
Jorge Ortiz	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session



# Chat Transcript

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

## Visitor Details

**#73644 Cjcarr5150**  
**Email:** cjcarr5150@gmail.com ☎ 4025988577  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** https://www.acecloudhosting.com/?utm\_source=google&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Brande&utm\_term=ace%20cloud%20hosting&utm\_adgroup=Primary  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile

**Average Response Time:** 1 Min 57 Secs  
**City:** HIALEAH  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Cjcarr5150	What is the website URL for users to login into? I believe this is a different URL than the My Portal login. Thanks.
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.
Cjcarr5150	Thanks
Siddhant	Hi Chad. May I confirm your business name or your CID?
Siddhant is transferring the chat to Support(QB & App Hosting).	
Rohan Prajapati accepted the chat transfer request.	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	May I know the UserName for which you need the RDP file ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
Rohan Prajapati has ended this chat session	

# Chat Transcript

TRY UPDATE QUICKBOOK

Visitor Details

#73600 nguyen

Email: chinh\_cn@yahoo.com ☎ 4082096515

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

Website: https://www.acecloudhosting.com/ace-support/

Operating System: Microsoft Windows



**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 8 Secs  
**City:** FT MYERS  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript -----

nguyen	TRY UPDATE QUICKBOOK
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.
nguyen	HELLO
	I CONTACT SUPPORT TWICE TO DATE TO UPDATE QUICKBOOK, HOWEVER I STILL GET E "PS060" WHEN TRY UPDATING
	SAIGONSERVICES.REALDATA.NET
Siddhant	Okay, got your concern. I am transferring this chat to the support team. They will be a further.
nguyen	THX
	<i>Siddhant is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
	<i>Anurag Sharma is transferring the chat to Shubham Yadav.</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assi
	Thank you for the information and allow 2 minutes to check the same.
nguyen	THX
Shubham Yadav	Chinh I am updating the Quick Books right now as updates are pending.
nguyen	THX
Shubham Yadav	Thank you for your patience.
	Chinh Quick Books is taking some time to update.
	We will update it completely and will mail you.
	Is that okay ?
	<i>5:01:23 AMShubham Yadav is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:35.64 KB )</i>
nguyen	let me check
	ok, yes

	thank you
Shubham Yadav	Welcome Chinh
	Is there anything else I may help you with ?
nguyen	that's all thank you
Shubham Yadav	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us i conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers car working. I will appreciate that. or you may send your feedback at quality@acecloudho: Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our S (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowl">https://www.acecloudhosting.com/knowl</a></p>
	<i>Shubham Yadav has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74527 bstedmancpa**  
**Email:** bstedmancpa@ideaone.net ☎ 7013563101  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 29 Secs  
**City:** WEST FARGO  
**State:** North Dakota  
**Country:** UNITED STATES

Chat Transcript		
bstedmancpa	Hello, I am your Acebuddy	
Acebuddy	Hello Brad Stedman, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
bstedmancpa	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
bstedmancpa	I'd like to report an Issue	
Acebuddy	Please select an option!	
bstedmancpa	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support re	
bstedmancpa	Could you please let me know if the server is currently down? We have not been able t server in approximately an hour.	
Acebuddy	Please wait while we connect you to a Support Representative	
	<i>Acebuddy (bot) forwarded the chat request</i>	
	<i>Rajan accepted the chat transfer request.</i>	
Rajan	Thank you for contacting Ace Cloud Hosting. My name is Rajan. I will be assisting you f	
bstedmancpa	Hello	
	<i>Rajan is transferring the chat to Shivam Singh.</i>	
	<i>Shivam Singh accepted the chat transfer request.</i>	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisti	
	I will be surely assisting you with this. Kindly help me with your server name and user	
bstedmancpa	BradleyS_BLSL@myrealdata.net Bradley Stedman	
	Beth Lysne is also not able to log in	
Shivam Singh	Could you please check now	
bstedmancpa	Still giving error message	
Shivam Singh	As per my check, the server has been up and running for the past 14 hours and 23 mi	
	could you please share the Screenshot ?	
bstedmancpa	Yes. Will send shortly.	
Shivam Singh	Let me share the screenshot with you	
bstedmancpa	OK	

5:36:25 AM

Shivam Singh is sharing a file with you

[image.png](#) - ( Size:41.32 KB )

Shivam Singh

for how long are you facing the issue?

bstedmancpa

I was working in the system about an hour ago and lost connection. The message reacd  
Desktop can't find the computer "BLSL.myrealddata.net.....;

Shivam Singh

Did you have any network disconnection or internet downtime during this time of disc

bstedmancpa

No other internet items are working fine

Beth tried restarting the computer but still could not connect.

Shivam Singh

Seems to be the server is working fine as screenshot validates it

Could you please try now with another user?

bstedmancpa

I will have Beth try again

Shivam Singh

sure

Please try and let me know.

bstedmancpa

She is still getting the same error message

Shivam Singh

can we take remote of your local machine ?

bstedmancpa

Yes

Shivam Singh

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

bstedmancpa

OK. They are closed.

Shivam Singh

thanks for the confirmation

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

<https://assist.acecloudhosting.com/join/7152642374>

We're currently connected through the remote session and will start troubleshooting ri  
placing the chat on hold while we work on the issue, so please don't disconnect. Once  
everything, just let me know here in the chat.

hi there

bstedmancpa

Here

Shivam Singh

Steps to Change the RDP Settings:  
Right-click on the **RDP file** .  
Click on the **Edit** option (second option).  
Go to the **Advanced** tab.  
Click on **Settings** and change the **Server name** to **RDG.myrealddata.net** .  
Click **OK** .  
Navigate to the **General** tab.  
Click on **Save** .  
You are all set—try connecting now.

these are the accumulated steps we followed

I will also attch that with your email

bstedmancpa	Great - thank you. Will this also be an email?
Shivam Singh	Is there anything else I may help you with ?
bstedmancpa	No, that should be it. Thank you.
Shivam Singh	after this chat I will share the email separately
	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us i conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers car working. I will appreciate that. or you may send your feedback at quality@acecloudho: Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our S (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowl">https://www.acecloudhosting.com/knowl</a></p>

*Shivam Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74575 himanshu**  
**Email:** himanshu@erufinlaw.com  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 27 Secs  
**City:** NIMRI  
**State:** Delhi  
**Country:** INDIA

Chat Transcript		
	himanshu	Hello, I am your Acebuddy
	Acebuddy	Hello Himanshu Chhabra, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	himanshu	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	himanshu	I'd like to report an Issue
	Acebuddy	Please select an option!
	himanshu	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	himanshu	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps will help you with resolving the issue
		Was that helpful?
	himanshu	No
	Acebuddy	No issues, please wait while I connect you to one of our support engineers who'd assist you
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you
		Hello Himanshu, could you please let me know if the issue is with a particular company?
	himanshu	Not able to Login in server
		Remote*
	Sharath Kumar	I see, one moment while I check the server
	himanshu	okay
	Sharath Kumar	The server was accessible for me, and I have rebooted it since nobody else was logged in. Now, let's try logging in. Let's see if you can log in now.
	himanshu	no still can't able to login
	Sharath Kumar	sorry to hear that, what is the error message that you receive?
	himanshu	please take remote access and resolve the issue, it's been more than 4 hours that I am unable to login
	Sharath Kumar	No worries, let me quickly do that

	Here is the link that you'll need <a href="https://assist.acecloudhosting.com/join/4482518011">https://assist.acecloudhosting.com/join/4482518011</a>
	Prior providing the access, I would suggest you to close any important documents at y
	We are connected on the remote session and will proceed with the troubleshooting on the time, I am putting the chat on hold, please do not disconnect it. Once the issue is i give your confirmation on this chat.
	Hello Himanshu, since you disconnected from the chat, I wanted to inform you that the connectivity is happening due to an ongoing task that is being performed by our team
	I will keep you posted once the server is accessible again
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74167 Cesar Diaz**  
**Email:** cesardiaz98776@gmail.com 📞 150499420028  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 14 Secs  
**City:** ?  
**State:** Honduras  
**Country:** HONDURAS

## Chat Transcript

Cesar Diaz	Hello, I am your Acebuddy
Acebuddy	Hello Cesar.diaz, I'm your Ace Buddy. I'll be happy to assist you!



		Whom Would You Like to Connect With?
	Cesar Diaz	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Cesar Diaz	I'd like to report an Issue
	Acebuddy	Please select an option!
	Cesar Diaz	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Cesar Diaz	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	Cesar Diaz	remote access on intercentnew server
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>8:39:19 PMCesar Diaz is sharing a file with you</i> <i><a href="#">1_image.png</a> - ( Size:155.2 KB )</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
		<i>Shashwat Verma is transferring the chat to Rohan Prajapati.</i>
		<i>Rohan Prajapati accepted the chat transfer request.</i>
	Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assi
		Hello Cesar, how are you doing today?
	Cesar Diaz	hello Rohan,
		we have problem with the remote access on intercentnew server
		<i>8:40:47 PMCesar Diaz is sharing a file with you</i> <i><a href="#">1_image.png</a> - ( Size:155.2 KB )</i>
	Rohan Prajapati	I will surely help you with this issue.
		Kindly allow me 5-6 minutes to check the same.
	Cesar Diaz	yesterday we get some error with quickbooks and intuit check and fix the problem
		with the other server intercentro is working fine
	Rohan Prajapati	Cesar, thank you for all the information
		Please allow me 5-6 mins to check the same
		<i>8:42:53 PMCesar Diaz is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:64.42 KB )</i> <i>yesterday error , fix by intuit</i>



	Cesar Diaz	some on user problems intercent\inter28
		intercentnew\inter28 and intercentnew\inter26
		sorry i make a mistake the right server is intercentnew
	Rohan Prajapati	Yes, I'm checking it. I'm trying to access your server from our end
		May I know if all users are facing the same issue while accessing the server ?
	Cesar Diaz	yes all user from this server intercentnew have same problems
		can not access from the remote
	Rohan Prajapati	Thanks for the confirmation !
		Please ask them to check now and let us know the status
	Cesar Diaz	wait a moment
	Rohan Prajapati	Sure take your time
		Is it working now ?
	Cesar Diaz	cant not access to remote
	Rohan Prajapati	Thanks for the confirmation !
		Kindly allow me 5-6 minutes to check the same.
	Cesar Diaz	ok
	Rohan Prajapati	Kindly allow me few mins more
	Cesar Diaz	sure
	Rohan Prajapati	Thank you so much for Understanding
		Cesar, we do apologies for the delay. We are pro-actively working on it.
	Cesar Diaz	ok
	Rohan Prajapati	Will that be Okay if we update you via email once its fixed ?
		Cesar, we have informed the concerned team to check this and they are working on it.
	Cesar Diaz	what we update?
	Rohan Prajapati	This message has been deleted
		Cesar, please check now and let us know the status of the issue ?
	Cesar Diaz	wait a moment
	Rohan Prajapati	It seems to be working on our end now
		Is it still not working?
		Are we still connected here?
	Cesar Diaz	wait a moment
	Rohan Prajapati	Okay Sure take your time

	Cesar Diaz	now it working fine
		thanks for your effort
	Rohan Prajapati	Thanks for the confirmation !
		Is there anything else I may help you with ?
	Cesar Diaz	nothing else, thank again
	Rohan Prajapati	Thanks for the confirmation !
	Cesar Diaz	have nice day
	Rohan Prajapati	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us i conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers car working. I will appreciate that. or you may send your feedback at quality@acecloudho: Thanks!
		Note: You may change/reset your server password on your own by registering on our S ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
		For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowl">https://www.acecloudhosting.com/knowl</a>
		<i>Rohan Prajapati has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

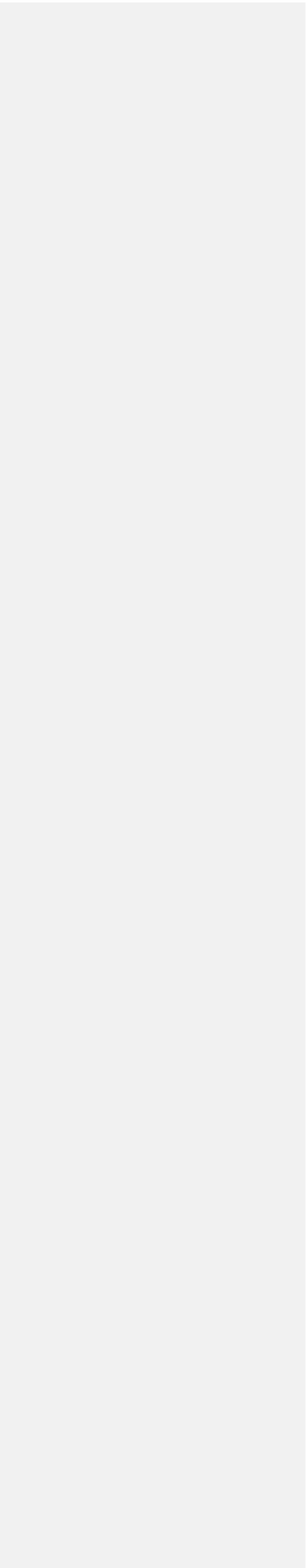
## Visitor Details -----

**#73649 michael ness**  
**Email:** miken@rortax.com 📞 612-822-7177  
**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:** 52 Secs

**City:** MINNEAPOLIS  
**State:** Minnesota  
**Country:** UNITED STATES

Chat Transcript

michael ness	Hello, I am your Acebuddy
Acebuddy	Hello Michael Ness, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
michael ness	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
michael ness	I'd like to report an Issue
Acebuddy	Please select an option!
michael ness	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available suppo representative!
michael ness	black screen when logging into ace cloud server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam accepted the chat transfer request.</i>
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assistin
	I will be surely assisting you with this. Kindly help me with your server name and
michael ness	rortax is cloud name
	user name is miken@rortax.com if it's our email address
	could be miken
Shivam	Thank you for the information and allow 2 minutes to check the same.
michael ness	it's happened to a few other folks in our office
	<i>10:59:18 PMShivam is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:5.23 KB )</i>
	<i>I understand.</i> <i>Kindly log off from the server and log back in.</i>
Shivam	Click on this Log Off button
	Please let me know if you still face the issue after logging back in ?



michael ness	I closed out of the cloud (can't see that logoff button because screen is black) and back in and it's still black
Shivam	Thank you for bringing this to my attention
michael ness	I closed the window again
Shivam	Kindly allow me 5 minutes to check the same.
	May I take the remote access of your server?
michael ness	sure
Shivam	Prior providing the access, I would suggest you to close any important documents end.
michael ness	done
Shivam	<a href="https://assist.acecloudhosting.com/join/7822063642">https://assist.acecloudhosting.com/join/7822063642</a>
	Kindly paste this link in the browser of local computer and join the session.
michael ness	are you in?
	can i take the mouse?
Shivam	Come to the remote login screen (Edited)
	Is there anything else I may help you with ?
michael ness	no we're good thanks
Shivam	Please share your valuable feedback by clicking the smiley at the end.
	You may end this chat now. Once you end this chat, you will receive an email from regarding this conversation, along with a ticket number and survey feedback form
	I request you to kindly spare a moment to fill that out for me so that my manager how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on Portal ( <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 has ended this chat session*

