

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

22 Sep, 10:09:59 PM

### #81792 Lucy

**Email:** lucy@mizfashions.com  12245678680

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

**Operator:** Dushyant

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 1 Sec

Lucy	Hello, I am your Acebuddy	22 Sep, 10:10:01 PM
Acebuddy	Hello Lucy, I'm your Ace Buddy. I'll be happy to assist you!	10:10:02 PM
	Whom Would You Like to Connect With?	10:10:02 PM
Lucy	Technical Support (QB & App Hosting)	10:10:07 PM
Acebuddy	Welcome to Ace Support.	10:10:07 PM
	Please chose an option :	10:10:07 PM
Lucy	I'd like to report an Issue	10:10:15 PM
Acebuddy	Please select an option!	10:10:15 PM
Lucy	Other Issue	10:10:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:10:19 PM
Lucy	uniprint is not working	10:10:32 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:10:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:10:32 PM
	<i>Dushyant accepted the chat transfer request.</i>	10:10:54 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	10:11:00 PM

Lucy	Hi Dushyant	10:11:25 PM
Dushyant	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:11:41 PM
Lucy	Mizfashion	10:11:53 PM
	LucyS	10:11:56 PM
	MizFC	10:12:21 PM
Dushyant	Thank you for the details.	10:13:01 PM
	Could you elaborate the issue so that i will try my best to fix the issues>	10:13:37 PM
	Is there any screenshot of the issue?	10:13:48 PM
	That would be helpful to fix the issues..	10:14:10 PM
Lucy	When I click the print, UNIPRINTER DOESN'T SHOW UP IN THE OPTION	10:14:31 PM
Dushyant	May i know when was the last time it worked for you?	10:15:11 PM
Lucy	Today	10:15:24 PM
Dushyant	Is the issue is with you only or other colleagues or users are also having the same issues?	10:15:29 PM
Lucy	My colleagues also have the same issue.	10:15:48 PM
Dushyant	May I take the remote access of your local computer?	10:16:29 PM
Lucy	yes sure	10:16:43 PM
Dushyant	Thank you for your prompt answer..	10:16:45 PM
	Thank you.	10:16:53 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:17:27 PM
Lucy	ok.I'm ready	10:17:51 PM
Dushyant	<a href="https://assist.acecloudhosting.com/join/5822451230">https://assist.acecloudhosting.com/join/5822451230</a>	10:17:55 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:19:21 PM
	Uniprint is working now,	10:39:34 PM
	Is there anything else, i can help you with? (Edited)	10:39:43 PM
Lucy	nope that's it. Thanks	10:39:50 PM
Dushyant	You're welcome.	10:40:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:40:10 PM
Lucy	you, too	10:40:15 PM
Dushyant	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:40:38 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

conversation, along with a ticket number and survey feedback form.

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

10:40:59 PM

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/>)

*Dushyant has ended this chat session*

10:41:03 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 8:09:33 PM

### #81781 Elizabeth Llamas

**Email:** ellamas@archwestcapital.com ☎ 19495779315

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 54 Mins 8 Secs

Elizabeth Llamas	Hello, I am your Acebuddy	22 Sep, 8:09:34 PM
Acebuddy	Hello Elizabeth Llamas, I'm your Ace Buddy. I'll be happy to assist you!	8:09:35 PM
	Whom Would You Like to Connect With?	8:09:35 PM
Elizabeth Llamas	Technical Support (QB & App Hosting)	8:09:46 PM

Acebuddy	Welcome to Ace Support.	8:09:46 PM
	Please chose an option :	8:09:46 PM
Elizabeth Llamas	I'd like to raise a Request	8:09:52 PM
Acebuddy	Please select your request type.	8:09:52 PM
Elizabeth Llamas	Setup Ace Server	8:26:49 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:26:49 PM
Elizabeth Llamas	Microsoft Windows	8:26:55 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	8:26:55 PM
	Do you need any further assistance on the topic?	8:26:55 PM
Elizabeth Llamas	Yes	8:27:05 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:27:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:27:06 PM
	<i>Arun Sharma declined the transfer request.</i>	8:27:18 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	8:27:19 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	8:27:24 PM
	Hello Elizabeth , how are you doing	8:27:37 PM
Elizabeth Llamas	Hi Sanyam	8:28:13 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:28:25 PM
Elizabeth Llamas	Could you assist me in setting up work apps for Giovanni Mendez	8:28:39 PM
	Archwest CID69624	8:28:46 PM
Sanyam Madan	Can you please elaborate more on this Elizabeth , this will allow us to help you more efficiently	8:29:45 PM
Elizabeth Llamas	I would like work apps to be set-up for this user	8:32:17 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	8:33:18 PM
Elizabeth Llamas	thank you	8:36:30 PM
Sanyam Madan	Cn you please specify the application name you need setup for ?	8:38:39 PM
Elizabeth Llamas	yes, QuickBooks, file explorer, work, excel, outlook, QB reset button	8:40:06 PM
Sanyam Madan	May I take the remote access of your local computer of Giovanni Mendez? (Edited)	8:41:05 PM
Elizabeth Llamas	yes	8:41:51 PM
Sanyam Madan	<a href="https://assist.acecloudhosting.com/join/3962013743">https://assist.acecloudhosting.com/join/3962013743</a>	8:42:11 PM
	Please provide her this link	8:42:17 PM
	Kindly paste this link in the browser of local computer and join the session.	8:42:25 PM

Elizabeth Llamas	are you able to access?	8:44:04 PM
Sanyam Madan	I show the Zoho assistant	8:44:21 PM
Sanyam Madan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:44:50 PM
Elizabeth Llamas	The remote apps is working great Thank you	9:02:26 PM
Sanyam Madan	Is there anything else I may help you with ?	9:03:21 PM
Elizabeth Llamas	no that's all thank you very much	9:03:32 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:03:36 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:03:41 PM
	<i>Sanyam Madan has ended this chat session</i>	9:03:42 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

18 Sep, 6:55:47 PM

**#81682 Megan House**

**Email:** ar@cbsnutes.com

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** KINGSTON

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 24 Mins 49 Secs

Megan House

Hello, I am your Acebuddy

18 Sep, 6:55:48 PM

Acebuddy	Hello Megan House, I'm your Ace Buddy. I'll be happy to assist you!	6:55:49 PM
	Whom Would You Like to Connect With?	6:55:49 PM
Megan House	Technical Support (QB & App Hosting)	6:55:59 PM
Acebuddy	Welcome to Ace Support.	6:55:59 PM
	Please chose an option :	6:55:59 PM
Megan House	I'd like to report an Issue	6:56:07 PM
Acebuddy	Please select an option!	6:56:07 PM
Megan House	Other Issue	6:56:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:56:16 PM
Megan House	Having trouble getting in to my remote desktop	6:56:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:56:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:56:43 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	6:57:32 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	6:57:39 PM
	Hello Megan , how are you doing	6:58:01 PM
Megan House	Good	6:58:06 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:58:42 PM
Megan House	CBNuts.myrealdata.net	6:59:10 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	6:59:23 PM
Megan House	Mhouse_CB	6:59:31 PM
Sanyam Madan	May I take the remote access of your local computer?	7:00:48 PM
Megan House	Yes	7:01:52 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	7:01:56 PM
Megan House	Okay all closed	7:02:08 PM
Sanyam Madan	<a href="https://assist.acecloudhosting.com/join/7512612094">https://assist.acecloudhosting.com/join/7512612094</a>	7:02:09 PM
	Kindly paste this link in the browser of local computer and join the session.	7:02:13 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:03:38 PM
Megan House	I'm here	7:20:10 PM
Sanyam Madan	As per discussion over the remote session, The issue is resolved by changing the configuration in Ace connect	7:20:14 PM
	Is there anything else I may help you with ?	7:20:18 PM

Megan House	No, thank you!	7:20:26 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	7:20:30 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:20:34 PM
	<i>Sanyam Madan has ended this chat session</i>	7:20:38 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Sep, 8:57:04 AM

#### #81154 Deanna Logoteta

**Email:** deanna@awakenreno.org 17752196737

**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:** RENO

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 17 Mins 36 Secs

Deanna Logoteta	Hello, I am your Acebuddy	4 Sep, 8:57:05 AM
Acebuddy	Hello Deanna Logoteta, I'm your Ace Buddy. I'll be happy to assist you!	8:57:05 AM
	Whom Would You Like to Connect With?	8:57:05 AM
Deanna Logoteta	Technical Support (QB & App Hosting)	8:57:09 AM
Acebuddy	Welcome to Ace Support.	8:57:09 AM
	Please chose an option :	8:57:09 AM
Deanna Logoteta	I'd like to report an Issue	8:57:21 AM
Acebuddy	Please select an option!	8:57:21 AM

Deanna Logoteta	Other Issue	8:57:25 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:57:25 AM
	<i>8:59:10 AM Deanna Logoteta is sharing a file with you <a href="#">image.png</a> - (Size: 67.96 KB)</i>	8:59:10 AM
	<i>I was sent a new remote access from Ace Tech, after deleting the RDP files off of my computer. I noted that I could still connect via RDP.</i>	
Deanna Logoteta	Login credentials issue	9:00:59 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:01:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:01:01 AM
	<i>Rohan accepted the chat transfer request.</i>	9:01:14 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	9:01:25 AM
Deanna Logoteta	I think you were helping me earlier	9:01:32 AM
Rohan	Hello Deanna, How are you ?	9:01:47 AM
Deanna Logoteta	Fine, I sent the screenshot, were you able to see it	9:01:58 AM
Rohan	Yes I was assisting you with this issue	9:02:00 AM
	Yes I can see that you are using your Bookkeeper's login credentials.	9:02:56 AM
	Kindly download the RDP file for your user only, named 'DeannaL.NENT1,' that I shared with you, and try logging in again using the password for this user.	
	OR	
	<b>Right-click</b> the RDP file → <b>Edit</b> .	9:07:17 AM
	In the <b>General</b> tab, under <b>User name</b> , enter:	
	DeannaL.NENT1@myrealdata.net	
	<b>Click Save</b> to save the changes.	
	<b>Double-click</b> the RDP file to open it and <b>enter your password</b> when prompted.	
Deanna Logoteta	It is connecting but says the remote computer is turned off	9:12:10 AM
Rohan	Deanna, Please try again in 1-2 secs	9:12:30 AM
Deanna Logoteta	Yes, that was what I needed. It all works now	9:13:17 AM
Rohan	That's Great. Is she also able to login without any issue ?	9:13:37 AM
Deanna Logoteta	Yes	9:14:20 AM
Rohan	Thanks for the confirmation !	9:14:22 AM
	Is there anything else I may help you with ?	9:14:24 AM

Deanna Logoteta	no thanks	9:14:28 AM
Rohan	Thanks for the confirmation !	9:14:35 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:14:36 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:14:38 AM
	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> )\\	

*Rohan has ended this chat session*

9:14:42 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

22 Sep, 7:11:42 PM

**#81772 kimsilva**

**Email:** kimsilva@zhealthcare.com

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** JACKSON

**State:** New Jersey

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 25 Mins 23 Secs

kimsilva

Hello, I am your Acebuddy

22 Sep, 7:11:43 PM

Acebuddy	Hello Kimsilva, I'm your Ace Buddy. I'll be happy to assist you!	7:11:43 PM
	Whom Would You Like to Connect With?	7:11:43 PM
kimsilva	Technical Support (QB & App Hosting)	7:11:55 PM
Acebuddy	Welcome to Ace Support.	7:11:55 PM
	Please chose an option :	7:11:55 PM
kimsilva	I'd like to raise a Request	7:12:04 PM
Acebuddy	Please select your request type.	7:12:05 PM
kimsilva	Change in Applications	7:12:16 PM
Acebuddy	Please select your desired option!	7:12:16 PM
kimsilva	Application Replacement	7:12:40 PM
Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of the current application that needs to be uninstalled, such as its name and version.	7:12:40 PM
	Additionally, please provide us with the name and version of the new application along with any license details that may be necessary for the installation (for example, in case of QuickBooks).	7:12:40 PM
	We request you to download the setup file for the new application from its respective website or portal and save it on your server desktop.	7:12:40 PM
	Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the installation of the new application at our end.	7:12:40 PM
	Do you need any further assistance on the topic?	7:12:40 PM
kimsilva	Yes	7:13:05 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:13:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:13:05 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	7:13:18 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:13:21 PM
	Hello , how are you doing today	7:13:39 PM
kimsilva	Good morning Sanyam. I was hoping you could tell me what version of Quickbooks we are on and how we go about upgrading	7:13:52 PM
	I'm fine and you?	7:14:41 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	7:15:16 PM
	I am fine as well 😊	7:15:35 PM
	You currently have QuickBooks Premier edition 2023 on the server	7:19:17 PM
	Do you wish to upgrade your QB?	7:19:47 PM
kimsilva	We received an email that QB Desktop Plus 2024 R16 was available at no additional cost so yes	7:20:28 PM
Sanyam Madan	Let me check that quickly allow me 2 minutes	7:22:51 PM

You are currently using **QuickBooks Premier Edition 2023**, which is already updated to the latest available release.

7:26:47 PM

If you're considering upgrading to **QuickBooks Desktop Plus 2024**, please note that there will be **additional costs** associated with this upgrade, as it is a subscription-based product.

7:26:59 PM

kimsilva Can I send you the email we received that shows the latest benefits of the latest release of QB plus for your review? It says at no available cost per our current subscription.

7:29:00 PM

Sanyam Madan Yes, that would be great if you could provide a screenshot of the same

7:29:05 PM

*7:29:43 PM kimsilva is sharing a file with you*

7:29:43 PM

[1\\_image.png](#) - (Size:54.88 KB)

kimsilva Could you please provide your email address

7:30:02 PM

Sanyam Madan Okay, you can contact Intuit regarding this, and once you provide us with the license details, we will install it on the server.

7:32:21 PM

Once intuit provide you the license details QB desktop plus 2024, we will install it on the server

7:33:11 PM

[support@acecloudhosting.com](mailto:support@acecloudhosting.com)

7:35:04 PM

kimsilva ok. I'll still send the email and contact them as well and get back with you. Thank you

7:36:03 PM

Sanyam Madan Okay sure

7:36:21 PM

Is there anything else I may help you with ?

7:36:23 PM

kimsilva no thank you

7:36:54 PM

Sanyam Madan Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.

7:37:02 PM

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

7:37:05 PM

*Sanyam Madan has ended this chat session*

7:37:06 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 Sep, 6:24:58 PM

#81533 raj.oza

Email: [raj.oza@ramhotels.com](mailto:raj.oza@ramhotels.com)

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 18 Mins 38 Secs

raj.oza	Hello, I am your Acebuddy	15 Sep, 6:24:59 PM
Acebuddy	Hello Raj, I'm your Ace Buddy. I'll be happy to assist you!	6:25:00 PM
	Whom Would You Like to Connect With?	6:25:00 PM
raj.oza	Sales & Solutions	6:25:06 PM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	6:25:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:25:07 PM
	<i>Amit accepted the chat transfer request.</i>	6:25:10 PM
raj.oza	hi	6:26:21 PM
Amit	Hello Raj.	6:26:32 PM
	\How may I assist you today.	6:26:39 PM
raj.oza	Hi Amit I am facing an issue with my RDP	6:26:49 PM
Amit	Sure let me transfer you.	6:26:59 PM
	<i>Amit is transferring the chat to Support(QB &amp; App Hosting).</i>	6:27:14 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	6:27:49 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	6:27:56 PM
raj.oza	Hey Sanyam	6:28:05 PM
Sanyam Madan	Hello Raj , how are you doing	6:28:13 PM
raj.oza	I am fine	6:28:19 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:28:23 PM
raj.oza	Just a second	6:28:43 PM
	myreldata\Vishal_RHM	6:29:34 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	6:29:51 PM
raj.oza	RHM.myreldata.net	6:30:08 PM
	this is the server name	6:30:11 PM

Sanyam Madan	Okay	6:30:17 PM
raj.oza	The above was the username	6:30:35 PM
Sanyam Madan	May I take the remote access of your local computer?	6:30:44 PM
raj.oza	Yup Sure	6:30:50 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	6:31:02 PM
	<a href="https://assist.acecloudhosting.com/join/8052346459">https://assist.acecloudhosting.com/join/8052346459</a>	6:31:06 PM
	Kindly paste this link in the browser of local computer and join the session.	6:31:09 PM
raj.oza	I have joined	6:33:01 PM
Sanyam Madan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:33:36 PM
	As per discussion over the remote session, The issue is resolved by changing the configuration in RDP file	6:43:06 PM
	Is there anything else I may help you with ?	6:43:08 PM
raj.oza	Nope, Thanks	6:43:28 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:43:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:43:36 PM
	<i>Sanyam Madan has ended this chat session</i>	6:43:37 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

27 Sep, 2:23:37 AM

#82004 Evan Giniger

Email: [eginiger@driglobal.com](mailto:eginiger@driglobal.com) 12122091175

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 8 Mins 46 Secs

Evan Giniger	Hello, I am your Acebuddy	27 Sep, 2:23:38 AM
Acebuddy	Hello Evan Giniger, I'm your Ace Buddy. I'll be happy to assist you!	2:23:39 AM
	Whom Would You Like to Connect With?	2:23:39 AM
Evan Giniger	Technical Support (QB & App Hosting)	2:23:43 AM
Acebuddy	Welcome to Ace Support.	2:23:43 AM
	Please chose an option :	2:23:43 AM
Evan Giniger	I'd like to report an Issue	2:23:50 AM
Acebuddy	Please select an option!	2:23:50 AM
Evan Giniger	Password Reset	2:23:53 AM
Acebuddy	Please select an option below	2:23:53 AM
Evan Giniger	Already Enrolled to Selfcare Portal	2:23:57 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	2:23:57 AM
	Do you need any further assistance on the topic?	2:23:57 AM
Evan Giniger	Yes	2:24:29 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:24:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:24:29 AM
Evan Giniger	how do I reset one of my users passwords?	2:24:40 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:25:00 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:25:05 AM
	I will be surely assisting you with this.	2:25:20 AM
	Is this for account: [Dynamic Resources, Inc.] ( <a href="https://crm.zoho.in/crm/org60000682839/tab/Accounts/23102000158806010?pfrom=gsearch">https://crm.zoho.in/crm/org60000682839/tab/Accounts/23102000158806010?pfrom=gsearch</a> )?	2:25:37 AM
Evan Giniger	yes	2:26:00 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	2:26:05 AM
Evan Giniger	I am on the portal	2:26:07 AM
	I do not see howto reset a user password	2:26:18 AM

	just my own	2:26:20 AM
Abhay Kumar Saraswat	Okay.	2:26:31 AM
	Could you please share a screenshot of the screen you are currently on?	2:27:07 AM
Evan Giniger	is that right?	2:28:37 AM
	<i>2:28:50 AM Evan Giniger is sharing a file with you <a href="#">image.png</a> - ( Size:329.32 KB )</i>	2:28:50 AM
	<i>2:29:42 AM Abhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:162.68 KB )</i>	2:29:42 AM
	<i>See this slider, move it to the right side please.</i>	
Abhay Kumar Saraswat	You can see the "Action" option there.	2:30:14 AM
Evan Giniger	Ah	2:30:50 AM
	so easy	2:30:52 AM
Abhay Kumar Saraswat	Yes.	2:30:57 AM
Evan Giniger	so sorry	2:30:58 AM
Abhay Kumar Saraswat	No worries.	2:31:03 AM
Evan Giniger	I didnt know	2:31:03 AM
Abhay Kumar Saraswat	We are here to assist you.	2:31:07 AM
	Is there anything else I may help you with ?	2:31:16 AM
Evan Giniger	no thanks perfect	2:32:09 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:32:13 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:32:18 AM
	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.	2:32:21 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	2:32:25 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Sep, 9:29:00 PM

### #81085 Eden Conrad

**Email:** order@prodigalsonventures.com

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 4 Secs

**City:** DELTA

**State:** British Columbia

**Country:** CANADA

## Chat Transcript

Chat Duration : 26 Mins 21 Secs

Eden Conrad	Hello, I am your Acebuddy	2 Sep, 9:29:01 PM
Acebuddy	Hello Eden Conrad, I'm your Ace Buddy. I'll be happy to assist you!	9:29:01 PM
	Whom Would You Like to Connect With?	9:29:01 PM
Eden Conrad	Technical Support (QB & App Hosting)	9:29:11 PM
Acebuddy	Welcome to Ace Support.	9:29:11 PM
	Please chose an option :	9:29:11 PM
Eden Conrad	I'd like to report an Issue	9:29:22 PM
Acebuddy	Please select an option!	9:29:22 PM
Eden Conrad	QuickBooks Issue	9:29:26 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:29:26 PM
Eden Conrad	Other QB related issue	9:29:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:29:32 PM
Eden Conrad	We are waiting for an update from Ace Cloud Hosting in regards to the renewal of our Quickbooks license so that we can have access to our accounting software and have not had an update.	9:30:07 PM

Acebuddy	Please wait while we connect you to a Support Representative	9:30:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:30:07 PM
	<i>Arjun Sikarwar declined the transfer request.</i>	9:30:10 PM
Eden Conrad	Please see ticket ID 759711	9:30:21 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:30:52 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:30:57 PM
	Hello Eden	9:31:03 PM
Eden Conrad	Hi there	9:32:23 PM
Sujeet Kumar Suman	How are you doing?	9:33:20 PM
Eden Conrad	I am hoping for good news in regards to our Quickbooks license. It's been pretty stressful not having access to the accounting software during such a critical time! :(	9:35:25 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	9:35:33 PM
	Sure, I can help with that. Let me look into it for you.	9:35:48 PM
	Kindly allow me two minutes to check the same.	9:37:11 PM
Eden Conrad	Thank you	9:39:52 PM
Sujeet Kumar Suman	Thank you for your patience.	9:42:48 PM
	We are currently awaiting confirmation from the respective team in order to proceed with resolving your concern.	9:43:35 PM
Eden Conrad	What is the timeline for this? We were initially told 6 to 12 hours and it has been 14 and this is a very critical time for us to not have access to this software.	9:44:02 PM
Sujeet Kumar Suman	As checked, shall we connect with Intuit and the user to proceed with the QuickBooks Enterprise 2024 Canadian license for you? If yes, please share your contact number and available time.	9:49:29 PM
	We totally understand your situation and appreciate your patience.	9:50:07 PM
Eden Conrad	That is what I believe we requested, yes.	9:50:41 PM
Sujeet Kumar Suman	Please provide your contact number and available time to connect, including your time zone	9:51:20 PM
Eden Conrad	You can reach me at 1.604.241.4350 and I am available from now until 4 pm PST	9:52:14 PM
Sujeet Kumar Suman	Thank you for the information.	9:52:22 PM
	Our team will contact you shortly via phone to discuss the QuickBooks license.	9:52:24 PM
	Is there anything else I may help you with ?	9:52:28 PM
Eden Conrad	How long until I can expect the phone call?	9:52:45 PM
Sujeet Kumar Suman	Once the chat ends, I will forward your ticket to the call team, and they will connect with you shortly.	9:53:23 PM
Eden Conrad	Thank you.	9:53:32 PM
Sujeet Kumar Suman	Most welcome	9:53:44 PM

	Is there anything else I may help you with ?	9:53:47 PM
Eden Conrad	This is my most important priority right now so I have nothing else to address other than getting this handled as quickly as possible.	9:53:49 PM
Sujeet Kumar Suman	We completely understand your situation, which is why we requested a direct call to assist you in real time	9:54:29 PM
	Is there anything else I may help you with ?	9:54:59 PM
Eden Conrad	No	9:55:05 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:55:10 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:55:13 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:55:16 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:55:20 PM
	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>Sujeet Kumar Suman has ended this chat session</i>	9:55:22 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Sep, 7:47:20 PM

**#81261 lightningpkg**

**Email:** lightningpkg@outlook.com ☎ 14849156153

**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:** WEST GROVE

**State:** Pennsylvania

**Country:** UNITED STATES

Chat Duration : 34 Mins 11 Secs

## Chat Transcript

lightningpkg	Hello, I am your Acebuddy	8 Sep, 7:47:21 PM
Acebuddy	Hello Miguel Ortiz, I'm your Ace Buddy. I'll be happy to assist you!	7:47:22 PM
	Whom Would You Like to Connect With?	7:47:22 PM
lightningpkg	Technical Support (QB & App Hosting)	7:47:29 PM
Acebuddy	Welcome to Ace Support.	7:47:29 PM
	Please chose an option :	7:47:29 PM
lightningpkg	I'd like to raise a Request	7:47:41 PM
Acebuddy	Please select your request type.	7:47:41 PM
lightningpkg	Other Request	7:47:59 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:47:59 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:47:59 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:21:33 PM
	<i>Ended due to chat idle timeout</i>	8:21:33 PM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

24 Sep, 3:22:26 PM

**#81882 tim**

**Email:** tim@commonwealthroofing.com

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

**Operator:** Shubham Maurya

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 37 Secs

**City:** LOUISVILLE

**State:** Kentucky

**Country:** UNITED STATES

Chat Duration : 41 Mins 42 Secs

### Chat Transcript

tim	Hello, I am your Acebuddy	24 Sep, 3:22:28 PM
Acebuddy	Hello Timothy Swanson, I'm your Ace Buddy. I'll be happy to assist you!	3:22:29 PM
	Whom Would You Like to Connect With?	3:22:29 PM
tim	Technical Support (QB & App Hosting)	3:22:36 PM
Acebuddy	Welcome to Ace Support.	3:22:36 PM
	Please chose an option :	3:22:36 PM
tim	I'd like to report an Issue	3:22:42 PM
Acebuddy	Please select an option!	3:22:42 PM
tim	Other Issue	3:22:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:22:46 PM
tim	Massive input lag on host server	3:23:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:23:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:23:01 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	3:23:11 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	3:23:28 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:23:38 PM
tim	WickerStrategic.myreldata.net Timothy.Swanson@myreldata.net	3:24:01 PM
	TimSwanson@myreldata.net	3:24:22 PM
	sorry	3:24:23 PM
	just double checked	3:24:28 PM
Shubham Maurya	No worries, Thanks for sharing please hold on let me check.	3:24:48 PM
	Thanks for the patience, please do let me know from how long you are facing this issue?	
	How many users are facing this issue?	
	Any network or system change made recently?	3:29:21 PM

	It's overall lag or only while using any particular application on server?	
tim	I can speak to at least 2, me and JessiPowers the others aren't in yet. No network or system change that I know of. And lag is on the whole machine. Even on windows desktop	3:30:34 PM
	We only use it for sage 40 and chrome (to send exports) but even occurring on the desktop icons	3:31:02 PM
	and the delays are upwards of 3-5 seconds	3:31:16 PM
	been slow the last few days or so but its hit a breaking point this morning	3:31:40 PM
Shubham Maurya	Thanks for the information Timothy that will help to check the root cause, and apologies for the trouble this may have caused you.	3:33:10 PM
	May I take the remote access of your local computer?	3:33:16 PM
tim	sure	3:33:28 PM
Shubham Maurya	<a href="https://assist.acecloudhosting.com/join/5312584473">https://assist.acecloudhosting.com/join/5312584473</a>	3:34:25 PM
	Kindly paste this link in the browser of local computer and join the session.	3:34:33 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:34:39 PM
tim	i can move the windows app window to my 1 screen if you want its on my left most monitor (of 3 screens)	3:37:33 PM 3:37:41 PM
Shubham Maurya	okay please change it.	3:38:08 PM
	Is it the same account?	3:40:01 PM
	please check now using this gateway.	3:40:20 PM
tim	still massive delay	3:41:45 PM
Shubham Maurya	Please close Sage at your end, logout and reconnect again.	3:45:20 PM
	Internet seems fine but upload latency is slightly high for that we have made some changes in RDP properties now to minimize the delay.	3:47:04 PM
tim	error message on the gateway that is creds for our local host pc not for sage	3:47:36 PM 3:49:41 PM 3:49:43 PM
Shubham Maurya	Kindly test it now.	3:52:00 PM
tim	much better yea, significantly better than before	3:53:24 PM 3:53:52 PM
	now question, Jessi has been having the same issue, but she uses the AceConnect app on her windows desktop	3:55:12 PM
Shubham Maurya	This may be a temporary network issue which may get auto resolve after sometimes, but you can share a callback number for the second user "JessiPowers" who is also facing this same whether if it's working fine with these changes to analyze the RCA.	3:57:07 PM
	Yes she can also change the gateway on Aceconnect app and let her know to connect using rdgchg@myrealdata.net	3:58:04 PM

tim	OK, ill switch it to that once she gets back	3:58:27 PM
Shubham Maurya	It's the closest gateway to your current geographic location.	3:58:48 PM
	Okay, let me share steps for Aceconnect app also.	3:59:17 PM
tim	Gotcha, im assuming based on the time it displayed on the restart message the host is located on west coast lol	3:59:26 PM
Shubham Maurya	<a href="https://vision.acecloudhosting.com/">https://vision.acecloudhosting.com/</a>	
	Here you can get complete Instruction to configure Aceconnect app using correct gateway manually using "configure" option on the app.	4:01:10 PM
	Exactly Timothy, We do appreciate your understanding with us.	4:01:52 PM
tim	I get it, used to work for an ISP before i landed in accounting. Thanks for the help	4:02:21 PM
Shubham Maurya	We will keep this case open for few days in case if you still face issue with this gateway please do let us know to proceed with further troubleshooting on this.	4:02:38 PM
	That's great ! please help Jessi connect to same gate way and we are also here to help anytime.	4:03:34 PM
	Is there anything else I may help you with ?	4:03:41 PM
tim	Nope, thank you for your time!	4:03:48 PM
Shubham Maurya	You are most welcome ! Have a good one	4:04:00 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:04:03 PM
	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.	4:04:06 PM
	<i>Shubham Maurya has ended this chat session</i>	4:04:10 PM



# Chat Transcript

Hello, I am your Acebuddy

22 Sep, 11:37:35 PM

## Visitor Details

### #81804 elong

**Email:** elong@totemconstructionllc.com  (225) 408-8009

**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:** BATON ROUGE

**State:** Louisiana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Secs

elong	Hello, I am your Acebuddy	22 Sep, 11:37:36 PM
Acebuddy	Hello Elong, I'm your Ace Buddy. I'll be happy to assist you!	11:37:36 PM
	Whom Would You Like to Connect With?	11:37:36 PM
elong	Technical Support (QB & App Hosting)	11:37:42 PM
Acebuddy	Welcome to Ace Support.	11:37:42 PM
	Please chose an option :	11:37:42 PM
elong	I'd like to report an Issue	11:37:48 PM
Acebuddy	Please select an option!	11:37:48 PM
elong	Password Reset	11:37:52 PM
Acebuddy	Please select an option below	11:37:52 PM
elong	Not Enrolled to Selfcare Portal	11:37:57 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:37:57 PM
	Do you need any further assistance on the topic?	11:37:57 PM
elong	No	11:38:20 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	11:38:20 PM
	<i>Acebuddy has ended this chat session</i>	11:38:20 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Sep, 10:23:58 PM

### #81394 Kline Driver

**Email:** kline@klinedrivercpa.com  14042194002

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** CHANDLER

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 12 Mins 47 Secs

Kline Driver	Hello, I am your Acebuddy	10 Sep, 10:23:59 PM
Acebuddy	Hello Kline Driver, I'm your Ace Buddy. I'll be happy to assist you!	10:24:00 PM
	Whom Would You Like to Connect With?	10:24:00 PM
Kline Driver	Technical Support (QB & App Hosting)	10:24:14 PM
Acebuddy	Welcome to Ace Support.	10:24:14 PM
	Please chose an option :	10:24:14 PM
Kline Driver	I'd like to report an Issue	10:24:22 PM
Acebuddy	Please select an option!	10:24:22 PM
Kline Driver	Password Reset	10:24:34 PM
Acebuddy	Please select an option below	10:24:34 PM
Kline Driver	Not Enrolled to Selfcare Portal	10:24:46 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	10:24:46 PM
	Do you need any further assistance on the topic?	10:24:46 PM
Kline Driver	Yes	10:26:19 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:26:19 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:26:19 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:26:46 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:26:53 PM
	Hello Kline, I will be surely assisting you with this. Kindly help me with your server name and user name?	10:27:27 PM
Kline Driver	My password does not work. I need to get logged in. Why did Ace Hosting change my password?	10:28:01 PM
Ashutosh Mishra	I will surely help you with this issue.	10:29:45 PM
	Please allow me to inform that Ace Cloud Hosting does not change password however due to security reasons, password has to be changed after 90 days.	10:30:51 PM
	Password can also be changed using My Portal by the registered My Portal admin.	10:31:44 PM
	Kline I just checked for your account and currently the account is disabled due to pending Payment as per ticket #753392 (Edited)	10:34:38 PM
	<i>Ashutosh Mishra has ended this chat session</i>	10:36:47 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 25 Sep, 3:48:58 AM

**#81927 Laurie Tyre**

**Email:** laurie@applied-adventure.com 19708333139

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

**Operator:** Yash Kalra

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** GRAND JUNCTION

**State:** Colorado

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 54 Secs

Laurie Tyre	Hello, I am your Acebuddy	25 Sep, 3:49:00 AM
Acebuddy	Hello Laurie Tyre, I'm your Ace Buddy. I'll be happy to assist you!	3:49:01 AM
	Whom Would You Like to Connect With?	3:49:01 AM
Laurie Tyre	Technical Support (QB & App Hosting)	3:49:11 AM
Acebuddy	Welcome to Ace Support.	3:49:11 AM
	Please chose an option :	3:49:11 AM
Laurie Tyre	I'd like to report an Issue	3:49:15 AM
Acebuddy	Please select an option!	3:49:15 AM
Laurie Tyre	Other Issue	3:49:21 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:49:21 AM
Laurie Tyre	Receiving "sorry, the page you requested cannot be found" after entering code during login.	3:50:22 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:50:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:50:22 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:50:35 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	3:50:39 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:50:43 AM
Laurie Tyre	AAConsulting LLC.myrealdatal.net	3:51:31 AM
Laurie Tyre		3:51:40 AM
	myrealdatal\LaurieTyre	3:52:09 AM
	I was logged in most of the day with no issue then had this issue when logging in a few minutes ago.	3:53:05 AM
Yash Kalra	Laurie, to help me assist you better, please answer the following questions:	
	1. Is this issue occurring for all the user for all the users or is it just specific to you.	
	2. Have you checked if your internet connection is stable? Also, have you tried connecting using a different network, such as a mobile hotspot?	3:53:53 AM
Laurie Tyre	No one else has reported this issue. Internet connection is stable, I have not tried mobile hotspot because my location does not have a good mobile signal.	3:55:42 AM
Yash Kalra	May I take the remote access of your local computer?	3:55:46 AM
Laurie Tyre	Yes	3:55:51 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	3:55:59 AM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/1762851244">https://assist.acecloudhosting.com/join/1762851244</a>	3:56:03 AM
	Laurie, we assisted you regarding the logging issue Is there anything else I may help you with?	4:17:31 AM
Laurie Tyre		

No, that was it for today.

4:17:39 AM

Yash Kalra

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

4:17:44 AM

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

4:17:47 AM

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

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

Thanks!

4:17:51 AM

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

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

*Yash Kalra has ended this chat session*

4:17:54 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Sep, 9:48:32 PM

**#81505 Okjoo Yang**

**Email:** info@brkimcpa.ocm

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 59 Secs

**City:** FLOWER MOUND

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 5 Secs

Okjoo Yang	Hello, I am your Acebuddy	13 Sep, 9:48:33 PM
Acebuddy	Hello Okjoo Yang, I'm your Ace Buddy. I'll be happy to assist you!	9:48:34 PM
	Whom Would You Like to Connect With?	9:48:34 PM
Okjoo Yang	Technical Support (QB & App Hosting)	9:48:40 PM
Acebuddy	Welcome to Ace Support.	9:48:40 PM
	Please chose an option :	9:48:40 PM
Okjoo Yang	I'd like to report an Issue	9:48:48 PM
Acebuddy	Please select an option!	9:48:48 PM
Okjoo Yang	Other Issue	9:48:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:48:52 PM
Okjoo Yang	It's unable to connect to the cloud.	9:49:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:49:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:49:11 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	9:49:26 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	9:49:36 PM
Okjoo Yang	Hi	9:49:44 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:49:53 PM
Okjoo Yang	Bongryong.myrealdatal.net	9:50:10 PM
	myrealdatal\Okjoo_BK	9:50:29 PM
	all users can't connect to the cloud server.	9:50:50 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	9:51:13 PM
Okjoo Yang	Ok.	9:51:22 PM
Shubham Maurya	Thanks for the patience Okjoo, Please change the RDP file settings by following the below steps and servers are up but gateway might be not connecting you to the right one.	9:55:07 PM
	Find the ".rdp" file you use to connect to your remote desktop (usually named something like `myserver.rdp`).	
	Right-click the file and select " <b>Edit</b> ".	
	In the <b>Remote Desktop Connection</b> window that opens:	
	Go to the <b>Advanced</b> tab.	
	Under <b>Connect from anywhere</b> , click <b>Settings</b> .	
	In the RD Gateway Server Settings window:	9:56:41 PM
	Check the box "Use these RD Gateway server settings".	
	In the Server name field,	
	enter:RDG.myrealdatal.net	

Go back to the General tab.  
Click Save to save the changes to your existing .rdp file.

Please let me know if you face any issue while following the steps, I will guide you over the remote session if you want.

9:57:22 PM

Okjoo Yang I changed it and It's working. Thank you.

10:01:05 PM

Shubham Maurya You are most welcome !

10:01:41 PM

Glad to hear that it's working now. We apologize for any inconvenience this may have caused. Please share the connection steps with all users on your end we will also send the same instructions via email for reference.

10:01:50 PM

Is there anything else I may help you with ?

10:01:53 PM

Okjoo Yang No. That is perfect. Thank you. Have a great weekend!

10:02:16 PM

Shubham Maurya You too have a good one Okjoo !

10:02:31 PM

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

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

Thanks!

10:02:34 PM

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

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

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

10:02:37 PM

*Shubham Maurya has ended this chat session*

10:02:39 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 9:19:59 PM

#81430 hitesh

Email: hitesh@patel.cpa

Department: Support(QB & App Hosting)

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

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

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 37 Mins 25 Secs

hitesh	Hello, I am your Acebuddy	11 Sep, 9:20:00 PM
Acebuddy	Hello Hitesh Koshti, I'm your Ace Buddy. I'll be happy to assist you!	9:20:01 PM
	Whom Would You Like to Connect With?	9:20:01 PM
hitesh	Technical Support (QB & App Hosting)	9:20:07 PM
Acebuddy	Welcome to Ace Support.	9:20:07 PM
	Please chose an option :	9:20:07 PM
hitesh	I'd like to report an Issue	9:20:15 PM
Acebuddy	Please select an option!	9:20:15 PM
hitesh	Other Issue	9:20:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:20:38 PM
hitesh	Server is very slow working again and again Disconnect.	9:23:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:23:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:23:37 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	9:24:39 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	9:24:48 PM
	Hello Hitesh , how are you doing	9:25:36 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:25:54 PM
hitesh	Server is very slow working again and again Disconnect.	9:26:01 PM
	Hitesh Koshti	9:26:24 PM
Sanyam Madan	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	9:26:30 PM
hitesh	Pradip Patel & co	9:26:31 PM
	RDP_Hitesh_PPC	9:26:40 PM
	This problem also occurred two days ago.	9:27:36 PM

	Please resolve this problem permanent	9:28:13 PM
Sanyam Madan	Let me check the server resources, please allow me 2 minutes	9:28:24 PM
hitesh	ok	9:28:31 PM
Sanyam Madan	Is the entire server slow, or is the issue limited to a specific application, file, or task?	9:29:19 PM
hitesh	no this problem only me	9:30:07 PM
Sanyam Madan	Were there any recent changes made (e.g., software updates, configuration changes, etc.)?	9:30:34 PM
	<i>9:31:14 PM hitesh is sharing a file with you <a href="#"><u>Screenshot 1.png</u></a> - ( Size:14.36 KB )</i>	9:31:14 PM
hitesh	no	9:31:31 PM
Sanyam Madan	Can you specify the exact time the slowness was first noticed or when it was at its peak? This will help us pinpoint the issue more accurately in our logs and monitoring tools.	9:31:37 PM
hitesh	No any specific time any time showing this problem	9:33:08 PM
Sanyam Madan	May I take the remote access of your local computer?	9:33:17 PM
hitesh	some time server is normal work and sometimes very slow work	9:34:21 PM
	yes	9:34:38 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	9:34:53 PM
	<a href="https://assist.acecloudhosting.com/join/8812878578"><u>https://assist.acecloudhosting.com/join/8812878578</u></a>	9:35:11 PM
	Kindly paste this link in the browser of local computer and join the session.	9:35:14 PM
hitesh	done	9:35:16 PM
	Done Please connect	9:36:10 PM
	hi please connect	9:36:52 PM
Sanyam Madan	we are rebooting your local system due to high uptime	9:51:21 PM
	Are we still connected here?	9:53:04 PM
	Are we still connected here?	9:55:01 PM
	Are we still connected here?	9:57:06 PM
	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) if any further assistance is required.	9:57:11 PM
	<i>Sanyam Madan has ended this chat session</i>	9:57:26 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Sep, 1:37:17 AM

#81346 eric.simon

Email: eric.simon@cosmobiousa.com ☎ 17604314600

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: CARLSBAD

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 32 Secs

eric.simon	Hello, I am your Acebuddy	10 Sep, 1:37:18 AM
Acebuddy	Hello Eric.simon, I'm your Ace Buddy. I'll be happy to assist you!	1:37:19 AM
	Whom Would You Like to Connect With?	1:37:19 AM
eric.simon	Technical Support (QB & App Hosting)	1:37:24 AM
Acebuddy	Welcome to Ace Support.	1:37:24 AM
	Please chose an option :	1:37:24 AM
eric.simon	I'd like to report an Issue	1:37:32 AM
Acebuddy	Please select an option!	1:37:32 AM
eric.simon	Other Issue	1:37:37 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:37:38 AM
eric.simon	Cloud Host is stuck at login screen saying "Please wait"	1:37:59 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:38:00 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:38:00 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:38:07 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:38:11 AM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:38:14 AM
eric.simon	CosmoBioUSA.myrealdatal.net	1:38:38 AM
	CBUS_Eric	1:38:43 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:38:56 AM
<b>Eric, to help me assist you better, please answer the following questions:</b>		
	1. Is this issue occurring for all the users for a specific user on the server?	
	2. When was the last time you were able to access the server?	1:42:11 AM
	3. Have you checked if your internet connection is stable? Also, have you tried connecting using a different network, such as a mobile hotspot?	
	(Edited)	
eric.simon	It is only my account, my internet connection is fine. This occurred after the 2FA timed out	1:42:57 AM
Yash Kalra	May I take the remote access of your local computer?	1:43:15 AM
eric.simon	sure	1:44:07 AM
Yash Kalra	Prior providing the access, I would suggest you close any important documents at your end.	1:44:09 AM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/7542277642">https://assist.acecloudhosting.com/join/7542277642</a>	1:44:18 AM
eric.simon	ok, i think i am logged in	1:45:38 AM
Yash Kalra	Please stay connected	1:45:50 AM
	Let me check the reason for the issue.	1:46:25 AM
	Just to make sure the issue never occurs again.	1:46:45 AM
eric.simon	this is the first time it ever happened	1:46:58 AM
Yash Kalra	Eric, as the screen is still stuck on please wait. We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:48:50 AM
eric.simon	If you sign out my user session, that may solve the problem	1:48:56 AM
	ok, it is fixed	1:50:33 AM
Yash Kalra	Is there anything else I may help you with ?	1:54:24 AM
eric.simon	ok	1:54:25 AM
	no, that was it	1:54:29 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:54:33 AM
eric.simon	i will, thank you	1:54:46 AM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:54:46 AM

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

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

1:54:48 AM

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

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

*Yash Kalra has ended this chat session*

1:54:51 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Sep, 9:19:34 PM

#### #81265 Rushabh

**Email:** rushabh@realtimecpas.com

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 53 Secs

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

Chat Duration : 30 Mins 48 Secs

Rushabh	Hello, I am your Acebuddy	8 Sep, 9:19:35 PM
Acebuddy	Hello Rushabh, I'm your Ace Buddy. I'll be happy to assist you!	9:19:35 PM
	Whom Would You Like to Connect With?	9:19:35 PM
Rushabh	Technical Support (QB & App Hosting)	9:19:41 PM

Acebuddy	Welcome to Ace Support.	9:19:41 PM
	Please chose an option :	9:19:41 PM
Rushabh	I'd like to report an Issue	9:19:52 PM
Acebuddy	Please select an option!	9:19:53 PM
Rushabh	Password Reset	9:19:58 PM
Acebuddy	Please select an option below	9:19:58 PM
Rushabh	Already Enrolled to Selfcare Portal	9:20:05 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:20:05 PM
	Do you need any further assistance on the topic?	9:20:05 PM
Rushabh	Yes	9:20:12 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:20:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:20:12 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	9:20:24 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	9:20:28 PM
Rushabh	Hi Sanyam,	9:20:39 PM
Sanyam Madan	Hello Rushabh , how are you doing	9:20:45 PM
Rushabh	I want to set up MFA on my ATX account	9:20:55 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:21:21 PM
Rushabh	sure	9:21:57 PM
	RealTime2.myrealdata.net	9:22:22 PM
	RT_Eric_KMK_Staff	9:22:28 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	9:22:42 PM
Rushabh	Sure	9:22:50 PM
Sanyam Madan	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	9:24:00 PM
	Also, the registered email for your account with us is : ERIC@REALTIMECPAS.COM	
	You can also use MyPortal to enable MFA. These actions can be performed by the Point of Contact (POC), Eric.	9:25:52 PM
Rushabh	I have asked Eric to send an E-mail, please wait for a while.	9:27:51 PM
Sanyam Madan	Please take your time	9:28:21 PM
	We have noted down your request of Adding MFA for RT_Eric_KMK_Staff , we will proceed with the request as soon as we will receive the ticket and we will notify you via email (Edited)	9:32:50 PM
	Is there anything else I may help you with ?	9:32:56 PM

Rushabh	EDid you get Email from Eric?	9:33:48 PM
Sanyam Madan	We haven't received it yet	9:34:43 PM
Rushabh	Ok fine.	9:36:35 PM
	Can you guide step by step how can it be reset? I mean MFA.	9:37:10 PM
	I will share it to Eric.	9:37:17 PM
Sanyam Madan	We will mail you step by step process on how to enable MFA for the users	9:38:02 PM
Rushabh	It is already enabled	9:38:19 PM
	We need to reset it again	9:38:30 PM
Sanyam Madan	Rushabh ,for that we need approval of POC	9:41:04 PM
Rushabh	Ok got it	9:41:34 PM
Sanyam Madan	We will proceed with the request as soon as it is received	9:42:24 PM
	Are we still connected here?	9:44:08 PM
	Are we still connected here?	9:46:16 PM
	Are we still connected here?	9:48:33 PM
	We will reset MFA for the mentioned user as soon as we will receive the authorization from POC	9:50:14 PM
	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) if any further assistance is required.	9:50:18 PM
	<i>Sanyam Madan has ended this chat session</i>	9:50:23 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Sep, 8:31:55 AM

**#81307 Rob Riss/ Go West**

**Email:** rob@justgowest.com 19704938441

**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:** LOVELAND

**State:** Colorado

**Country:** UNITED STATES

Chat Duration : 36 Mins 38 Secs

## Chat Transcript

Rob Riss/ Go West	Hello, I am your Acebuddy	9 Sep, 8:31:56 AM
Acebuddy	Hello Rob Riss/ Go West, I'm your Ace Buddy. I'll be happy to assist you!	8:31:57 AM
	Whom Would You Like to Connect With?	8:31:57 AM
Rob Riss/ Go West	Technical Support (QB & App Hosting)	8:32:00 AM
Acebuddy	Welcome to Ace Support.	8:32:01 AM
	Please chose an option :	8:32:01 AM
Rob Riss/ Go West	I'd like to raise a Request	8:32:10 AM
Acebuddy	Please select your request type.	8:32:10 AM
Rob Riss/ Go West	Reboot your Server	8:32:17 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	8:32:17 AM
	Do you need any further assistance on the topic?	8:32:17 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:08:35 AM
	<i>Ended due to chat idle timeout</i>	9:08:35 AM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Sep, 7:00:59 PM

**#82073 Janis Gaudette**

**Email:** shopabbyleigh@comcast.net 16153081816

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** NASHVILLE

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 40 Mins 50 Secs

Janis Gaudette	Hello, I am your Acebuddy	30 Sep, 7:00:59 PM
Acebuddy	Hello Janis Gaudette, I'm your Ace Buddy. I'll be happy to assist you!	7:01:02 PM
	Whom Would You Like to Connect With?	7:01:02 PM
Janis Gaudette	Technical Support (QB & App Hosting)	7:01:08 PM
Acebuddy	Welcome to Ace Support.	7:01:08 PM
	Please chose an option :	7:01:08 PM
Janis Gaudette	I'd like to raise a Request	7:01:15 PM
Acebuddy	Please select your request type.	7:01:15 PM
Janis Gaudette	Setup Ace Server	7:01:29 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	7:01:29 PM
Janis Gaudette	Microsoft Windows	7:01:35 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	7:01:35 PM
	Do you need any further assistance on the topic?	7:01:35 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:41:50 PM
	<i>Ended due to chat idle timeout</i>	7:41:50 PM



## Chat Transcript

Hello, I am your Acebuddy

12 Sep, 9:17:58 PM

## Visitor Details

### #81476 Matt

**Email:** matt.hall@americansolar.net  14155992674

**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:** 14 Secs

**City:** NOVATO

**State:** California

**Country:** UNITED STATES

Chat Duration : 7 Mins 27 Secs

## Chat Transcript

Matt	Hello, I am your Acebuddy	12 Sep, 9:17:58 PM
Acebuddy	Hello Matt, I'm your Ace Buddy. I'll be happy to assist you!	9:17:59 PM
	Whom Would You Like to Connect With?	9:17:59 PM
Matt	Technical Support (QB & App Hosting)	9:18:07 PM
Acebuddy	Welcome to Ace Support.	9:18:07 PM
	Please chose an option :	9:18:07 PM
Matt	I'd like to report an Issue	9:18:14 PM
Acebuddy	Please select an option!	9:18:14 PM
Matt	Other Issue	9:18:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:18:22 PM
Matt	upon logging in today, it was making me re-enter my username and password. Now it will not log in at all	9:18:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:19:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:19:00 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:19:22 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:19:25 PM
	Hello Matt	9:19:29 PM
	how are you?	9:19:34 PM
Matt	ok	9:19:38 PM
	I would be better if I could log in, haha	9:20:05 PM

Shashwat Verma	I will surely help you with this issue.	9:20:14 PM
	We will get this done for you right now! (Edited)	9:20:27 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	9:20:33 PM
Matt	first time since setting up the new ace hub	9:21:13 PM
Shashwat Verma	Okay	9:21:18 PM
	May I take the remote access of your local computer?	9:21:21 PM
Matt	yes	9:21:25 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:21:38 PM
	<a href="https://assist.acecloudhosting.com/join/4122397743">https://assist.acecloudhosting.com/join/4122397743</a>	9:21:39 PM
	Kindly Click on the link and open the downloaded file.	9:21:41 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:22:40 PM
	As per the remote session, issue was resolved (Edited)	9:25:13 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	9:25:17 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:25:20 PM
	<i>Shashwat Verma has ended this chat session</i>	9:25:26 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 6:42:07 PM

**#81066 Glen Willis**

**Email:** mfstaxes@gmail.comm

**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:** VALDOSTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 1 Sec

Glen Willis	Hello, I am your Acebuddy	2 Sep, 6:42:09 PM
Acebuddy	Hello Glen Willis, I'm your Ace Buddy. I'll be happy to assist you!	6:42:10 PM
	Whom Would You Like to Connect With?	6:42:10 PM
Glen Willis	Technical Support (QB & App Hosting)	6:42:40 PM
Acebuddy	Welcome to Ace Support.	6:42:40 PM
	Please chose an option :	6:42:40 PM
Glen Willis	Restart	6:43:03 PM
Acebuddy	Hello Glen Willis, I'm your Ace Buddy. I'll be happy to assist you!	6:43:03 PM
	Whom Would You Like to Connect With?	6:43:03 PM
	<i>GLEN WILLIS has ended this chat session</i>	6:43:10 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

10 Sep, 7:29:35 PM

**#81382 Aman Sajwani**

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

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** RESTON

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 22 Mins 3 Secs

Aman Sajwani	Hello, I am your Acebuddy	10 Sep, 7:29:36 PM
Acebuddy	Hello Aman Sajwani, I'm your Ace Buddy. I'll be happy to assist you!	7:29:37 PM
	Whom Would You Like to Connect With?	7:29:37 PM
Aman Sajwani	Technical Support (QB & App Hosting)	7:29:45 PM
Acebuddy	Welcome to Ace Support.	7:29:45 PM
	Please chose an option :	7:29:45 PM
Aman Sajwani	I'd like to report an Issue	7:29:53 PM
Acebuddy	Please select an option!	7:29:53 PM
Aman Sajwani	Other Issue	7:29:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:29:57 PM
Aman Sajwani	My RDP in not connecting	7:30:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:30:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:30:17 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	7:30:40 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:30:44 PM
	Hello Aman , how are you doing	7:30:54 PM
Aman Sajwani	Im doing good	7:31:05 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:31:22 PM
Aman Sajwani	RAS17	7:31:32 PM
	myrealdatalUmairSh	7:31:49 PM
Sanyam Madan	May I take the remote access of your local computer?	7:31:59 PM
Aman Sajwani	yes Sure	7:32:13 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	7:32:23 PM
Aman Sajwani	ok	7:32:31 PM
Sanyam Madan	<a href="https://assist.acecloudhosting.com/join/6262711058">https://assist.acecloudhosting.com/join/6262711058</a>	7:32:35 PM
	Kindly paste this link in the browser of local computer and join the session.	7:32:38 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:33:36 PM

	We have escalated your case Aman as it is reoccuring	7:47:57 PM
	Our escalation team will get in touch with you	7:48:25 PM
Aman Sajwani	ok right	7:48:39 PM
Sanyam Madan	Please share your callback number as well as best time to reach you , so that we can proceed accordingly and schedule a call	7:49:07 PM
Aman Sajwani	901-221-4031	7:50:19 PM
	you can call after 10AM EST	7:50:54 PM
Sanyam Madan	Noted	7:51:00 PM
	Is there anything else I may help you with?	7:51:01 PM
Aman Sajwani	its allright	7:51:29 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	7:51:31 PM
Aman Sajwani	thank you for today	7:51:33 PM
Sanyam Madan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:51:37 PM
	<i>Sanyam Madan has ended this chat session</i>	7:51:40 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

30 Sep, 12:49:22 AM

**#82055 christian.lopez**

**Email:** christian.lopez@attorneyguss.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:** 1 Min 21 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 24 Mins 44 Secs

christian.lopez	Hello, I am your Acebuddy	30 Sep, 12:49:23 AM
Acebuddy	Hello Christian.lopez, I'm your Ace Buddy. I'll be happy to assist you!	12:49:24 AM
	Whom Would You Like to Connect With?	12:49:24 AM
christian.lopez	Managed IT	12:49:27 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:49:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:49:28 AM
	<i>Vipul Sharma accepted the chat transfer request.</i>	12:49:48 AM
Vipul Sharma	Hi, Vipul, here from Ace Cloud how can I help you?	12:50:17 AM
christian.lopez	Hello I have a user who is having issues with their RDP. They want it to display to one screen. But it is setup to take over all their Monitors.	12:50:35 AM
	User is Araceli Merino	12:51:01 AM
Vipul Sharma	Please tell the user that Citrix screen is stretched make it resize to one screen so that it may not open on all the screen	12:53:30 AM
christian.lopez	Can you provide me instructions on how to? I can't change it on their RDP because the one they are using is a direct connection to the Server they are using.	12:55:20 AM
Vipul Sharma	So are they accessing it from Citrix Workspace	12:56:08 AM
christian.lopez	From the myrealdatal server	12:57:01 AM
Vipul Sharma	Just allow me a moment let me transfer the chat to the concern team who can guide you regarding this	12:59:20 AM
christian.lopez	Thank you.	12:59:32 AM
	<i>Vipul Sharma is transferring the chat to Support(QB &amp; App Hosting).</i>	1:00:09 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:00:58 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:01:09 AM
christian.lopez	Hello I need help setting a users RDP screen to one monitor. Currently when they open it the screen takes up all of her monitors.	1:02:38 AM
Manish Singh	I will surely help you with this issue.	1:03:26 AM
christian.lopez	They downloaded the file they received and it automatically opens on a small screen.	1:03:45 AM
Manish Singh	Alright	1:03:51 AM
	May I take the remote access of your local computer?	1:03:56 AM
christian.lopez	Cannot do that.	1:04:25 AM
Manish Singh	<b>Close any active RDP session.</b> If you are already connected, log off or disconnect first. <b>Open Remote Desktop Connection.</b>	

Press **Windows + R** → type “**mstsc**” → press **Enter** .

**Expand the Options.**

In the Remote Desktop Connection window, click **Show Options** (bottom left).

**Go to the Display tab.**

Uncheck the box that says “**Use all my monitors for the remote session**” .

1:04:50 AM

**Adjust Resolution (optional).**

Use the slider under **Display configuration** to set the size/resolution for your single monitor.

**Save settings.**

Go back to the **General tab** and click **Save As** if you want to reuse this configuration without changing it every time.

**Connect.**

Enter your server details and click **Connect** .

The RDP session will now open on a single monitor only.

christian.lopez

The RDP information is not saved on their RDP application. They are using the File path that was provided making an immediate connection to the Server.

1:07:23 AM

*1:10:09 AM Manish Singh is sharing a file with you*

*[image.png](#) - ( Size:36.34 KB )*

1:10:09 AM

*Kindly right-click on the RDP connection, select Edit, go to the Display tab, and uncheck the option “Use all my monitors for the remote session” .*

That worked thank you.

1:14:03 AM

*christian.lopez has ended this chat session*

1:14:07 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 8:48:24 PM

**#81542 Sean Ball**

**Email:** sball@vintegritywine.com 9134860134

**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:** KANSAS CITY

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 54 Secs

Sean Ball	Hello, I am your Acebuddy	15 Sep, 8:48:25 PM
Acebuddy	Hello Sean Ball, I'm your Ace Buddy. I'll be happy to assist you!	8:48:26 PM
	Whom Would You Like to Connect With?	8:48:26 PM
Sean Ball	Technical Support (QB & App Hosting)	8:48:30 PM
Acebuddy	Welcome to Ace Support.	8:48:30 PM
	Please chose an option :	8:48:30 PM
Sean Ball	I'd like to raise a Request	8:48:36 PM
Acebuddy	Please select your request type.	8:48:36 PM
Sean Ball	Other Request	8:48:56 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:48:56 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:48:56 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:32:20 PM
	<i>Ended due to chat idle timeout</i>	9:32:20 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

10 Sep, 12:11:20 AM

**#81339 Kathleen Roma**

**Email:** kathleen@romacpa.com 2088881830

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** BOISE

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 35 Secs

Kathleen Roma	Hello, I am your Acebuddy	10 Sep, 12:11:21 AM
Acebuddy	Hello Kathleen Roma, I'm your Ace Buddy. I'll be happy to assist you!	12:11:22 AM
	Whom Would You Like to Connect With?	12:11:22 AM
Kathleen Roma	Technical Support (QB & App Hosting)	12:11:32 AM
Acebuddy	Welcome to Ace Support.	12:11:32 AM
	Please chose an option :	12:11:32 AM
Kathleen Roma	I'd like to raise a Request	12:11:41 AM
Acebuddy	Please select your request type.	12:11:41 AM
Kathleen Roma	Other Request	12:11:50 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:11:50 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:11:50 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:42:56 AM
	<i>Ended due to chat idle timeout</i>	12:42:56 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

30 Sep, 7:42:07 PM

#### #82077 info

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

**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:** 21 Secs

**City:** CARROLLTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 33 Mins 59 Secs

info	Hello, I am your Acebuddy	30 Sep, 7:42:08 PM
Acebuddy	Hello Grace Lee, I'm your Ace Buddy. I'll be happy to assist you!	7:42:09 PM
	Whom Would You Like to Connect With?	7:42:09 PM
info	Technical Support (QB & App Hosting)	7:42:24 PM
Acebuddy	Welcome to Ace Support.	7:42:24 PM
	Please chose an option :	7:42:24 PM
info	I'd like to report an Issue	7:42:32 PM
Acebuddy	Please select an option!	7:42:32 PM
info	Password Reset	7:43:02 PM
Acebuddy	Please select an option below	7:43:02 PM
info	Not Enrolled to Selfcare Portal	7:43:14 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	7:43:14 PM
	Do you need any further assistance on the topic?	7:43:14 PM
info	Yes	7:43:28 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:43:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:43:28 PM
info	Since this morning, my cloud account has stopped logging in automatically, and when I try to log in manually, it says my password is incorrect — even though I haven't changed it	7:43:37 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:43:40 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:43:44 PM
info	thank you	7:43:56 PM
Manish Singh	I will surely help you with this issue.	7:43:57 PM
info	Since this morning, my cloud account has stopped logging in automatically, and when I try to log in manually, it says my password is incorrect — even though I haven't changed it.	7:44:25 PM
Manish Singh	Kindly allow me two minutes to check the same.	7:44:30 PM
info	okay take a time	7:44:50 PM

Manish Singh	Your account was locked due to multiple password attempts we have unlocked the account from the backend.	7:45:54 PM
	Kindly try to login once and let us know.	7:46:14 PM
info	It says my password is incorrect, but I haven't changed it.	7:48:01 PM
Manish Singh	Alright	7:48:09 PM
info	Could this issue be related to another employee changing the password from a different computer yesterday?	7:48:42 PM
Manish Singh	May I take the remote access of your local computer?	7:48:49 PM
info	sure	7:48:55 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/6492366365">https://assist.acecloudhosting.com/join/6492366365</a>	7:49:06 PM
	Kindly paste this link in the browser of local computer and join the session.	7:49:10 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:49:13 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:50:07 PM
	We need to reset the password	8:05:33 PM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	8:05:45 PM
	Also, the registered email for your account with us is : kevin@brkimcpa.com	
	Is there anything else I may help you with ?	8:06:18 PM
	Are we still connected here?	8:08:43 PM
info	yes	8:08:54 PM
	Now I'm trying to send the email	8:09:20 PM
	I've sent an email requesting a password reset. Do you know when I can expect a reply?	8:10:23 PM
Manish Singh	Yes, once we will receive the email we will share the new password to you.	8:10:23 PM
	We have sent you the new password and as you are able to login successfully.	8:14:09 PM
	Is there anything else I may help you with ?	8:14:12 PM
info	Thank you for your help. Have a great day!	8:15:57 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:16:02 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:16:07 PM

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*

8:16:08 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

20 Sep, 3:05:40 AM

**#81741 Carlos Santoni Reyes**

**Email:** santonicpa@gmail.com

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 15 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 52 Mins 33 Secs

Carlos Santoni Reyes	Hello, I am your Acebuddy	20 Sep, 3:05:41 AM
Acebuddy	Hello Carlos Santoni Reyes, I'm your Ace Buddy. I'll be happy to assist you!	3:05:41 AM
	Whom Would You Like to Connect With?	3:05:41 AM
Carlos Santoni Reyes	Technical Support (QB & App Hosting)	3:05:54 AM
Acebuddy	Welcome to Ace Support.	3:05:54 AM
	Please chose an option :	3:05:54 AM
Carlos Santoni Reyes	I'd like to report an Issue	3:06:11 AM
Acebuddy		

	Please select an option!	3:06:11 AM
Carlos Santoni Reyes	Other Issue	3:06:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:06:18 AM
Carlos Santoni Reyes	When I try to access client's folder, a message pops up claiming that I don't have the permission to access it.	3:07:46 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:07:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:07:46 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:08:53 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	3:09:28 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:09:31 AM
Carlos Santoni Reyes	server name: Lopez Ramos CPA & Consultants. User name: CarlosS.q16	3:10:30 AM
Yash Kalra	Kindly allow me two minutes to check the same.	3:11:22 AM
Carlos Santoni Reyes	sure	3:11:30 AM
Yash Kalra	Carlos, it's taking more than expected Please stay connected.	3:15:28 AM
Carlos Santoni Reyes	ok	3:15:36 AM
	<i>Yash Kalra is transferring the chat to Sujeet Kumar Suman.</i>	3:17:05 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	3:17:08 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	3:17:13 AM
	Could you please share a screenshot of the prompt that appears when you click on it?	3:18:41 AM
	<i>3:19:55 AM Carlos Santoni Reyes is sharing a file with you</i>	3:19:55 AM
	<i><u>1_image.png</u> - ( Size:42.82 KB )</i>	
	Thank you for the screenshot.	3:20:07 AM
	Could you please confirm when you were last able to access it, or is this your first time accessing it?	3:21:14 AM
Carlos Santoni Reyes	this is my first time.	3:21:49 AM
Sujeet Kumar Suman	Got it.	3:21:55 AM
	Allow me a momemt.	3:22:00 AM
Carlos Santoni Reyes	sure.	3:22:22 AM
Sujeet Kumar Suman	Thank you for your patience.	3:24:54 AM
	May I take the remote access of your server?	3:25:00 AM
Carlos Santoni Reyes	yes	3:25:07 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	3:25:16 AM

Kindly approve.

3:25:43 AM

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

3:26:06 AM

Kindly Click on the link and open the downloaded file.  
<https://assist.acecloudhosting.com/join/1152986471>

3:33:07 AM

Please stay connected; we are working on this from the backend.  
Thank you in advance for your patience.

3:46:13 AM

Thank you for your patience.

3:52:24 AM

Are you logged back into the server?

3:52:50 AM

Are we still connected here?

3:54:56 AM

Are we still connected here?

3:56:27 AM

Are we still connected here?

3:58:08 AM

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) if any further assistance is required.

3:58:11 AM

*Sujeet Kumar Suman has ended this chat session*

3:58:15 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 Sep, 4:02:56 AM

**#81224 Lindsay Rhodes**

**Email:** lindsay@lmrhodescpa.com 12567364500

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** CULLMAN

**State:** Alabama

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 25 Secs

Lindsay Rhodes	Hello, I am your Acebuddy	6 Sep, 4:02:57 AM
Acebuddy	Hello Lindsay Rhodes, I'm your Ace Buddy. I'll be happy to assist you!	4:02:58 AM
	Whom Would You Like to Connect With?	4:02:58 AM
Lindsay Rhodes	Technical Support (QB & App Hosting)	4:03:14 AM
Acebuddy	Welcome to Ace Support.	4:03:14 AM
	Please chose an option :	4:03:14 AM
Lindsay Rhodes	I'd like to report an Issue	4:03:19 AM
Acebuddy	Please select an option!	4:03:19 AM
Lindsay Rhodes	Other Issue	4:03:25 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:03:25 AM
Lindsay Rhodes	I have several data files in Fixed Asset Manager 2024 that are giving me an error message when I try to open them that says they aren't data files. Can this be fixed??	4:04:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:04:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:04:07 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	4:04:52 AM
	<i>Sujeet Kumar Suman is transferring the chat to Yash Kalra.</i>	4:05:06 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:05:08 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:05:12 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:05:15 AM
Lindsay Rhodes	Server: Lmrhodescpa.myreldata.net	4:05:57 AM
	user: myreldata\LMR_Lindsay	4:06:11 AM
Yash Kalra	Kindly allow me two minutes to check the same.	4:06:16 AM
	Lindsay, please share us the screenshot of the error message you are encountering.	4:06:38 AM
Lindsay Rhodes	Give me a minute to log back in	4:06:52 AM
Yash Kalra	Sure, please take your time	4:07:07 AM
	Also please let us know if this issue is occurring for all the users or is it specific to a single user?	4:08:43 AM
Lindsay Rhodes	I am the only user right now	4:10:12 AM
	<i>4:10:30 AMLindsay Rhodes is sharing a file with you</i>	4:10:30 AM
	<i><a href="#">Screenshot 2025-09-05 173940.png</a> - ( Size:500.34 KB )</i>	
Yash Kalra	May I take the remote access of your server?	4:10:52 AM
Lindsay Rhodes		

	Yes, you may	4:11:01 AM
Yash Kalra	Prior providing the access, I would suggest you close any important documents at your end.	4:11:12 AM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/2692637236">https://assist.acecloudhosting.com/join/2692637236</a>	4:11:23 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:12:58 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:46:22 AM
	<i>Ended due to chat idle timeout</i>	4:46:22 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details	26 Sep, 8:15:00 PM
<b>#81982 Jenna Boyce</b>	
<b>Email:</b> jenna@advancedtaxsolutions.com	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Acebuddy	
<b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a>	
<b>Operating System:</b> Microsoft Windows	
<b>Browser:</b> Google Chrome	
<b>Device:</b> Desktop	
<b>City:</b> BOULDER	
<b>State:</b> Colorado	
<b>Country:</b> UNITED STATES	

Chat Transcript	Chat Duration : 31 Mins 38 Secs
Jenna Boyce	Hello, I am your Acebuddy
Acebuddy	Hello Jenna Boyce, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jenna Boyce	Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.	8:15:11 PM
	Please chose an option :	8:15:11 PM
Jenna Boyce	I'd like to raise a Request	8:15:18 PM
Acebuddy	Please select your request type.	8:15:18 PM
Jenna Boyce	Other Request	8:15:33 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:15:33 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:15:33 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:46:38 PM
	<i>Ended due to chat idle timeout</i>	8:46:38 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

24 Sep, 6:00:37 PM

#### #81888 LESLIE STEPHENS

**Email:** stephenshardwood@highland.net 14236632564  
**Department:** Support(QB & App Hosting)  
**Operator:** Vikas Singh Chauhan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 33 Secs  
**City:** PINE KNOT  
**State:** Kentucky  
**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 8 Mins 16 Secs

LESLIE STEPHENS	Hello, I am your Acebuddy	24 Sep, 6:00:39 PM
Acebuddy	Hello Leslie Stephens, I'm your Ace Buddy. I'll be happy to assist you!	6:00:40 PM

	Whom Would You Like to Connect With?	6:00:40 PM
LESLIE STEPHENS	Technical Support (QB & App Hosting)	6:00:47 PM
Acebuddy	Welcome to Ace Support.	6:00:47 PM
	Please chose an option :	6:00:47 PM
LESLIE STEPHENS	I'd like to raise a Request	6:00:54 PM
Acebuddy	Please select your request type.	6:00:54 PM
LESLIE STEPHENS	Reboot your Server	6:01:02 PM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	6:01:02 PM
	Do you need any further assistance on the topic?	6:01:02 PM
LESLIE STEPHENS	Yes	6:01:10 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:01:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:01:11 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	6:01:36 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	6:01:50 PM
	Could you please provide your account or company name ?	6:03:00 PM
LESLIE STEPHENS	STEPHENS HARDWOOD LLC	6:03:08 PM
Vikas Singh Chauhan	Thanks for the confirmation !	6:03:18 PM
	What is the issue you are facing ?	6:03:41 PM
LESLIE STEPHENS	Server will not open.	6:04:04 PM
	Says remote desktop can't find the computer.	6:04:24 PM
Vikas Singh Chauhan	Okay	6:05:10 PM
	I have just made connection to the server now. The server is up and running.	6:05:35 PM
	May I take the remote access of your local computer and check the issue?	6:05:57 PM
LESLIE STEPHENS	It worked now.	6:06:15 PM
Vikas Singh Chauhan	Great !!	6:06:29 PM
	Is there anything else I may help you with ?	6:06:34 PM
LESLIE STEPHENS	That is all. Thank you!	6:07:17 PM
Vikas Singh Chauhan	No worries .	6:08:19 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:08:24 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

conversation, along with a ticket number and survey feedback form.

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

6:08:29 PM

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/>)

Have a good one Leslie.

6:08:38 PM

*Vikas Singh Chauhan has ended this chat session*

6:08:56 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

12 Sep, 6:57:03 PM

**#81469 sbhardwaj**

**Email:** sbhardwaj@hmgroupllp.com

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** TUMKUR

**State:** Karnataka

**Country:** INDIA

### Chat Transcript

Chat Duration : 17 Mins 41 Secs

sbhardwaj	Hello, I am your Acebuddy	12 Sep, 6:57:04 PM
Acebuddy	Hello Sbhardwaj, I'm your Ace Buddy. I'll be happy to assist you!	6:57:05 PM
	Whom Would You Like to Connect With?	6:57:05 PM
sbhardwaj		

	VDI/DaaS Support	6:57:13 PM
Acebuddy	Please wait while we connect you to an available Representative.	6:57:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:57:13 PM
	<i>Shubham accepted the chat transfer request.</i>	6:57:21 PM
sbhardwaj	Hi Shubham, Today again I am not able get into VDI	6:57:45 PM
Shubham	Thank you for contacting Ace Cloud. My name is Shubham. I'll be assisting you today.	6:58:08 PM
	Hi sbhardwaj, sorry for the inconvenience. Please allow me to check this.	6:58:37 PM
	Before we proceed could you please help us with your username and business account name with us.	6:59:14 PM
sbhardwaj	SBhardwaj	6:59:26 PM
	sbhardwaj@hmgrouppllp.com	6:59:49 PM
Shubham	thank you for the information. Please allow me 2 minutes to verify the details.	7:00:16 PM
	Thank you for staying connected. I have checked the details that you have shared with me, but unable to locate your account. Could you help me with the Client ID (CID)	7:03:14 PM
sbhardwaj	Sorry I don't remember my CID	7:03:38 PM
Shubham	Okay. Could you let me know the username that you use to login in the VDI.	7:04:12 PM
sbhardwaj	CID70703	7:05:02 PM
	I am able to get in now	7:06:12 PM
Shubham	Alright. Thank you for sharing the information. Please be stay connected on the chat, as I'm transferring this request to the concern team.	7:06:34 PM
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>	7:07:01 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	7:07:56 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	7:08:01 PM
	Hello Shivam.	7:08:44 PM
	Are we still connected here?	7:10:56 PM
	Are we still connected here?	7:12:25 PM
	Are we still connected here?	7:14:36 PM
	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) if any further assistance is required.	7:14:40 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	7:14:46 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

16 Sep, 11:15:44 PM

**#81604 steven**

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

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 7 Secs

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 55 Mins 8 Secs

steven	Hello, I am your Acebuddy	16 Sep, 11:15:45 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	11:15:46 PM
	Whom Would You Like to Connect With?	11:15:46 PM
steven	Technical Support (QB & App Hosting)	11:15:50 PM
Acebuddy	Welcome to Ace Support.	11:15:50 PM
	Please chose an option :	11:15:50 PM
steven	I'd like to raise a Request	11:15:57 PM
Acebuddy	Please select your request type.	11:15:57 PM
steven	Change in Applications	11:16:06 PM
Acebuddy	Please select your desired option!	11:16:06 PM
steven	Application Replacement	11:16:15 PM
Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of the current application that needs to be uninstalled, such as its name and version.	11:16:15 PM
	Additionally, please provide us with the name and version of the new application along with any license details that may be necessary for the installation (for example, in case of QuickBooks).	11:16:15 PM
	We request you to download the setup file for the new application from its respective website or portal	

	and save it on your server desktop.	11:16:15 PM
	Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the installation of the new application at our end.	11:16:15 PM
	Do you need any further assistance on the topic?	11:16:15 PM
steven	Yes	11:16:24 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:16:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:16:24 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:16:30 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:16:35 PM
steven	I was already connect with somone on my account	11:16:38 PM
Abhay Kumar Saraswat	Hello Steven	11:16:40 PM
steven	hellow	11:16:43 PM
	hello	11:16:45 PM
Abhay Kumar Saraswat	I'm working on it.	11:16:51 PM
	Please stay with me.	11:16:56 PM
steven	Just wanted to make sure we were till connected	11:17:04 PM
Abhay Kumar Saraswat	Yes, we are connected here in new chat.	11:17:30 PM
steven	is there an ETA on the completion of the re installation?	11:21:42 PM
Abhay Kumar Saraswat	Please allow me few more minutes and the installation will be complete.	11:22:38 PM
	I'll keep you posted.	11:22:43 PM
	Kindly allow me few more minutes.	11:28:04 PM
steven	ok	11:28:21 PM
	are we good to go yet?	11:32:49 PM
Abhay Kumar Saraswat	Steven , I really apologize for the delay, I am working on it.	11:35:17 PM
	It might take another few minutes.	
steven	what is the issue it should be a strait forward uninstall reinstall	11:35:37 PM
Abhay Kumar Saraswat	I could understand but Installation takes a bit time and I had to restart the server as well.	11:36:24 PM
steven	ok	11:36:32 PM
Abhay Kumar Saraswat	Please allow me few more minutes.	11:37:17 PM
steven	ok	11:37:49 PM

Abhay Kumar Saraswat	Thank you.	11:37:54 PM
steven	its been 10 minutes since you said a few more minutes	11:38:02 PM
Abhay Kumar Saraswat	Yes, because normally it doesn't take this much time, and I completely understand your frustration.	11:38:58 PM
	Thank you for your patience.	11:39:34 PM
	It has been installed.	11:39:39 PM
	Please logged in on server and confirm.	11:39:49 PM
steven	ok	11:40:02 PM
Abhay Kumar Saraswat	Is all good?	11:44:48 PM
steven	its open i need to see if it works	11:48:48 PM
Abhay Kumar Saraswat	Sure, please take your time.	11:49:05 PM
	Are we still connected here?	11:55:59 PM
steven	we are the issue is with lacerte i believe	11:56:14 PM
Abhay Kumar Saraswat	Okay.	11:56:28 PM
steven	might need an update with lacerte	11:56:28 PM
	2024	11:56:29 PM
Abhay Kumar Saraswat	It is updated.	11:56:37 PM
steven	stand by please for a few moments	11:56:39 PM
	ok	11:56:41 PM
Abhay Kumar Saraswat	Sure.	11:57:05 PM
	Is there any update?	17 Sep, 12:05:07 AM
steven	nope i will reach out if i need additioanl help	12:05:25 AM
Abhay Kumar Saraswat	Okay.	12:06:19 AM
	Is there anything else I may help you with ?	12:06:24 AM
	Are we connected?	12:07:02 AM
	Are we still connected here?	12:08:06 AM
	Are we still connected here?	12:09:58 AM
	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) if any further assistance is required.	12:10:51 AM
<i>Abhay Kumar Saraswat has ended this chat session</i>		12:10:54 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

17 Sep, 12:17:50 PM

### #81617 krisika

**Email:** krisika@hkidata.com 7383092838

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

**Operator:** Karan Kanwal

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 55 Secs

**City:** ANAND

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 15 Mins 48 Secs

krisika	Hello, I am your Acebuddy	17 Sep, 12:17:52 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	12:17:53 PM
	Whom Would You Like to Connect With?	12:17:53 PM
krisika	Technical Support (QB & App Hosting)	12:17:56 PM
Acebuddy	Welcome to Ace Support.	12:17:56 PM
	Please chose an option :	12:17:56 PM
krisika	I'd like to report an Issue	12:18:13 PM
Acebuddy	Please select an option!	12:18:13 PM
krisika	Other Issue	12:18:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:18:16 PM
krisika	Hi	12:18:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:18:31 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	12:18:31 PM
	<i>Karan Kanwal accepted the chat transfer request.</i>	12:18:39 PM
Karan Kanwal	Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today.	12:18:45 PM
krisika	Quickbook not working	12:19:06 PM
Karan Kanwal	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:19:18 PM
krisika	Priorware.myrealdatal.net	12:19:30 PM
	Hkidata01	12:19:34 PM
Karan Kanwal	Are you also getting any error message?	12:19:58 PM
krisika	Not responding	12:20:21 PM
Karan Kanwal	Is this issue only happening to you, or your co-workers are also facing the same thing.	12:21:06 PM
krisika	Some users	12:22:17 PM
Karan Kanwal	Alright, as I checked at the backend only 2 users are logged into the server, let me close the QB from the backend. (Edited)	12:22:55 PM
krisika	U can proceed the server reboot	12:23:07 PM
	Ok	12:24:17 PM
Karan Kanwal	Sure, as I checked now, no one is logged in, I'm also proceeding with server reboot.	12:24:41 PM
	Kindly hold on for 3-4 mins.	12:25:11 PM
krisika	Ok	12:25:36 PM
Karan Kanwal	Thank you for your patience.	12:29:28 PM
	The server is up and running	12:29:39 PM
krisika	Ok	12:29:50 PM
Karan Kanwal	Kindly login to QuickBooks and share your feedback.	12:29:54 PM
krisika	Ok	12:30:17 PM
Karan Kanwal	Is QuickBooks working now?	12:32:21 PM
krisika	Yes	12:32:53 PM
	Thank you	12:32:57 PM
Karan Kanwal	Is there anything else I may help you with ?	12:33:07 PM
krisika	No	12:33:20 PM
	Thank you	12:33:24 PM
Karan Kanwal	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:33:32 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

12:33:36 PM

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/>)

*Karan Kanwal has ended this chat session*

12:33:40 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Sep, 5:37:39 AM

#### #81493 Angela Fenton

**Email:** cfotaxadvisors@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:** WAIANAE

**State:** Hawaii

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 1 Min 12 Secs

Angela Fenton	Hello, I am your Acebuddy	13 Sep, 5:37:40 AM
Acebuddy	Hello Angela Fenton, I'm your Ace Buddy. I'll be happy to assist you!	5:37:41 AM
	Whom Would You Like to Connect With?	5:37:41 AM
Angela Fenton	Technical Support (QB & App Hosting)	5:37:45 AM
Acebuddy	Welcome to Ace Support.	5:37:45 AM
	Please chose an option :	5:37:45 AM

Angela Fenton	I'd like to raise a Request	5:37:55 AM
Acebuddy	Please select your request type.	5:37:55 AM
Angela Fenton	Other Request	5:38:04 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	5:38:04 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:38:04 AM
	<i>Angela Fenton has ended this chat session</i>	5:38:53 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

23 Sep, 11:30:55 PM

#### #81859 Mary Langford

**Email:** mary@gondolaskate.com

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

**Operator:** Dushyant

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** DECATUR

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 37 Mins 5 Secs

Mary Langford	Hello, I am your Acebuddy	23 Sep, 11:30:56 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	11:32:41 PM
Mary Langford	Hi, I was recently given access to the company's quickbooks file but i dont know how to open it	11:33:19 PM
Dushyant	I will be surely assisting you with this.	11:33:40 PM
	Mary, i was the one who was with you in your earlier chat with us.	11:33:59 PM

	I have asked the primary contact person's approval for quickbooks accesses	11:34:18 PM
	and i have marked an email for the same as well, that we have made the changes	11:34:30 PM
	If you are facing the issues, i will be happy to help you with the issues.	11:34:41 PM
	May I take the remote access of your server?	11:34:46 PM
Mary Langford	yes	11:34:51 PM
Dushyant	Prior providing the access, I would suggest you to close any important documents at your end.	11:35:21 PM
Mary Langford	ok	11:35:55 PM
Dushyant	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:36:42 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	24 Sep, 12:09:31 AM
	<i>Ended due to chat idle timeout</i>	12:09:31 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

3 Sep, 11:43:29 AM

#### #81113 krisika

**Email:** krisika@hkidata.com 7383092838

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

**Operator:** Rohan

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 50 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

Chat Duration : 28 Mins 58 Secs

krisika	Hello, I am your Acebuddy	3 Sep, 11:43:30 AM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	11:43:31 AM
	Whom Would You Like to Connect With?	11:43:31 AM
krisika	Technical Support (QB & App Hosting)	11:44:12 AM
Acebuddy	Welcome to Ace Support.	11:44:12 AM
	Please chose an option :	11:44:12 AM
krisika	I'd like to report an Issue	11:44:23 AM
Acebuddy	Please select an option!	11:44:23 AM
krisika	Other Issue	11:44:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:44:44 AM
krisika	Hi	11:45:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:45:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:45:03 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:45:22 AM
	<i>Shubham Kataria is transferring the chat to Rohan.</i>	11:45:35 AM
	<i>Rohan accepted the chat transfer request.</i>	11:45:37 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	11:45:41 AM
	Hello Krisika, how are you doing today	11:45:59 AM
krisika	Quickbook working slow in all users	11:47:01 AM
Rohan	How may i assist you today ? (Edited)	11:47:01 AM
	I will surely help you with this issue.	11:47:15 AM
	Kindly allow me two minutes to check the same.	11:47:25 AM
krisika	Ok	11:48:07 AM
Rohan	Krisika, I've checked the server resources, including space, RAM, and CPU utilization, and everything appears to be fine on our end.	11:49:54 AM
krisika	U can proceed the server reboot	11:51:01 AM
Rohan	Is the entire server slow, or only QuickBooks application, file, or task?	11:51:14 AM
	Sure, I can do that. However, we need to check a few things before proceeding. (Edited)	11:52:36 AM
krisika	Only quickbook working slow	11:52:40 AM
Rohan	Thanks for the confirmation !	11:53:46 AM
	At what specific point does the file freeze? (e.g., while using a particular functionality or accessing a specific ? (Edited)	11:54:03 AM
krisika	Any time issue	11:55:42 AM

Rohan	Okay Krisika	11:56:20 AM
krisika	Please u can proceed the server reboot	11:56:26 AM
Rohan	If a specific document or functionality is involved, does it work properly in a sample file?	11:56:29 AM
krisika	No	11:57:52 AM
Rohan	Could you please ask all the users to log off from the server for 2 min?	11:58:12 AM
krisika	Yes	11:58:56 AM
Rohan	Let me know when i can reboot the server.	11:59:20 AM
krisika	All server logoff	11:59:29 AM
Rohan	I can see that users are still logged in on the server	12:00:06 PM
	<i>Please ask all the users to log off</i>	12:00:54 PM
krisika	Ok	12:01:46 PM
	<i>12:03:50 PM Rohan is sharing a file with you <a href="#">image.png</a> - ( Size:7.87 KB )</i>	12:03:50 PM
	<i>Please ask these two users to log off so that we can proceed with the reboot</i>	
Rohan	I have rebooted the server. Kindly check now and let us know the status	12:05:31 PM
krisika	Ok	12:05:40 PM
Rohan	Is it working fine now ?	12:07:53 PM
krisika	Yes	12:09:27 PM
	Quickbook working fine in all user	12:09:37 PM
	Thank you	12:09:39 PM
Rohan	Krisika, I can see that this case has already been escalated to the escalation team. I will inform the concerned team to look into this case as a priority.	12:11:15 PM
	Is there anything else I may help you with ?	12:11:22 PM
krisika	No	12:11:29 PM
	Thank you	12:11:38 PM
Rohan	Thanks for the confirmation !	12:11:49 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:12:14 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	12:12:21 PM
	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 has ended this chat session*

12:12:29 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

24 Sep, 4:58:31 PM

#### #81883 krisika

**Email:** krisika@hkidata.com 7383092838

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

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

**City:** ANAND

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

Chat Duration : 25 Mins 13 Secs

krisika	Hello, I am your Acebuddy	24 Sep, 4:58:33 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	4:58:34 PM
	Whom Would You Like to Connect With?	4:58:34 PM
krisika	Technical Support (QB & App Hosting)	4:58:40 PM
Acebuddy	Welcome to Ace Support.	4:58:40 PM
	Please chose an option :	4:58:40 PM
krisika	I'd like to report an Issue	4:58:45 PM
Acebuddy	Please select an option!	4:58:45 PM
krisika	Other Issue	4:59:25 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:59:25 PM
krisika	Hi	4:59:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:59:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:59:31 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	4:59:39 PM
krisika	Hi	4:59:44 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	4:59:52 PM
krisika	Quickbook very slow in all users	5:00:23 PM
	Only baroda location	5:00:43 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:01:54 PM
krisika	Priorware.myrealdatal.net	5:02:07 PM
	Trupalm	5:02:14 PM
Vikas Singh Chauhan	Thanks for the confirmation !	5:02:38 PM
	Kindly allow me two minutes to check the same.	5:03:38 PM
krisika	Ok	5:04:28 PM
Vikas Singh Chauhan	is it just the Quickbook which is running slow ?	5:04:31 PM
krisika	Yes	5:05:53 PM
Vikas Singh Chauhan	Okay.	5:06:22 PM
krisika	U can proceed the server reboot	5:07:01 PM
Vikas Singh Chauhan	Sure, allow me a minute.	5:07:37 PM
	Could you please reopen the Quickbook and check if it is responding normally now ?	5:09:46 PM
	If it is still the same, please let me know, I will proceed with the server reboot.	5:10:11 PM
krisika	Very slow quickbook	5:11:29 PM
Vikas Singh Chauhan	Okay. Allow me two minutes, I will reboot the server.	5:12:05 PM
krisika	Okay	5:12:24 PM
	What to do permanently issue slove ?	5:16:17 PM
	?	5:18:56 PM
Vikas Singh Chauhan	The ticket number 756186 is for the same issue and it is already escalated to the concerned team. They are working with Nilay on it.	5:19:26 PM
	The server is up and running now, please check the Quickbook now.	5:20:04 PM
	Is it working now as expected ?	5:22:21 PM

krisika	Yes	5:22:51 PM
	Quickbook complete working in all users	5:23:05 PM
	Thank you	5:23:08 PM
Vikas Singh Chauhan	Great !!	5:23:14 PM
	Is there anything else I may help you with ?	5:23:19 PM
krisika	No	5:23:24 PM
	Thank you	5:23:26 PM
Vikas Singh Chauhan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:23:36 PM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	5:23:39 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	5:23:43 PM
	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> )	

*Vikas Singh Chauhan has ended this chat session*

5:23:46 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Sep, 1:19:25 PM

**#81256 robin.depetro**

**Email:** robin.depetro@oshsadmin.com 16026202082

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** NORTH BERGEN

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 16 Mins 25 Secs

robin.depetro	Hello, I am your Acebuddy	8 Sep, 1:19:26 PM
Acebuddy	Hello Robin.depetro, I'm your Ace Buddy. I'll be happy to assist you!	1:19:27 PM
	Whom Would You Like to Connect With?	1:19:27 PM
robin.depetro	Technical Support (QB & App Hosting)	1:20:03 PM
Acebuddy	Welcome to Ace Support.	1:20:03 PM
	Please chose an option :	1:20:03 PM
robin.depetro	I'd like to report an Issue	1:20:10 PM
Acebuddy	Please select an option!	1:20:10 PM
robin.depetro	QuickBooks Issue	1:20:14 PM
Acebuddy	What type of QuickBooks Issue are you facing?	1:20:14 PM
robin.depetro	QuickBooks Login Issue	1:20:20 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	1:20:20 PM
	Was that helpful?	1:20:20 PM
robin.depetro	No	1:20:28 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:20:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:20:28 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	1:20:31 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	1:20:37 PM
robin.depetro	qb thinks i'm logged in twice please resolve	1:21:10 PM
Shubham Kataria	Kindly confirm if you're unable to access QB application	1:21:35 PM
robin.depetro	i am logged in, twice	1:21:57 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:22:09 PM
robin.depetro	Hello Robin.depetro, I'm your Ace Buddy. I'll be happy to assist you!	1:22:37 PM
Shubham Kataria	Kindly confirm your business name which is registered with ACE.	1:23:23 PM

robin.depetro	iosm on site health and safety	1:23:37 PM
Shubham Kataria	Thank you for the information.	1:23:55 PM
	Kindly confirm if you're able to access the server, as I can see currently your account is temporary disabled.	1:24:26 PM
	Please confirm if your username is RobinDeP.Ent@myrealdatal.net	1:24:43 PM
robin.depetro	i am logged in, twice	1:24:47 PM
Shubham Kataria	May I take the remote access of your local computer?	1:24:54 PM
robin.depetro	yes	1:25:01 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	1:25:06 PM
	<a href="https://assist.acecloudhosting.com/join/2932076662">https://assist.acecloudhosting.com/join/2932076662</a>	1:25:24 PM
	Kindly paste this link in the browser of local computer and join the session.	1:25:29 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:26:45 PM
	Unfortunately, the remote session disconnected from your end. Could you please re-connect on the remote session again.	1:34:25 PM
	Are we still connected here?	1:35:16 PM
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:35:49 PM
	<i>Shubham Kataria has ended this chat session</i>	1:35:52 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Sep, 3:35:34 AM

**#81566 Melynda Speers**

**Email:** mspeers@turncollc.com 9792644107

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 13 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 45 Mins 16 Secs

Melynda Speers	Hello, I am your Acebuddy	16 Sep, 3:35:36 AM
Acebuddy	Hello Melynda Speers, I'm your Ace Buddy. I'll be happy to assist you!	3:35:37 AM
	Whom Would You Like to Connect With?	3:35:37 AM
Melynda Speers	Technical Support (QB & App Hosting)	3:35:59 AM
Acebuddy	Welcome to Ace Support.	3:35:59 AM
	Please chose an option :	3:35:59 AM
Melynda Speers	I'd like to report an Issue	3:36:06 AM
Acebuddy	Please select an option!	3:36:06 AM
Melynda Speers	QuickBooks Issue	3:36:12 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:36:12 AM
Melynda Speers	QuickBooks Login Issue	3:36:20 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	3:36:20 AM
	Was that helpful?	3:36:20 AM
Melynda Speers	No	3:36:30 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:36:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:36:30 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	3:36:40 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	3:36:45 AM
	I deeply apologize for the inconvenience caused to you.	3:37:01 AM
	Is this for account: <b>Turnc LLC?</b>	3:37:32 AM
Melynda Speers	Yes	3:37:42 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	3:37:58 AM
	I see that there is only one user on this account with the username <b>MelyndaS_TLLC@myrealdata.net</b> . Is that correct?	3:38:50 AM
Melynda Speers	Yes that is correct	3:38:59 AM

Abhay Kumar Saraswat	Great.	3:39:05 AM
	Are you having trouble logging into the <b>ACE server</b> to access <b>QuickBooks</b> , or is the issue specifically with <b>QuickBooks</b> itself?	3:40:11 AM
	You can share the screenshot of an error as well to confirm. (Edited)	3:41:00 AM
Melynda Speers	QuickBooks. It keeps saying that it can't access the company file	3:41:06 AM
Abhay Kumar Saraswat	Thank you for the information.	3:41:41 AM
	And how long have you been experiencing this issue?	3:41:46 AM
	May I take the remote access of your local computer?	3:42:34 AM
	<i>3:43:21 AM Melynda Speers is sharing a file with you <a href="#">Screenshot 2025-09-15 171215.png</a> - ( Size:38.58 KB )</i>	3:43:21 AM
Melynda Speers	Issue started today that I am aware of	3:43:44 AM
Abhay Kumar Saraswat	Okay.	3:43:54 AM
	And thank you for sharing the screenshot.	3:44:03 AM
	May I?	3:44:11 AM
Melynda Speers	YES	3:44:35 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	3:44:41 AM
	<a href="https://assist.acecloudhosting.com/join/6522473329">https://assist.acecloudhosting.com/join/6522473329</a>	3:44:59 AM
	Kindly paste this link in the browser of local computer and join the session.	3:45:02 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:46:15 AM
Melynda Speers	Confirm	4:20:08 AM
Abhay Kumar Saraswat	Thank you for your patience.	4:20:09 AM
	Is there anything else I may help you with ?	4:20:16 AM
Melynda Speers	that is all	4:20:35 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:20:41 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know 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 our Selfcare Portal	

(<https://selfcare.acecloudhosting.com>).

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

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

4:20:48 AM

*Abhay Kumar Saraswat has ended this chat session*

4:20:52 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Sep, 1:39:07 AM

**#81402 Mao Guarin**

**Email:** [oguarin88@hotmail.com](mailto:oguarin88@hotmail.com)

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 46 Secs

**City:** MEDELLIN

**State:** Antioquia

**Country:** COLOMBIA

### Chat Transcript

Chat Duration : 1 Hour 20 Mins

Mao Guarin	Hello, I am your Acebuddy	11 Sep, 1:39:08 AM
Acebuddy	Hello Mao Guarin, I'm your Ace Buddy. I'll be happy to assist you!	1:39:08 AM
	Whom Would You Like to Connect With?	1:39:08 AM
Mao Guarin	Technical Support (QB & App Hosting)	1:39:20 AM
Acebuddy	Welcome to Ace Support.	1:39:20 AM
	Please chose an option :	1:39:20 AM
Mao Guarin	I'd like to report an Issue	1:39:40 AM
Acebuddy	Please select an option!	1:39:40 AM

Mao Guarin	Other Issue	1:39:48 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:39:48 AM
Mao Guarin	remote conection	1:40:47 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:40:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:40:48 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	1:41:10 AM
	<i>Sanyam Madan is transferring the chat to Yash Kalra.</i>	1:41:18 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:41:21 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:41:24 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:41:27 AM
	Are we still connected here?	1:43:03 AM
	Are we still connected here?	1:45:15 AM
Mao Guarin	hello	1:46:22 AM
	yes sir	1:46:24 AM
	i am here	1:46:29 AM
Yash Kalra	Great to hear that	1:46:48 AM
Mao Guarin	i need support with the conection rpd for mac	1:46:49 AM
	can you helpme	1:46:53 AM
Yash Kalra	Yes, I will be surely assisting you with this. Kindly help me with your server name and user name?	1:47:08 AM
Mao Guarin	multisaes and user is veronica	1:48:53 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:49:06 AM
	<i>1:49:28 AM Yash Kalra is sharing a file with you <a href="#">New ACE Cloud Hosting Setup Guide (Mac) 1.4.pdf</a> - ( Size:1.27 MB )</i>	1:49:28 AM
Mao Guarin	sure	1:49:37 AM
Yash Kalra	Please follow the simple steps outlined in this SOP. (Edited)	1:49:54 AM
	Is there anything else I may help you with ?	1:50:56 AM
Mao Guarin	yes where is de the user please	1:51:14 AM
Yash Kalra	May I take the remote access of your local computer in order to help you with the setting up of the RDP? (Edited)	1:51:40 AM
Mao Guarin	mmm it is no in my computer, but you gime me a moment I ask o the person	1:52:46 AM
	yes, yo can take control	1:53:46 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end. (Edited)	1:53:55 AM

Mao Guarin	hi	1:54:08 AM
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/1242780785">https://assist.acecloudhosting.com/join/1242780785</a>	1:54:08 AM
Mao Guarin	sure gime me a moment	1:55:03 AM
Yash Kalra	Sure, please take your time	1:55:11 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:58:13 AM
Mao Guarin	sure	2:04:04 AM
	hi sir	2:22:51 AM
Yash Kalra	Hello Mao, we are still connected with the user. It seems some setting changes are required, and it may take a couple more minutes to resolve the issue.	2:33:25 AM
Mao Guarin	sure	2:55:31 AM
	it is working	2:58:51 AM
	sir	2:58:51 AM
	tks	2:58:53 AM
Yash Kalra	Is there anything else I may help you with ?	2:58:58 AM
Mao Guarin	no sir	2:59:03 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:59:06 AM
Mao Guarin	tks a lot	2:59:06 AM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:59:11 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:59:15 AM
	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>Yash Kalra has ended this chat session</i>	2:59:17 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Sep, 11:57:15 PM

### #81554 Waynette Baker

Email: wbaker@bcblrs.com ☎ 7137831192

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: PASADENA

State: Texas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 40 Mins 43 Secs

Waynette Baker	Hello, I am your Acebuddy	15 Sep, 11:57:16 PM
Acebuddy	Hello Waynette Baker, I'm your Ace Buddy. I'll be happy to assist you!	11:57:17 PM
	Whom Would You Like to Connect With?	11:57:17 PM
Waynette Baker	Technical Support (QB & App Hosting)	11:58:00 PM
Acebuddy	Welcome to Ace Support.	11:58:00 PM
	Please chose an option :	11:58:00 PM
Waynette Baker	I'd like to raise a Request	11:58:46 PM
Acebuddy	Please select your request type.	11:58:46 PM
Waynette Baker	Other Request	16 Sep, 12:00:20 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:00:20 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:00:20 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:38:00 AM
	<i>Ended due to chat idle timeout</i>	12:38:00 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

27 Sep, 11:58:03 PM

#82016 mike

Email: mike@backstoptax.com 6026867247

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: 25 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

## Chat Transcript

Chat Duration : 11 Mins 57 Secs

mike	Hello, I am your Acebuddy	27 Sep, 11:58:04 PM
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!	11:58:04 PM
	Whom Would You Like to Connect With?	11:58:04 PM
mike	Technical Support (QB & App Hosting)	11:58:12 PM
Acebuddy	Welcome to Ace Support.	11:58:12 PM
	Please chose an option :	11:58:12 PM
mike	I'd like to report an Issue	28 Sep, 12:02:49 AM
Acebuddy	Please select an option!	12:02:49 AM
mike	Other Issue	12:02:56 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:02:56 AM
mike	Am I still connected with support?	12:03:15 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:03:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:03:16 AM

*Shashwat Verma accepted the chat transfer request.*

12:03:20 AM

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:03:24 AM
	Hello Mike	12:03:27 AM
mike	Hello	12:03:51 AM
Shashwat Verma	Looks like last chat was disconnected as you have initiated the same from the server end	12:03:51 AM
	Is the issue resolved for the adobe of the slowness?	12:04:17 AM
mike	I haven't tried	12:04:26 AM
Shashwat Verma	Kindly try now	12:04:33 AM
mike	ok	12:04:39 AM
	Not really	12:06:09 AM
	It's functional but still slow	12:06:40 AM
Shashwat Verma	Okay	12:06:43 AM
	Mike, I have checked that there some update patches available for the application	12:07:29 AM
mike	Is there any other way to optimize adobe? Constant popups etc	12:07:35 AM
Shashwat Verma	Yes, this can be controlled by the latest update	12:07:52 AM
	But it needs to be done in off hours as it require a downtime for all users on the server	12:08:34 AM
mike	ok	12:08:47 AM
Shashwat Verma	We'll schedule the same and let you know once done	12:09:08 AM
	Is that work for you?	12:09:12 AM
mike	Yes	12:09:18 AM
Shashwat Verma	Will let you know on email (Edited)	12:09:38 AM
	Is there anything else I may help you with ?	12:09:41 AM
mike	No thank you	12:09:49 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	12:09:58 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:09:59 AM
	<i>Shashwat Verma has ended this chat session</i>	12:10:02 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

29 Sep, 10:08:04 PM

#82045 djackson

Email: djackson@2cmarine.com

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 55 Secs

City: BROWNSVILLE

State: Tennessee

Country: UNITED STATES

## Chat Transcript

Chat Duration : 22 Mins 12 Secs

djackson	Hello, I am your Acebuddy	29 Sep, 10:08:04 PM
Acebuddy	Hello Djackson, I'm your Ace Buddy. I'll be happy to assist you!	10:08:05 PM
	Whom Would You Like to Connect With?	10:08:05 PM
djackson	Managed IT	10:08:08 PM
Acebuddy	Please wait while we connect you to an available Representative.	10:08:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:08:09 PM
	<i>Shubham accepted the chat transfer request.</i>	10:08:18 PM
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>	10:09:13 PM
	<i>Dushyant accepted the chat transfer request.</i>	10:10:18 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	10:10:25 PM
djackson	I was on line and had to reboot router and PC and lost connection. Sorry I did not write down my contact, This is inregards to ticket 769824	10:11:22 PM
Dushyant	Hi Dale, we are connected back again.	10:11:45 PM
	May I take the remote access of your local computer?	10:12:05 PM
djackson	I will probably have to allow you to reconnect	10:12:05 PM
	yes	10:12:13 PM

Dushyant	Prior providing the access, I would suggest you to close any important documents at your end.	10:12:20 PM
	<a href="https://assist.acecloudhosting.com/join/8082445081">https://assist.acecloudhosting.com/join/8082445081</a>	10:12:29 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:15:22 PM
	Thank you for the patience,	10:24:26 PM
	Server is connected, you can let us know anytime, if you face the issues again.	10:24:41 PM
	We have the ticket with us under observation.	10:24:51 PM
	Are we connected?	10:26:42 PM
	Are we still connected here?	10:28:07 PM
	Are we still connected here?	10:29:54 PM
	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) if any further assistance is required.	10:30:14 PM
	<i>Dushyant has ended this chat session</i>	10:30:16 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details ..... 22 Sep, 5:04:00 PM

**#81766 Kishan**

**Email:** kishan.soni@procstat.com

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** RAJPIPLA

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Kishan	Hello, I am your Acebuddy	22 Sep, 5:04:02 PM
Acebuddy	Hello Kishan, I'm your Ace Buddy. I'll be happy to assist you!	5:04:03 PM
	Whom Would You Like to Connect With?	5:04:03 PM
Kishan	Technical Support (QB & App Hosting)	5:04:07 PM
Acebuddy	Welcome to Ace Support.	5:04:07 PM
	Please chose an option :	5:04:07 PM
Kishan	I'd like to raise a Request	5:04:20 PM
Acebuddy	Please select your request type.	5:04:20 PM
Kishan	Setup Ace Server	5:05:31 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	5:05:32 PM
Kishan	Microsoft Windows	5:05:37 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	5:05:37 PM
	Do you need any further assistance on the topic?	5:05:37 PM
Kishan	Yes	5:05:49 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:05:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:05:50 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	5:06:04 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	5:06:12 PM
Kishan	I am login to Ace cloud for my remote server but it can't log me in	5:06:50 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	5:07:09 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:07:29 PM
Kishan	Clues.myreldata.net	5:07:53 PM
	KishanSoni	5:07:59 PM
	HI??	5:08:30 PM
Vikas Singh Chauhan	Kindly allow me two minutes to check the same.	5:08:57 PM
	This is for account name Clues & Co Tax Solutions ?	5:09:25 PM
Kishan	Yes	5:09:31 PM
Vikas Singh Chauhan	Could you please share the screenshot of the error message you are getting	5:10:12 PM

Kishan	Yes 1 minute	5:10:45 PM
Vikas Singh Chauhan	Okay	5:11:40 PM
	<i>5:12:06 PM Kishan is sharing a file with you <a href="#">image.png</a> - ( Size:29.57 KB )</i>	5:12:06 PM
Kishan	I can't connect here	5:12:12 PM
	as password i am entering shows incorrect	5:12:23 PM
Vikas Singh Chauhan	You are entering the correct password ?	5:12:46 PM
Kishan	Yes	5:12:50 PM
	i have reset it and than entering new one	5:13:02 PM
Vikas Singh Chauhan	Okay	5:13:08 PM
	May I take the remote access of your local computer?	5:13:14 PM
Kishan	Yes	5:13:37 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	5:13:49 PM
	<a href="https://assist.acecloudhosting.com/join/1672754075">https://assist.acecloudhosting.com/join/1672754075</a>	5:13:51 PM
	Kindly paste this link in the browser of local computer and join the session.	5:13:59 PM
	Is there anything else I may help you with ?	5:34:19 PM
	Are we still connected here?	5:35:24 PM
	Are we still connected here?	5:36:08 PM
Kishan	No all done	5:36:16 PM
	Thank you for your help	5:36:20 PM
Vikas Singh Chauhan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:36:30 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:36:39 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	5:36:46 PM
	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>Vikas Singh Chauhan has ended this chat session</i>	5:36:52 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

4 Sep, 6:21:28 PM

**#81163 Jessica Smith**

**Email:** service@rrlift.com

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** KYLE

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins 35 Secs

Jessica Smith	Hello, I am your Acebuddy	4 Sep, 6:21:29 PM
Acebuddy	Hello Jessica Smith, I'm your Ace Buddy. I'll be happy to assist you!	6:21:30 PM
	Whom Would You Like to Connect With?	6:21:30 PM
Jessica Smith	Technical Support (QB & App Hosting)	6:21:37 PM
Acebuddy	Welcome to Ace Support.	6:21:37 PM
	Please chose an option :	6:21:37 PM
Jessica Smith	I'd like to raise a Request	6:21:45 PM
Acebuddy	Please select your request type.	6:21:45 PM
Jessica Smith	Other Request	6:21:58 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:21:58 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:21:58 PM
Jessica Smith	Yes, I'm facing issues with my server	6:22:08 PM
Acebuddy	Please select an option!	6:22:08 PM

Jessica Smith	Other Issue	6:22:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:22:16 PM
Jessica Smith	If I reset the password on my computer, will it affect everyone else? There are four of us that use the Lindley virtual computer.	6:23:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:23:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:23:17 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:23:24 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:23:40 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:24:02 PM
Jessica Smith	I think the server name is LindleyLifts.myrealdatal.net and my email which I'm assuming is my user name is service@rrlift.com.	6:25:29 PM
	If it's not, where would I find that?	6:25:52 PM
Shubham Maurya	That's correct Jessica, thanks for sharing details.	6:26:53 PM
	Allow 2 minutes to check the same.	6:27:00 PM
	Thanks for the patience, so you are trying to change password of your local system right?	6:29:02 PM
Jessica Smith	I'm trying to install the Virtual Computer on another computer and none of us can remember the password.	6:30:41 PM
Shubham Maurya	Okay, so in that case you can change your password using self care portal if you are enrolled over there.	6:32:17 PM
	Or you can get in touch with shaugn@rrlift.com as they do have admin access to reset passwords for other users.	6:32:45 PM
Jessica Smith	And will that be for just mine or will it affect everyone else?	6:32:52 PM
Shubham Maurya	Please hold on let me check for self care portal status for you.	6:33:05 PM
	That will only change your user password.	6:35:20 PM
Jessica Smith	Great! Thank you!	6:36:08 PM
Shubham Maurya	And I just checked but sorry to say you are not enrolled on selfcare portal at the moment, so option left to reset password are get in touch with [shaugn@rrlift.com](mailto:shaugn@rrlift.com) and they can do it for you or just ask them to send a direct mail to reset your password then we will do it for you.	6:36:49 PM
	[shaugn@rrlift.com](mailto:shaugn@rrlift.com) can reset password using Myportal	6:37:14 PM
	<a href="https://myportal.acecloudhosting.com">https://myportal.acecloudhosting.com</a>	
	<a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a>	6:37:32 PM
	For self password reset	
Jessica Smith	Where would Shaugn go to change the password for me?	6:38:09 PM

Shubham Maurya	Shaugh need to visit Myportal ( <a href="https://myportal.acecloudhosting.com">https://myportal.acecloudhosting.com</a> ) and login using username which is CID74177 and there password or use "forgot password" for first login.	6:39:16 PM
Jessica Smith	How did you send us the original passwords and then did we have to change them?	6:40:04 PM
	<i>6:40:14 PM Shubham Maurya is sharing a file with you  <a href="#">How to Manage ACE Server Users 4.pdf</a> - ( Size:1.33 MB )</i>	6:40:14 PM
	<i>SOP for how to use Myportal, you can share it for guidance.</i>	
	It was so long ago, I can't remember.	6:40:15 PM
Shubham Maurya	So Shaugh can easily reset is while trying to login on Myportal. (Edited)	6:40:50 PM
	<b>Please note that only registered account owner (Shaugh Lindley) is allowed to perform the user's management activity through Myportal.</b>	6:44:45 PM
	Are we still connected here?	6:47:18 PM
	Are we still connected here?	6:49:42 PM
	Are we still connected here?	6:52:09 PM
	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) if any further assistance is required.	6:55:56 PM
	<i>Shubham Maurya has ended this chat session</i>	6:56:04 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Sep, 11:02:02 PM

**#81602 Lindsay Wills**

**Email:** lindsay@greenhammer.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:** VANCOUVER

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 36 Mins 56 Secs

Lindsay Wills	Hello, I am your Acebuddy	16 Sep, 11:02:03 PM
Acebuddy	Hello Lindsay Wills, I'm your Ace Buddy. I'll be happy to assist you!	11:02:03 PM
	Whom Would You Like to Connect With?	11:02:03 PM
Lindsay Wills	Technical Support (QB & App Hosting)	11:02:14 PM
Acebuddy	Welcome to Ace Support.	11:02:14 PM
	Please chose an option :	11:02:14 PM
Lindsay Wills	I'd like to report an Issue	11:02:22 PM
Acebuddy	Please select an option!	11:02:22 PM
Lindsay Wills	Password Reset	11:02:29 PM
Acebuddy	Please select an option below	11:02:29 PM
Lindsay Wills	Not Enrolled to Selfcare Portal	11:02:38 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:02:38 PM
	Do you need any further assistance on the topic?	11:02:38 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:38:59 PM
	<i>Ended due to chat idle timeout</i>	11:38:59 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

22 Sep, 7:24:43 PM

#81773 David Peterson

Email: dave@print1group.com ☎ 17155148828

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:** CAPE CORAL

**State:** Florida

**Country:** UNITED STATES

Chat Duration : 35 Mins 50 Secs

### Chat Transcript

David Peterson	Hello, I am your Acebuddy	22 Sep, 7:24:44 PM
Acebuddy	Hello Dave Peterson, I'm your Ace Buddy. I'll be happy to assist you!	7:24:45 PM
	Whom Would You Like to Connect With?	7:24:45 PM
David Peterson	Technical Support (QB & App Hosting)	7:25:05 PM
Acebuddy	Welcome to Ace Support.	7:25:05 PM
	Please chose an option :	7:25:05 PM
David Peterson	I'd like to raise a Request	7:25:13 PM
Acebuddy	Please select your request type.	7:25:13 PM
David Peterson	Other Request	7:25:25 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:25:25 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:25:25 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:00:35 PM
	<i>Ended due to chat idle timeout</i>	8:00:35 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Sep, 11:03:52 PM

**#81603 abe**

**Email:** abe@pfspo.com 917-538-9476

**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:** 3 Secs

**City:** CLIFTON

**State:** New Jersey

**Country:** UNITED STATES

Chat Duration : 4 Mins 37 Secs

### Chat Transcript

abe	Hello, I am your Acebuddy	16 Sep, 11:03:53 PM
Acebuddy	Hello Abe, I'm your Ace Buddy. I'll be happy to assist you!	11:03:54 PM
	Whom Would You Like to Connect With?	11:03:54 PM
abe	Technical Support (QB & App Hosting)	11:04:07 PM
Acebuddy	Welcome to Ace Support.	11:04:07 PM
	Please chose an option :	11:04:07 PM
abe	I'd like to report an Issue	11:04:17 PM
Acebuddy	Please select an option!	11:04:17 PM
abe	QuickBooks Issue	11:04:27 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:04:27 PM
abe	Other QB related issue	11:04:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:04:35 PM
abe	I'm getting a message in QB: "Windows 10 support will end soon". Do i need to do anything or can I ignore it?	11:07:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:07:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:07:03 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:07:15 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:07:18 PM
	Thank you for bringing this notification to our attention. We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the <b>Ace Cloud Hosting (ACH) server</b> , your application is hosted on a <b>server-based operating system</b> . We assure you that: The version of the operating system installed on our servers is <b>fully compatible</b> with your QuickBooks application.	11:07:40 PM
	We <b>regularly apply all latest security patches and updates</b> released by Microsoft without any delay.	11:07:40 PM

There is **no action required from your side** regarding this Windows 10 notification for your ACH-hosted QuickBooks.

Your hosted environment remains fully secure, compliant, and optimized for performance. (Edited)

abe thank you! 11:08:04 PM

Manish Singh Is there anything else I may help you with ? 11:08:08 PM

abe that's all for now. have a great day! 11:08:17 PM

Manish Singh Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. 11:08:20 PM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 11:08:25 PM

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

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

Thanks! 11:08:28 PM

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* 11:08:30 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Sep, 8:33:55 PM

**#81948 David Peterson**

**Email:** dave@print1group.com 17155148828

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

**Operator:** Acebuddy

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**City:** CAPE CORAL

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 45 Mins 42 Secs

David Peterson	Hello, I am your Acebuddy	25 Sep, 8:33:56 PM
Acebuddy	Hello David Peterson, I'm your Ace Buddy. I'll be happy to assist you!	8:33:57 PM
	Whom Would You Like to Connect With?	8:33:57 PM
David Peterson	Technical Support (QB & App Hosting)	8:34:05 PM
Acebuddy	Welcome to Ace Support.	8:34:06 PM
	Please chose an option :	8:34:06 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:19:38 PM
	<i>Ended due to chat idle timeout</i>	9:19:38 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Sep, 7:30:11 PM

**#81324 Leah**

**Email:** leah@amc-pa.com 7242621118

**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:** CLAIRTON

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 10 Secs

Leah Hello, I am your Acebuddy

9 Sep, 7:30:13 PM

Acebuddy	Hello Leah Ochs, I'm your Ace Buddy. I'll be happy to assist you!	7:30:13 PM
	Whom Would You Like to Connect With?	7:30:13 PM
Leah	Technical Support (QB & App Hosting)	7:30:25 PM
Acebuddy	Welcome to Ace Support.	7:30:25 PM
	Please chose an option :	7:30:25 PM
Leah	I'd like to raise a Request	7:30:35 PM
Acebuddy	Please select your request type.	7:30:35 PM
Leah	Other Request	7:30:52 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:30:52 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:30:52 PM
Leah	Restart	7:31:08 PM
Acebuddy	Hello Leah Ochs, I'm your Ace Buddy. I'll be happy to assist you!	7:31:08 PM
	Whom Would You Like to Connect With?	7:31:08 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:05:23 PM
	<i>Ended due to chat idle timeout</i>	8:05:23 PM



