

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#76392 seth
Email: seth@cencal-builders.com 📞 2094080626
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 3 Secs
City: PATTERSON
State: California
Country: UNITED STATES

Chat Transcript

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

seth	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you want to update QuickBooks.
seth	Hi Ashutosh, We are getting an error message about an update and it will not let us in. Can you update our QBs so we car
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
seth	I'm in the portal, how do I get that info for you?
Ashutosh Mishra	Is the business name Cen Cal Builders & Developers?
seth	yes
Ashutosh Mishra	I am on the server right now, i need to reboot to complete the updates.
	Please inform all the users to sign off from the server and i will confirm over email once the update is complete.
	Are we still connected here?
seth	ok, everybody is out.
	is that it? Do I wait for an email, or will you get back to me on this chat?
Ashutosh Mishra	I have started the update from backend; it can take at least 10-15 minutes to complete the update.
	within 30 minutes i will confirm over the email once the update is complete.
	I will also send you the ticket id for this concern.
seth	Thanks Much!! I'm jumping off.
Ashutosh Mishra	Thanks for the confirmation !
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thought
	<i>seth has ended this chat session</i>



Chat Transcripp

Hello, I am your Acebuddy

Visitor Details



#76191 mariateresacastulo

Email: mariateresacastulo@gmail.com

Department: Support(QB & App Hosting)

Operator: Rajan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: SANTA MARIA

State: Pampanga

Country: PHILIPPINES

Chat Transcript

mariateresacastulo	Hello, I am your Acebuddy
Acebuddy	Hello Mariateresacastulo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mariateresacastulo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mariateresacastulo	I'd like to report an Issue
Acebuddy	Please select an option!
mariateresacastulo	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mariateresacastulo	Password won't let me in
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	7:17:30 PMmariateresacastulo is sharing a file with you 1_image.png - (Size:37.45 KB)
	Rajan accepted the chat transfer request.
Rajan	Thank you for contacting Ace Cloud Hosting. My name is Rajan. I will be assisting you today.
	I will surely help you with this issue.
	Kindly allow me 3-4 minutes to check the same.
mariateresacastulo	Alright thanks Rajan!
Rajan	you're welcome.

	Thank you for your patience.
	Kindly try to login now and check
mariateresacastulo	it's working now. thank you!
Rajan	Is there anything else i can assist you with?
	Are we still connected here?
mariateresacastulo	none. all is workig well now
Rajan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Rajan has ended this chat session</i>



Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75484 PAUL WEYMER

Email: weymerp@intentry.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: WARREN

State: Ohio

Country: UNITED STATES

Chat Transcript

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

PAUL WEYMER has ended this chat session



Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75914 Krystal Lee

Email: krystal.lee@la.gov ☎ 2253421047

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Krystal Lee

	Hello, I am your Acebuddy
Acebuddy	Hello Krystal.lee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Krystal Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Krystal Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Krystal Lee	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Krystal Lee	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Krystal Lee	We are unable to connect to remote desktop. Also previously we were unable to open a company file in QuickBooks...the :
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
	<i>Shivam Singh is transferring the chat to Tushar.</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Krystal Lee	DivisionOfAdmin
	krystallee
Tushar	Thank you for the details.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
Krystal Lee	Our security department does not allow remote access of our local pc's.
Tushar	Kindly share the screen shot of the error message.
Krystal Lee	It looks like it is working now....
Tushar	Great.
Krystal Lee	However, when I try to update a QB company file, it locks up on the server.
	I am in Quickbooks now.
Tushar	Let me know if it freezes again.

Krystal Lee	OK..trying now.
Tushar	May I take the remote access of your server?
	not the local system.
Krystal Lee	I am updating a different one...
	but sure
Tushar	Prior providing the access, I would suggest you to close any important documents at your end.
	Let's see if it freezes.
Krystal Lee	this is what it did earlier...and I couldn't close QB.
Tushar	What we can do is update QuickBooks to the latest patch. Once the update is complete, you can try again. If the issue stil assistance. The update process may take approximately 30 minutes to 1 hour, and during this time, no users should be lo
	I will email you as soon as the update get completed.
Krystal Lee	I am still trying to update the remaining company files. Is it possible to hold off on the update?
	Do you see the message displaying now? I'm not sure what that is??
Tushar	Yes, we can hold of the update and we will do it in night hours or you can email us when we can proceed.
	Let me make some changes from back end to resolve it.
	Kindly try again if the error come3s again or not.
	We will have to update it once now.
Krystal Lee	Will I have to update the company files again?
Tushar	No the ones which are updated will remain updated.
Krystal Lee	Let me be sure everyone is still out the system.
Tushar	I can see from back end that only you are logged in.
	Kindly let everyone else know that don't log in till we email you that the application is updated.
	Is there anything else I may help you with ?
Krystal Lee	Ok..I just let them know.
	Will you send me an email when you are finished>?
Tushar	Yes at email address krystal.lee@la.gov
Krystal Lee	OK. Thank you.
Tushar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec)

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75483 david
Email: david@5blox.com
Department: Support(QB & App Hosting)
Operator:
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 5 Secs
City: SAN PEDRO
State: California
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option below
david	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
david	Yes
Acebuddy	Please wait while we connect you to our Support Representative
Acebuddy (bot) forwarded the chat request	
Deepak Taneja declined the transfer request.	
Sharath Kumar accepted the chat transfer request.	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi David, How may I assist you today
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session



Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#74974 Paulina Szegda

Email: paulina@rjbnyc.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: PORT WASHINGTON

State: New York
Country: UNITED STATES

Chat Transcript

Paulina Szegda	Hello, I am your Acebuddy
Acebuddy	Hello Paulina Szegda, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Paulina Szegda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Paulina Szegda	I'd like to raise a Request
Acebuddy	Please select your request type.
Paulina Szegda	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Paulina Szegda	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.
	Do you need any further assistance on the topic?
Paulina Szegda	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Paulina, how are you doing today ?
Paulina Szegda	Hi Rohan! I was able to download Microsoft Windows App but I'm stuck on the "add PC" part of the instructions sent...
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Paulina Szegda	I'm with RJ Bruno, and i received the welcome email and the RDP file but when I try to access it it says "the RDP file is not TY!
Rohan Prajapati	May I take the remote access of your local computer?
Paulina Szegda	sure
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.

	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session
	https://assist.acecloudhosting.com/join/2302635411
Paulina Szegda	you should be able to take over!
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
	Is there anything else I may help you with ?
Paulina Szegda	We are all set. thank you Rohan!
Rohan Prajapati	Thanks for the confirmation !
	I would request you to please give your Valuable feedback after ending the chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Rohan Prajapati has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75311 Rgreenberg

Email: rgreenberg@szcpa.tax

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 30 Secs

City: LAKE WORTH

State: Florida

Chat Transcript

Rgreenberg	Hello, I am your Acebuddy
Acebuddy	Hello Rgreenberg, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rgreenberg	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rgreenberg	I'd like to report an Issue
Acebuddy	Please select an option!
Rgreenberg	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rgreenberg	can't get into ace cloud
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Rgreenberg	ok
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Rgreenberg	randy greenberg
Shivam Singh	Are you not able to access the server ?
Rgreenberg	yes. every day it is like this. sometimes it takes 3 try's and some days like today after 15 try's still can't get in. Every time
Shivam Singh	If this is a recurrent issue, we will surely be going to look into it. For now, let me take a look into it May I take the remote access of your local computer?
Rgreenberg	yes
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Rgreenberg	everything is closed
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/5182561404
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti

	your confirmation on this chat.
	Randy as you pointed out this happens every day with you
Rgreenberg	yes
Shivam Singh	I will put forth the case to the concerned department
Rgreenberg	ok
Shivam Singh	This will look into this
Rgreenberg	ok
Shivam Singh	Also I will keep this ticket in open
	Just to get follow up as to whether you are facing the issue still
	Is there anything else I may help you with ?
Rgreenberg	ok i need to get going. I wasted 1 hour today with this
Shivam Singh	Yes sure
	Rest assured; I will be keeping he case in open for you.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Rgreenberg	ok thanks
Shivam Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session



Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75675 help
Email: help@triadcybersolutions.com ☎ 3362999989
Department: Support(QB & App Hosting)

Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 50 Secs
City: ROBSTOWN
State: New York
Country: UNITED STATES

Chat Transcript -----

help	Hello, I am your Acebuddy
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
help	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
Acebuddy (bot) forwarded the chat request	
Deepak Taneja declined the transfer request.	
Himanshu accepted the chat transfer request.	
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.
help	678305 case no, Hello my issue is still there, even you guys reinstalled QB but its still the same, and its effecting all users server we have 1 hour and need to resolve this issue on urgent basis involve you senior tech and resolve the issuse
Himanshu	Please allow me a moment connecting you with the concerned department.
Himanshu is transferring the chat to Support(QB & App Hosting).	
Rohan Prajapati accepted the chat transfer request.	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello, how are you doing today ?
help	hello please resolve my issue
Rohan Prajapati	Kindly allow me 4-5 minutes to check the same.
help	now it's been a severe issue
Rohan Prajapati	Thank you for Providing the ticket number
	Please let me go through the ticket first.
help	ok please be fast
Rohan Prajapati	I have reviewed the ticket. Just to confirm — you’re still unable to print from QuickBooks, while everything else is working

	QuickBooks specifically, correct?
help	yes able to print from server
Rohan Prajapati	Thanks for the confirmation !
help	but not from QB insiode the server
Rohan Prajapati	Kindly allow me 5-6 minutes to check the same.
help	ok
Rohan Prajapati	May I take the remote access of your local computer?
	Also, may i know if all users are facing the same issue ?
help	yes all users
	because 2 reported
	the same
Rohan Prajapati	If so, may I know whether they are accessing the server from the same location or from different locations?
help	both can print from server but not from QB
	yes
	please wait ill let you in
Rohan Prajapati	Thank you
	<i>8:04:23 PMRohan Prajapati is sharing a file with you</i> <i>image.png - (Size:18.95 KB)</i> <i>As I can see, you have a total of 5 users, and so far, 2 of them have reported the same issue.</i>
	Please confirm this
help	the 2 who reported are from same
	you can access
	and the pic you sent donot have those users man
	users are LaverneM and other is Charlotte.G
Rohan Prajapati	May I please know your business name or company name once ?
help	Triad Cyber solutions
	TPCCSVR.myrealdata.net server name
Rohan Prajapati	Okay Got it
	As I can see, you have a total of 12 users, and so far, 2 of them have reported the same issue.
	Are the two users who reported the issue accessing the server from the same location or from different locations?
help	man I have told you before that its same location
	you guys are wasting time

	its tax season
Rohan Prajapati	I understand the urgency of this matter; however, I need to gather all the necessary information to proceed in the right di
help	you are asking single thing again and again
	please understand
	this is now been a severe issue
Rohan Prajapati	That is not the case. Our goal is to identify the root cause so that we can provide you with a permanent solution, and you
	Prior providing the access, I would suggest you to close any important documents at your end.
help	im ready
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session} https://assist.acecloudhosting.com/join/1142800106
help	want to connect with charlotte or laverne?
Rohan Prajapati	You are experiencing the same issue, correct? Let's take remote access of your local PC so we can resolve it for you first.
help	just laverne and charlotte
Rohan Prajapati	Okay then you can share the link with any one of these two user. (Edited)
	Are they joining the remote session through the link I provided ?
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti your confirmation on this chat.
	As I checked using admin credentials, I’m experiencing the same issue on my end—QuickBooks is not detecting the printe escalating this case to them. They will coordinate with QB's requirement to identify the root cause and work toward a per We appreciate your understanding and cooperation in this matter. (Edited)
help	so what will be time min
Rohan Prajapati	I’m escalating this case to the escalation team, and the estimated turnaround time for resolution is around 2–3 hours. Ho issue for the past 2–3 days and are unable to work. Considering the urgency, they will do their best to provide you with ar
	I hope you understand and cooperate in this matter.
	Is there anything else I may help you with ?
help	nope thanks
Rohan Prajapati	We will try to provide you with an update as soon as possible.
help	please do
Rohan Prajapati	We appreciate your understanding and cooperation in this matter.
	May I go ahead and end this session so I can proceed with the escalation process?
help	ok
Rohan Prajapati	Thanks for the confirmation !

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75039 Tom

Email: tom@empirefoamsolutions.com 📞 518-852-2812

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: SYRACUSE

State: New York

Country: UNITED STATES

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

Tom	I'd like to raise a Request
Acebuddy	Please select your request type.
Tom	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Tom	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#76218 Melissa Grinage

Email: melissa@deltablue.cpa

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: CARTERSVILLE

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Melissa Grinage	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Melissa Grinage	I'd like to report an Issue
Acebuddy	Please select an option!
Melissa Grinage	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Melissa Grinage	I am receiving an error message that my credentials are not valid when trying to log into server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Melissa, How are you doing today ?
Melissa Grinage	Good thank you. I am having trouble logging into server this morning. I keep getting error message that credentials are n
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
Melissa Grinage	Thank you
Rohan Prajapati	Please try to login again in 2-3 mins
Melissa Grinage	ok
	Thank you! That seemed to work.
Rohan Prajapati	Thanks for the confirmation !
	Is there anything else I may help you with ?
Melissa Grinage	That is all. Have a good day
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Rohan Prajapati has ended this chat session</i>

Chat Transcrip

can't get logged on - getting an

Visitor Details

#75153 Deb Morton
Email: deb@dohertyelectric.com 📞 12083434787
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 44 Secs
City: BOISE
State: Idaho
Country: UNITED STATES

Chat Transcript

Deb Morton	can't get logged on - getting an error
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further. <i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>
Deb Morton	hello - I need to send a screen shot or have you get on and see what my error is <i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Deborah
	I will surely help you with this issue.
	May I take the remote access of your local computer?
Deb Morton	<i>7:52:24 PM</i> Deb Morton is sharing a file with you error.docx - (Size:1.98 MB)
Deb Morton	yes and I just sent you the error
Shashwat Verma	Okay, we got the issue

	Prior providing the access, I would suggest you to close any important documents at your end.
Deb Morton	already done
Shashwat Verma	https://assist.acecloudhosting.com/join/3222569154
	Kindly Click on the link and open the downloaded file.
Deb Morton	ok I think you are connected
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti your confirmation on this chat.
	issue resolved on remote session itself
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session



Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75495 Dave Trillanes
Email: dave@banyanbotanicals.com
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 10 Secs
City: CANDANGAL
State: Cavite
Country: PHILIPPINES

Chat Transcript

Dave Trillanes	Hello, I am your Acebuddy
Acebuddy	Hello Dave Trillanes, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dave Trillanes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dave Trillanes	I'd like to raise a Request
Acebuddy	Please select your request type.
Dave Trillanes	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Dave Trillanes	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?
Dave Trillanes	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Dave
Dave Trillanes	im trying to set ace cloud , im trying to set up remote desktop and asking for a server name
	i have a user name , im not sure of my server name , can you help
Shashwat Verma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Dave Trillanes	dave.t@myrealddata.net
	this is my username
Shashwat Verma	Or the Business name associated with ACE, as CID 72147 is the cancelled account
Dave Trillanes	72149 thats my account number
Shashwat Verma	Is that company name is Pearl Hospitality?
Dave Trillanes	yes
Shashwat Verma	Okay

	May I take the remote access of your local computer?
Dave Trillanes	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
Dave Trillanes	ok
Shashwat Verma	https://assist.acecloudhosting.com/join/1282946474
Dave Trillanes	im done
Shashwat Verma	Kindly Click on the link and open the downloaded file.
Dave Trillanes	ok downloading
Shashwat Verma	Sure, please take your time
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
	as per the remote session, we have setup the RDP for you.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75010 Dixie Klusener

Email: dixie@dlkaccounting.net 📞 14176823391

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: REPUBLIC

State: Missouri

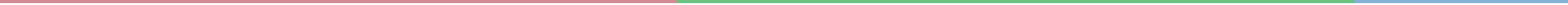
Country: UNITED STATES

Chat Transcript

Dixie Klusener	Hello, I am your Acebuddy
Acebuddy	Hello Dixie Klusener, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dixie Klusener	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dixie Klusener	I'd like to report an Issue
Acebuddy	Please select an option!
Dixie Klusener	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Dixie Klusener	I have a ticket ID 671075 started. I have a new laptop and can not connect to my cloud server to access my programs.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Dixie
Dixie Klusener	Hello Anurag.
	<i>Anurag Sharma is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
	Hello?
Shivam Singh	Let check the ticket 671075 and get back to you.
	As I can check the You have a new laptop, and you require an RDP for accessing the server.
Dixie Klusener	Yes.
Shivam Singh	Okay, I will share a new RDP for the Laptop and will share it with you along with email after the chat.
	With that you will be able to access the server with it.

Dixie Klusener	This isn't my main computer that I use. Will I still be able to access with the other computer?
Shivam Singh	RDP act as a point to access the server you can use any computer to access the Server, provided you must have the cred
Dixie Klusener	OK.
Shivam Singh	Till the time you have your server credentials with you, you can access the server from anywhere.
	However, it must be used on one computer at once
	Hope, That's alright
Dixie Klusener	Yes. I have three user logins if needed to be on the server at the same time.
	I think I have my login credentials with me.
Shivam Singh	yes, as I can see there are three users and that should be no problem.
	Great
	Is there anything else I may help you with apart from providing the RDP?
Dixie Klusener	No. I think that is it.
Shivam Singh	Thanks
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session



Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75059 Ali Wynn
Email: ali.wynn@montesanogroup.com ☎ 18056981608
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: 12 Secs

City: SANTA BARBARA

State: California

Country: UNITED STATES

Chat Transcript -----

Ali Wynn	Hello, I am your Acebuddy
Acebuddy	Hello Ali, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ali Wynn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ali Wynn	I'd like to report an Issue
Acebuddy	Please select an option!
Ali Wynn	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ali Wynn	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ali Wynn	Hi! I'd like to get excel access for our new user nicole.h1@myrealddata.net
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gurwinder Singh declined the transfer request.</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Ali
	I will surely help you with this issue.
Ali Wynn	thank you
Shashwat Verma	Ali, to proceed with your request kindly email request to support@acecloudhosting.com from ali.wynn@montesanogroup.
	Rest will be assured by us.
Ali Wynn	I already have :)

Shashwat Verma	Thanks , let me check.
Ali Wynn	I can send another to be sure?
Shashwat Verma	No problem, we got the same.
	Will do the needful in 15 mins and will let you know on email.
Ali Wynn	okay great thank you so much!
Shashwat Verma	Thanks
	Is there anything else I may help you with ?
Ali Wynn	No that'll be it! Thank you so much!
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. We value your feedback and your input helps us improve our service. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session



Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#74963 amanullah amani
Email: aman@wealthbuilderscpa.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: 24 Secs
City: SELDEN

State: New Jersey
Country: UNITED STATES

Chat Transcript

amanullah amani	Hello, I am your Acebuddy
Acebuddy	Hello Amanullah Amani, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
amanullah amani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
amanullah amani	Restart
Acebuddy	Hello Amanullah Amani, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
amanullah amani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
amanullah amani	I'd like to report an Issue
Acebuddy	Please select an option!
amanullah amani	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
amanullah amani	I need to login to my right networks need my proper user name
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
amanullah amani	I thought it was aman.a@myrealdata.net
	im from wealth builders cpa
	I have my passowrd
Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
amanullah amani	Manish
	my firend
	I need help

	I have my password
	but I need my user name properly
	to continue onto the network
	I think its aman.a@myrealdata .net
	you want to login to help me
	sarepamegamega
	Im from wealthbuilders if you remember
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Aman.A@myrealdata.net
	This is the username you are having
amanullah amani	not working
	why
	sinc eis new computer
	I thnk you have to come on and log in
	and do the transfer
	can you helping me
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
amanullah amani	no just me
Manish Singh	May I take the remote access of your local computer?
amanullah amani	yes
Manish Singh	https://assist.acecloudhosting.com/join/5222546777
	Prior providing the access, I would suggest you to close any important documents at your end.
amanullah amani	I let you in
Manish Singh	Kindly access this link on any browser of your local system.
amanullah amani	I idd
	your in my man
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti your confirmation on this chat.
amanullah amani	thanks bro
Manish Singh	Is there anything else I may help you with ?
amanullah amani	all good

Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76271 andy.monarrez
Email: andy.monarrez@nuwavecom.com
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 41 Secs
City: LONG BEACH
State: California
Country: UNITED STATES

Chat Transcript

andy.monarrez	Hello, I am your Acebuddy
	Shivam I never received the email with instructions
Shivam Singh	You will receive it in 5 minutes.
	Are we still connected here?

andy.monarrez	Yes we are I am just waiting on the email sir
Shivam Singh	By now it must have been received could you please check and confirm?
	Have you checked, from our end it has been sent.
	Are we still connected here?
andy.monarrez	Yes still connected
	I only received the ticket number email no instructions
Shivam Singh	it must have attachments.
	<i>12:53:06 AMShivam Singh is sharing a file with you</i> <i>image.png - (Size:9.48 KB)</i> <i>Please see this</i>
andy.monarrez	the 2nd attachment is what I will sue for windows right?
Shivam Singh	Right.
	Is there anything else I may help you with ?
	Are we still connected here?
andy.monarrez	Yes one more thing. I was able to log into the remote desktop but I want the remote app
Shivam Singh	The RDP file that I have shared is the Application that you could use as application.
andy.monarrez	the 1st file?
Shivam Singh	Yes
	If you face any issue related to connection just initiate a chat or call us so that we could assist you in real time.
andy.monarrez	I am in the remote desktop. I understand that, but I want to download the QB remote app so I do not have to open up the
	Also I need to download the 24.0 version of the file
	Can you help with that
Shivam Singh	Could you please specify as to what exactly are you trying to achieve. Do you want to open server anywhere you go or ju:
andy.monarrez	There are desktop remote app icons that were on my old desktop. I would just click those apps on my regular desktop in
Shivam Singh	May I take the remote access of your local computer?
andy.monarrez	yes please
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
andy.monarrez	Ok eveything is closed
Shivam Singh	Great
	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/4172677669
	Hi there

andy.monarrez	hi
Shivam Singh	Anything apart from the QB remote app.
andy.monarrez	Please install the remote apps for QB on this laptop
Shivam Singh	Sure, we will do that, primarily we have installed the QB 24 on the server and you have to mail us the License details so t
andy.monarrez	where si the server?
Shivam Singh	Could you please specify the query. The servers are virtually hosted on the cloud and are accessed remotely via the interr
	Your request has been received, and we will work on it once we receive the email with requisite information.
andy.monarrez	Okay let me get that information. What exactly do I need?
Shivam Singh	Please provide the details over the email that i will send you soon.
	License number and product number of the QuickBooks < type> 24.
andy.monarrez	Okay. I want to install the Intelocity QB as well. I believe that is the 21.0 version
Shivam Singh	What is Intelocity is it supposed to be a company file or an application?
andy.monarrez	company file
Shivam Singh	See as I told you that we will have to make two remote app one for QB 21 and other for QB 24.
	Okay if it is our license we will have it configured
andy.monarrez	QB 24 License # 5789-8827-7955-031
	Product # 045-169
Shivam Singh	Rest assured, we have both the application Licenses, and we will initiate the Remote app task.
andy.monarrez	Ok thank you
Shivam Singh	Great. (Edited)
	Is there anything else I may help you with ?
andy.monarrez	No sir. This is what I need taken care of
Shivam Singh	Oh great.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session



Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

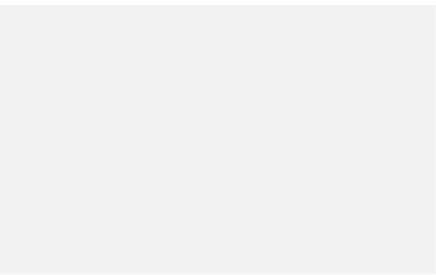
#75173 jaimeflores
Email: jaimeflores@oakgroveschool.org ☎ 2025772326
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 1 Min 5 Secs
City: OJAI
State: California
Country: UNITED STATES

Chat Transcript

jaimeflores	Hello, I am your Acebuddy
Acebuddy	Hello Jaimeflores, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jaimeflores	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jaimeflores	I'd like to report an Issue
Acebuddy	Please select an option!
jaimeflores	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jaimeflores	Can't log in to the server oakgroveschool.myrealdata.net
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>10:57:09 PMjaimeflores is sharing a file with you</i>

jaimeflores	Screenshot 2025-04-04 at 10.25.07 AM.png - (Size:640.69 KB)
	http://oakgroveschool.myrealdata.net myrealdata\Tara_OGS
	I'm trying to access this account. Could you please help?
Shashwat Verma accepted the chat transfer request.	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
jaimeflores	thank you
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
jaimeflores	OK
	Unable to connect An error occurred while communicating with the Remote Desktop Gateway. If this keeps happening, co
Shashwat Verma	let me friend assist you further.
Shashwat Verma is transferring the chat to Tushar.	
Tushar accepted the chat transfer request.	
Tushar	Hello Jaime I will be assisting you now.
jaimeflores	thank you
Tushar	Kindly help me with your server name and user name?
jaimeflores	http://oakgroveschool.myrealdata.net myrealdata\Tara_OGS
Tushar	Kindly allow me two minutes to check the same.
jaimeflores	OK
Tushar	Thank you for waiting.
jaimeflores	ok
Tushar	May I know if this is the first time this has happened, or other users are also facing the same.
jaimeflores	first time
	only me
	can you send me rdp file please
Tushar	As per your screen shot it is a mac device on which I will have to set it up.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
jaimeflores	Yes, I have deleted the account we would have to do it again
	I need access to both Tara and Admin
	Let me know how to proceed

Tushar	may I know if you were logged in before with user profile tara as on server end it shows active.
	Tara_ OGS user profile is showing active and currently being used.
	Do note that only one instance of a user profile is active at time, if you try to login from another device the previous sessi
jaimeflores	OK. yes she is connected but I'm trying to get in to troubleshoot an issue
Tushar	Okay I will set up the rdp on your device then.
jaimeflores	thank you.
	Also for Admin please
Tushar	https://assist.acecloudhosting.com/join/1642753350
	Kindly Click on the link and open the downloaded file.
	I can just set up the rdps but you will have to enter their user profile password to get access.
jaimeflores	I need to reset admin password we don't lknow it
Tushar	The user profile of admin_ogs is deactivated to activate it you will have to use MyPortal from your end and activate it ther
jaimeflores	Oh..., OK.,
	deactivated means we are not paying for it correct'/'
	?
Tushar	If you are unable to so then kindly mention that on email and one of our support engineer will help you over the email.
	yes, correct. (Edited)
jaimeflores	ok let's leave it inactive as we don't want to increase the bill any further
	than k you
Tushar	should we now setup tara on your device?
jaimeflores	Yes please
Tushar	Okay we are now connected.
jaimeflores	Ok
Tushar	It is set up but as soon as you login other user session will get disconnected.
jaimeflores	Thank you!
	OK
Tushar	Is there anything else I may help you with ?
jaimeflores	that is all
Tushar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi



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

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

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76082 Howard Hyman
Email: howard@episcopalhousing.org 📞 14103710950
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 46 Secs
City: BALTIMORE
State: Maryland
Country: UNITED STATES

Chat Transcript

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

Howard Hyman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Howard Hyman	I am unable to log into the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi declined the transfer request.</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Could you please confirm since when you are facing these issue .
Howard Hyman	Just this morning I tried to log into the system and it would not allow me
Anjainay Singh	And whether all users are facing this issue .
Howard Hyman	I don't think so
Anjainay Singh	Could you please confirm from other users as well , so that I can provide you the exact resolution.
Howard Hyman	I am almost positive my password has expired. It has been one year since I changed it. But I can't figure out how to chang
Anjainay Singh	Please allow me some time so that I can look into it .
	I have made some back end changes could you please try to login back into the server.
Howard Hyman	Still not working
Anjainay Singh	May I take the remote access of your local computer?
Howard Hyman	Certainly
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Howard Hyman	Done
Anjainay Singh	https://assist.acecloudhosting.com/join/2072277483
	Please copy this URL at your local machine browser so that I can access your machine .
Howard Hyman	I don't know what that means. Should I X out of this conversation?
Anjainay Singh	No just copy the URL shared above and copy it in any browser and allow me to access your machine .
Howard Hyman	https://assist.acecloudhosting.com/join/2072277483
	I guess this isn't correct.
Anjainay Singh	https://assist.acecloudhosting.com/join/5512104140
	Please use this URL.

Anjainay Singh has ended this chat session

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75442 Marcia Bartelson
Email: mmbart@gmail.com 📞 16202400601
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 2 Mins 1 Sec
City: BRAMAN
State: Kansas
Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Marcia Bartelson	Hello!
Ashutosh Mishra	I understand you are not able to use printer on the server.
Marcia Bartelson	Correct. I'm afraid it got disconnected during an HP Update
	Works with all applications just not ACE
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Marcia Bartelson	CID73767. User: Marcia Bartelson
	Server Name: GusherEnergy.myrealddata.net
	User: myrealddata\MarciaBartelson
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Marcia Bartelson	yes
	<i>The visitor's phone number was changed to 16202400601.</i>
Ashutosh Mishra	May I take the remote access of your server?
Marcia Bartelson	Yes
	Should I ask the 2nd user to get out of the account?
	The printer is the HP LaserJet Pro 200 Color MFP
Ashutosh Mishra	Their is no need for users to logout, i will connect on remote session with you on the server to check what is causing the i
	Prior providing the access, I would suggest you to close any important documents at your end.
Marcia Bartelson	Done
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by selecting the redirected printer as that should be the c
	We are disoconnected from the remote session.
Marcia Bartelson	I saw that. Can you also tell me the best number to reach support - we are needing to set up a call on other issues - but n
Ashutosh Mishra	Sure the support number is 888-415-5240
	Once the chat ends i will send you an email, that will also have the number.
Marcia Bartelson	Great! You have helped me SO much!
Ashutosh Mishra	You can reach out as per your convenience we are available 24/7.
	Is there anything else I may help you with ?
Marcia Bartelson	That is all
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Chat Transcrip

Can you please reset my passord

Visitor Details

#75279 Jenna Argento
Email: jargento@npfm.com 📞 347-256-0020
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=aceXGjAMVNU7_AR2jLS2oEAAYASAAEgKJrFD_BwE
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: STATEN ISLAND
State: New York
Country: UNITED STATES

Chat Transcript

Jenna Argento	Can you please reset my passord?
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
	Hi! May I have the company name or CID?
Jenna Argento	United Spinal Association
Vatsal	I am forwarding this chat to the support team, they'll assist you.
	Vatsal is transferring the chat to Support(QB & App Hosting).
	Rohan Prajapati accepted the chat transfer request.
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Jenna, How are you doing today ?
	I will surely help you with this.

	Upon backend verification, it appears you're not currently enrolled in the self-care Portal.
	This means you cannot reset your password independently. Kindly send an authorization email from your registered address.
	Upon receipt of the email, we will send you a new password link.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Rohan Prajapati has ended this chat session</i>

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75243 Nega Teshome

Email: nega.teshome@thebridgecpas.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 46 Secs

City: SPRINGFIELD

State: Virginia

Country: UNITED STATES

Chat Transcript

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

	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nega Teshome	I'd like to report an Issue
Acebuddy	Please select an option!
Nega Teshome	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nega Teshome	Yesterday, they helped me update my window app and uninstall application and reinstall. Today, I can't login.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
	<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Nega Teshome	TaxCorner2
Shivam Singh	Thanks, allow 2 minutes to check the same.
	May I take the remote access of your local computer?
Nega Teshome	Yes
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Nega Teshome	I'm ready.
Shivam Singh	Great
	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/7472067221
	Kindly join the session
	I sincerely apologize for the inconvenience this has caused. I understand how frustrating this situation must be, especially Unfortunately, some unavoidable circumstances led to this. However, please know that we truly value your feedback, and
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Chat Transcrip

Hello, I am your Acebuddy

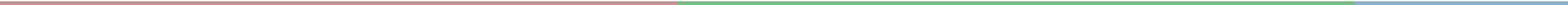
Visitor Details

#75505 glenda
Email: glenda@xlcpas.com 📞 16268935837
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 14 Secs
City: PASADENA
State: California
Country: UNITED STATES

Chat Transcript

glenda	Hello, I am your Acebuddy
Acebuddy	Hello Glenda, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
glenda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
glenda	I'd like to raise a Request
Acebuddy	Please select your request type.
glenda	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re
	Do you need any further assistance on the topic?

glenda	Yes
Acebuddy	Please wait while we connect you to our Support Representative
Acebuddy (bot) forwarded the chat request	
Ashutosh Mishra accepted the chat transfer request.	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
glenda	Hello Mishra, thank you very much for your time. Could you help me reboot server?
	XLCPA.myrealdata.net
Ashutosh Mishra	I will be surely assisting you with this.
	Kindly allow me two minutes to check the same.
	Their are multiple users logged in, shall i proceed with reboot.
glenda	yes, please
Ashutosh Mishra	I have started reboot.
glenda	Is there anything else I may help you with ?
	that's it. thank you very much for your help
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Ashutosh Mishra has ended this chat session	



Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75910 Daniel Robinson
Email: daniel@southernstarstorage.com ☎ 17138544991
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop

Average Response Time: 1 Min 25 Secs
City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

Daniel Robinson	Hello, I am your Acebuddy
Acebuddy	Hello Daniel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Daniel Robinson	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham accepted the chat transfer request.</i>
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>
Daniel Robinson	Hello, I am checking the status of ticket 681095
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Daniel
Daniel Robinson	Hello Anurag.
Anurag Sharma	Daniel, I would like to inform you that our Security team is working on your mentioned ticket.
Daniel Robinson	When can I expect a SOC report that covers 1/1/2023 – 12/31/2023 (or a report covering until 9/30/2023 with a bridge lett
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I just checked and found that our team has already started working on your request.
	And they will update you within 24 hours.
Daniel Robinson	OK. Thanks.
Anurag Sharma	Thank you for understanding.
	Is there anything else I may help you with ?
	Are we still connected here?
Daniel Robinson	no that was ot
	it
	thanks

daniel has ended this chat session

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75231 REBECCA HARDY
Email: rebecca@trelfalabs.com 📞 19784172525
Department: Support(QB & App Hosting)
Operator: Gaurav kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 24 Secs
City: SALISBURY
State: Massachusetts
Country: UNITED STATES

Chat Transcript

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

REBECCA HARDY	I need to change my Company Preferences to send email using my gmail account. I am getting an error message saying t
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar accepted the chat transfer request.</i>
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.
	Hello Rebecca
REBECCA HARDY	hello
Gaurav Kumar	I will be surely assisting you with this. Kindly help me with your server name and user name?
REBECCA HARDY	TrelfaLabs.myrealddata.net
	QB User name is Admin
Gaurav Kumar	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
REBECCA HARDY	RebeccaHardy
Gaurav Kumar	May I take the remote access of your server?
REBECCA HARDY	yes
Gaurav Kumar	Please try now
REBECCA HARDY	I need to look up the password. This will take a few minutes.
Gaurav Kumar	Sure, please take your time
REBECCA HARDY	OK, looks like it worked. Thank you.
Gaurav Kumar	Is there anything else I may help you with ?
REBECCA HARDY	no, thank you
Gaurav Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
REBECCA HARDY	you can close the ticket
Gaurav Kumar	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Gaurav Kumar has ended this chat session</i></p>

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75518 AI Financed one

Email: aifinancedone@outlook.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: LOHGARH

State: Punjab

Country: INDIA

Chat Transcript

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

	Hello
AlFinancedone	MY RDP connection working with too much hang & slow as well
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
AlFinancedone	sure
Shashwat Verma	Is this the first time you are facing this issue and is the issue faced by other users too?
AlFinancedone	I believe first time
	I am facing this issue
Shashwat Verma	Could you please share me your username you are using to login to server?
	Okay
AlFinancedone	Sachin Bansal
Shashwat Verma	Thanks for the confirmation !
AlFinancedone	yesterday too I connected with your support. He did troubleshoot yesterday & from then issue started coming
Shashwat Verma	Okay, as of now server resources are working fine, would like to check the things on your local side.
	May I take the remote access of your local computer?
AlFinancedone	Sure
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/8382348105
	Kindly Click on the link and open the downloaded file.
	Are you able to connect?
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti your confirmation on this chat.
	as per remote session, we have checked the different perspective of the lag issue
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shashwat Verma has ended this chat session</i>



Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#74984 john
Email: john@claritymba.com ☎ 415.491.1099
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 35 Secs
City: SAN RAFAEL
State: California
Country: UNITED STATES

Chat Transcript

john	Hello, I am your Acebuddy
Acebuddy	Hello John Ward, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
john	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
john	I'd like to report an Issue
Acebuddy	Please select an option!
john	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
john	re: 651511 and other tickets form last month, the session for user Admin_CMBA has frozen, please reset user session. Not
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Gaurava Tyagi declined the transfer request.	

Shivam Singh accepted the chat transfer request.

Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
john	hello Shivam!
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Hi there!
john	ForwardLLP.myrealddata.net - user Admin_CMBA
Shivam Singh	Thanks for the information. Allow me two minutes to check the same.
	Could you please confirm if the account is Momentum Business Administration LLC /
	I can see that the user - user Admin_CMBA is logged in
john	yes, I can see you signing me out
Shivam Singh	I have successfully performed the reset for the respective user.
john	that should do the trick for now, still unsure what causes the freeze but it seems that it happens when I am performing m
	I'll continue to update things on my side in hopes of preventing in future
	many thanks for your help in the meantime!
Shivam Singh	Yes, it depends on the routine that you are trying to exceute.
	However, it should work now.
	If you still face the issue do let us know so that we can assist you accordingly.
john	yes, looks like I can get back in
Shivam Singh	Great
	Is there anything else I may help you with ?
john	it's a simpler script to produce a list of files in a folder, but running a few in a row may cause memory problems
	I'll continue to troubleshoot from my side
Shivam Singh	Yes, certainly the memory utilization may be causing the issue
john	ok I'll look into this further
	that's all I need for now - thank you!
Shivam Singh	Do let us know about your finding so that we can work in tandem.
	Great
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#76222 Norma Jean Hoskins

Email: nhoskins@siberianchill.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: LOUISVILLE

State: Kentucky

Country: UNITED STATES

Chat Transcript

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



Chat Transcrip

Hi please help to update the QB company file 22 to 24. Thank you!

Visitor Details

#75964 Christine Han
Email: alin@salutron.com ☎ 5107952876
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20hosting&utm_adgroup=Primary&gad_sou=eEAAAYASAAEgKsGfD_BwE
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 40 Secs
City: SAN FRANCISCO
State: California
Country: UNITED STATES

Chat Transcript

Christine Han	Hi please help to update the QB company file from QB Enterprise 22 to 24. Thank you!
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
	Hey Amy, I am forwarding this call to the support team, they'll assist you.
	Vatsal is transferring the chat to Support(QB & App Hosting).
Christine Han	thank you
	Rohan Prajapati accepted the chat transfer request.
	Rohan Prajapati is transferring the chat to Anurag Sharma.
	Anurag Sharma accepted the chat transfer request.
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.

	Hello Amy
Christine Han	Hi, our server is salutron.myrealdata.net
	When we want to upgrade it shown need windows admin
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your user name?
Christine Han	user name for ?
	salutron.myrealdata.net
Anurag Sharma	Please confirm if your username is AmyL@myrealdata.net
Christine Han	I think so
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your server?
Christine Han	I am on Christine's computer, she is our admin
	yes, please
Anurag Sharma	Okay
	Prior providing the access, I would suggest you to close any important documents at your end.
	Please accept the remote session request on the server
Christine Han	accpeted
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti your confirmation on this chat.
	Please login back to the server again
Christine Han	ok
	logged in
	Should I open QBs 24 now?
Anurag Sharma	Yes
	Also please accept the remote session request again
	The issue seems to be resolved.
	Is there anything else I may help you with ?
Christine Han	yes
	that's it
Anurag Sharma	Thanks for the confirmation !
Christine Han	thank you very much for the help
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback on your experience.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	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/)
Christine Han	have a great day!

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75595 Jeni Chen
Email: jeni@montesanogroup.com 📞 18056981608
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: 3 Mins 42 Secs
City: SANTA BARBARA
State: California
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Jeni Chen	I'd like to report an Issue
	Acebuddy	Please select an option!
	Jeni Chen	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Jeni Chen	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	Jeni Chen	send forms email setting
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sanyam Madan accepted the chat transfer request.</i>
		<i>Sanyam Madan is transferring the chat to Yash Kalra.</i>
		<i>Yash Kalra accepted the chat transfer request.</i>
	Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
		I will be surely assisting you with this. Kindly help me with your server name and user name?
		<i>12:50:22 AMJeni Chen is sharing a file with you</i> <i>image.png - (Size:61.33 KB)</i>
		<i>Hi! I'm trying to send forms but I keep getting this message?</i>
	Jeni Chen	server name: MontesanoGroup.myrealdata.net
		I'm entering the correct password so I'm confused
	Yash Kalra	Kindly allow me two minutes to check the same.
	Jeni Chen	thank you
	Yash Kalra	May I take the remote access of your server?
	Jeni Chen	yes
	Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
	Jeni Chen	ok
	Yash Kalra	Please confirm if your username is JeniC.
	Jeni Chen	no, its myrealdata\AliWy
		thank you so much!
	Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat b
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Jeni Chen	you as well!
Yash Kalra	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversal</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://s</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Yash Kalra has ended this chat session</i></p>

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75669 ricky pais

Email: ricky@brannanhessel.cpa

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
ricky pais	I'd like to raise a Request
Acebuddy	Please select your request type.
ricky pais	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
ricky pais	Disk Space
Acebuddy	Please be informed that we have automated junk/temp cleaning and residual file erasing mechanism enabled
	This ensures that the disk space on the servers do not get used up by unnecessary temporary files and you w
	If you wish to free up additional disk space or want to explore our Disk Space Plans & Pricing, Please refer to t
	Do you need any further assistance on the topic?
ricky pais	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Ricky, signing into the server to check the disk space
	Thank you for your patience.
	I actually see two servers for heroic solutions
	could you let me know which server are you experiencing the disk space issue with
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>

Visitor Details

#76032 anne
Email: anne@bigbluecollective.com 📞 15148385377
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 47 Secs
City: GRACE BAY
State: Turks And Caicos Islands
Country: TURKS AND CAICOS ISLANDS

Chat Transcript

anne	Hello, I am your Acebuddy
Acebuddy	Hello Anne, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
anne	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
anne	I'd like to raise a Request
Acebuddy	Please select your request type.
anne	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our techni
	If you are facing any issue/problem with your server, Please select the appropriate option below :
anne	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
anne	Password Reset
Acebuddy	Please select an option below
anne	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?

anne	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
anne	can you have someone call me asap at 1.649.331.2669 to assist to reset my password... nothing is working. <i>A</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Could you please confirm your username so that we can provide you exact resolution.
	Are we still connected?
	Are we still connected?
anne	ok,, am ok.. I was able to retrieve new password.
	no need to call me
Anjainay Singh	Thankyou for letting me know
	Is there anything else I may help you with ?
	<i>Anjainay Singh has ended this chat session</i>



Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75024 srinivas
Email: srinivas@taxgeeks.com ☎ 2252847776
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 50 Secs
City: IRVING
State: Texas
Country: UNITED STATES

Chat Transcript

srinivas	Hello, I am your Acebuddy
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
srinivas	status on ticket
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
srinivas	hi
	can you update me on the status
	659757
	whether user Ids are created on the new server
Sharath Kumar	Hello Sir, my colleague was working on this earlier today, allow me two minutes to quickly check if there is an
srinivas	I need to ask them to connect to the new server
Sharath Kumar	Thank you for your patience.
	I got to know that the new user accounts have been created and you must have received an email from Varur
srinivas	checking
Sharath Kumar	sure, take your time
srinivas	received
Sharath Kumar	I can see that ProSeries 2024 is yet to installed, we will need the setup file for the same
srinivas	now when they use the RDP and connect whether the browser settings, files on desktop etc will be the same i
Sharath Kumar	other than that everything is good to go
	That is correct.

	srinivas	proseries 2024 is the main one and it was working fine
	Sharath Kumar	All the files have been uploaded where they used to be
		Is that on the old server on new server?
	srinivas	new server
	Sharath Kumar	could you try signing in again and check once more
	srinivas	checking
		shoot
		proseries 2024 is missing
		I tested it and it was working fine
		this is th emain program
	Sharath Kumar	I understand, it will not take much time for us to install the application
		we do need the setup file for this and its licensing details (if any)
	srinivas	urgent
	Sharath Kumar	you can place the setup file on your desktop
	srinivas	you have to install proseries 2024, 2022 also
		on the old server
		C:\Users\TGSRINIVAS\Downloads\proseries 2024
		all the installation files are here
	Sharath Kumar	thank you for the information
	srinivas	proserieies 2023 is also not working
		please install all proseires 2024 2023 2022
		atleast
		we will access the old server if needed
		but let us go ahead and install
	Sharath Kumar	I am on it, starting installation for 2024
	srinivas	ok
	Sharath Kumar	I request not to make any changes on the old server as this may further delay our progress
		I have initiated the installation for 2024
	srinivas	ok
		I will ask everyone not to login till 7am
	Sharath Kumar	and in a few minutes I will keep you informed via email once the Pro series 2022 and a 2023 are installed
	srinivas	thanks

		once installed let em know and I will complete the settings
	Sharath Kumar	you're welcome, sir!
	srinivas	make sure all shortcuts are setup on the desktop
	Sharath Kumar	definitely!
	srinivas	if any issues call 972-953-5160
	Sharath Kumar	understood!
		but do keep an eye for the email, I will keep you posted once these installations are completed
		and I will call you if there are any issues
		Is there anything else I may help you with ?
	srinivas	we are good
		will wait
		whether all the user setting files are moved to the new server so that they get the same browser settings etc?
	Sharath Kumar	could you let me know more about the browser settings that you are referring to
	srinivas	if a staff user has some browser settings like browser bar which has links
	Sharath Kumar	were you logged in on the previous browser? if yes, then those setting will reflect after you sign into the browser
	srinivas	on the new server will they have the settings or not
		what about the shortcuts or notepad files they have on their desktop
		?
	Sharath Kumar	yes, the shortcuts will be there as we have moved the complete data
	srinivas	ok
	Sharath Kumar	you can reply to the email chain if you have any concerns after signing into the new server and we will definitely
	srinivas	when I click on users
		on the new server
		I don't see all users
	Sharath Kumar	can you provide a snip of where exactly you are checking for these users
	srinivas	<i>4:48:53 PM</i> srinivas is sharing a file with you 1_image.png - (Size:23.41 KB)
		THIS is on the new server
	Sharath Kumar	checking!
	srinivas	ok
	Sharath Kumar	I see, we have yet to move the data, my apologies for the incorrect information earlier. Since the users have not logged in yet, there profiles wouldn't be there

		Once they login, we will replicate their data with the old server
		This way all their files in Desktop, documents and downloads will then become available
		Pro series 2024 installation has been completed, could you try accessing it
	srinivas	checking
		one more thing
		Z:\Client Data\Dropbox\Dropbox\Boxifier_TaxGeeksBackup
		the D drive is mapped to z drive
		finally all the files from this folder should be moved to
		d:
		should we continuing using the mapped drive and later move all the files
	Sharath Kumar	yes, we will keep the older server running so that the mapped D rive can be accessible for all
	srinivas	ok
	Sharath Kumar	once you confirm everything is okay on the new server, we will move the D drive data from old server to new
	srinivas	prefect
		we will work on it after a month
		tax season stress will cool down
	Sharath Kumar	not a problem!
	srinivas	proseries 2024 is working..
	Sharath Kumar	working on installing other versions of Pro series
	srinivas	updating it now
	Sharath Kumar	alright, sir! I will keep you posted on email once those versions are installed
		anything else that you need assistance before I close this chat
		could you close the Proseries as the installation for 2023 version is prompting to close all versions
		So watch out for an email from us and we will keep you informed when the Proseries application is ready to use
	srinivas	one
		updating proseries 2024
		few mins
	Sharath Kumar	sure, no problem! can we get the other applications installed during after hours tonight
	srinivas	proseries got closed
		can I open it now or after you finish proserie s2023
	Sharath Kumar	it will take some time to install, and after that you can use prseries 2024
	srinivas	ok

	complete proseries 2023 and 2022
	and let me know
	I will login and update the softwares
	thanks for your patience
Sharath Kumar	understood, give me half n\and hour and I will update you via email
srinivas	thanks
	will wait for the email
Sharath Kumar	my pleasure, sir
	Is there anything else I may help you with ?
srinivas	we are good
	bye
Sharath Kumar	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversat</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://s</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>
	I wish you a good day ahead (Edited)

Sharath Kumar has ended this chat session

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75574 Pardeep Kumar
Email: pardeep@leaselypm.com
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: 3 Mins 43 Secs
City: SHIMLA
State: Punjab
Country: INDIA

Chat Transcript

Pardeep Kumar	Hello, I am your Acebuddy
Acebuddy	Hello Pardeep Kumar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Pardeep Kumar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Pardeep Kumar	I'd like to report an Issue
Acebuddy	Please select an option!
Pardeep Kumar	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Pardeep Kumar	Tax 1099 data upload issue using qb connector,
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gurwinder Singh declined the transfer request.</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Pradeep, how are you doing today ?
Pardeep Kumar	Not well
	QB connector not uploading data to tax1099 through qb connector app
Rohan Prajapati	That's not good. I will surely try to help you with this issue
	May I take the remote access of your server?
Pardeep Kumar	Yes
	TotalMedical.myrealdata.net
	Password - Letsgo123!!
	Company - Synergy inpatient

	Rohan Prajapati	Thanks for the confirmation !
		Prior providing the access, I would suggest you to close any important documents at your end.
	Pardeep Kumar	All closed
		Error window should be on screen
	Rohan Prajapati	May i know the username through which you are logged in on the server ?
	Pardeep Kumar	TMS_Accountant
	Rohan Prajapati	That's in disconnected state
		Please login back
	Pardeep Kumar	Ok logging in
		Am trying
	Rohan Prajapati	Please try to login now
		Are you still not able to login ?
	Pardeep Kumar	Not able to connect
		Trying
	Rohan Prajapati	May I take the remote access of your local computer?
	Pardeep Kumar	I have network issue
		Can you please directly access
		Its connected from my end
	Rohan Prajapati	Yes you are successfully logged in now
	Pardeep Kumar	Yes
	Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the tim resolved, kindly give your confirmation on this chat.
	Pardeep Kumar	Ok
		Please go ahead
	Rohan Prajapati	Pradeep, you got disconnected
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888
		<i>Rohan Prajapati has ended this chat session</i>

Chat Transcript

I am unable to connect to the s

Visitor Details

#75568 lsmith.gandf
Email: lsmith.gandf@gmail.com 📞 209-599-8911
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 6 Secs
City: RIPON
State: California
Country: UNITED STATES

Chat Transcript

lsmith.gandf	I am unable to connect to the server
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.
	<i>Siddhant is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
lsmith.gandf	Hi, my name is Lisa Smith with G&F Ag Service
Sharath Kumar	Hello Lisa, could you let me know the last time that you were able to sign into the server
	and is there an error message that you receive now while signing in
lsmith.gandf	Friday was the last time I tried and it worked fine
	I think the message was failure to connect
Sharath Kumar	understood, one moment while I check your account on the server
	I see the account for Lisa Smith is already signed in on the server
	what is the username that you are signing in with
lsmith.gandf	LisaSmith

	Sharath Kumar	Yes, this account appears to have logged in and connected to the server an hour ago
		let me disconnect your account from the ongoing session, am sure that you will be able to sign in once you cc
	lsmith.gandf	Ok
	Sharath Kumar	alright, that done. Try signing in now and let me know the result
	lsmith.gandf	It's being really slow and hasn't asked for the password yet
	Sharath Kumar	understood, let me take remote of your local computer and check why is that happening
		here's the link - https://assist.acecloudhosting.com/join/7482573843
		Prior providing the access, I would suggest you to close any important documents at your end.
	lsmith.gandf	It just let me in. Do you still want remote access?
	Sharath Kumar	no, that won't be necessary if this is the first instance where you had issues connecting to the server
		if this is something that troubles you frequently then I would suggest we do further ptroubleshooting
		may I ask how do you usually sign out of the remote session when you're done for the day
		Do you simply close it from the top bar or use the log off icon from the desktop
	lsmith.gandf	Ok. The drop down arrow at the top of the screen and then select X
	Sharath Kumar	I see, that simply disconnects you from the server session but does end your session
		I highly recommend to use sign off option
	lsmith.gandf	Where is that?
	Sharath Kumar	On the server's desktop, an icon called "log off"
	lsmith.gandf	Ok I see it.
		Last week I received the following message from QB, "Quickbooks is running slowly because your hard drive c
		<i>9:52:19 PMlsmith.gandf is sharing a file with you</i> 1_image.png - (Size:39.86 KB)
	Sharath Kumar	I can check and see what is taking so much space on the C drive, I will keep you posted on the findings by tor
		I'll delete the irrelevant files and that should free up some space
	lsmith.gandf	Ok. I have been disconnected from the server. It's on attempt 3 or 5 to reconnect.
		It just let me back in. Does everything look good on your side?
		Just got kicked off again
	Sharath Kumar	that is strange, are you able to check your internet speed on the local computer
		Speedtest by Ookla - The Global Broadband Speed Test here's the link to test that
		make sure to open this on the local computer
		<i>10:00:55 PMlsmith.gandf is sharing a file with you</i>

	1_image.png - (Size:20.33 KB)
	the upload speed is terrible and probably you are getting disconnected
	is there a different network that you can sign in with
	or attach the ethernet cable to your computer
lsmith.gandf	What upload speed is good?
Sharath Kumar	20mbps should be ample to get your remote session to stay connected
lsmith.gandf	Just ran it again and it's up to 17 upload
Sharath Kumar	that's better
	that will work, but am sure as soon as it goes back down your remote connection will drop
lsmith.gandf	But now it's not letting me in again
Sharath Kumar	my advise would be to reach out to your Internet provider and let them know about this
	let me take remote and I'll adjust the RDP file to stay connected even during the low upload speeds
lsmith.gandf	Ok. We are located in the country with limited internet options
Sharath Kumar	I see, the changes that I will make on the RDP tool will surely make the connection better
	let me send you the request for remote access once again
	here you go https://assist.acecloudhosting.com/join/2452407811
	Prior providing the access, I would suggest you to close any important documents at your end.
	Are we still connected here?
lsmith.gandf	Yes, I'm downloading the remote app
Sharath Kumar	okay!
	I think I have lost connection to your local computer
	it is stuck and I cannot control your computer anymore
	reconnecting
	unfortunately, the remote connection is poor and I am unable to make appropriate changes
lsmith.gandf	Yes, I agree. I think we can disconnect and I'll reach out to the internet provider
Sharath Kumar	Yes, I just disconnected
	I will keep your ticket open for today and you can reply to my email if you require further assistance from us
lsmith.gandf	Ok, thanks
Sharath Kumar	any other query or concerns that you have which can be addressed now
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversat
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin

	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://support.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.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75098 Cesar Diaz
Email: cesardiaz98776@gmail.com 📞 150499420028
Department: Support(QB & App Hosting)
Operator:
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 4 Secs
City: ?
State: Honduras
Country: HONDURAS

Chat Transcript

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

	I'd like to report an Issue
Acebuddy	Please select an option!
Cesar Diaz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Cesar Diaz	i cant open remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Cesar, allow me a moment to check the server
Cesar Diaz	intercentro/JuannyR
	we reset the password of this user and download the remote but does not open the remote
Sharath Kumar	Thank you for your patience.
	I see the server is reachable and you should be able to sign in with the right credentials
	Is the remote tool prompting you to put in the password?
	<i>8:12:33 PMCesar Diaz is sharing a file with you</i> 1_image.png - (Size:20.05 KB)
Cesar Diaz	it is this”..
Sharath Kumar	understood, let me quickly check your user account, one moment please
Cesar Diaz	ok
Sharath Kumar	thank you again for your patience
	may I ask when was the last time that you were able to sign in with this user account
Cesar Diaz	i dont know but i think more that 6 month.. maybe more
Sharath Kumar	I see, the account was in a restricted state
	I have just activated the account
Cesar Diaz	can u change to able
	thanks
	activated please
Sharath Kumar	please let me know if you were able to sign in
Cesar Diaz	i will tried now
	great!! now its working

	thanks so much
Sharath Kumar	glad to hear that
	anything else that I may assist you with?
Cesar Diaz	nothing else, thanks again
<i>Cesar Diaz has ended this chat session</i>	



Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#74992 djimeno
Email: djimeno@agtaxes.com 📞 13058261711
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 27 Secs
City: KNOXVILLE
State: Tennessee
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
djimeno	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
djimeno	i CANNOT LOGIN TO SERVER
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
djimeno	AGT
	username: DJIMENO
Shivam Singh	Thanks for the confirmation !
	Thank you for the information and allow 2 minutes to check the same.
	Is any other user facing the same issue?
djimeno	JUST THAT FOR NOW
Shivam Singh	May I take the remote access of your local computer?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888

Shivam Singh has ended this chat session

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75998 Tony Lee

Email: support@claccounting.tax 📞 19097189780
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 44 Secs
City: EL MONTE
State: California
Country: UNITED STATES

Chat Transcript -----

Tony Lee	Hello, I am your Acebuddy
Acebuddy	Hello Tony, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tony Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tony Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Tony Lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tony Lee	I need help update 2023 and 2024 Lacerte. I do not have admin rights
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Tony Lee	CLaccounting.myrealdata.net
	tony.lee
Shubham Kataria	Thank you for the information. Please allow me two minutes to check the same.
Tony Lee	ok
	<i>The visitor's phone number was changed to 19097189780.</i>
Shubham Kataria	Kindly log off from the server for next 10 minutes so that I can initiate the update.

	It seems that you're logged out, Thank you (Edited)
	I've initiated the update
	Would you like to stay connected over the chat or shall I inform you over email once the update completed
Tony Lee	ok
Shubham Kataria	Kindly confirm if you would like to stay connected on the chat while update is running or shall I inform you via
	Are we still connected here?
	As you're disconnected from the chat , we are ending the session now. You may re-initiate the chat or call us a
Shubham Kataria has ended this chat session	

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#76039 Lisa Hashem
Email: lisa@jefferyscpa.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: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lisa Hashem	I'd like to report an Issue
Acebuddy	Please select an option!
Lisa Hashem	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Lisa Hashem	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-

Ended due to chat idle timeout

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75262 Rubens S Jacob
Email: seflglass@gmail.com 📞 13058233097
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 28 Secs
City: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
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	Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Rubens S Jacob	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Rubens S Jacob	I'd like to report an Issue
	Acebuddy	Please select an option!
	Rubens S Jacob	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Rubens S Jacob	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	Rubens S Jacob	Hi. We had had some problems with Quicbooks and bank fees. But now, I want to install the Quicbooks on my
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Gaurava Tyagi declined the transfer request.</i>
		<i>Tushar accepted the chat transfer request.</i>
	Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	Rubens S Jacob	Hi Tushar
	Tushar	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Rubens S Jacob	souflo.nc
	Tushar	okay this is your user name but by this I could locate your server's name that is SEFGH.
		May I know if QuickBooks bank fees issue has happened before or not and are other users facing the same iss
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<i>Tushar has ended this chat session</i>

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75310 Rubens S Jacob
Email: seflglass@gmail.com ☎ 13058233097
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 23 Secs
City: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rubens S Jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rubens S Jacob	I'd like to report an Issue
Acebuddy	Please select an option!
Rubens S Jacob	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rubens S Jacob	We are waiting if you could fix the problem of the bank fees setup
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello SelfGlass, How are you doing today ? (Edited)
Rubens S Jacob	Good and you??
Rohan Prajapati	That's Great. I'm good too, thanks for asking .
	Kindly allow me 5-6 minutes to check the same.
	Thank you for your patience.
	As I can see, the ongoing ticket is still assigned to the concerned team. We have asked them to expedite the p them.
	<i>8:31:10 PMRohan Prajapati is sharing a file with you</i> <i>image.png</i> - (Size:88.4 KB)
	Is there anything else I may help you with ?
Rubens S Jacob	Yes
	I did not undestand the picture you send us
Rohan Prajapati	I'm referring to the issue you reported. After checking with the concerned team, they mentioned that changin minimum downtime of one hour.
Rubens S Jacob	Thank you
Rohan Prajapati	Shall we proceed with changing the IP address?
Rubens S Jacob	Please change it!!
Rohan Prajapati	Important Note: This will require approximately one hour of server downtime.
	Thanks for the confirmation !
	Is there anything else I may help you with ?
Rubens S Jacob	Can you stay with me until the finish the process??
Rohan Prajapati	Please note that this will require approximately one hour of server downtime. I believe it would be best if I per possible. Therefore, we will update you via email once the process is complete
	I hope you understand and cooperate with us in this matter. We truly appreciate your patience.
Rubens S Jacob	Ok thank you so much!!
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversat I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://s For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Chat Transcrip

outlook settingup

Visitor Details

#76273 vasudha.s
Email: vasudha.s@myrealdata.net 📞 6900168752
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/ace-support/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace+cloud+hosting&utm_adgroup=Pi
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 34 Secs
City: BANGALORE
State: Karnataka
Country: INDIA

Chat Transcript

vasudha.s	outlook settingup
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
	Hi Vasudha, Do you hold an account with ACE?
vasudha.s	yes
Vatsal	May I have the company name or the CID please?
vasudha.s	DavidWeinstein.myrealdata.net
	CID71023
	I'm trying to setup outlook
Vatsal	i'm forwarding this chat to the support team. They'll assist you
vasudha.s	ok

	<i>Vatsal is transferring the chat to Support(QB & App Hosting).</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Vasudha
vasudha.s	Hello
Anurag Sharma	May I take the remote access of your server?
vasudha.s	ssure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
vasudha.s	ok
Anurag Sharma	Please login to the server once
	Please accept the remote session request on the server.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the tim resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with ?
vasudha.s	Thank you
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversal
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://s
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75086 atifmanzoor
Email: atifmanzoor4117@gmail.com ☎ 00393478590073
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: BOLZANO
State: Cosenza
Country: ITALY

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#76345 Gio
Email: acecloudhosting@geometry.la ☎ 13102904321
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Mozilla Firefox
Device: Desktop
City: CEDAR CITY
State: Utah

Country: UNITED STATES

Chat Transcript -----

Gio	Hello, I am your Acebuddy
Acebuddy	Hello Gio, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gio	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gio	I'd like to raise a Request
Acebuddy	Please select your request type.
Gio	Change in Applications
Acebuddy	Please select your desired option!
Gio	Application Addition
Acebuddy	Please select your Application
Gio	Other Application
Acebuddy	Kindly email us the below mentioned information on support@acec registered email address and we will update you via email.
	<ul style="list-style-type: none">• Application name and version• Setup/Installer download link (if any)• Activation Code / License information• Any other info/guide needed to install the application.
	We will update you via email once the installation is complete.
	Application Addition usually takes 1-2 Hour(s)
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this Kindly re-initiate the chat.

Ended due to chat idle timeout



Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75780 avanish.singh
Email: avanish.singh@sniperhink.com ☎ 9311777339
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: LUCKNOW
State: Uttar Pradesh
Country: INDIA

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#74959 Joseph Breglia
Email: jbreglia@alliedrandc.com ☎ 12033216169

Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 35 Secs
City: SMITHTOWN
State: New York
Country: UNITED STATES

Chat Transcript -----

Joseph Breglia	Hello, I am your Acebuddy
Acebuddy	Hello Joseph Breglia, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
Joseph Breglia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joseph Breglia	I'd like to report an Issue
Acebuddy	Please select an option!
Joseph Breglia	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an a
Joseph Breglia	can not connect to VMs
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
	<i>Anurag Sharma is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Si
Joseph Breglia	Good Evening
Shivam Singh	Good evening, I will be surely assisting you with this. Kindly help m name?
Joseph Breglia	Server Name - AlliedRC.myrealdata.net
	the two users that can not connect are CharleneSce and ShawnMil
Shivam Singh	May I take the remote access of your local computer?

	Joseph Breglia	yes
	Shivam Singh	Prior providing the access, I would suggest you to close any import
	Joseph Breglia	ok
	Shivam Singh	Kindly paste this link in the browser of local computer and join the
		https://assist.acecloudhosting.com/join/6602804517
		Anything else may I assist you with
	Joseph Breglia	nope I am good to go
	Shivam Singh	I would greatly appreciate if you could spare a minute to give your smileys at the end of this chat.
		You may end this chat now. Once you end this chat, you will receive 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 working. I will appreciate that. or you may send your feedback at q Thanks!
		Note: You may change/reset your server password on your own by (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloud
		<i>Shivam Singh has ended this chat session</i>

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#76211 BINITA ADHIKARI
Email: abctaxllc@outlook.com 📞 12025319519
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: OVERLAND PARK

State: Kansas
Country: UNITED STATES

Chat Transcript -----

BINITA ADHIKARI	Hello, I am your Acebuddy
Acebuddy	Hello Binita Adhikari, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
BINITA ADHIKARI	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
BINITA ADHIKARI	I'd like to report an Issue
Acebuddy	Please select an option!
BINITA ADHIKARI	Password Reset
Acebuddy	Please select an option below
BINITA ADHIKARI	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mentio password needs to be reset and we'll share an update once the rec
	Do you need any further assistance on the topic?
BINITA ADHIKARI	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcrip
Hello, I am your Acebuddy

Visitor Details -----

#75598 Dean Nguyen
Email: dean.n@enagic.com ☎ 13105427700

Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 2 Mins 5 Secs
City: TORRANCE
State: California
Country: UNITED STATES

Chat Transcript -----

Dean Nguyen	Hello, I am your Acebuddy
Acebuddy	Hello Dean Nguyen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dean Nguyen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dean Nguyen	I'd like to raise a Request
Acebuddy	Please select your request type.
Dean Nguyen	Change in Users
Acebuddy	Please select your desired option!
Dean Nguyen	User Removal
Acebuddy	Registered Account Owners have the ability to add/disable users vi owner, Please refer to the following link for a detailed guide on hov
	Do you need any further assistance on the topic?
Dean Nguyen	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gurwinder Singh accepted the chat transfer request.</i>
	<i>Gurwinder Singh is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra has not responded for the transfer request.</i>
	<i>The visitor's phone number was changed to 13105427700.</i>
	<i>Gurwinder Singh is transferring the chat to Anurag Sharma.</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>

	Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. How can I help you?
		Hello Dean
	Dean Nguyen	Hello
		I am checking up on the status of ticket number 676648
	Anurag Sharma	Okay
		Please allow me 4-5 minutes to check the same.
	Dean Nguyen	Okay
	Anurag Sharma	Thank you for your patience.
	Dean Nguyen	You're welcome.
	Anurag Sharma	Please stay connected. We are still checking.
	Dean Nguyen	OKay
	Anurag Sharma	Please confirm if you want to uninstall O365 from the server.
	Dean Nguyen	Please remove all Office365Pro Plus accounts.
	Anurag Sharma	I will surely help you with this.
		Do you want to remove the Office application from the server as well?
	Dean Nguyen	That is up to your team. The users will only be using MS Office 365 Office365 Pro Plus license should not interfere with the users Quick correct?
	Anurag Sharma	Yes, that is correct
		We will remove the Office license for all the users and remove the Office application from the server as well.
		This will be done in the next 60 minutes (Edited)
		You will receive an email confirmation for the same
		Is there anything else I may help you with ?
	Dean Nguyen	Okay, thank you. Will we receive a new billing invoice? Is there a possibility of cancellations of the Office365 Pro plus licenses?
	Anurag Sharma	Our Billing Team will help you with this query
		Once the task is completed, we will move the case to the Billing Team for further queries
	Dean Nguyen	Ok, Thank you
	Anurag Sharma	Thanks for the confirmation !
		Thank you for choosing ACE cloud Hosting, you have a wonderful day ahead.
		You may end this chat now. Once you end this chat, you will receive a summary of the conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that I can be working. I will appreciate that. or you may send your feedback at [this link](#). Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75847 Ann Calvagna
Email: acalvagna@greenerubber.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: WOBURN
State: Massachusetts
Country: UNITED STATES

Chat Transcript

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

Ann Calvagna	I'd like to report an Issue
Acebuddy	Please select an option!
Ann Calvagna	Password Reset
Acebuddy	Please select an option below
	As we haven't got any response from your end, We are closing this Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75302 Stephen Harper
Email: tax@preservationwc.com 📞 18594967350
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: FLORENCE
State: Kentucky
Country: UNITED STATES

Chat Transcript

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

	Stephen Harper	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Stephen Harper	Other Request
	Acebuddy	Please drop an email to support@acecloudhosting.com with a brief technicians will connect with you for further assistance.
		If you are facing any issue/problem with your server, Please select
	Stephen Harper	Setback
	Acebuddy	Please select your request type.
	Stephen Harper	Setup Ace Server
	Acebuddy	If you would like to configure the server access link on your compu Operating System
	Stephen Harper	Microsoft Windows
	Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to on your Windows PC
		Do you need any further assistance on the topic?
		As we haven't got any response from your end, We are closing this Kindly re-initiate the chat.
		<i>Ended due to chat idle timeout</i>

Chat Transcrip

Hello, I am your Acebuddy

Visitor Details

#75430 Erika Senese
Email: erika@sararayinteriordesign.com 📞 16152546329
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 -----

Erika Senese	Hello, I am your Acebuddy
Acebuddy	Hello Erika Senese, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
Erika Senese	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Senese	I'd like to raise a Request
Acebuddy	Please select your request type.
Erika Senese	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a request and our technicians will connect with you for further assistance
	If you are facing any issue/problem with your server, Please select the issue from below :
Erika Senese	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

