

# Chat Transc

Hello, I am your Ace

## Visitor Details

**#72245 Dawn Rubrecht**  
**Email:** dawn@rubrechtsllc.net  
**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:** NAPLES  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transc

Good Day we would like to have an a

## Visitor Details

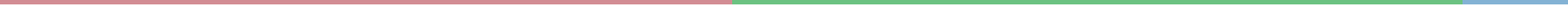
**#72728 maryrosedemdam**  
**Email:** maryrosedemdam@gmail.com 📞 7185985151  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/quickbooks-hosting/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 37 Secs  
**City:** SAN ANTONIO  
**State:** Laguna  
**Country:** PHILIPPINES

## Chat Transcript

maryrosedemdam	Good Day we would like to have an assistance for quickbooks
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.
	I will be glad to assist you.
	Is it okay to confirm your full name and your contact number in case we get disconnected.
maryrosedemdam	This is Allen Cruz assistant
Amit Raina	Oh okay.
	How may I help you today.
maryrosedemdam	for infinite accounting services inc
	we are having a hard time accessing quickbooks
Amit Raina	Apologies for the inconvenience, let me transfer you to the correct department
	<i>Amit Raina is transferring the chat to Support(QB &amp; App Hosting).</i>
maryrosedemdam	Thankk you
Amit Raina	Most welcome.
	<i>Manish Singh accepted the chat transfer request.</i>

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
maryrosedemdam	Thank you
	We are having hardtime accessing quickbooks software
Manish Singh	I will surely help you with this issue.
maryrosedemdam	Thank you
	myrealdata\IASAdmin.NPRO1 QWrt\$%99
	myrealdata\IASAdmin.NPRO1
	QWrt\$%99
	That's our remote desktop username and password
Manish Singh	Are you not able to access server Mary?
maryrosedemdam	I am able to access server, im only having problem with the quickbooks
Manish Singh	May I know your account name associated with us?
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
	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)

Manish Singh has ended this chat session



# Chat Transc

Hello, I am your Ace

## Visitor Details

#73328 brian  
Email: brian@texasaccountingfirm.com 📞 18327697135  
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:** 43 Secs  
**City:** AUSTIN  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript -----

brian	Hello, I am your Acebuddy
Acebuddy	Hello Brian, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brian	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brian	I'd like to raise a Request
Acebuddy	Please select your request type.
brian	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?
brian	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
brian	650164
	this ticket was from today but it was never done yesterday we cannot file extensions
	<i>Shashwat Verma accepted the chat transfer request.</i>
	<i>Shashwat Verma is transferring the chat to Shivam.</i>
	<i>Shivam accepted the chat transfer request.</i>
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today.
	Kindly allow me two minutes to check the same.
	Please stay connected while I am making some changes from the backend.
brian	ok
	we did this yesterday but it never got rebooted
Shivam	Brian, don't worry I am rebooting the server right away.

	We have rebooted the server please try to login now.
brian	ok
Shivam	Is there anything else I may help you with ?
brian	making sure it works
	one sec
Shivam	Sure, please take your time
	Brian, is everything working as expected?
brian	its updating
	you did SBCPA right
	.myrealdata.net
Shivam	Yes, its SBCPA which we have rebooted.
	Please let us know the issue you are facing so that we can assist you. (Edited)
brian	almost loaded
Shivam	Great!! please let us know once it's done.
	Brian, we are still waiting for your confirmation.
brian	done thank
Shivam	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
Shivam has ended this chat session	

Visitor Details

#72488 Christy Compagno

Email: palmtreeautosales@gmail.com ☎ 17722882099

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: 11 Secs

City: STUART

State: Florida

Country: UNITED STATES

Chat Transcript

Christy Compagno	Hello, I am your Acebuddy
Acebuddy	Hello Christy Compagno, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Christy Compagno	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christy Compagno	I'd like to report an Issue
Acebuddy	Please select an option!
Christy Compagno	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Christy Compagno	I have a ticket number 640940
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Christy Compagno	Please disregard this ticket number as it has been resolved already.
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 Christy
	I have informed the appropriate team to disregard the ticket - 640940
	Is there anything else I may help you 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 (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
<i>Sharath Kumar has ended this chat session</i>	

# Chat Transcript

Hello, I am your Ace

## Visitor Details

**#72655 shawnw**  
**Email:** shawnw@aeropress.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** AUDUBON  
**State:** New Jersey  
**Country:** UNITED STATES

## Chat Transcript

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

# Chat Transc

Hello, I am your Ace

## Visitor Details

**#72471 Kerry Durkin**  
**Email:** kerrydurkincpa@lynndurkincpa.com ☎ 7813781845  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 40 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript

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



Kerry Durkin	I'm reching out about an ongoing issue we've been having with slow connection and freezing
Sharath Kumar	Hello Kerry, sorry to hear about your issue
Kerry Durkin	someone remoted onto my computer today and said it was going to be fixed and the server reset
Sharath Kumar	is there an ongoing ticket that I can refer?
Kerry Durkin	the freezing and poor connection is unsustainable
	this needs to be fixed immediately
	639744
	the rebooting of the server obviously didn't work
	it's clear that we must need more ram
Sharath Kumar	allow me a moment to look into the ticket and see what is the update
Kerry Durkin	any updte?
Sharath Kumar	Thank you for your patience
	my colleague was working on this and found the resource utilization on the server were normal
	could you confirm a couple more details for me
Kerry Durkin	sure
Sharath Kumar	<b>Frequency of the issue</b> : Please indicate how often the issue occurs. <b>Date when the issue first occurred</b> : Kindly note when the issue was first observed. <b>OS version</b> :
Kerry Durkin	it's been happening nonstop for he past three days
	doesn't matter what programs are in use or open
	it seems to have started once we added an additional remote desktop on our account
Sharath Kumar	thank you for that information
	are all the users signing in from the same office network?
Kerry Durkin	no
	we're all in different locations
Sharath Kumar	got it. that eliminates the probability of internet issue.
Kerry Durkin	right
Sharath Kumar	may I ask if you all are using Windows or Mac computers
Kerry Durkin	windows
Sharath Kumar	which OS version are you using
Kerry Durkin	I really don't think it has anything to do with our local computers because we're all using different versions
	can you jsut add more ram and we'll see if that helps

	the only underlying factor we all have in common is ace
Sharath Kumar	sure, I will require an approval from our manager for this and email request from you on the same ticket ID
Kerry Durkin	great
	can it be done asap
Sharath Kumar	I will let my manager know about this case
Kerry Durkin	because we're all very frustrated dealing with this issue
Sharath Kumar	totally understandable. Could you please send us a request and I will get the RAM added to see if that resolves your concern
Kerry Durkin	what do you mean send a request
	is this not the request?
Sharath Kumar	we will require an email request to get the RAM added
Kerry Durkin	can you please submit it on my behalf? I can't even do anything because my computer keeps freezing
Sharath Kumar	understood. I'll do that
	Is there anything else I may help you with ?
Kerry Durkin	i also have an open ticket for a qb issue
	can you please let me know the status of that
Sharath Kumar	Sure, one moment please
	still trying to find the ticket
Kerry Durkin	640760
Sharath Kumar	thank you, that was helpful
	my colleague is currently working on this one
Kerry Durkin	ok
	when will the ram be added
Sharath Kumar	give me 30-40 minutes, I will get that added
Kerry Durkin	great thank you
Sharath Kumar	Is there anything else I may help you with ?
Kerry Durkin	that's it thank you
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

# Chat Transcript

Hello, I am your Ace

## Visitor Details

**#71889 Christopher Gore**  
**Email:** chris@c3energypartneres.com ☎ 14063660622  
**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:** 45 Secs  
**City:** BENTON CITY  
**State:** Montana  
**Country:** UNITED STATES

## Chat Transcript

Christopher Gore	Hello, I am your Acebuddy
Acebuddy	Hello Chris, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Christopher Gore	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christopher Gore	I'd like to report an Issue
Acebuddy	Please select an option!
Christopher Gore	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Christopher Gore	633899

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
Christopher Gore	hello?
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?
Christopher Gore	C3_Energy
	C3_CHris
	C3_Chris
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	We are transferring this chat to the concern engineer. Please wait for a moment.
	<i>Shubham Yadav 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. I will be assisting you today.
Christopher Gore	ok i need to get advanced reported downloaded but the server admin has downloads blocked
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Christopher Gore	C3_Energy
	C3_Chris
Anurag Sharma	Thanks for the confirmation !
	As I can understand, you want to download Advanced report application on the server?
	Am I right?
Christopher Gore	Can you remote in?
Anurag Sharma	Yes
	Prior providing the access, I would suggest you to close any important documents at your end.
Christopher Gore	done
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti this chat.
Christopher Gore	thank you
Anurag Sharma	The issue seems to be resolved now.
	Is there anything else I may help you with ?
Christopher Gore	no
Anurag Sharma	Thanks for the confirmation !

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72963 William Mays

Email: it@grafbro.com 📞 17404643070

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 40 Secs

City: PORTSMOUTH

State: Ohio

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
William Mays	I'd like to report an Issue
Acebuddy	Please select an option!
William Mays	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
William Mays	user Tim Rist needs access to the \\tsclient\QBRD file location. He is currently receiving an error stating he does not have
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>
William Mays	server name: GrafBrothers.myrealddata.net:54369
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	allow me a moment to look into your concern
William Mays	Thanks
Sharath Kumar	Thank you for your patience. Could you please confirm the original location of this network path
	\\tsclient\QBRD
	<i>10:10:49 PMWilliam Mays is sharing a file with you</i> <i><a href="#">image 2.png</a> - ( Size:35.75 KB )</i>
William Mays	unfortunately he just sent a screenshot and didn't provide any further context lol
Sharath Kumar	I don't see a mapped drive on the server with that name and it could be possible that this could be something that redirec
William Mays	Okay, I'll go talk to him. I'll reopen chat if I need any more assistance. Thank you
Sharath Kumar	sure, anything else that I can assist you with in the meantime?.
William Mays	That's it. thank you!
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>IT has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73087 Robert Lamb**  
**Email:** flyshop@eoni.com ☎ 5412632318  
**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:** JOSEPH  
**State:** Oregon  
**Country:** UNITED STATES

## Chat Transcript

Robert Lamb	Hello, I am your Acebuddy
Acebuddy	Hello Robert Lamb, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Lamb	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Lamb	I'd like to report an Issue
Acebuddy	Please select an option!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Ace

## Visitor Details

**#72348 Brian Matthews**  
**Email:** brian@wealthbuilderscpa.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** TRENTON  
**State:** New Jersey  
**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*



# Chat Transcript

Hello, I am your Ace

## Visitor Details

**#73139 amanullah amani**  
**Email:** aman@wealthbuilderscpa.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** SMITHTOWN  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

amanullah amani	Hello, I am your Acebuddy
Acebuddy	Hello Aman, 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 :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Ace

Visitor Details

#71850 helen hernandez

Email: helen@caltexcashflow.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: SAN ANTONIO

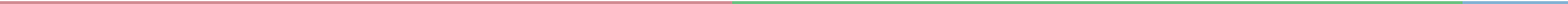
State: Texas

Country: UNITED STATES

Chat Transcript

helen hernandez	Hello, I am your Acebuddy
Acebuddy	Hello Helen Hernandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
helen hernandez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
helen hernandez	I'd like to report an Issue
Acebuddy	Please select an option!
helen hernandez	Password Reset
Acebuddy	Please select an option below
helen hernandez	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?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout



# Chat Transcript

Hello, I am your Ace

## Visitor Details

**#72466 Laura Willems**  
**Email:** laura@speedysigns.com ☎ 3863659081  
**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:** 26 Secs  
**City:** ANACONDA  
**State:** Montana  
**Country:** UNITED STATES

## Chat Transcript

Laura Willems	Hello, I am your Acebuddy
Acebuddy	Hello Laura Willems, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Laura Willems	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Laura Willems	I'd like to report an Issue
Acebuddy	Please select an option!
Laura Willems	Password Reset
Acebuddy	Please select an option below
Laura Willems	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?
Laura Willems	Yes
Acebuddy	Please wait while we connect you to our Support Representative

	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Laura
Laura Willems	Hello
	need password help
Manish Singh	If you are enrolled on Selfcare I can certainly help you in the password reset.
Laura Willems	my selfcare account is restricted - need password reset
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur  Also, the registered email for your account with us is : laura@speedysigns.com
Laura Willems	sent
Manish Singh	As i can check your account is disabled via My Portal.
	Kindly email for that too.
	We will enable the account and help you with the login.
Laura Willems	sent
Manish Singh	Checking please wait.
	Kindly try now with your old password.
	Are we still connected here?
Laura Willems	yes
	which acct
Manish Singh	LauraWi.q14
Laura Willems	not working
Manish Singh	May I take the remote access of your local computer?
Laura Willems	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/2492590251">https://assist.acecloudhosting.com/join/2492590251</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti this chat.
	Is there anything else I may help you with ?
Laura Willems	was that the correct pw
Manish Singh	Yes
Laura Willems	

	ok, thx
Manish Singh	Is there anything else I may help you with ?
Laura Willems	It does not seem to work on my end
Manish Singh	Checking
	Is there anything else I may help you with ?
Laura Willems	that was all
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 appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Manish Singh has ended this chat session



# Chat Transc

Hello, I am your Ace

## Visitor Details

**#72430 Mohita Chadha**  
**Email:** mohita@kaurtax.com ☎ 19097099000  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 58 Secs  
**City:** SAN FRANCISCO  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Mohita Chadha	Hello, I am your Acebuddy
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mohita Chadha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mohita Chadha	I'd like to report an Issue
Acebuddy	Please select an option!
Mohita Chadha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mohita Chadha	Hello - I believe my Lacerte 2024 needs an update as I am unable to see the forms.
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 Mohita
Mohita Chadha	Hi! How are you
	Can you please help update my Lacerte 2024?
	For some reason, I am unable to see the forms for each client
Anurag Sharma	I am good Mohita. Thankyou for asking.
Mohita Chadha	Lacerte informed me that this would need to be done by Ace
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Mohita Chadha	it is kaurtax.myrealdata.net
	and my user name is KPT_Accountant@myrealdata.net
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the same.
Mohita Chadha	thank you!
Anurag Sharma	I would like to inform you that I have scheduled the Lacerte 2024 application update during the night hours when users are not using the application.
	We will revert back to you once it is completed.



**Email:** renee@mataninc.com 📞 13018159987

**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:** 33 Secs

**City:** FREDERICK

**State:** Maryland

**Country:** UNITED STATES

Chat Transcript

Renee Bugbee	Hello, I am your Acebuddy
Acebuddy	Hello Renee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Renee Bugbee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Renee Bugbee	I'd like to report an Issue
Acebuddy	Please select an option!
Renee Bugbee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Renee Bugbee	CFO having problems connecting to RDS server. Had problems Sunday/Monday, then just started working again. Getting "
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Anurag Sharma accepted the chat transfer request.	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Renee Bugbee	Hi - I'm not sure if there's much you can help me with, other than suggestions on what to try?
Anurag Sharma	Hello Renee
Renee Bugbee	CFO was working from home yesterday, couldn't connect so submitted a ticket. Then it "miraculously" connected.
	Hello Anurag!
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Renee Bugbee	Today he is in another office and can't connect again.



Anurag Sharma	Okay, I will surely help him with that. Please help me with the server name and username.
Renee Bugbee	looking for the server name... sorry. His user name is "Scott_Matan"
Anurag Sharma	Sure, please take your time
Renee Bugbee	matan.myrealddata.net
	gateway server: RDGATL.myrealddata.net
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Renee Bugbee	Thank you very much.
Anurag Sharma	Please try to access the server now.
Renee Bugbee	he is in another office - I don't have a login myself. Sorry. I asked him to test - fingers crossed he can try now.
	Can you see any reason why he would be getting the error?
Anurag Sharma	I will surely inform you the reason of the issue.
	But before that I want to make sure that the issue is resolved.
Renee Bugbee	unfortunately, i just realized it's after 5 PM and I might not get a response from him :-(
Anurag Sharma	Oh, please confirm what I can do for you. (Edited)
Renee Bugbee	he had just asked me to see if there were any known outages
	I guess I'll just ask him to try a chat himself when he has time.
Anurag Sharma	I am so sorry Renee. But I can't confirm you the exact reason before resolving the issue. I hope you can understand that.
	As there are multiple reasons which could lead to this error.
	Yes, this will be great.
Renee Bugbee	gotcha thanks anyway and have a good evening. Bye.
Anurag Sharma	Thank you Renee
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

# Chat Transcript

Hello, I am your Ace

## Visitor Details

**#72237 David T Caines, CPA, LLC**  
**Email:** david@cainescpa.com 📞 12409945270  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 23 Secs  
**City:** GAITHERSBURG  
**State:** Maryland  
**Country:** UNITED STATES

## Chat Transcript

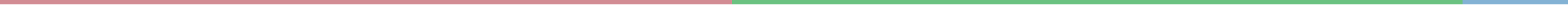
David T Caines, CPA, LLC	Hello, I am your Acebuddy
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David T Caines, CPA, LLC	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David T Caines, CPA, LLC	I'd like to report an Issue
Acebuddy	Please select an option!
David T Caines, CPA, LLC	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David T Caines, CPA, LLC	issue with Uniprint
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Yadav accepted the chat transfer request.

Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
David T Caines, CPA, LLC	DTCCPALLC
	David_DTCCPALLC
Shubham Yadav	David can you please let me know since when are you facing the issue ?
David T Caines, CPA, LLC	Uniprint stopped working on my computer yesterday evening.
	I checked with my employee and hers is working, so it is just my computer.
	i tried to unistall it and reinstall it, but now it won't even let me install it, so I'm really stuck.
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	May I take the remote access of your local computer?
David T Caines, CPA, LLC	sure
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
David T Caines, CPA, LLC	everything is closed
Shubham Yadav	<a href="https://assist.acecloudhosting.com/join/3692858096">https://assist.acecloudhosting.com/join/3692858096</a>
	Kindly Click on the link and open the downloaded file.
	As per remote session, you are now able to print.
	Is there anything else I may help you with ?
David T Caines, CPA, LLC	No, that was it. Thanks again for your help.
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Shubham Yadav has ended this chat session



# Chat Transcript

how to add app association to be able to open documents

## Visitor Details

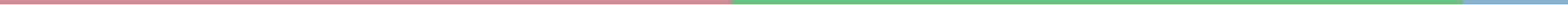
**#71761 ussisteve**  
**Email:** ussisteve@ussiinc.com ☎ 12607603084  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/quickbooks-enterprise-hosting/  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 20 Secs  
**City:** ATLANTA  
**State:** Georgia  
**Country:** UNITED STATES

## Chat Transcript

ussisteve	how to add app association to be able to open documents
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
	Hi,
	Let me transfer this chat to our support team to help you with your concern
	<i>Gantavya is transferring the chat to Support(QB &amp; App Hosting).</i>
ussisteve	we are current customer using enterprise
	<i>Anurag Sharma accepted the chat transfer request.</i>
	<i>Anurag Sharma is transferring the chat to Tushar Pharswan.</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
ussisteve	steve ehinger, ussiinc.com...is that what u wanted?
Tushar Pharswan	Yes.
	Kindly elaborate your issue.
ussisteve	when I try to open jpeg documents in the attatchments folder, it says no app associated with this. pdf files open ok

Tushar Pharswan	Okay
	Kindly allow me two minutes to check on server.
ussisteve	can't remember where to set that up!
Tushar Pharswan	Are you logged in to server ?
ussisteve	not at the moment, can be
Tushar Pharswan	Just to confirm this issue is on your remote server login or the local system? (Edited)
ussisteve	when we log into you
Tushar Pharswan	Okay
	Kindly login
ussisteve	headed that way, will i loose this screen
Tushar Pharswan	After that I will be sharing a pop to access to establish a remote session.
	Prior providing the access, I would suggest you to close any important documents at your end.
ussisteve	got it
Tushar Pharswan	No you will not lose this chat session.
	the user profile name is SteveEhinger?
	We were successful in setting up the Jpeg file opening over the remote session.
	Is there anything else I may help you with ?
ussisteve	not today, again thanks
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response.</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>

*Tushar Pharswan has ended this chat session*



Chat Transc

Hello, I am your Ace

Visitor Details

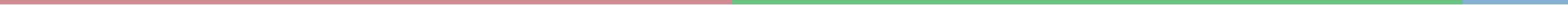
#73008 Shawn OBrien  
Email: sobrien@iasotherapeutics.com  
Department: Support(QB & App Hosting)  
Operator: Shubham Yadav  
Website: https://www.acecloudhosting.com/support-chat.php  
Operating System: Microsoft Windows  
Browser: Google Chrome  
Device: Desktop  
Average Response Time: 20 Secs  
City: FENTON  
State: Michigan  
Country: UNITED STATES

Chat Transcript

Shawn OBrien	Hello, I am your Acebuddy
Acebuddy	Hello Shawn Obrien, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shawn OBrien	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shawn OBrien	I'd like to report an Issue
Acebuddy	Please select an option!
Shawn OBrien	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Shawn OBrien	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resol
	Was that helpful?
Shawn OBrien	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
Acebuddy (bot) forwarded the chat request	
Shubham Yadav accepted the chat transfer request.	
Shawn OBrien	Ticket 645852
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.

Shawn OBrien	Hi, see ticket number
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
Shawn OBrien	ok
Shubham Yadav	Shawn are you enrolled in selfcare portal ?
Shawn OBrien	I couldn't enroll it didn't take my password there
	either
Shubham Yadav	May I take the remote access of your local computer?
Shawn OBrien	ok
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
Shawn OBrien	ok all set
Shubham Yadav	<a href="https://assist.acecloudhosting.com/join/8032148419">https://assist.acecloudhosting.com/join/8032148419</a>
	Kindly Click on the link and open the downloaded file.
	As per remote session you are now able to access the server.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
Shawn OBrien	yes, sorry. We can end chat

Shawn OBrien has ended this chat session



# Chat Transc

Hello, I am your Ace

## Visitor Details

**#72579 Danielle Corrow**  
**Email:** danielle@henssgenhardware.com 📞 5186851103  
**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:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

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

*Ended due to chat idle timeout*



Chat Transc

Hello, I am your Ace

Visitor Details

**#72420 Amanda Davis**  
**Email:** amanda@acerobella.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows



**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 27 Secs  
**City:** SPRING  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Amanda Davis	Hello, I am your Acebuddy
Acebuddy	Hello Amanda Davis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amanda Davis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amanda Davis	I'd like to report an Issue
Acebuddy	Please select an option!
Amanda Davis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Amanda Davis	Our ace is lagging its very slow
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
Amanda Davis	great thanks
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?
Amanda Davis	i dont know that information
	we are on quick books
Shubham Yadav	Amanda can you please let me know your business name or CID ?
Amanda Davis	oh
	sorry
	ACEROBELLA is our business name
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
Amanda Davis	ok thanks

Shubham Yadav	Amanda, could you please let me know when you're experiencing server slowness?
Amanda Davis	while we are in quickbooks working there is a lag
Shubham Yadav	Alright
	Since when are you facing the issue ?
Amanda Davis	just started today
Shubham Yadav	Thanks for the confirmation
	Amanda as I can check CPU utilization is 8% right now.
Amanda Davis	ok so what does that mean?
Shubham Yadav	Can you please let me know which applications are you using mostly ?
Amanda Davis	just quickbooks
Shubham Yadav	Alright
	Amanda, could you please let me know if your local computer's internet connection is working fine?
Amanda Davis	yes it is
Shubham Yadav	Thanks for the confirmation Amanda
	It appears that your RAM consumption is currently quite high.
	More than 70 percentage
	It might cause the slowness.
	Also storage in C Drive is only 20 percent free out of 100 percent.
Amanda Davis	ok well it is not just my computer it is another computer here as well
Shubham Yadav	Please try to deleted unwanted files from Desktop, Download and Documents.
Amanda Davis	ok thank you for your help.
Shubham Yadav	Amanda are you referring to other users ?
	Yes, please. We can also monitor the server's performance. If the slowness continues, we can add more RAM to the server
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Shubham Yadav has ended this chat session*



# Chat Transcript

Hello, I am your Ace

## Visitor Details

**#72585 Matt Miller**  
**Email:** mmiller@pathlightcapital.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** EAST WEYMOUTH  
**State:** Massachusetts  
**Country:** UNITED STATES

## Chat Transcript

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

# Chat Transcript

Hello, I am your Ace

## Visitor Details

**#72947 Michael Hutchinson**  
**Email:** michael@chinsonsgrillshack.com ☎ 16494326543  
**Department:** Support(QB & App Hosting)

**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 17 Secs  
**City:** BOCA RATON  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Michael Hutchinson	Hello, I am your Acebuddy
Acebuddy	Hello Michael Hutchinson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Hutchinson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Hutchinson	I'd like to report an Issue
Acebuddy	Please select an option!
Michael Hutchinson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Michael Hutchinson	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Michael Hutchinson	It just says its updating and never updates
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
	Michael, would you like to update your QuickBooks?
Michael Hutchinson	No you guys updated my quickbooks from primier to enterprise and when i try to open it is just says that an update is ha
	Ticket ID: 644592
Manish Singh	May I know your company name as in ticket it shows Chinson's Grill Shack
	Are we still connected here?

Michael Hutchinson	yes
	It is Precious Treasures
	CID71524
Manish Singh	This message has been deleted
	But as I can check it's already been updated.
Michael Hutchinson	exactly
	but it wont open
Manish Singh	May I take the remote access of your server?
Michael Hutchinson	yes
Manish Singh	Please give me two minutes to check once.
	Prior providing the access, I would suggest you to close any important documents at your end.
Michael Hutchinson	yes thats tine
	fine*
Manish Singh	Are you login to the server, Michael?
Michael Hutchinson	yes
	Jasper
	user: myrealdata/lan_Jasper
Manish Singh	Kindly accept the session.
	It was the hold tight error that i have resolved from the backend.
	Is there anything else I may help you with ?
Michael Hutchinson	no that is it
	was that done for all the sessions?
	or all the users?
Manish Singh	Yes
Michael Hutchinson	ok perfect
	thanks
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Michael Hutchinson	olso one mor thing
Manish Singh	This message has been deleted
	What is it?
Michael Hutchinson	I have multiple screens
	do you kknow how to get the rdp to only show up on one screen and not all of them?

Manish Singh	Yes, need to take the remote of your local computer for that.
	<a href="https://assist.acecloudhosting.com/join/5422635949">https://assist.acecloudhosting.com/join/5422635949</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti this chat.
	Is there anything else I may help you with ?
Michael Hutchinson	everything is perfect thanks
	thats it
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Manish Singh has ended this chat session



# Chat Transc

Hello I an new to cloud is there a way  
login time?

## Visitor Details

#73279 michellesteele4

Email: michellesteele4@hotmail.com 📞 13045532294

Department: Support(QB & App Hosting)

Operator:

Website: [https://www.acecloudhosting.com/?utm\\_source=Bing&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=Ace%3A%20Cloud%20Hosting](https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%3A%20Cloud%20Hosting)

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: ALEXANDRIA

State: Louisiana

Chat Transcript

michellesteele4	Hello I an new to cloud is there a way to track your employees login time?
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
michellesteele4	on their login?
Vatsal	Hi Michelle, do you currently hold an account with ACE?
michellesteele4	Yes
	I have two logins
Vatsal	Okay Michelle! I am forwarding this chat to the support, they'll be assisting you further.
michellesteele4	Thank you.
	<i>Vatsal is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
michellesteele4	Thank you. I have one employee can I track their login time ?
Sharath Kumar	Hello Michelle, could you please confirm if you want to calculate the time a user spent on the server or just the time they
michellesteele4	I want to use it for paying my employee so time spent
	in date range
Sharath Kumar	understood, just allow me a couple of minutes to check this with team concerned with this
michellesteele4	I have to run but go ahead and answer and I will login and get the result.
	Can I put a time clock on my other user essentially
Sharath Kumar	I do have a workaround for your query, it will take some time for me to generate that report and I will share you the repor
	are you referring to an application for tracking the punch in and out?
	Michelle, are we still connected here?
	I will have someone from the appropriate department reach out to you with the information over email.
	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 Transc

Hello, I am your Ace

## Visitor Details

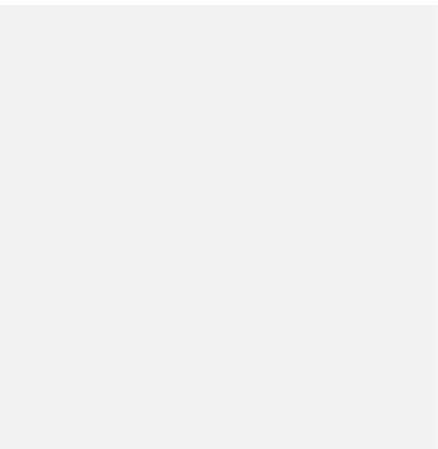
**#71927 PURAVERDE LLC**  
**Email:** peter@buffaloroze.com 📞 6175139730  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 18 Secs  
**City:** SOUTH WEYMOUTH  
**State:** Massachusetts  
**Country:** UNITED STATES

## Chat Transcript

PURAVERDE LLC	Hello, I am your Acebuddy
Acebuddy	Hello Peter Bishop, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
PURAVERDE LLC	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
PURAVERDE LLC	I'd like to report an Issue
Acebuddy	Please select an option!
PURAVERDE LLC	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
PURAVERDE LLC	Remote desktop can't find computer "RNAATS.myrealdata.net".
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Anurag Sharma accepted the chat transfer request.	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.



	Hello Peter
PURAVERDE LLC	Hello - thanks for helping me.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Are you facing issue while connecting to the server?
PURAVERDE LLC	Yes that is correct.
Anurag Sharma	Thanks for the confirmation !
	I will be surely assisting you with this. Kindly help me with your server name and user name?
PURAVERDE LLC	Looking for it now
Anurag Sharma	Sure, please take your time
PURAVERDE LLC	Where would I find it?
	<i>11:50:35 PMPURAVERDE LLC is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:119.87 KB )
Anurag Sharma	You can find that in your invoice.
	Please confirm if it is PeterBi@myrealdata.net?
PURAVERDE LLC	RNA Accounting is the customer
Anurag Sharma	Okay
	May I take the remote access of your local computer?
PURAVERDE LLC	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
PURAVERDE LLC	All set
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/2052191317">https://assist.acecloudhosting.com/join/2052191317</a>
	Kindly paste this link in the browser of local computer and join the session.
PURAVERDE LLC	Ok you should be in.
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti this chat.
PURAVERDE LLC	Now it just worked.
Anurag Sharma	Glad to know
	Is there anything else I may help you with ?
PURAVERDE LLC	Thanks for the help!
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.



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

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

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

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

Anurag Sharma has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73207 Husain Haroun**  
**Email:** hbt@hbtaccounting.com 📞 15878947451  
**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

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

Acebuddy	Please select your request type.
Husain Haroun	Change in Applications
Acebuddy	Please select your desired option!
Husain Haroun	Application Addition
Acebuddy	Please select your Application
Husain Haroun	Other Application
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address at
	<ul style="list-style-type: none"><li>• Application name and version</li><li>• Setup/Installer download link (if any)</li><li>• Activation Code / License information</li><li>• Any other info/guide needed to install the application.</li></ul>
	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?
Husain Haroun	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session



# Chat Transc

Hello, I am your Ace

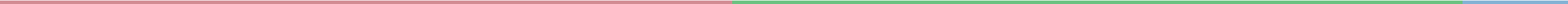
## Visitor Details

**#71991 steven**  
**Email:** steven@lynncpas.com 📞 17204703581  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** DENVER  
**State:** Colorado

Country: UNITED STATES

Chat Transcript

steven	Hello, I am your Acebuddy
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
steven	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	



Chat Transcript

Hello, I am your Ace

Visitor Details

#72273 Sam Lin  
Email: jjaiyen@crimsondigital.com ☎ 17134145615  
Department: Support(QB & App Hosting)  
Operator: Shubham Yadav  
Website: https://www.acecloudhosting.com/support-chat.php  
Operating System: Microsoft Windows  
Browser: Microsoft Edge  
Device: Desktop  
Average Response Time: 22 Secs  
City: RICHMOND  
State: Texas  
Country: UNITED STATES

Chat Transcript

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Sam Lin	Hello, I am your Acebuddy
Acebuddy	Hello Joe Jaiyen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sam Lin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sam Lin	I'd like to raise a Request
Acebuddy	Please select your request type.
Sam Lin	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Sam Lin	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Sam Lin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sam Lin	failed to login
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Sam Lin	myrealdata\JoeJaiyen
	<i>3:18:53 AMSam Lin is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:19.66 KB )</i> <i>error when I login</i>
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Joe since when are you the issue ?
Sam Lin	now
Shubham Yadav	Let me check joe
	May I take the remote access of your local computer?
Sam Lin	yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.

	<a href="https://assist.acecloudhosting.com/join/3232849780">https://assist.acecloudhosting.com/join/3232849780</a>
	Kindly Click on the link and open the downloaded file.
	As per remote session, we changed the gateway of the rdp
	Can you please confirm are you able to connect ?
Sam Lin	Hi
Shubham Yadav	Hello joe
	are you able to connect to the server ?
Sam Lin	let me try
Shubham Yadav	sure
Sam Lin	same error message
Shubham Yadav	May I take the remote access of your local computer?
	<a href="https://assist.acecloudhosting.com/join/3232849780">https://assist.acecloudhosting.com/join/3232849780</a>
Sam Lin	Sure
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Click on the link and open the downloaded file.
Sam Lin	one moment
Shubham Yadav	sure
	Joe are you there ?
Sam Lin	i'm here
Shubham Yadav	We are updating your windows, it's necessary for rdp to work.
Sam Lin	OK
Shubham Yadav	Thank you for your patience.
	Joe are you connected ?
	We are working on it.
	As per remote session, your pc is having restrictions to connect to the server. You mentioned you will be using from your I
	Is there anything else I may help you with ?
Sam Lin	That' all thanks
Shubham Yadav	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 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/>)

*Shubham Yadav has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

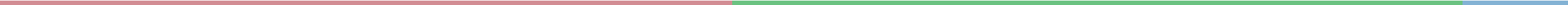
## Visitor Details

**#73141 Sally Warren**  
**Email:** swarren@sedpweb.org  
**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 46 Secs  
**City:** CORUNNA  
**State:** Michigan  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sally Warren	Ticket Number is: 647561
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Sharath Kumar accepted the chat transfer request.	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Sally Warren	Ticket Number is: 647561
Sharath Kumar	Hello Sally, allow me a moment to quickly check the status of the ticket for you
Sally Warren	ok
Sharath Kumar	Thank you for your patience
	I have just informed the appropriate person about this ticket and he will be giving you a call shortly to troubleshoot your issue
Sally Warren	ok
Sharath Kumar	Is there anything else I may help you 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 (1-888-415-5240)
	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 Ace

## Visitor Details

**#72274 steven**  
**Email:** steven@dejenetax.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:** WASHINGTON  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

steven	Hello, I am your Acebuddy
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
steven	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

*Ended due to chat idle timeout*



Chat Transcript

Hello, I am your Ace

Visitor Details

**#72014 erin**  
**Email:** erin@advocate-accounting.com ☎ 12062164629  
**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:** OLYMPIA  
**State:** Washington  
**Country:** UNITED STATES

Chat Transcript

erin	Hello, I am your Acebuddy
Acebuddy	Hello Erin Louis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
erin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
erin	I'd like to raise a Request
Acebuddy	Please select your request type.
erin	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
erin	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?
erin	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Chat request was not picked up by the operators



Chat Transcript

Hello, I am your Ace

Visitor Details

**#72002 Darius Hofer**  
**Email:** admin@holdencolony.com ☎ 17803858300  
**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:** 6 Secs  
**City:** BARRHEAD  
**State:** Alberta  
**Country:** CANADA

Chat Transcript

Darius Hofer	Hello, I am your Acebuddy
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Darius Hofer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Darius Hofer	I'd like to report an Issue
Acebuddy	Please select an option!
Darius Hofer	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Darius Hofer	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Darius Hofer	Display Issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Darius Hofer	Please Call me 780-385-8300 Thanks
	<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 Admin
Darius Hofer	Please Call me 780-385-8300 Thanks
Shashwat Verma	Okay
	Will arrange a callback for you.
Darius Hofer	ASAP
	Thanks
Shashwat Verma	Okay

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 link to our Selfcare Portal.

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 Transcription

Hello, I am your Ace

## Visitor Details

**#72046 Evelyn**

**Email:** [evieloverdi@msn.com](mailto:evieloverdi@msn.com) 📞 NA

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

City: WILMINGTON

**State:** Illinois

Country: UNITED STATES

## Chat Transcript

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

Evelyn	I'd like to raise a Request
Acebuddy	Please select your request type.
Evelyn	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Evelyn	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
Acebuddy has ended this chat session	

# Chat Transc

Hello, I am your Ace

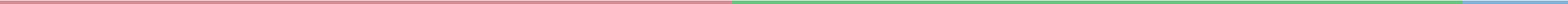
## Visitor Details

**#72417 Andrew Caramore**  
**Email:** acaramore@alliedrandc.com ☎ 4697459684  
**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:** FAIRFIELD  
**State:** Connecticut  
**Country:** UNITED STATES

## Chat Transcript

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

	Welcome to Ace Support.
	Please chose an option :
Andrew Caramore	I'd like to report an Issue
Acebuddy	Please select an option!
Andrew Caramore	Password Reset
Acebuddy	Please select an option below
Andrew Caramore	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
Andrew Caramore has ended this chat session	



# Chat Transc

Hello, I am your Ace

## Visitor Details

**#72231 David Dzigba**  
**Email:** agama@live.com ☎ 233243729223  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 39 Secs  
**City:** MPEHUASEM  
**State:** Greater Accra  
**Country:** GHANA

## Chat Transcript

David Dzigba	Hello, I am your Acebuddy
Acebuddy	Hello Agama, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
David Dzigba	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Dzigba	I'd like to raise a Request
Acebuddy	Please select your request type.
David Dzigba	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
David Dzigba	Setback
Acebuddy	Please select your request type.
David Dzigba	Change in Applications
Acebuddy	Please select your desired option!
David Dzigba	Application Addition
Acebuddy	Please select your Application
David Dzigba	QuickBooks
Acebuddy	Request you to kindly share the following information with us via email on support@acecloudhosting.com so we can proce
	<ul style="list-style-type: none"><li>• QuickBooks Version (Pro/Premier/Enterprise) with year</li><li>• License Number and Product Code</li></ul>
	An email update will be shared once the request is completed.
	Do you need any further assistance on the topic?
David Dzigba	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
David Dzigba	Hello Manish
Manish Singh	Hii Agama
David Dzigba	I drop a mail over the weekend to your team but still no response
Manish Singh	I apologize for the trouble you’ve experienced.
	May i know the ticket number of the case?
David Dzigba	We had started a discussion last year on upgrading our QB hosted plan with your from 30 to 60 users

	Your team promised me this is a possibility, as long as we are able to buy a new license in addition to our existing 30 user
	So I wanted us to revisit and discuss the solution
Manish Singh	Alright, regarding this matter let me arrange a call from our end so that you can discuss further regarding the matter, and
	May I know your contact number?
	And preferred time to assist you?
David Dzigba	0242160467
	+233242160467
Manish Singh	Or you can call us on 888-415-5240 (toll-free) regarding instant help.
	Alright Noted, we will arrange a callback accordingly.
	Is there anything else I may help you with ?
David Dzigba	Not now
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Ace Cloud Support Agent

Visitor Details

#73310 jtavarez

Email: jtavarez@sophelle.com 📞 8574922029

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:** 26 Secs  
**City:** HIALEAH  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

jtavarez	Hello, I am your Acebuddy
Acebuddy	Hello Jtavarez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jtavarez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jtavarez	I'd like to raise a Request
Acebuddy	Please select your request type.
jtavarez	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
jtavarez	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
jtavarez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jtavarez	Share drive
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Manish Singh accepted the chat transfer request.
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
jtavarez	hello
Manish Singh	Hii
jtavarez	having issues connecting to the shared drive
	sophelle.realdata.net
Manish Singh	I will surely help you with this issue.

	Is this issue occurring only for you, or are other users on the server also experiencing it?
jtavarez	just me
Manish Singh	Yes, please try to access now.
jtavarez	thanks!
Manish Singh	Is there anything else I may help you with ?
jtavarez	all set
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 ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Manish Singh has ended this chat session</i>



# Chat Transcript

Hello, I am your Ace

Visitor Details

#72587 Eric Hart

Email: ehart@hartsconstruction.net ☎ 16012652097

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: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Eric Hart	Hello, I am your Acebuddy
Acebuddy	Hello Ehart, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Eric Hart	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eric Hart	I'd like to report an Issue
Acebuddy	Please select an option!
Eric Hart	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Eric Hart	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Eric Hart	When I got to direct deposit in QB I am getting Error Code 2107
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi has not responded for the transfer request.</i>
	<i>Manish Singh has not responded for the transfer request.</i>
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>



Chat Transcript

Hello, I am your Ace

Visitor Details

#71818 Anteneh Dejene  
Email: anteneh@dejenetax.com ☎ 13232521305

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** IRVINE

**State:** California

**Country:** UNITED STATES

Chat Transcript -----

Anteneh Dejene	Hello, I am your Acebuddy
Acebuddy	Hello Anteneh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anteneh Dejene	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anteneh Dejene	I'd like to raise a Request
Acebuddy	Please select your request type.
Anteneh Dejene	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Anteneh Dejene	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Anteneh Dejene	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Anteneh Dejene	Acrobat Pro
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.
Anteneh Dejene	We need to set up access to ADOBE for the following users
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?

Anteneh Dejene	Tina@dejenetax.com, mike@dejenetax.com, erica@dejenetax.com, isabelle@dejenetax.com, jen@dejenetax.com, paola@dejenetax.com
	We have set up subscription with adobe for all the above users
Anurag Sharma	Okay
	Kindly allow me two minutes to check the same.
	After this chat I will send you an email. You can just revert back to that email with an approval from the primary contact s
	Is there anything else I may help you with ?
Anteneh Dejene	Ok
Anurag Sharma	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session



# Chat Transc

Hello, I am your Ace

## Visitor Details

**#72645 n.ahmed**  
**Email:** n.ahmed@innercircle.cpa ☎ 9901023289  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 43 Secs  
**City:** BANGALORE  
**State:** Karnataka  
**Country:** INDIA

Chat Transcript

n.ahmed	Hello, I am your Acebuddy
Acebuddy	Hello Nawaz Ahmed, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
n.ahmed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
n.ahmed	I'd like to raise a Request
Acebuddy	Please select your request type.
n.ahmed	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	<i>Rohit Kumar joined the chat.</i>
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.
n.ahmed	Hi i have 2 different issues
	1. Ultra tax 2024 software is not working for the id n.ahmed@innercircle.cpa
Rohit Kumar	Alright, I will certainly help you with both.
n.ahmed	For this last time I spoke to the agent they said it's because of pdf viewer so they need to re-start the server. Which was c
Rohit Kumar	I will check this for sure. Please provide me 2-3 minutes to check your account details.
n.ahmed	Still we have same issue. Can u please fix this as our work is stuck
	Ok
Rohit Kumar	Sure, please give me 2-3 minutes.
	<i>Rohit Kumar is transferring the chat to Manish Singh.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
n.ahmed	I need quick solution please make it fast
Manish Singh	Working on it, Nawaz
n.ahmed	Ok
Manish Singh	May I take the remote access of your server?
	Is this issue occurring only for you, or are other users on the server also experiencing it?
	Are we still connected here?
n.ahmed	?

	How much more time Manish?
Manish Singh	Kindly try to access now.
n.ahmed	U mean ultra tax?
Manish Singh	Yes
n.ahmed	1min doing now
Manish Singh	Please take your time.
n.ahmed	Thanks
Manish Singh	Is it working now? (Edited)
n.ahmed	Yea
Manish Singh	Is there anything else I may help you with ?
n.ahmed	Once this issue is started will move to other one
Manish Singh	What kind of other issue?
n.ahmed	My other 3 team members are not able to re-set ultra tax password. When they hit forgot password. They are not getting a.chavan@innercircle.cpa s.ojha@innercircle.cpa m.ubale@innercircle.cpa  These are the 3 id's
Manish Singh	Regarding that I need to take remote of each individual to check what exactly the issue is.
n.ahmed	I tried login to 2024 ultra tax same issue  <i>3:21:01 PMn.ahmed is sharing a file with you</i> <a href="#">17397858488055624168884662587299.jpg</a> - ( Size:866.76 KB )
Manish Singh	Let me try with the server reboot if the issue persists then we will take the remote session.
n.ahmed	Ok  We need this to be fixed today as our work is stuck
Manish Singh	Kindly ask everyone to logout once.
n.ahmed	Ultra tax 2023 is working fine.
Manish Singh	Noted, you are having issue with Ultra Tax 2024.
n.ahmed	Yes  This is done
Manish Singh	Kindly logout all users once.
n.ahmed	All are out
Manish Singh	Try to access server after 2 minutes.
n.ahmed	We can wait her as well  So that I keep u updated

Manish Singh	Alright
n.ahmed	U will tell me when to try again or I'll try excalty after 2min
Manish Singh	Try now.
n.ahmed	Ok
Manish Singh	May I take the remote access of your server?
n.ahmed	Sure
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
n.ahmed	Closed
	We are facing same issue. Waiting for u to take over and fix soon
Manish Singh	I will surely help you with this issue. Kindly allow me 4-5 minutes to check the application on the server end.
n.ahmed	I'll wait
Manish Singh	We are connected now.
n.ahmed	Great fix it soon
Manish Singh	Please sign in and try to perform few actions so that we can observe the fix.
n.ahmed	Ok
	Should I click ok?
Manish Singh	Yes please
n.ahmed	After this nothing happens
	If I click on file or any other option
	I get that no response screen
Manish Singh	Okay I understand , Let me check if there are any pending updates.
n.ahmed	Ok
	How much time u would need ?
Manish Singh	I have made some changes I would request you to please log out and log back in so that the changes gets saved.
n.ahmed	Only form ultra tax or complete rdp
Manish Singh	Yes please log back in to the RDP.
	You were signed off.
n.ahmed	Ok
Manish Singh	Kindly let me know once you are logged back in.
n.ahmed	U still have the access
Manish Singh	Yes I am connected.
n.ahmed	I can see not responding screen again



Manish Singh	It seems like the issue is not with the application updates, We might have to repair the application as it is an issue for all t
n.ahmed	I spoke to Andrew and there team is able to use it without issue
	How Much time u would need to fix it
Manish Singh	Is Andrew logged in right now?
n.ahmed	No
	We checked with him on Friday
Manish Singh	Can we give you a call back once we repair the application.
n.ahmed	How much time will this take
Manish Singh	10 minutes to be maximum.
n.ahmed	Can u call me back on my Indian mobile no
	As we work remotely from india
Manish Singh	Yes, kindly provide us with your callback number.
n.ahmed	9901023289
	No what about the password reset issue of 3 id's
Manish Singh	Alright, we are repairing the application kindly logout from the server for the time being and we will email you and give y
	Once the repair is done we will assist you regarding the password reset issue too over the call.
n.ahmed	Great thanks Manish. Please make sure to fix this as we have plenty of work pending and we need to start today ASAP
Manish Singh	I will make this case priority, Nawaz and try to fix the issue as soon as possible. (Edited)
n.ahmed	Thanks man u have been great in responding. Waiting for u r call
Manish Singh	Thanks for your patience.
n.ahmed	Should we end the chat now
Manish Singh	Yes
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

# Chat Transc

Hello, I am your Ace

## Visitor Details

**#72912 Melanie Cole**  
**Email:** accounting@rondopoolstn.com ☎ 7707785400  
**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:** 4 Mins 14 Secs  
**City:** THOMPSONS STATION  
**State:** Tennessee  
**Country:** UNITED STATES

## Chat Transcript

Melanie Cole	Hello, I am your Acebuddy
Acebuddy	Hello Melanie Cole, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Melanie Cole	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Melanie Cole	i need help adding remote desktop login on a new computer
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?
Melanie Cole	this is melanie cole and i need to add miriam's login to another computer
Pradeep Kumar	Alright, Let me transfer you to the concerned team.
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>
Melanie Cole	ty
	<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.



**Email:** mmelton@4unitedsystems.com 📞 12172280315

**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:** 25 Secs

**City:** QUINCY

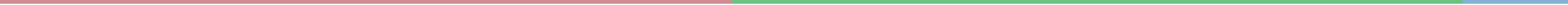
**State:** Illinois

**Country:** UNITED STATES

Chat Transcript

Michael Melton	Hello, I am your Acebuddy
Acebuddy	Hello Michael, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Melton	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Melton	I'd like to report an Issue
Acebuddy	Please select an option!
Michael Melton	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Michael Melton	cannot generate rdp says invalid IP
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.
Michael Melton	cannot login
	MichaelMe
Sharath Kumar	Hi Michael, could you please confirm the server name that you are signing into
Michael Melton	UNISYSINC.myrealddata.net
Sharath Kumar	and what is the error message that you receive while signing in?
Michael Melton	trying to install on machine new rdp setup
	rdp generator fails

Sharath Kumar	understood
Michael Melton	says invalid P
	IP
Sharath Kumar	let me create it for you
Michael Melton	Is there a reason it is failing?
Sharath Kumar	I am checking the server to see your user account status
	I have seen instances where if the account is disabled or locked, then the RDP creation fails for that particular user account
	when was the last time that you signed in?
	your account is active and enabled.
	could you try downloading the RDP file from a different web browser
	are we still connected here?
Michael Melton	HELLO
	LAST WEEK
Sharath Kumar	Hi again, I have got the RDP connector for you. I was able to download it from MyPortal.
Michael Melton	I was in recently
	OK
Sharath Kumar	I think if you switch your web browser, you should be able to download the file
	<i>7:38:28 PMSharath Kumar is sharing a file with you</i> <i><a href="#">MichaelMe@myrealdata.net.zip</a> - ( Size:791 Bytes )</i>
	Please let me know if you need any further assistance
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>



# Chat Transc

Hello, I am your Ace

Visitor Details

**#72443 carolina reyes**  
**Email:** contact@ssadvancecpa.com ☎ 3472829145  
**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:** 29 Secs  
**City:** FLUSHING  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

carolina reyes	Hello, I am your Acebuddy
Acebuddy	Hello Contact, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
carolina reyes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
carolina reyes	I'd like to report an Issue
Acebuddy	Please select an option!
carolina reyes	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
carolina reyes	The server is too 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
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
carolina reyes	ok
Shashwat Verma	Is this the first time you are facing this issue and is the issue faced by other users too?

carolina reyes	I don't remember when did the issue occur last. I am the only one logged in at the moment as no one else is at work.
Shashwat Verma	Kindly login the server, as there is no user login on SSAdvancelnc.myrealddata.net
carolina reyes	Yes, I logged out because it is slow.
Shashwat Verma	Kindly login, will check the resource usage.
carolina reyes	Ok, I logged in
Shashwat Verma	Kindly do the task you do usually.
carolina reyes	ok
Shashwat Verma	Is the slowness issue still persist after opening the usual program that you use generally? (Edited)
	Can you please ask other user to login also.
carolina reyes	It seems to be fine at this time.
	She is not available but if she has issues, we will contact you.
Shashwat Verma	Sure, seems like you have lack of RAM, as the current usage is 70%
	With single user, once other user login it result in slowness
carolina reyes	Can you clean it up?
Shashwat Verma	Yes, I can try, but the RAM is something reflects when programs are active
	<i>4:32:50 AMShashwat Verma is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:2.07 KB</i> )
carolina reyes	We usually have only 4 programs at a time - Excel, Adobe, QuickBooks and TaxAct
Shashwat Verma	I tried to close unusual instances, but it does not make any big difference.
	Yes
	If you face any issue in future, you can contact us, or we recommend you to add up some RAM on your server for smooth
carolina reyes	Thank you, how much you recommend and what would be the cost?
Shashwat Verma	I recommend you to add 2GB of RAM, which will cost 40\$/per month.
carolina reyes	per user \$40 or just \$40 total
Shashwat Verma	Its \$40 for whole server per month (Edited)
carolina reyes	Got it, thank you. We will let you know
	Thank you for your help.
Shashwat Verma	Sure
	Is there anything else I may help you with ?
carolina reyes	No, that will be all, thank you for your help.
Shashwat Verma	If you ever want to add RAM, you can mention my name for the reference with respect this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.



carolina reyes	Will do, thank you.
	You too
Shashwat Verma	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to help us improve our service.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p><i>Shashwat Verma has ended this chat session</i></p>

Chat Transcript

set up ace on my new computer

Visitor Details

#72167 Donna Lasher

Email: donna@aesassociated.com 📞 724-841-0341

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: BUTLER

State: Pennsylvania

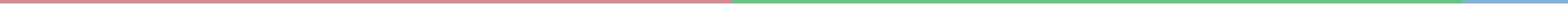
Country: UNITED STATES

Chat Transcript

Donna Lasher	set up ace on my new computer
Akash Majumdar	Thank you for contacting ACE. My name is Akash Majumdar. I will be assisting you further.
	Hi Donna, Can I confirm your company name please ?
Donna Lasher	AES Specialized Services



Akash Majumdar	Thank you.
	Connecting you to the technical team for this.
	<i>Akash Majumdar is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Donna, how may I assist you today
Donna Lasher	set up ace on my new computer
Sharath Kumar	noted, is it a Windows computer or a Mac that you are currently on?
Donna Lasher	windows 11
Sharath Kumar	do you have the RDP connector required to connect to the server?
Donna Lasher	what is an rdp?
Sharath Kumar	It is the application used for remote connections
	bear with me for few minutes while I create the RDP file for you
	All you will need to do is put in your password and you will get connected to the server
Donna Lasher	ok
	<i>10:13:24 PMSharath Kumar is sharing a file with you</i> <a href="#">DonnaLas@myrealddata.net.zip</a> - ( Size:782 Bytes )
Sharath Kumar	I have zipped the file. kindly extract it and you will see the RDP connector in it
Donna Lasher	I was able to get in thank you!
Sharath Kumar	Glad to hear that
	anything else that I may assist you with?
Donna Lasher	No thank you. Have a great day!
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.  <i>Sharath Kumar has ended this chat session</i>



# Chat Transcript

Hello, I am your Ace

## Visitor Details

**#72234 kreig**  
**Email:** kreig.mitchell@tx-lw.com ☎ 832-915-1040  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Chrome OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 7 Secs  
**City:** HOUSTON  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

kreig	Hello, I am your Acebuddy
Acebuddy	Hello Kreig, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kreig	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kreig	I'd like to raise a Request
Acebuddy	Please select your request type.
kreig	Password Reset
Acebuddy	Please select an option below
kreig	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?
kreig	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request	
kreig	I am not enrolled
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.
kreig	I need to reset my password for myrealdata\KreigM but I don't think I am enrolled in your self help
Manish Singh	I will surely help you with this issue.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	Also, the registered email for your account with us is : kreig.mitchell@tx-lw.com
kreig	ok done
Manish Singh	Let me check (Edited)
	Kindly check the email regarding new password link, Kreig.
kreig	ok ty
Manish Singh	Is there anything else I may help you with ?
kreig	No that is it, ty
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 appri
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
Manish Singh has ended this chat session	

Chat Transc

Hello, I am your Ace

Visitor Details

**#73217 Bob Flynn**  
**Email:** bob.flynn@charter.net 📞 18174571726  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 19 Secs  
**City:** FT WORTH  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript -----

Bob Flynn	Hello, I am your Acebuddy
Acebuddy	Hello Bob Flynn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bob Flynn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bob Flynn	I'd like to raise a Request
Acebuddy	Please select your request type.
Bob Flynn	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Bob Flynn	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?
Bob Flynn	Yes
Acebuddy	Please wait while we connect you to our Support Representative
Acebuddy (bot) forwarded the chat request	
Anurag Sharma accepted the chat transfer request.	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Bob
Bob Flynn	Anurag, cannot connect to ACE. can you help?
Anurag Sharma	I deeply apologize for the inconvenience caused to you.

	I will be surely assisting you with this. Kindly help me with your server name and user name?
Bob Flynn	Your phone number is also not working. keep getting a busy signal.
Anurag Sharma	I deeply apologize for the inconvenience caused. Don't worry, I will help you with this issue.
Bob Flynn	Riverbend Estates HOA or Riverbend of Fort Worth HOA
	Bob Fynn is my name.
Anurag Sharma	Thanks for the confirmation.
	May I take the remote access of your local computer?
Bob Flynn	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/1982163841">https://assist.acecloudhosting.com/join/1982163841</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti this chat.
	The issue seems to be resolved.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session



# Chat Transc

Hello, I am your Ace

## Visitor Details

#72450 Amit Patel

Email: helpdesk@olsonfuneral.com ☎ 12143430051

**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:** 50 Secs

**City:** KELLER

**State:** Texas

**Country:** UNITED STATES

Chat Transcript -----

Amit Patel	Hello, I am your Acebuddy
Acebuddy	Hello Helpdesk, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amit Patel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amit Patel	I'd like to raise a Request
Acebuddy	Please select your request type.
Amit Patel	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Amit Patel	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Amit Patel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Amit Patel	Ticket ID: 639469
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Anurag Sharma accepted the chat transfer request.*

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello
Amit Patel	Hi Anurag



**Email:** areeba@thejbeemethod.com 📞 7709540475

**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:** 2 Mins 51 Secs

**City:** STOCKBRIDGE

**State:** Georgia

**Country:** UNITED STATES

Chat Transcript

areeba	Hello, I am your Acebuddy
Acebuddy	Hello Areeba, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
areeba	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
areeba	I'd like to report an Issue
Acebuddy	Please select an option!
areeba	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
areeba	I am unable to open a tax return
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.
areeba	hello,
	I am unable to open a client's return
	i keep getting error
Sharath Kumar	Hello Areeba, what is the error that you are receiving?
areeba	this file is currently locked by another user
	but no one is using him
	It said same thing yesterday



Sharath Kumar	let me quickly sign in on the server and check why is this happening
areeba	Ok
Sharath Kumar	If possible, could you close QuickBooks for a minute. let me restart it's services. Let's see if that resolves your concern
areeba	Ok
	I do not have quickbooks open
	I have proseries open
	you want me close that?
Sharath Kumar	Oh, I assumed you were getting this error on QuickBooks
areeba	No
	i am getting it in proseries
Sharath Kumar	understood
	I also see Lamar on the server and currently using ProSeries. Could you confirm that Lamar is not using the same file
areeba	he is on the different client
	he is working on a estate
	do you want take remote access so u can see
Sharath Kumar	sure. let me do that
	Prior providing the access, I would suggest you to close any important documents at your end.
areeba	thanks
Sharath Kumar	are you receiving any prompt on the server for remote access?
	Hello Areeba, could you save and close the application
	try opening that client file
	Areeba, the server requires reboot
areeba	please hold on
	I have to make an appt for the client
Sharath Kumar	sure
areeba	thanks
	back
	i am asking lamar about the server
Sharath Kumar	thanks!
areeba	we can restart it
Sharath Kumar	okay

	restarting
	Hi Areeba, the server has been restarted
	try signing in now and let me know the result
areeba	ok
	It did not work
	Can you see it
Sharath Kumar	I see it now
areeba	great
	thank you so much
	are we done now
Sharath Kumar	Areeba, I was looking for a previous backup which has to placed there
	currently the file is on your desktop
areeba	Okay
	so now it will be Okay
Sharath Kumar	kindly close the application, I need to do a minor setting
areeba	let see if it works after that
	proseries?
Sharath Kumar	yes
	one more moment
	try opening the file now
areeba	k
	why is there two of them
	can we delete the other one that is not working
Sharath Kumar	Areeba, as discussed, we have provided you witha workaround for time being. I will have someone from the escalation team look into your concern and resolve it for you
	anything else that I may assist you with right now?
areeba	Thats it thanks
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

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

*Sharath Kumar has ended this chat session*

# Chat Transcript

Trying to open quickbooks and it is asking for administrator privileges

## Visitor Details

**#72955 Michael Hutchinson**  
**Email:** michael@chinsonsgrillshack.com 📞 16494326543  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/?utm\_source=google&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Brande&utm\_term=acecloudhosting&utm\_adgroup=Primary&gad\_source=1  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 11 Secs  
**City:** BOCA RATON  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

Michael Hutchinson	Trying to open quickbooks and it is asking for administrator privileges
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.
	<i>Amit Raina is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Michael, Could you please share a screenshot of the error message that you receive
	Michael, may I close this chat since we are connected on another one?
	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 Transcript

Hello, I am your Ace

## Visitor Details

**#72379 Mike Fisher**  
**Email:** fisherelectricinc@icloud.com 📞 18313457463  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** SCOTTS VALLEY  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Mike Fisher	Hello, I am your Acebuddy
Acebuddy	Hello Mike Fisher, I'm your Ace Buddy. I'll be happy to as
	Whom Would You Like to Connect With?
Mike Fisher	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mike Fisher	I'd like to raise a Request
Acebuddy	Please select your request type.
Mike Fisher	Change in Users



	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Stephanie	I'd like to report an Issue
	Acebuddy	Please select an option!
	Stephanie	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect :
	Stephanie	Me and my users are unable to access our ATX server for yesterday evening 2/26/25.
	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.
		Hello Stephanie
		I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
		Let me check the issue at your end
		May I take the remote access of your local computer?
		Are we still connected here?
	Stephanie	yes sorry I am here. Please connect
	Shashwat Verma	No problem
		Prior providing the access, I would suggest you to close your browser.
		<a href="https://assist.acecloudhosting.com/join/4992258027">https://assist.acecloudhosting.com/join/4992258027</a>
		Kindly Click on the link and open the downloaded file.
		as per the remote session, we have scheduled the re-inspection. I will let you know on email when we are done with it.
		It would be great if you could share your feedback after the session.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day!
		You may end this chat now. Once you end this chat, you will receive a survey link. Your conversation, along with a ticket number and survey feedback, will be shared with our support team.
		I request you to kindly spare a moment to fill that out for us. It will help us in working better for you. I will appreciate that. or you may send your feedback on our feedback form. Thanks!
		Note: You may change/reset your server password on your dashboard.

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

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

*Shashwat Verma has ended this chat session*

# Chat Transcript

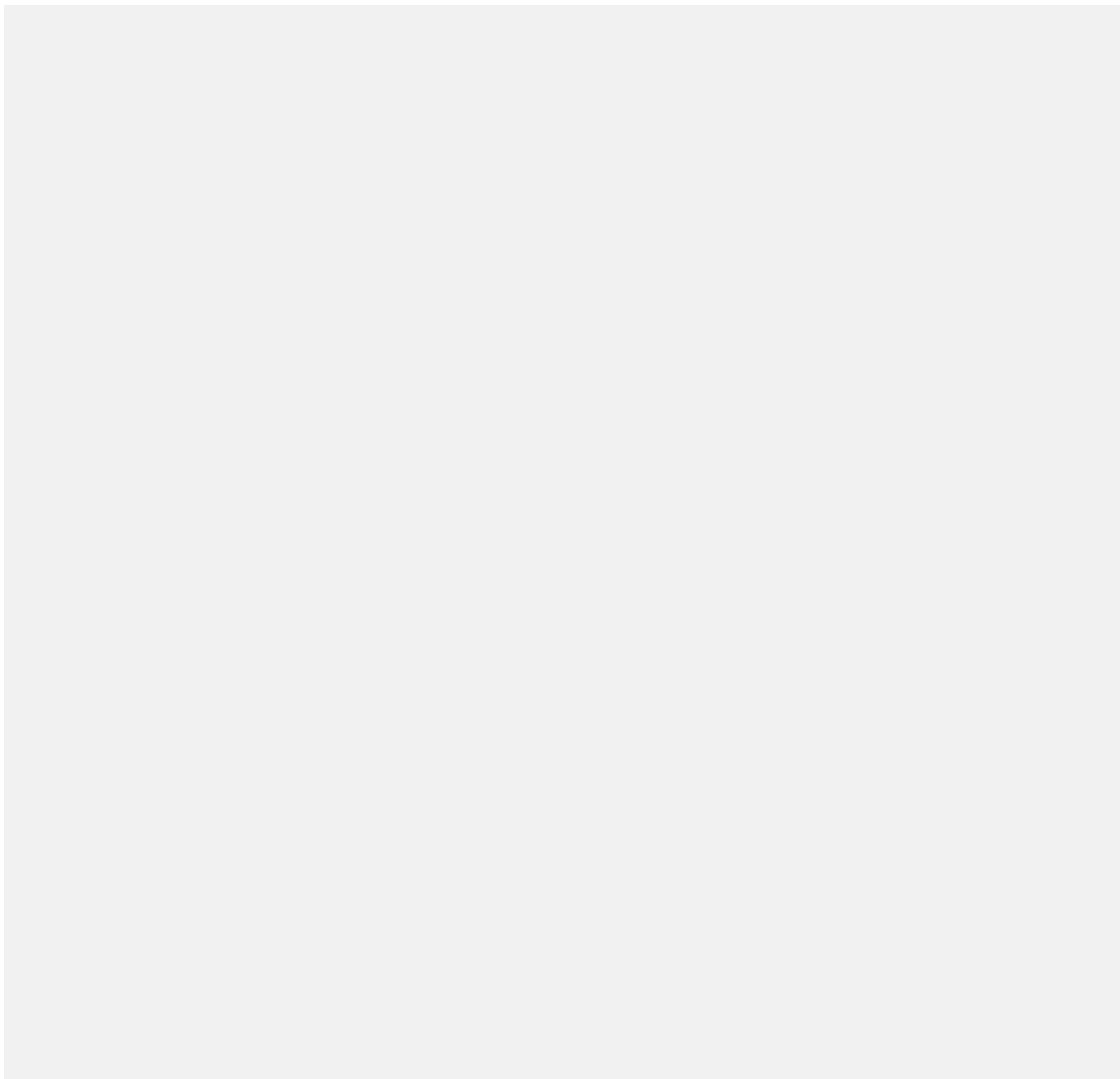
Hello, I am your Acebuddy

## Visitor Details

**#72881 brobbins**  
**Email:** brobbins@seventhwall.net  
**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:** RICHMOND  
**State:** Virginia  
**Country:** UNITED STATES

## Chat Transcript

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



Acebuddy	Please drop an email to support@acecloudhosting.c request and our technicians will connect with you fo
	If you are facing any issue/problem with your server below :
brobbins	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice c

*Acebuddy has ended this chat session*