

# Chat

Hello, I

## Visitor Details

**#83255 Mike Healey**  
**Email:** mike@haamail.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 29 Secs  
**City:** RENO  
**State:** Nevada  
**Country:** UNITED STATES

## Chat Transcript

Mike Healey	Hello, I am your Acebuddy
Acebuddy	Hello Mike Healey, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mike Healey	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mike Healey	I'd like to report an Issue
Acebuddy	Please select an option!
Mike Healey	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mike Healey	I need Firm 360 Adobe tool installed
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Mike Healey	Server Name is HartmannandAssoc Username is MichaelHealey@myrealdata.net CID75250
	<i>Shubham Kataria accepted the chat transfer request.</i>

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Mike Healey	we sent an email from adfministrator
Shubham Kataria	Thank you for the email.
	Kindly let us know if you would like to install the application now or shall we install it in night hours once everyone logged
	as we require a downtime of half hour to install the application.
Mike Healey	you can install now
Shubham Kataria	Sure, please let me where you have placed the set up file
Mike Healey	it is in downloads
Shubham Kataria	Please ask everyone to log off from the server for next 15-30 minutes and I'm proactively working on it
	Once the installation completed, we will inform you via email
Mike Healey	wait maybe you should wait until after hours then
	I thought you were only going to install for me
Shubham Kataria	No, application will be installed on the entire server that's why we need the downtime from the server
	but no problem, we can schedule it for the night hours
Mike Healey	ok
Shubham Kataria	once everyone will log off from the server, we will install it on the server.
	You may also let me know when everyone will be logging off so that we can install on priority basis
Mike Healey	6 PM pacific time should be ok
Shubham Kataria	Thank you for the information. we will install it at 6 PM pacific time.
	Is there anything else I may help you with ?
Mike Healey	no thank you
Shubham Kataria	You're welcome
	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> )

*Shubham Kataria has ended this chat session*

# Chat

Hello, I

## Visitor Details

**#83887 Paul Hayes**  
**Email:** paul@rentkeywest.com ☎ 3055876767  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat-mail.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 20 Secs  
**City:** BELLE GLADE  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

Paul Hayes	Hello, I am your Acebuddy
Acebuddy	Hello Paul Hayes, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Paul Hayes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Paul Hayes	I'd like to report an Issue
Acebuddy	Please select an option!
Paul Hayes	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Paul Hayes	Receiving message when printing checks that states Incorrect license key or demo evaluation period expired.
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Ashutosh Mishra accepted the chat transfer request.	

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	Hello Paul, I will be surely assisting you with this. Kindly help me with your server name and user name?
Paul Hayes	CID69003
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.
	Thank you for your patience.
	Kindly check now.
	Hello Paul, kindly let us know if you are able to print now without receiving any license related messages.
	Are we still connected here?
Paul Hayes	Yes, I'm sorry. It did print okay this time.
Ashutosh Mishra	Great to see it is resolved. Rest assured we have made required backend changes, and the issue will not reoccur.
	Is there anything else I may help you with ?
Paul Hayes	No, that is all. Thank you so much.
Ashutosh Mishra	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> )

Ashutosh Mishra has ended this chat session



# Chat

Hello, I

## Visitor Details

#83578 Adriana Cortes Vargas  
Email: amcortesauditores@gmail.com ☎ + 506 8868 9370  
Department: Support(QB & App Hosting)  
Operator: Karan Bhattacharya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** ANSELMO LLORENTE

**State:** San Jose

**Country:** COSTA RICA

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Adriana Cortes Vargas	I need to reset the admin password in 2 company files. Ive tried to run the process but the info i enter returns on error
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>
	<i>Shashwat Verma is transferring the chat to Karan Bhattacharya.</i>
	<i>Karan Bhattacharya accepted the chat transfer request.</i>
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.
Adriana Cortes Vargas	Hi
Karan Bhattacharya	What is the issue are you facing?
Adriana Cortes Vargas	I need to reset the admin password in 2 company files. Ive tried to run the process but the info i enter returns on error
Karan Bhattacharya	Please share the screenshot of error.
Adriana Cortes Vargas	sure
	<i>2:12:15 AMAdriana Cortes Vargas is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:72.81 KB )</i>
	<i>2:12:24 AMAdriana Cortes Vargas is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:72.81 KB )</i>
Karan Bhattacharya	ok
	let me check few details at backend,allow me few minutes
Adriana Cortes Vargas	sure
Karan Bhattacharya	Thank you for your patience
	Can you please share your availability and contact detail so that we can connect with you over call.
Adriana Cortes Vargas	i can do this tommorrow morning
Karan Bhattacharya	ok,please share timing along with time zone and contact detail so that we can schedule it accordingly.
Adriana Cortes Vargas	10:00 a.m. EST 13054236883
Karan Bhattacharya	Ok, so we will connecting accordingly in the given timing window.
Adriana Cortes Vargas	Thank you very much
Karan Bhattacharya	Beginning from 10am
	Thank you for your time and cooperation
	Is there anything else I can help you with?

Adriana Cortes Vargas	not now, thanks
Karan Bhattacharya	ok
	<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>Karan Bhattacharya has ended this chat session</i></p>

Chat

Hello, I

Visitor Details

#83506 Rachel Pavone

Email: rpavone@rvirtualtax.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: CLOVER

State: South Carolina

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rachel Pavone	Setback
Acebuddy	Hello Rachel Pavone, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rachel Pavone	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rachel Pavone	I'd like to raise a Request
Acebuddy	Please select your request type.
Rachel Pavone	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
Rachel Pavone	Setback
Acebuddy	Please select your request type.
Rachel Pavone	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 :
Rachel Pavone	Setback
Acebuddy	Please select your request type.
Rachel Pavone	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Rachel Pavone	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?
Rachel Pavone	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Rachel. How are you doing today?
Rachel Pavone	Hello!
	Im good we just are having issues setting up the rdp connection for my user on my computer

Yash Ahi	I will surely help you with this issue Rachel.
	Could you please help me with your server name or business name?
Rachel Pavone	rachel.p@myrealdata.net is the user name
	Rvirtualtax LLC CID 74999
Yash Ahi	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Rachel Pavone	thank you
Yash Ahi	You are welcome.
	May I take the remote access of your local computer?
Rachel Pavone	yes
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2732491127
	Prior providing the access, I would suggest you to close any important documents at your end.
	<i>Yash Ahi is transferring the chat to Shubham Maurya.</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	Please hold on let me download the details to assist you further on this.
	Do you want me to place RDP shortcut on desktop?
Rachel Pavone	yes
Shubham Maurya	It's done, also please let me know do you want to save login ID and password so that you don't have to enter it every time?
	Or it's okay to enter it every time?
Rachel Pavone	save
Shubham Maurya	Sure.
	Thanks for the patience, it was already set to save credentials.
	Is there anything else I may help you with ?
Rachel Pavone	thank you!!
Shubham Maurya	You are most welcome Rachel !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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.

Shubham Maurya has ended this chat session

# Chat

Hello, I

## Visitor Details

**#83509 pstapleton**  
**Email:** pstapleton@tippfloor.com ☎ 12019838438  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Maurya  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 55 Secs  
**City:** RIDGEFIELD  
**State:** New Jersey  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
pstapleton	I have raised ticket 800254 which has error attached. Some type of trust issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	<i>7:07:38 PMpstapleton is sharing a file with you</i> <i><a href="#">image (2).jpeg</a> - ( Size:31.03 KB )</i>  <i>This is one error</i>
	Please allow me to check this ticket number please hold on.
	Thanks for sharing details on it, please let me check.
	Thank you for your patience. Our dedicated team is currently working on this, and we'll provide you with an update withir
	Please stay connected over this chat, we will update you over here.
pstapleton	Nobody is able to use system so please escalate so its fixed ASAP, tks...
Shubham Maurya	Alright, they just informed us to ask you to please try to login now.
pstapleton	ok, Moment
Shubham Maurya	Sure, take your time.
	<i>7:13:52 PMpstapleton is sharing a file with you</i> <i><a href="#">Ace Error 2.GIF</a> - ( Size:21.96 KB )</i>  <i>Getting this now...</i>
	Okay, let me check it.
	Give it one more try now please.
pstapleton	ok, moment
	Same error
Shubham Maurya	May I take the remote access of your local computer?
pstapleton	ok, but so you know users in India, Mexico, Argentina and in the USA are all having the same problem
	This is something central
Shubham Maurya	Just to confirm, is this new error occurring for all users too?
pstapleton	let me check with another user
Shubham Maurya	Could you please try again as we've made some changes to the server access.
pstapleton	ok, it looks like its fixed
	I and other users in the USA can login
Shubham Maurya	Thank you for confirming. The team identified a server access issue, which has now been resolved. We appreciate your pa

pstapleton	users are getting an error that QB subscription is expired
	We changed to Monthly subscription a few months ago and had this issue
Shubham Maurya	Sure, let me check for that too from backend. Allow few more minutes please.
	Kindly request all users to log off from the server for a short while. Our team is currently performing some backend testing, understanding!
pstapleton	ok, you can force all off
Shubham Maurya	Sure, we are proceeding now.
	Thank you so much for your patience! The process is taking a little longer as a few IPs are still being updated on the server. Our support really helps us serve you better!
pstapleton	ok
Shubham Maurya	We’re almost done and just finalizing a few checks. Due to an issue earlier, the entire process needed to be redone, which is why it’s taking a bit longer.
pstapleton	ok, can you share what was done earlier to cause this?
Shubham Maurya	There was a configuration issue in the replication process that caused this problem. Our team has now conducted multiple tests and has addressed this.
	Please login now and check if it's working.
pstapleton	ok, moment
	I can login ok, checking with team
	give me a few more minutes
Shubham Maurya	No problem at all. We want to ensure that everyone can work smoothly, so please take your time with this.
pstapleton	So far everyone is able to login. Just waiting on a few more people to confirm.
Shubham Maurya	No worries, we’re here and awaiting your final confirmation to ensure the connection is fully stable.
	We’ll continue to monitor this from our side for the next few days to ensure everything runs smoothly, so we’ll keep this thread open for updates.
pstapleton	So far, all have been able to login without issue
	I think we are good
Shubham Maurya	Thank you for confirming that everything is now working for you. We sincerely apologize for the inconvenience you experienced. We will ensure such issues do not recur.
	Appreciate your patience in this whole process !
	Is there anything else I may help you with ?
pstapleton	Thanks for the frequent updates during this outage. Good job keeping us informed Shubham
	Would it be possible to get a post mortem on what happened?
	We have a user in India who could be contacted for post checks after any types of upgrades or issues in Ace Cloud Hosted Mail. This way these issues are fixed in advance.
	Let me know if you need any further assistance.
	Thank you for your patience and understanding during this time. We are committed to providing the best service possible and will ensure that such issues do not happen again.

	Her email is sjain@tippfloor.com
	Her Name is Sonal Jain
Shubham Maurya	Thank you for your kind words! I really appreciate your patience and understanding during the outage. Absolutely, we can prepare a detailed report outlining what happened, the root cause, and the steps we’ve taken to prevent it. We’re glad we could keep you informed throughout.  I’ll loop in [sjain@tippfloor.com](mailto:sjain@tippfloor.com) as well to ensure they receive all updates and stay connected.
	Do you want us to add [sjain@tippfloor.com](mailto:sjain@tippfloor.com) as POC user or just for the email updates?
pstapleton	I think Sonal would be a good POC in India for any POST checks on future issues instead of waiting for USA users to come back.  Not sure if that can be captured somehow
Shubham Maurya	Noted that ! Having Sonal as the point of contact in India for any post-checks would definitely help speed up the process if needed.  We can add Sonal as a POC once we receive email confirmation from the currently registered POC at [pstapleton@tippfloor.com](mailto:pstapleton@tippfloor.com).
pstapleton	Understood  I think we can close this chat now
Shubham Maurya	Sure! Please feel free to reach out to us anytime. We will send the requested information via email using the same ongoing chat.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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.

*Shubham Maurya has ended this chat session*



# Chat

Hello, I

## Visitor Details

**#83842 mlankford**  
**Email:** mlankford@mbopartners.com ☎ 13038184009

**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat-mail.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** VIRGINIA BEACH  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

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



Visitor Details

#83354 bramaglia

Email: bramaglia@willscpas.com

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 54 Secs

City: CHARLOTTESVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

bramaglia	Hello, I am your Acebuddy
Acebuddy	Hello Bramaglia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bramaglia	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
Acebuddy (bot) forwarded the chat request	
Priyanshu accepted the chat transfer request.	
bramaglia	Hi I need to connect my computer to our network printer - I cannot figure out how to do that
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?
	Could you please help me with your businessname and username?
bramaglia	bramaglia Wills & Associates
Priyanshu	Is it Wills & Associates
	your businessname?
bramaglia	yes
	bramaglia is my username

Priyanshu	Thank you for sharing the details
	could you please help me with your complete username
	Is it with myrealddata.net
bramaglia	my username for Wills & Associates is bramaglia
	I do not know anything about myrealddata.net
Priyanshu	Actually, I could not find any businessname associated with Wills & Associates
	Do you have the customer ID
bramaglia	route 89 ventures, LLC
Priyanshu	Thank you
	It seems that your server is being managed by different team, please let me transfer your this chat request to the concer
bramaglia	Thanks
Priyanshu is transferring the chat to Support(QB & App Hosting).	
Karan Bhattacharya accepted the chat transfer request.	
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.
bramaglia	Hi I need to connect my computer to our network printer - I cannot figure out how to do that
Karan Bhattacharya	I will be surely assisting you with this.
	Can you please let us know what is the error are you getting while doing the same?
bramaglia	I am just not able to locate it
	it says it cant find any printeres
	it is because its a network printer
	so I am not sure how to get it added
Karan Bhattacharya	Do you have the printer server url?
bramaglia	I am not sure what that is
	other users in the office are connected to it - can you look on their profiles and find it maybe?
Karan Bhattacharya	Are you trying to access or locate it from your local machine or server?
bramaglia	I would like to print from it
Karan Bhattacharya	Do you want to print it from your local machine?
	Are we still connected?
bramaglia	yes
	I want to print from my laptop to the printer that is in the office
	it is a network printer, so when I am in the office, I would like the ability to print to the network printer
Karan Bhattacharya	ok,If you want to access your network printer from your local machine then you will have to connect to your local IT team

bramaglia	ACE is our IT Team
	we do not have a local IT team, it is completely managed by ACE Cloud Hosting
Karan Bhattacharya	ok,let me check some details allow me few minutes.
	Just need to confirm, would you want to print something from the ACE server to your network printer?
bramaglia	No, I just want my computer/laptop to print to the printer that we have in the office (it is a network printer)
	a network printer meaning it is on our Wifi I believe and is a large printer, not a small wifi connected printer
	For example, I go to Start>Printers & Devices and I do not have the printer as an option. I want to add so that when I go t
Karan Bhattacharya	Are you in office?
bramaglia	yes
Karan Bhattacharya	Okay.
	May I take the remote access of your local computer?
bramaglia	yes
Karan Bhattacharya	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/7462371721">https://assist.acecloudhosting.com/join/7462371721</a>
	Kindly paste this link in the browser of local computer and join the session.
	Please click on the above link and join the remote session.
	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)

*Karan Bhattacharya has ended this chat session*



# Chat

Hello, I

## Visitor Details

#83566 tamistombaugh  
Email: tamistombaugh@gmail.com

**Department:** Support(QB & App Hosting)  
**Operator:** Sourav Chhikara  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 36 Secs  
**City:** ANKENY  
**State:** Iowa  
**Country:** UNITED STATES

Chat Transcript

tamistombaugh	Hello, I am your Acebuddy
Acebuddy	Hello Tamistombaugh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tamistombaugh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tamistombaugh	I'd like to report an Issue
Acebuddy	Please select an option!
tamistombaugh	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
tamistombaugh	Cannot login to remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sourav Chhikara accepted the chat transfer request.</i>
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.
tamistombaugh	I have a terrible time getting connected to your remote desktop. I have restarted my computer when all else fails - which
Sourav Chhikara	I will surely help you with this issue.
	Could you confirm if you are getting any error message while accessing the server?
tamistombaugh	It either goes directly to "There was a problem - ask your network admin" OR it stops after initiating.. I just tried it again to
Sourav Chhikara	This might be a temporary network issue. But I can make certain changes at your end.
	May I take the remote access of your local computer?
tamistombaugh	yes
Sourav Chhikara	

	Prior providing the access, I would suggest you to close any important documents at your end.
tamistombaugh	Done
Sourav Chhikara	<a href="https://assist.acecloudhosting.com/join/2922314645">https://assist.acecloudhosting.com/join/2922314645</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected now, let me proceed with the troubleshooting.
	I ran some command from my end in order to fix the issue and it doesn't seems to be a problem now. But just in case if th
	I have disconnected the remote session.
tamistombaugh	ok - it is very frustrating - it happens daily.
Sourav Chhikara	I deeply apologize for the inconvenience caused to you. As the changes has been implemented I believe the issue should
tamistombaugh	Thank you - enjoy your day
Sourav Chhikara	However, I will be keeping case in observation for few days.
	Is there anything else I may help you with ?
	Are we connected?
	Are we connected?
	Are we connected?
	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)

*Sourav Chhikara has ended this chat session*



# Chat

Hello, I

## Visitor Details

**#83267 krisika**  
**Email:** krisika@hkidata.com ☎ 7383092838  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Maurya  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile

**Average Response Time:** 56 Secs  
**City:** ANAND  
**State:** Gujarat  
**Country:** INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhishek Rakwal declined the transfer request.</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
krisika	Hi
	Quickbook not open in all users
Shubham Maurya	Hi krisika, sure let me check it please.
	Have you tried running "QBreset" from taskbar to unfreeze quickbooks?
krisika	No
Shubham Maurya	Please run this tool to reset Quickbooks and check if it's working then.
krisika	Quickbook working very slow in all pc
	U can proceed the server reboot
Shubham Maurya	Alright, thanks for the confirmation please hold one let us proceed.
krisika	Okay

Shubham Maurya	Thanks for the patience, It's done please login and check if it's working fine now.
krisika	Quickbook working fine now in all user
	Thank you
Shubham Maurya	You are most welcome !
	Is there anything else I may help you with ?
krisika	No
	Thank you
Shubham Maurya	<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 feedback on your experience.</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>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>

Shubham Maurya has ended this chat session



# Chat

Hello, I

## Visitor Details

#83424 mike

Email: rtf@grafixsi.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: KANNAPOLIS

State: North Carolina

Country: UNITED STATES

Chat Transcript

mike	Hello, I am your Acebuddy
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mike	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mike	I'd like to raise a Request
Acebuddy	Please select your request type.
mike	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	Ended due to chat idle timeout



Chat

Hello, I

Visitor Details

#83549 donaldsmith44  
**Email:** donaldsmith44@outlook.com 📞 17249913701  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Maurya  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 7 Secs

**City:** BUTLER  
**State:** Pennsylvania  
**Country:** UNITED STATES

Chat Transcript

donaldsmith44	Hello, I am your Acebuddy
Acebuddy	Hello Donaldsmith44, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
donaldsmith44	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
donaldsmith44	I'd like to report an Issue
Acebuddy	Please select an option!
donaldsmith44	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
donaldsmith44	The remote connection has been lost more than 5 times in a row.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
donaldsmith44	DonaldSm CID67916
Shubham Maurya	Thank you for the information. We can see that you’re currently logged into the server along with other users. Could you p
donaldsmith44	It might be working now but its slow
	We are remote. I can not confirm
Shubham Maurya	Alright, please let me check if any network issue is there on your local system.
	May I take the remote access of your local computer?
	Are we still connected here?
	Are we still connected here?
donaldsmith44	Sorry I don't have time to play with this this morning. I will try later. Have a great day.
Shubham Maurya	We completely understand the urgency of your work. No worries we’ll continue monitoring the server performance from tl
	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)
<i>Shubham Maurya has ended this chat session</i>	

# Chat

Hello, I

## Visitor Details

**#83530 Kari Floyd**  
**Email:** kari@newcitycompanies.com 📞 17272880444  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 4 Secs  
**City:** PALM HARBOR  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please select an option!
Kari Floyd	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kari Floyd	My Ace cloud hosting after an hour if not in use keeps closing I need to set more time if it is in idle
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Shubham Gupta declined the transfer request.	
Yash Kalra accepted the chat transfer request.	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Kari Floyd	Where do I find that?
	NCC
	NewCityConst.myrealdata.net
Yash Kalra	Thank you for the server's name.
Kari Floyd	User: KriFloyd
	KariFloyd
Yash Kalra	Please stay connected while we are making the desired changes from the backend.
Kari Floyd	Ok I just want my settings or ACE to be logged in all day without disconnecting every hour
	I work on a lot of things and go back and forth all day
Yash Kalra	Kari, will it be okay if we set the time to 6 hours.
Kari Floyd	8 hours would be better
Yash Kalra	Kari, we are pleased to inform you that we have set the set the ideal session time out to 8 hours. (Edited)
	Is there anything else I may help you with ?
Kari Floyd	Perfect thank you so much :-)
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Yash Kalra has ended this chat session	



Visitor Details

#83623 Sharon McBroome

Email: smcbroome@westernshastarcd.org ☎ 15302628068

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: TURLOCK

State: California

Country: UNITED STATES

Chat Transcript

Sharon McBroome	Hello, I am your Acebuddy
Acebuddy	Hello Sharon Mcbroome, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sharon McBroome	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sharon McBroome	I'd like to report an Issue
Acebuddy	Please select an option!
Sharon McBroome	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sharon McBroome	When we try to log in we are receiving error code 0x3, extended error code 0x9 saying "The connection was denied beca
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Gaurav kumar declined the transfer request.
	Luv accepted the chat transfer request.

Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.
Sharon McBroome	Hello.
Luv	Could you please let me know when you were last able to log in?
Sharon McBroome	Yesterday
Luv	Okay, and have you changed your password recently?
Sharon McBroome	No
Luv	Thanks for the info, kindly allow me two minutes to check your account status
Sharon McBroome	Ok\
Luv	okay, your account is active on myportal, may I take remote access of your device to further troubleshoot the issue?
Sharon McBroome	Yes
Luv	Thanks, I will be sending you a zoho assist invite on this email smcbroome@westernshastarcd.org
	Please follow the instructions on it so we can connect.
	Please enter the most recent password
Sharon McBroome	Here or in the login?
Luv	I am going to check the group permissions of your account on the server, this will take some kindly stay connected
	login
	It seems like a permission issue, I am checking it stay connected and allow me some time
Sharon McBroome	Ok
Luv	appreciate your patience on this
	Still working on it, will take a few more minutes
Sharon McBroome	Ok
Luv	Please try again
	Bare with me I am working on it
	Try now it should work
Sharon McBroome	Great. Should the other two users be able to log in now as well?
Luv	please confirm if everything is working fine??
	yeah they should be able to login now just fine, if you want i can hold on till you check that as well
Sharon McBroome	Mine seems to be working. Let me check at least on other log in
Luv	Okay sure I will wait
	please check and confirm
Sharon McBroome	Looks like it is working.
Luv	Glad, Is there anything else i can assist you with right now?

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

Chat

Hello, I

Visitor Details

#83641 Eduardo

Email: corporateit@sdf-itc.com ☎ 15125169214

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: MEXICO CITY

State: Ciudad De Mexico

Country: MEXICO

Chat Transcript

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

Eduardo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eduardo	I'd like to report an Issue
Acebuddy	Please select an option!
Eduardo	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Eduardo	Not able to connect to remote server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Edurdo
Eduardo	Hello Sujeet
	Server name: SDF Internation trading company
	Not able to connect to the remote server
Sujeet Kumar Suman	Thank you for the information.
	I deeply apologize for the inconvenience caused to you.
	Let me look into it for you.
Eduardo	Thanks
Sujeet Kumar Suman	Thank you for your patience.
	As checked multiple users have reported the same. Our team has identified that the server is currently experiencing a tec
	We will provide an update within the next 1 hour.
	Are we still connected here?
Eduardo	Noted, them just wait?
	Can you please confirm by email once is working.
Sujeet Kumar Suman	Sure, we will.
Eduardo	thanks
Sujeet Kumar Suman	On your email corporateit@sdf-itc.com.
	Most welcome Eduardo.
	Is there anything else I may help you with ?
Eduardo	yes, please

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

Chat

Hello, I

Visitor Details

#83582 Shari Gaines

Email: sgaines@nsigs.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: DUNEDIN

State: Florida

Country: UNITED STATES

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

Shari Gaines	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shari Gaines	I'd like to report an Issue
Acebuddy	Please select an option!
Shari Gaines	Password Reset
Acebuddy	Please select an option below
Shari Gaines	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?
	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

Hello, I

## Visitor Details

**#83528 shannon**  
**Email:** shannon@deyoungmw.com ☎ 7133766700  
**Department:** Support(QB & App Hosting)  
**Operator:** Abhay Kumar Saraswat  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 34 Secs  
**City:** FRESNO  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

shannon	Hello, I am your Acebuddy
Acebuddy	Hello Shannon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shannon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shannon	I'd like to raise a Request
Acebuddy	Please select your request type.
shannon	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 :
shannon	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
shannon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shannon	i need to enable ms outlook to send emails from one of my users, so they dont have to put in ms365 email password ever
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
shannon	thanks
Abhay Kumar Saraswat	I will be surely assisting you with this.
	Is this for account: <b>DeYoung Machine Works</b> ?
shannon	yes and the use is mandy
Abhay Kumar Saraswat	Thanks for the confirmation !
	Could you please confirm whether anyone is using <b>Outlook</b> on the server to send emails?
shannon	no
	we only have 3 users on qb
	she sends out all the pos and invoces
	i dont know that i need outlook on the server but i do know that i need her to not have to put in her email pw everytime s
	i think what i need is for qb to not send via webmail but to send via outlook

Abhay Kumar Saraswat	Just to confirm, do you need her to configure <b>Outlook</b> so that emails can be sent from <b>QuickBooks</b> via <b>Outlook</b> ?
shannon	im not sure. i just need qb to not ask for an email password everytime she tries to send an invoice.
	so in order for that to happen, i dont know how to get there. i just need to get there.
Abhay Kumar Saraswat	Okay. Let me grab the details in this and will update you in next 4-5 minutes with complete process.
shannon	ok thanks
Abhay Kumar Saraswat	No worries. Please stay with me.
	Thank you for your patience.
	I'd like to ask if Mandy is available to provide remote access to her laptop so I can check the possible ways to enable <b>Out</b>
shannon	yes you can
	she is at her desk
	what do you need
Abhay Kumar Saraswat	Please provide me her email and let me send her the link to join remote session.
shannon	mandy@deyoungmw.com
	she is ready and wathibng for email
Abhay Kumar Saraswat	Let me send her invite.
	I just sent her the invite on her given email.
	Please ask her to 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
shannon	ok cool
Abhay Kumar Saraswat	Hello Shannon
	<b>Mandy</b> is now able to send emails without entering her password. She confirmed this during the remote session.
	Is there anything else I may help you with ?
	Are we still connected here?
	Shannon, are you there?
shannon	yes im here.
	but i am good and she is good.
Abhay Kumar Saraswat	Great.
	This message has been deleted
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to help us improve our service.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	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.

Abhay Kumar Saraswat has ended this chat session

# Chat

Hello, I

## Visitor Details

**#83447 itsupport**  
**Email:** itsupport@advancefinserv.com ☎ 918887771848  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 27 Secs  
**City:** DELHI  
**State:** Delhi  
**Country:** INDIA

## Chat Transcript

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

	Please chose an option :
itsupport	I'd like to raise a Request
Acebuddy	Please select your request type.
itsupport	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been  Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
itsupport	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
itsupport	Hi i am shashi
Anjainay Singh	Hello Shashi , how are you ?
itsupport	797192 please check this ticket number and please let me know what is the status of our new qb enterprise license.??
Anjainay Singh	Sure , please allow me two minutes to check the same.
itsupport	I have already spent more time to take this license, please try to understand it's more important for us...
	Sure, please take your time
Anjainay Singh	Yes I truly understand your concern.
	As I have checked and found that credit card information was updated on Friday and our billing department has emailed t
itsupport	So, why I am not get the license yet..?
Anjainay Singh	As earlier our billing department send the request to purchase the license however the purchase was declined due to incc
	So we updated the new credit card details and emailed the intuit to purchase the license on Friday.
itsupport	Please let me know how much take you time to complete this process??
	If you will need any other information from my side please let me know I will be happy to provide them...
Anjainay Singh	Sure Shashi.
	I will try to make it complete it within 1-2 days or earlier as well.
	Our billing team is available in night hours IST, once they are available today I will prioritize the request and get it comple
itsupport	Thank you
Anjainay Singh	Is there anything else I may help you with ?
itsupport	No thank you if I need anything else I will surely reach out to you.
Anjainay Singh	Thankyou for your cooperation. I will take the ownership of getting it resolved urgently.

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

Anjainay Singh has ended this chat session

# Chat

Hello, I

## Visitor Details

**#83382 Emily Cuellar**  
**Email:** ecuellar@starchase.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 37 Secs  
**City:** OAK BROOK  
**State:** Illinois  
**Country:** UNITED STATES

## Chat Transcript

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

Emily Cuellar	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Emily Cuellar	I'm unable to send an email and an error says due to network connection
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>
	<i>Shashwat Verma is transferring the chat to Ashutosh Mishra.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Emily Cuellar	Hello
Ashutosh Mishra	Yes
	We are still connected
	Hello Emily, I will be surely assisting you with this. Kindly help me with your server name and user name?
Emily Cuellar	username is emily.c1@myrealdata.net
	im not sure of the server name but it might be starchase@myrealdata.net
	starchaselc.myrealdata.net
Ashutosh Mishra	Thank you for providing the details.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Emily Cuellar	only for me
Ashutosh Mishra	Is this the first time you are facing this issue?
Emily Cuellar	yes
Ashutosh Mishra	May I take the remote access of your server?
Emily Cuellar	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
	Are you using Outlook?
Emily Cuellar	no, I'm sending an invoice through quickbooks
Ashutosh Mishra	Currently you are using a webmail service. Please check if the email ID is correct.
Emily Cuellar	its correct
Ashutosh Mishra	We can setup the email ID again as it is not able to communicate with the email provider.
Emily Cuellar	okay
Ashutosh Mishra	Please enter the password.

	Please try now.
Emily Cuellar	its works now
Ashutosh Mishra	Thanks for the confirmation !
Emily Cuellar	thank you
Ashutosh Mishra	Is there anything else I may help you with ?
Emily Cuellar	thats it
Ashutosh Mishra	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>Ashutosh Mishra has ended this chat session</i>

Chat

Hello, I

Visitor Details

#83573 AGUSTIN GARCIA

Email: agustin@agtaxaccounting.com ☎ 12068670623

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

AGUSTIN GARCIA	Hello, I am your Acebuddy
Acebuddy	Hello Agustin Garcia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
AGUSTIN GARCIA	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
AGUSTIN GARCIA	I'd like to report an Issue
Acebuddy	Please select an option!
AGUSTIN GARCIA	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
AGUSTIN GARCIA	Lacerte 2024 Update was not done, I need it asap please
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Adarsh Singh accepted the chat transfer request.</i>
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.
AGUSTIN GARCIA	Hello Adarsh,
	Thank you
Adarsh Singh	I will surely assist you with this issue.
AGUSTIN GARCIA	Please thank you
Adarsh Singh	Could you please confirm if you are referring to server - AGTAX.myrealdata.net ?
AGUSTIN GARCIA	YES
	I have the software open right now and I am logged in.
	Let me know if you need me to share screen
Adarsh Singh	As i can check your previous case details Lacerte 2024 was updated. Could you please confirm if you are getting any erro
AGUSTIN GARCIA	let me check
	I cannot open 2024 lacerte, I do get an error
	It says there is version available
Adarsh Singh	No worries.
AGUSTIN GARCIA	Can you verify?
Adarsh Singh	To update the application, we need everyone out from the server for next 10-15 minutes.

AGUSTIN GARCIA	Thank you
Adarsh Singh	As i can see there are 3 users are already logged in to the server. Could i please request you to ask them to save their wor
AGUSTIN GARCIA	Okay, give a couple of minutes so that I can tell them
Adarsh Singh	Sure take your time.
AGUSTIN GARCIA	Thank you, they are both out. do you need me to log off too?
	I will get disconnected since I am using the remote connection for this chat
Adarsh Singh	Thanks for the confirmation. I would request you to please initiate a chat from your local PC which will be connected to m
AGUSTIN GARCIA	No, go ahead and do the update, I will log off. Please email me when you are finished with the update. My email is agustir
	Thank you
Adarsh Singh	Sure.
	I will update you over email once we finish the update.
	Is there anything else I may help you with ?
AGUSTIN GARCIA	Thank you no
	I am logging off
Adarsh Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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.
Adarsh Singh has ended this chat session	

Chat

Hello, I

Visitor Details

#83440 XYZ

**Email:** xyz@gmail.com 📞 +1112

**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 DELHI

**State:** Delhi

**Country:** INDIA

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Anjainay Singh declined the transfer request.

Anjainay Singh has ended this chat session



Visitor Details

**#83829 Jennifer Snyder**  
**Email:** jsnyder@saratogaconstruction.net ☎ 15185870100  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat-mail.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 40 Secs  
**City:** SARATOGA SPRINGS  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Jennifer Snyder	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Snyder	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Snyder	I'd like to report an Issue
Acebuddy	Please select an option!
Jennifer Snyder	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jennifer Snyder	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Jennifer Snyder	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Jennifer
Jennifer Snyder	Username: myrealdataljenniferSn.q14
	I can not log in to one of my company files
Shashwat Verma	Are you able to access the server?
	I will surely help you with this issue.
	Could you please share a screenshot of the prompt that appears when you click on it?
	<i>9:35:13 PMJennifer Snyder is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:8.83 KB</i> )
	As checked the username you would like to use to open company file is getting used by any other user of your account (E
	Kindly ask others users to close the same so that you can access the same
Jennifer Snyder	there is no one else here
Shashwat Verma	Let me check
Jennifer Snyder	Kindly try again to access the file now
	ok
	It works
	thank you
Shashwat Verma	Is there anything else I may help you with ?
Jennifer Snyder	no, all set
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Shashwat Verma has ended this chat session</i>

Visitor Details

#83490 Michael Hines

Email: mike@dejenetax.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: REDONDO BEACH

State: California

Country: UNITED STATES

Chat Transcript

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

	I will be surely assisting you with this. Kindly help me with your server name and user name?
Michael Hines	DejeneAlnc.myrealdata.net
	username is michael.h@myrealdata.net
Yash Kalra	Kindly allow me two minutes to check the same.
Michael Hines	Can you please restart my user desktop? Its frozen and cannot see the bottom toolbar
	are you still there?
Yash Kalra	Yes, we are still connected
	Please stay connected while we are making desired changes from the backednd.
Michael Hines	ok
Yash Kalra	Michael, please try to login to the server now and check if the issue is resolved ? (Edited)
Michael Hines	one moment
Yash Kalra	Sure, please take your time
Michael Hines	it works thank you
Yash Kalra	Is there anything else I may help you with ?
Michael Hines	no thats it
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Yash Kalra has ended this chat session



# Chat

Hello, I

## Visitor Details

**#83737 Shawna Johnson**  
**Email:** sljcpa@sljohnson-assoc.com 📞 2155913979  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** <https://www.acecloudhosting.com/support-chat-mail.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome

**Device:** Desktop  
**Average Response Time:** 26 Secs  
**City:** BOSTON  
**State:** Massachusetts  
**Country:** UNITED STATES

Chat Transcript

Shawna Johnson	Hello, I am your Acebuddy
Acebuddy	Hello Shawna Johnson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shawna Johnson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shawna Johnson	I'd like to report an Issue
Acebuddy	Please select an option!
Shawna Johnson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Shawna Johnson	I cannot log into my server. The error message reads that my remote desktop disconnected because there are no Remote
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	I understand your concern and assure you the best possible resolution.
	Could you please confirm since when you are facing this issue ?
Shawna Johnson	It has been at least a week
Anjainay Singh	Could you please also share the screenshot for the issue ?
	7:39:52 AMShawna Johnson is sharing a file with you <a href="#">Screenshot (6).png</a> - ( Size:532.67 KB )
	7:40:13 AMShawna Johnson is sharing a file with you <a href="#">Screenshot (6).png</a> - ( Size:532.67 KB )
	I really apologize for issue you are facing at your end.
	I am working on this issue from backend.
	Please remain connected.

	Thankyou for your patience , I am working from backend .
	We have checked the issue and this issue needs to be escalated to senior engineers.
	We need 4-5 hours to resolve this completely so that this does not occurs again.
Shawna Johnson	OK
Anjainay Singh	Once it is resolved we will inform you over an email Shawna.
	We have created the ticket for this issue.
	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)

*Anjainay Singh has ended this chat session*



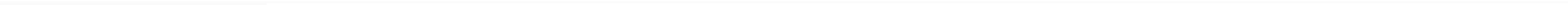
# Chat

Hello, I

## Visitor Details

**#83294 Bossvac**  
**Email:** kmriley1@yahoo.com ☎ 4042594159  
**Department:** Support(QB & App Hosting)  
**Operator:** Abhay Kumar Saraswat  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**Average Response Time:** 25 Secs  
**City:** BROWNSVILLE  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript



Bossvac	Hello, I am your Acebuddy
Acebuddy	Hello Bossvac, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bossvac	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bossvac	I'd like to report an Issue
Acebuddy	Please select an option!
Bossvac	Password Reset
Acebuddy	Please select an option below
Bossvac	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?
Bossvac	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	I will be surely assisting you with this.
Bossvac	I sent a request over 3 hours ago for a password change. I have not had a response yet
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	Could you please confirm me your email address by which you have sent an email to us?
Bossvac	Kmriley1@yahoo.com
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.
	Thank you for your patience.
	Is this for user: <b>KarenR.Pre</b> ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Abhay Kumar Saraswat has ended this chat session</i>

# Chat

Hello, I

## Visitor Details

**#83667 Tee Von Ahn**  
**Email:** tee.vonahn@phoenixdisplay.com ☎ 14809570787  
**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:** GILBERT  
**State:** Arizona  
**Country:** UNITED STATES

## Chat Transcript

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

# Chat

Hello, I

## Visitor Details

**#83352 Kelly Jo Porter**  
**Email:** creeksidebookkeepingllc@outlook.com ☎ 15416609841  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 40 Secs  
**City:** WHITE SULPHUR SPRINGS  
**State:** Montana  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kelly Jo Porter	Can you please tell me if someone is currently making any changes or adjustments to my server? Both myself & another client
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	hello Kelly
	Let me check with the team, if someone is working on your server or not.
	Kindly provide me your server name and username
Kelly Jo Porter	my user name is Kporter, server is Creekside or maybe CPBLLC ???
Shubham Kataria	Thank you for the information.
	Kindly confirm if only the QB app only shuts down after receiving the error
Kelly Jo Porter	Yes that all that shut down. It was wierd that we both were sitting here together & it happened to both of us in different countries
Shubham Kataria	alright, do you remember the error message, as I checked with our team. we are not making any changes on the server.
	or could you both try to use QB now and let me know if encounter any error while accessing it.
Kelly Jo Porter	s
	It was something about a connection issue. We both are back in there at this time and haven't experienced any other problems
Shubham Kataria	May be it was related to the network problem
	We can do one thing, we will keep your ticket open for next 24 hours
	If you face any issue again, please don't hesitate to revert over the same email.
Kelly Jo Porter	Earlier I was on my computer & it appeared that someone logged into my laptop via TeamViewer and I could see my mouse moving
Shubham Kataria	I understand your concern. However, I would like to inform you that TeamViewer cannot be installed on the server, and we can't start after you grant permission.
Kelly Jo Porter	That's what I was thinking. Thank you for that confirmation. I will let you know if I experience any other concerns or problems
Shubham Kataria	Without your permission, we cannot take a remote session on either your local computer or the server.
	Sure, we will be happy to assist you.
Kelly Jo Porter	Ok thank you
Shubham Kataria	You may contact us anytime for any issue. we will be happy to assist.
	you're welcome
	Is there anything else I may help you with ?
Kelly Jo Porter	Not at this time. Thanks
Shubham Kataria	You're welcome

	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>Shubham Kataria has ended this chat session</i>

Chat

Hello, I

Visitor Details

#83615 taxadmin

Email: taxadmin@silversfs.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 51 Secs

City: SANTO NINO

State: Davao Del Sur

Country: PHILIPPINES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
taxadmin	I'd like to raise a Request
Acebuddy	Please select your request type.
taxadmin	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
taxadmin	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?
taxadmin	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
taxadmin	Hello, Shubham. It's Elaine again
Shubham Maurya	Hello Elaine, We were just reviewing the update on your ticket #801581. Our concerned team is still working on the issue.  Please stay connected for a few more minutes. I'll share the confirmation here as soon as I receive an update, likely withi
taxadmin	Sure, thank you  I should have the same static IP address since I am on the same place using the same internet.
Shubham Maurya	Sure, please hold on let me check if the same IP was there in the database or not.
taxadmin	ok, thank you
Shubham Maurya	Let me check at your local system as the IP got whitelisted.  May I take the remote access of your local computer?
taxadmin	sure
Shubham Maurya	<a href="https://assist.acecloudhosting.com/join/3432588672">https://assist.acecloudhosting.com/join/3432588672</a>
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly login to server.
	Try to login now.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will 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> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shubham Maurya has ended this chat session

# Chat

Hello, I

## Visitor Details

**#83837 Emily Meneses**  
**Email:** emeneses@thebulldoggroupllc.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Luv  
**Website:** <https://www.acecloudhosting.com/support-chat-mail.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 14 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

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

Emily Meneses	I'd like to report an Issue
Acebuddy	Please select an option!
Emily Meneses	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Emily Meneses	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Emily Meneses	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Luv accepted the chat transfer request.</i>
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.
	how are you Emily?
Emily Meneses	Hello
	I am ok
	I am trying to login to one of the companies in QB but it is giving me an error.
Luv	oh okay, could you please provide your server name?
Emily Meneses	where do i find that?
Luv	It should be on the top where you see the minimize and close icons
Emily Meneses	thebulldog.myrealdata.net
Luv	Kindly allow me two minutes to check the same.
	Okay, I am going to shadow your remote session to check the error, kindly approve the request when it comes
	This message has been deleted
	Okay please show me the error now, thank you
	Enter the username and password, I am testing something at this moment
Emily Meneses	Can I do it again?
Luv	yeah sure.
	just open the file from your desktop
Emily Meneses	it might be Conseg 1
Luv	Try to open it from the location we opened Conseg iv
	what drive is it?
Emily Meneses	q

Luv	Bare with me. I am working on it
	this will take some time
Emily Meneses	ok.
Luv	Okay, I think i get the issue now, did you enable the redirect network sharing from your local device to the server? As far as i know, if you copy it it will create a duplicate of the original qb file which will be different so i will suggest you copy the entire folder to the server.
Emily Meneses	I didn't do anything.
	But i access all the companies from that driver and so does everyone else. I don't want it duplicated/copied because it makes it difficult to manage.
	I had this issue on Monday with BD Distribution and they were able to fix it without creating a copy
Luv	Okay let me check your previous tickets bare with me
	I checked the previous ticket #803257 and Ran the database manager on my end it still does not fix the issue, I am going to have to escalate this to our database team.
Emily Meneses	no
Luv	Okay, thank you for your patience on this, please share your best Cb number and appropriate time so someone from the team can call you.
Emily Meneses	240-770-1669
Luv	Okay, I will escalate the issue right away thank you for your patience on this
	Have a nice rest of your day.
	Thank you for choosing ACE cloud Hosting.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of each message.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to help us improve our service.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	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> )

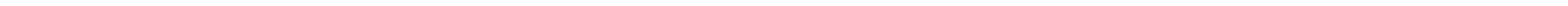
Luv has ended this chat session



# Chat

Hello, I

## Visitor Details



#83751 Sandy Guthrue

Email: sandy@adgs.net 📞 12036101500

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 6 Secs

City: ORANGE

State: Connecticut

Country: UNITED STATES

Chat Transcript

Sandy Guthrue	Hello, I am your Acebuddy
Acebuddy	Hello Sandy Guthrue, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sandy Guthrue	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sandy Guthrue	I'd like to report an Issue
Acebuddy	Please select an option!
Sandy Guthrue	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Sandy Guthrue	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sandy Guthrue	"License Expired" watermark is appearing on any invoices printed from QB
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Adarsh Singh accepted the chat transfer request.
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.
	I understand that you are getting licenses expired watermark on the invoices from the QuickBooks. Could you please let r
	Could you please share me snapshot of the watermark as well so i can check the details at my end ?
Sandy Guthrue	one moment

	<div>8:55:36 PMSandy Guthrue is sharing a file with you</div> <div><a href="#">image.png</a> - ( Size:98.89 KB )</div>
	server is QBNXTPRE.myrealdata.net
Adarsh Singh	Thanks for providing the details please allow me 2-3 minutes while i check the details for you.
	It is taking longer time than i expected please allow me 4-5 more minutes. Thanks for your patience.
Sandy Guthrue	this is a shared server, so i think it would be affecting more than just our account
Adarsh Singh	Yes Sandy, I am with you we are checking the details from the backend.
	Could you please check now as we have made some changes from the backend.
	Are we connected?
Sandy Guthrue	hi ther
	one moment
Adarsh Singh	Take your time thanks.
Sandy Guthrue	users are testing now
	I am told the issue is fixed!
Adarsh Singh	Glad to know that please let me know if you do have any additional questions. I would love to assist you with that.
	<div>Sandy Guthrue has ended this chat session</div>

Chat

Hello, I

Visitor Details

#83409 Joseph Breglia

Email: jbreglia@alliedrandc.com 📞 12033216169

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: SMITHTOWN

State: New York

Country: UNITED STATES

Chat Transcript

Joseph Breglia	Hello, I am your Acebuddy
Acebuddy	Hello Joseph Breglia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Joseph Breglia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joseph Breglia	I'd like to report an Issue
Acebuddy	Please select an option!
Joseph Breglia	Password Reset
Acebuddy	Please select an option below
Joseph Breglia	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?
Joseph Breglia	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Visitor Details

#83468 orders  
Email: orders@encompass-usa.com  
Department: Support(QB & App Hosting)  
Operator: Karan Bhattacharya  
Website: https://www.acecloudhosting.com/support-chat.php

Chat  
Hello, I

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** ANN ARBOR

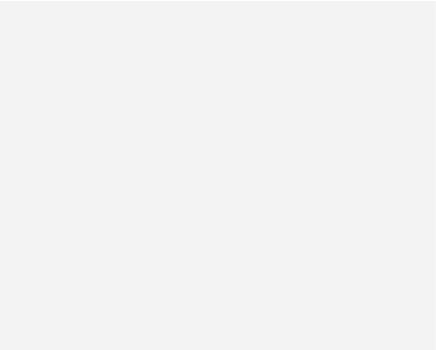
**State:** Michigan

**Country:** UNITED STATES

Chat Transcript

orders	Hello, I am your Acebuddy
Acebuddy	Hello Orders, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
orders	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
orders	I'd like to report an Issue
Acebuddy	Please select an option!
orders	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
orders	I still cannot login!
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
orders	You guys setup this account, troubleshot it for hours with our administrator and it still doesn't work!
	<i>Karan Bhattacharya accepted the chat transfer request.</i>
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.
	Hello
	Are we still connected?
	Are we still connected?
orders	Yes
	Hello
Karan Bhattacharya	Please let me know the issue you are facing.
orders	I am unable to log on to my remote desktop
	User: Jeff M

Karan Bhattacharya	What is the error are you receiving?
orders	[Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your r 11/10/25 03:52:19 PM Press Ctrl+C to copy.
Karan Bhattacharya	ok
	Please confirm me your myrealdata email id?
orders	jeff.m@myrealdata.net
Karan Bhattacharya	ok,Was there any ongoing case/ticket related to that? (Edited)
orders	There was but it was closed
	Ticket 799565
Karan Bhattacharya	ok,let me check
	I see that it is not closed yet and currently awaiting your response over it.
orders	Well the email says to have me try to login and that everything is all set
Karan Bhattacharya	Did you try reset the password through Myportal?
orders	No
Karan Bhattacharya	ok
orders	If that needs to happen, then I need myportal access, we cannot afford to have our administrator do all this work all the ti
	I need to be able to troubleshoot this and login myself
	Nothing less is acceptable, we are tired of all the trouble from your systems
Karan Bhattacharya	I understood that you are facing the issue currently,allow me a minute
orders	She's been on the phone, our business owner has been on the phone, this is a massive waste of time and we will be force
Karan Bhattacharya	Let me check at the backend.
	Is it possible to connect with you on call right now?
orders	Yes
Karan Bhattacharya	ok,Can you share your contact details once?
orders	734 834 1977
Karan Bhattacharya	ok,You will be receiving a call just now in 1-2 minutes.
	It would be from our senior engineer.
	Is there anything else I can help you with?
	Are we still connected?
	Are we still connected here?
	I am closing this chat,as senior engineer has connected with you now.Thank you for your cooperation.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

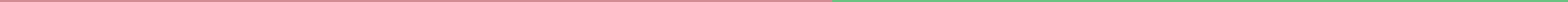


I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app

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

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

*Karan Bhattacharya has ended this chat session*



# Chat

Hello, I

## Visitor Details

**#83408 libby**  
**Email:** libby@protaxky.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 32 Secs  
**City:** DANVILLE  
**State:** Kentucky  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please select an option!
libby	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
libby	I am working remotely today on my Mac Book. My boss send me the link to sign into Ace so I can access of Quickbook file
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
libby	Hey, thank you!
Ashutosh Mishra	Hello Libby, I will be surely assisting you with this. Kindly help me with your server name and user name?
libby	The server name is LibbyEl@myrealddata.net
	user name should be Libby Elliott
Ashutosh Mishra	Thank you for providing the details.
	May I take the remote access of your local computer to assist with the server setup?
libby	Yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
libby	Ok
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/6312475709">https://assist.acecloudhosting.com/join/6312475709</a>
	Please accept all the prompts and permission requests to successfully connect the remote session.
libby	did that work?
	Do you have access?
Ashutosh Mishra	The session has been connected however I am not able to see the screen yet.
libby	ok, let me see what I can do
Ashutosh Mishra	Sure
libby	I'm not sure why it's not showing you my screen. is there another option?
Ashutosh Mishra	Let's try another link, else I can also send you instructions how to setup the server.
	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/8822387367">https://assist.acecloudhosting.com/join/8822387367</a>
	It seems the session got disconnected, we regret the inconvenience caused due to this.
	I am sending the instructions on how to setup Ace server on a Mac computer.

	We can also arrange a callback from one of our senior engineers to promptly assist with this.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Ashutosh Mishra has ended this chat session



# Chat

Hello, I

## Visitor Details

**#83855 Mary Jouett**  
**Email:** mary@jouettholdings.com ☎ 12627646092  
**Department:** Support(QB & App Hosting)  
**Operator:** Luv  
**Website:** https://www.acecloudhosting.com/support-chat-mail.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 40 Secs  
**City:** PLEASANT PRAIRIE  
**State:** Wisconsin  
**Country:** UNITED STATES

## Chat Transcript

Mary Jouett	Hello, I am your Acebuddy
Acebuddy	Hello Mary Jouett, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mary Jouett	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.

Acebuddy (bot) forwarded the chat request

	<i>Akash accepted the chat transfer request.</i>
Akash	Hi Mary, How can I help you ?
Mary Jouett	Good Afternoon.. not sure if I am in the right place, but I am looking to see if there is an option to get into our remote serv Hosting for our Quickbooks needs
Akash	Sure, let me transfer you to support team for that.
	<i>Akash is transferring the chat to Support(QB &amp; App Hosting).</i>
Mary Jouett	Thank you
	<i>Luv accepted the chat transfer request.</i>
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.
	how are you Mary?
Mary Jouett	I am good.. how are you?
Luv	I am good as well.
	let me check, give me 2 minutes
Mary Jouett	Fabulous to hear. I don't know if you can see my message to sales/ solutions
Luv	May I know if you are using ipad or an android Tablet?
Mary Jouett	I need to buy one, but most likely an android is what I will purchase
	I wanted to make sure the remote server would work before I purchase
Luv	Okay, I am going to share you an SOP that you can use to use the RDP on the tablet.
Mary Jouett	Awesome... thank you- this will make my traveling much nicer!!!
Luv	you need to download the windows app on it and follow the instructions in the SOP to configure.
	Yeah, you can reach out if you have any issues.
Mary Jouett	Thank you for your help... greatly appreciated. Have a great day
Luv	kindly give me a few minutes.
	<i>3:04:48 AMLuv is sharing a file with you</i> <a href="#"><u>Windows_App_Setup_Guide.pdf</u></a> - ( Size:3.16 KB )
	Just replace the server name with yours and username/password accordingly.
	JouettHoldings.myrealddata.net This will be your server name
	Are you there?
	are you there?
	Are you there?
	Due to no response, I will be disconnecting the chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

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

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

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

Luv has ended this chat session

# Chat

Hello, I

Visitor Details

#83889 Deb

Email: deb@haamail.com

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Deb	I'd like to report an Issue
Acebuddy	Please select an option!
Deb	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Deb	Adobe is no longer on my Ace screen
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Luv accepted the chat transfer request.</i>
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.
	how are you Deb?
Deb	Hello for some reason my short cut for Adobe is gone, and I can't open my adobe documents
Luv	Okay, I will surely assist you with this.
Deb	I think I might be missing a couple more
Luv	Can you please help me out with your server name?
	Couple more apps?
Deb	Yes I can't remember but there are gaps where icons where yesterday
	where would I find my server name?
Luv	Let me check for you, give me 2 minutes
Deb	hartmannassoc.myrealdata.net?
Luv	HartmannAssoc.myrealdata.net yes thats the server name
	I am logging into the server to check, please stay connected
Deb	yes
Luv	You need adobe acrobat
	?
Deb	yes
Luv	Okay bare with me
Deb	When I go to start it is there but It will not open
	A running instance of acrobate has caused an error message just popped up
	<i>11:12:11 PMDeb is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:7.77 KB )</i>
Luv	Check now, is it showing up for you?

Deb	This is the message I am getting, about 4 times since I have tired about tha many times
Luv	Okay let me check
	There you go.
Deb	what happened?
	There is also a couple of more but I cant remember what they are
Luv	it had like multiple sessions opened in the background thats why it was not working, I had to close them one by one.
	let me know and I can check which ones you need
Deb	That seems to be the issue with a couple of programs
	Did you go in to Task manager to find that?
	sorry I was on the phone when you did what you did
Luv	Yeah in your session i had to close it from my end
Deb	Correct
	OK I will check that first next time the same issue with my cowork with another program the other day
Luv	Yeah and moved the adobe shortcut to public as it was missing for you
Deb	is there any other short cuts to private?
	like snipit
Luv	Sure and if you remember any of the program that is missing you can always reach out to us, is there anything else i can
	let me check
	no its not installed
Deb	Ok maybe it was on my home screen
	Thanks I will try to remember what else is missing
	thank you for the help
	you can log this ticket
Luv	No worries, anytime have a nice rest of your day.
Deb	you too
Luv	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Luv has ended this chat session*

# Chat

Hello, I

## Visitor Details

**#83277** **megan**  
**Email:** megan@martinenterprisesheatingandac.com ☎ 8474381203  
**Department:** Support(QB & App Hosting)  
**Operator:** Karan Bhattacharya  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 35 Secs  
**City:** BARRINGTON  
**State:** Illinois  
**Country:** UNITED STATES

## Chat Transcript

megan	Hello, I am your Acebuddy
Acebuddy	Hello Megan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
megan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
megan	I'd like to report an Issue
Acebuddy	Please select an option!
megan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
megan	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?
megan	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Karan Bhattacharya accepted the chat transfer request.</i>	
megan	Hello, day two of not being able to get into Quickbook's.
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.
	please let me know the issue you are facing?
megan	Cannot get into Quickbook's.
Karan Bhattacharya	what's the error are you receiving?
megan	Don't have required permissions. c
	Contact system admin.
	Can you please take a look at everything. This is the second day in a row having issues.
Karan Bhattacharya	ok,can you share the screenshot of error?
megan	Martin_2
Karan Bhattacharya	Is this the user id who is facing the issue?
	Are we still connected?
megan	I got it. If you can please take a look so I don't have issues again, I would appreciate.
Karan Bhattacharya	yes,checking few details at beckend,allow me few minutes
	Hello
	Are we still connected?
	Are we still connected?
	Are we still connected?
	As we are not getting any response from your end therefore closing the chat now.

*Karan Bhattacharya has ended this chat session*



Visitor Details

**#83552 Kevin Burnett**  
**Email:** kevin@hbastax.com 📞 16144362735  
**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:** LEWIS CENTER  
**State:** Ohio  
**Country:** UNITED STATES

Chat Transcript

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

Visitor Details

**#83632 ngalicia**  
**Email:** ngalicia@watsonrice.com 📞 3322520386  
**Department:** Support(QB & App Hosting)  
**Operator:** Adarsh Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 8 Secs  
**City:** ISELIN  
**State:** New Jersey  
**Country:** UNITED STATES

Chat Transcript

ngalicia	Hello, I am your Acebuddy
Acebuddy	Hello Ngalicia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ngalicia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ngalicia	I'd like to report an Issue
Acebuddy	Please select an option!
ngalicia	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ngalicia	Remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Karan Bhattacharya accepted the chat transfer request.</i>
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.
ngalicia	Hello.
	Do you need any information from me?
Karan Bhattacharya	Please let us know the issue you are facing?

ngalicia	I have a user who is encountering an error message when she logs into her remote desktop.
Karan Bhattacharya	What is the error is she receiving?
ngalicia	The error message states "Remote Desktop can't connect to the remote computer for one of these reasons: Remote access to the remote computer is turned on and connected to the network, and that remote access is enabled.
Karan Bhattacharya	Let me transfer you to a specialist who can better address your concern.
ngalicia	Okay
	<i>Karan Bhattacharya is transferring the chat to VDI/DaaS Support.</i>
	<i>Shubham accepted the chat transfer request.</i>
	<i>Shubham is transferring the chat to Priyanshu.</i>
	<i>Priyanshu accepted the chat transfer request.</i>
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?
ngalicia	I have a user who is getting an error message when connecting to her remote desktop
	The error message states Remote Desktop cannot connect to the remote computer for one of these reasons.
	Remote access to the server is not enabled The remote computer is turned off The remote computer is not available on the network
Priyanshu	Could you please let me know the name of the user who is facing this issue
ngalicia	Persula Kaya
Priyanshu	Please allow me a minute
ngalicia	Okay
Priyanshu	Could you please confirm me your business name as well
	along with your username
ngalicia	Business name is WatsonRice LLP
	The username is PersulaK
Priyanshu	Thank you
	Just checking the details, please allow me a minute
ngalicia	Okay. No problem.
Priyanshu	As checked, I could not find any user associated with your account
ngalicia	Your looking at WatsonRice LLP right?
Priyanshu	Apologies, let me recheck once
	Thank you, I can find the user now
ngalicia	Okay.
Priyanshu	It seems that server is being managed by different team, please let me transfer your this chat request to the concerned team
ngalicia	Okay. Thank you.

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

*Adarsh Singh accepted the chat transfer request.*

Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.
ngalicia	Hello
Adarsh Singh	I understand that a user is not able to sign in to the ACE server with the provided error. Could you please let me know use
ngalicia	One moment.
	Approximately 2 weeks ago. The users email address is pkaya@watsonrice.com
Adarsh Singh	Thanks is Persula Kaya available with you so i can assist Persula over a remote session ?
ngalicia	She is not with me physically, but I can instruct her to do a remote session with you.
Adarsh Singh	Would you like me to provide the remote session link to you so you can share with me or let me know if she will be conne
ngalicia	Yes please.
	Provide the remote session link with me.
Adarsh Singh	Prior providing the access, I would suggest you to please ask her to close any important documents at her end.
ngalicia	Okay. One moment.
Adarsh Singh	<a href="https://assist.acecloudhosting.com/join/3772787636">https://assist.acecloudhosting.com/join/3772787636</a>
	Please ask her to open above link to connect with me.
ngalicia	Okay
	Connecting now.
	Installing the app.
Adarsh Singh	Thanks for the update
ngalicia	Data is a bit lagging. Install is now at 57%
	Zoho assist is initializing remote session
Adarsh Singh	Perfect awaiting for a popup in my remote tool thanks.
ngalicia	The bar on the initializing remote session is still in the middle....it slowly moving.
	75% almost there.
Adarsh Singh	We are going good thanks for the update.
ngalicia	Clicked join.
	Are you online?
	Can you see her screen?
Adarsh Singh	Yes i am connected with her
ngalicia	The error is there. Its just a screenshot
Adarsh Singh	We are able to connect with the server now

ngalicia	I see it.
	So was there anything you did?
Adarsh Singh	I did noting from the backend . Sometimes unstable network or slow local PC can cause this error.
ngalicia	I see.
	Okay. So we are good then. Thank you.
Adarsh Singh	Yes if you face any such issues do not hesitate to connect with us. Please let me know if you do have any additional quest
ngalicia	No we are good. T hank you very much. I appreciate the assistance.
Adarsh Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will 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 would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Adarsh Singh has ended this chat session	



# Chat

Hello, I

## Visitor Details

**#83834 Ali Wynn**  
**Email:** ali.wynn@montesanogroup.com ☎ 18056981608  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Maurya  
**Website:** <https://www.acecloudhosting.com/support-chat-mail.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 35 Secs  
**City:** SANTA BARBARA  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Ali Wynn	Hello, I am your Acebuddy
Acebuddy	Hello Ali.wynn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ali Wynn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ali Wynn	I'd like to report an Issue
Acebuddy	Please select an option!
Ali Wynn	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ali Wynn	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ali Wynn	I need help with my display settings for my remote desktop. It is taking up both monitor screens when I'd rather have one
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Ali Wynn	server: MontesanoGroup.myrealdata.net
	username: maria.a1@myrealdata.net
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.
	Thanks for the patience, please follow below steps to remove all monitors from RDP files.  Right-click the RDP file and select <b>Edit</b> . Go to the <b>Display</b> tab. Uncheck the box <b>Use all my monitors for the remote session</b> . Save the changes and reconnect.
	Then Your RDP file will only use single screen at a time.
Ali Wynn	I don't see the edit option?
Shubham Maurya	Are you using windows 11?
Ali Wynn	I believe so? How do I check that?
	<i>10:54:30 PMShubham Maurya is sharing a file with you</i>

	<a href="#">image.png</a> - ( Size:69.33 KB )
	<i>First you need to click on "show more options" in windows 11</i>
	Oh I got it! Thank you so much!
Shubham Maurya	Most welcome ! Please check and let me know if your single screen mode is working after disabling it and reconnecting th
	Are we still connected here?
	Are we still connected here?
	Please do let us know if the issue is resolved or you still need help on this Ali.
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Shubham Maurya has ended this chat session</i>

Chat

Hello, I

Visitor Details

#83206 Khair Muhammad

Email: finance.uniquebuilders@gmail.com ☎ 93777755701

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: SMYRNA

State: Tennessee

Country: UNITED STATES

Chat Transcript

Khair Muhammad	Hello, I am your Acebuddy
Acebuddy	Hello Khair Muhammad, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Khair Muhammad	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Khair Muhammad	I'd like to report an Issue
Acebuddy	Please select an option!
Khair Muhammad	Password Reset
Acebuddy	Please select an option below
Khair Muhammad	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?
Khair Muhammad	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Khair Muhammad	UBCC.myrealdata.net
	Khairm
Ashutosh Mishra	Thank you for providing the details.
	As I have checked the account was disabled and we have forwarded your earlier request to the relevant team.
Khair Muhammad	It has been three days I did not recevie any response. so, Still I'm waiting
Ashutosh Mishra	I completely understand your perspective however due to weekend the team is not available, rest assured the relevant te
Khair Muhammad	Ok,
Ashutosh Mishra	Thank you for understanding, is there any other query I can assist with?
Khair Muhammad	No, thank you, jus to access my account.
Ashutosh Mishra	Yes, rest assured the relevant team member will reach out to you at the earliest with further assistance.
	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.acec">https://selfcare.acec</a>

# Chat

Hello, I

## Visitor Details

**#83381 Rasheem Finley**  
**Email:** rfinley@dieselpartsdirect.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Maurya  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 37 Secs  
**City:** BATON ROUGE  
**State:** Louisiana  
**Country:** UNITED STATES

## Chat Transcript

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

Rasheem Finley	[## 791158 ##] Diesel Parts Direct: Webdav issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
Rasheem Finley	ok thanks you
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?
Rasheem Finley	DPD_Rasheem@myrealdata.net
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.
	Thanks for the patience, we can see that the ticket number you shared regarding <b>Webdav issue</b> is resolved. Are you still
Rasheem Finley	yes the issue came back on today
Shubham Maurya	Alright, please hold on let me check the changes made on last ticket.
	May I take the remote access of your local computer?
Rasheem Finley	yes
Shubham Maurya	<a href="https://assist.acecloudhosting.com/join/2472290489">https://assist.acecloudhosting.com/join/2472290489</a>
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
	Please enter your password
Rasheem Finley	Rf2025@#
Shubham Maurya	Please check it now, your password was working it's just the drive folder was not mapping so we switched the folder <a href="https://assist.acecloudhosting.com/join/2472290489">https://assist.acecloudhosting.com/join/2472290489</a>
Rasheem Finley	Ok thanks
Shubham Maurya	You are most welcome and thanks for your patience with us.
	Is there anything else I may help you with ?
Rasheem Finley	no thanks
Shubham Maurya	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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 Maurya has ended this chat session*

# Chat

Hello, I

## Visitor Details

**#83736 Angelia White**  
**Email:** awhite@alwtaxandfinancialsvcs.com ☎ 16784319236  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat-mail.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** NEWNAN  
**State:** Georgia  
**Country:** UNITED STATES

## Chat Transcript

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

Hello, I

## Visitor Details

**#83525 KEITH**  
**Email:** ks.partsfast@gmail.com 📞 7133203009  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 2 Mins 26 Secs  
**City:** HOUSTON  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

KEITH	Hello, I am your Acebuddy
Acebuddy	Hello Keith, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
KEITH	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
KEITH	I'd like to report an Issue
Acebuddy	Please select an option!
KEITH	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
KEITH	NEED HELP SETTING A NEW OUTLOOK UP TO WORK WITH QUICKBOOKS 2 FACTOR AUTHENTICATION
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
KEITH	PARTSFAST.MYREALDATA.NET
Shubham Kataria	Thank you for the information
KEITH	USER IS PARTS3
Shubham Kataria	Please allow me two minutes to check the same.
KEITH	PARTS 3. YOU MOST LIKELY HAVE TO TAKE OVER
Shubham Kataria	Yes, currently I'm checking from backend if the user have enabled for 2 factor authentication or not
	Kindly confirm if you would like to set up two factor authentication while log on to the server?
	As currently user don't have the access to TFA
KEITH	YES. I BELIEVE THATS THE ISSUE.
	I THOUGHT GMAIL REQUIRES IT.
	SEEMS LIKE WE HAD TYO DO THIS A FEW YEARS BACK
Shubham Kataria	Alright, if you prefer we can connect over the remote session and check the issue first
KEITH	OK THATS FINE
Shubham Kataria	Thank you
	May I take the remote access of your server?
KEITH	YES
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
KEITH	PARTTS 3
	OK WE ARE GOOD
Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
KEITH	this is what is currently popping up
Shubham Kataria	Thank you for your patience.
	As per the remote conversation your issue has been resolved.
	Is there anything else I may help you with ?
KEITH	no we are good
Shubham Kataria	that's great
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app
	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> )
KEITH	yes sir

Shubham Kataria has ended this chat session

# Chat

Hello, I

## Visitor Details

**#83656 info**  
**Email:** info@brkimcpa.com 📞 9729724930  
**Department:** Support(QB & App Hosting)  
**Operator:** Luv  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 35 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

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

	I'd like to report an Issue
Acebuddy	Please select an option!
info	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
info	Restart
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	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 :
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh
	Do you need any further assistance on the topic?
info	Yes
Acebuddy	Please wait while we connect you to our Support Representative
Acebuddy (bot) forwarded the chat request	
info	Hello, Could you update the QB today midnight?
Luv accepted the chat transfer request.	
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.
	May I know what exact update error are you getting?
info	QB update
	not error I couldn't find the correct option.



**Operator:** Sujeet Kumar Suman  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 20 Secs  
**City:** REDONDO BEACH  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

shylesh viswanathan	Hello, I am your Acebuddy
Acebuddy	Hello Shylesh Viswanathan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shylesh viswanathan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shylesh viswanathan	I'd like to report an Issue
Acebuddy	Please select an option!
shylesh viswanathan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shylesh viswanathan	Following up on Ticket 796505
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Shylesh
shylesh viswanathan	Hi, I wasn't able to respond to the questions on this ticket. Can I log in and launch the app I have having issues with?
	The app is Juno
Sujeet Kumar Suman	Sorry for the inconvenience. Sure, I will help you with that. Could you please provide the ticket number so we can assist y
shylesh viswanathan	796505
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	Upon checking, we found that we have already replied to your email.

shylesh viswanathan	Yes, but I am having the issue. Can I llogon to the server and show you the issue?
Sujeet Kumar Suman	Yes ,please.
	May I take the remote access of your local computer?
shylesh viswanathan	yes
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/8402466519">https://assist.acecloudhosting.com/join/8402466519</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved.
shylesh viswanathan	Ok, I think you have fixed the problem. I will test out and connect if I have any further issues.
Sujeet Kumar Suman	Most welcome Shylesh.
	Is there anything else I may help you with ?
shylesh viswanathan	No. Thanks.
Sujeet Kumar Suman	Thanks for the confirmation !
	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.acec">https://selfcare.acec</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Sujeet Kumar Suman has ended this chat session</i>

# Chat

I can't login to the s

## Visitor Details

#83567 Christine Han

Email: alin@salutron.com 📞 5107952876

Department: Support(QB & App Hosting)

Operator: Luv

Website: https://www.acecloudhosting.com/?utm\_source=google&utm\_medium=cpc&utm\_campaign=Branded&utm\_term=ace+cloud+hosting&utm\_adgroup=Core\_Brand\_Terms&utm\_device=mobile\_bCdK0e\_8GHdmfbNn9QyVRjRicI8A4FeYRoCyD8QAvD\_BwE

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript -----

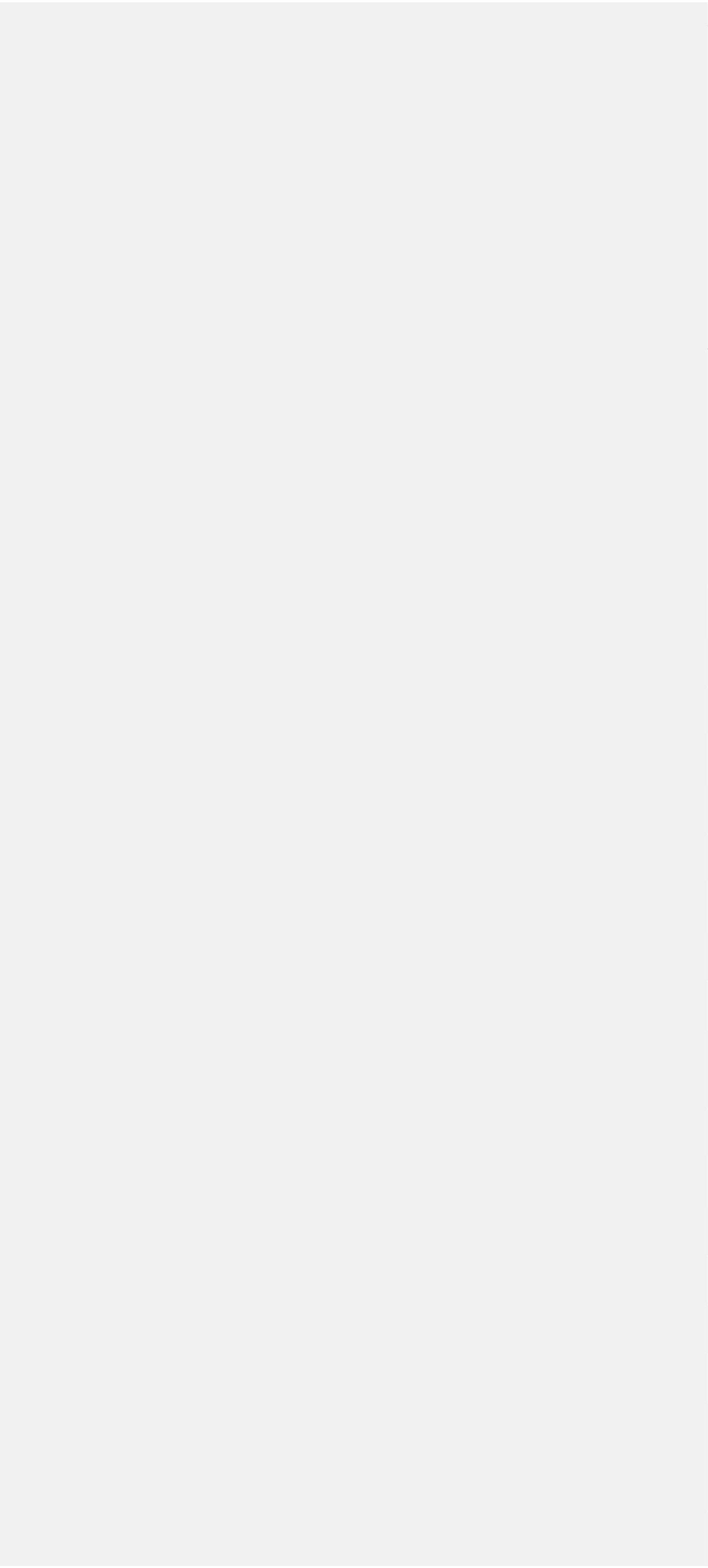
Christine Han	I can't login to the server. Salutron.myrealdata.net
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
	<i>Akash is transferring the chat to Support(QB &amp; App Hosting).</i>
Christine Han	It keep saying "The logon attempt failed".
	<i>Luv accepted the chat transfer request.</i>
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.
Christine Han	I just notice the name is Christine Han. Sorry. my name is Amy Lin. The account is myrealdata\AmyL
	myrealdata\AmyL
Luv	I understand, may I know if you changed your password recently and what application are you using to login into the serv
Christine Han	The last password change was in Aug.
Luv	Its totally fine, Hi Amy I will surely assist you with this.
	Okay, is it fine if I take remote of your local session?
Christine Han	Until yesterday I can click to login, no need to type the password.
	Sure.
	1833298836
Luv	Kindly allow me two minutes. What is your company name, can you please share that as well?
Christine Han	Salutron
	remote computer is Salutron.myrealdata.net
	RD Gateway server is rdg.myrealdata.net
Luv	Thank you for the information, I am sending you an email on this [alin@salutron.com](mailto:alin@salutron.com) for local

	please follow the instruction on it, so i can remote in, thank you.
	Please enter the last known password
Christine Han	done
Luv	it worked, this time, let us try again.
Christine Han	Thank you!
Luv	All right, that should work, I have saved the password for you, just remember to log off when you are disconnecting from
Christine Han	I always sign out with the icon "log off"
	the red button
	But now, thank you very much!
Luv	That is best practice, it seems to be working fine right now, I am also sending you a guide for myportal which you can use
	<i>12:24:02 AMLuv is sharing a file with you</i> <a href="#">MyPortal-v2.pdf</a> - ( Size:1.39 MB )
Christine Han	Sure. I will follow.
	Thank you!
Luv	no problem, thank you for your patience on this, is there anything else i can help you with at the moment?
Christine Han	That's it. I can start working.
Luv	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acec">https://selfcare.acec</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Luv has ended this chat session*

# Chat

Hello, I



## Visitor Details

**#83393 info**  
**Email:** info@brkimcpa.com 📞 9729724930  
**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:** 11 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be l
	Whom Would You Like to Connect Wit
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	Other Request
Acebuddy	Please drop an email to support@ace technicians will connect with you for l
	If you are facing any issue/problem w
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are yc
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can application updates at the backend a might get delayed due to unforeseen
	If you're also getting an update popu

	support@acecloudhosting.com. Our e be and share a confirmation via emai
	Do you need any further assistance o
info	Yes
Acebuddy	Please wait while we connect you to c
	<i>Acebuddy (bot) forwarded the chat re</i>
	<i>Gaurav kumar declined the transfer r</i>
info	If the Quickbook is not fully updated,
	<i>Shashwat Verma accepted the chat tr</i>
	<i>Shashwat Verma is transferring the cl</i>
	<i>Yash Kalra accepted the chat transfer</i>
Yash Kalra	Thank you for contacting Ace Cloud H
	Sure, I will schedule this task for the f
info	thank you.
Yash Kalra	Is there anything else I may help you
info	nope. thank you.
Yash Kalra	I would greatly appreciate if you coul smileys at the end of this chat.
	Thank you for choosing ACE cloud Ho
	<i>Yash Kalra has ended this chat sessio</i>

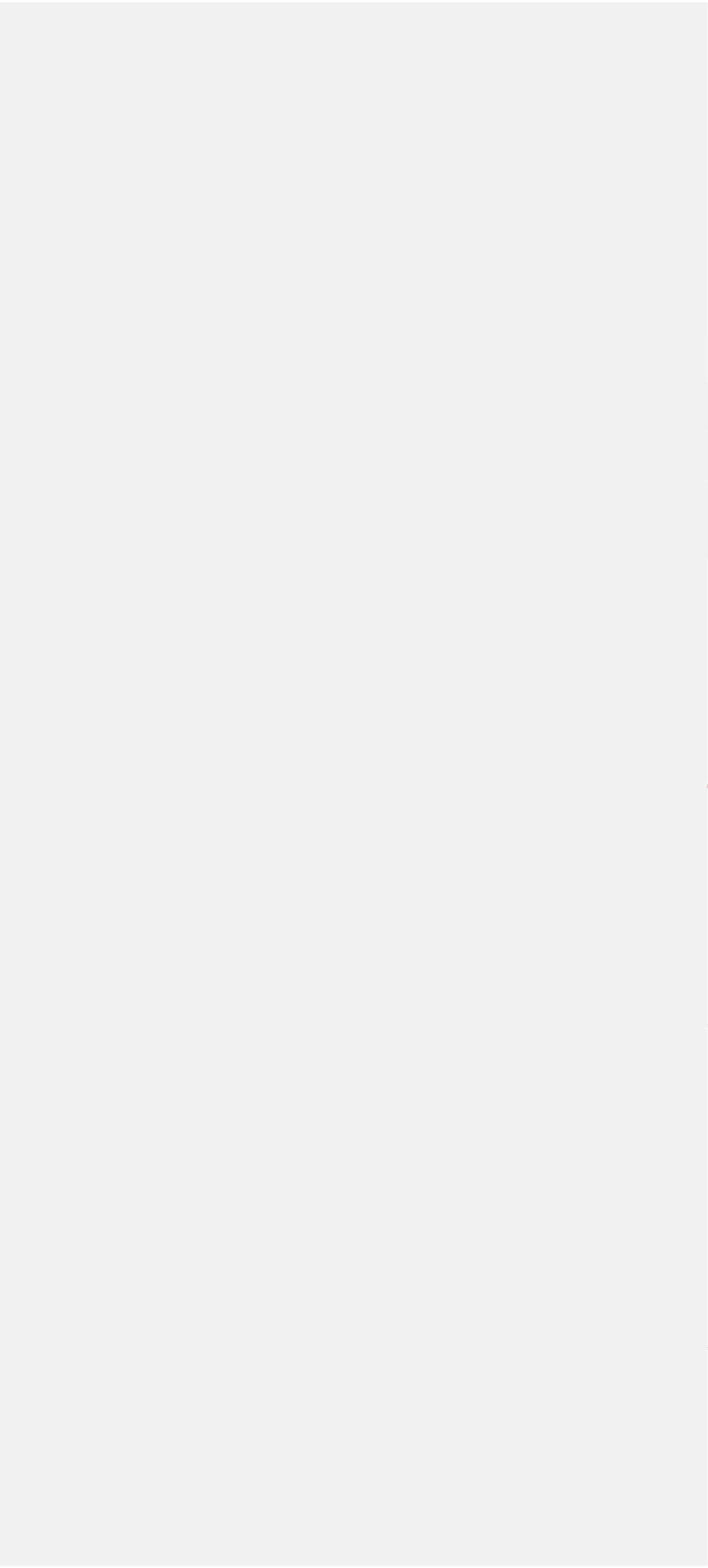


# Chat

Hello, I

## Visitor Details -----

**#83328 Carol A Patton**  
**Email:** cpatton@pillarhouseusa.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:** ELK GROVE VILLAGE  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript -----

Carol A Patton	Hello, I am your Acebuddy
Acebuddy	Hello Carol A Patton, I'm your Ace Buc
	Whom Would You Like to Connect Wit
	As we haven't got any response from Kindly re-initiate the chat.

*Ended due to chat idle timeout*



Chat  
Hello, I

Visitor Details -----

**#83187 itsupport**  
**Email:** itsupport@advancefinserv.com 📞 918887771848  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Maurya  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 1 Min 41 Secs  
**City:** MALKA GANJ  
**State:** Delhi  
**Country:** INDIA

Chat Transcript -----

	itsupport	Hello, I am your Acebuddy
	Acebuddy	Hello Shashi, I'm your Ace Buddy. I'll be happy to help you.
		Whom Would You Like to Connect With?
	itsupport	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	itsupport	I'd like to raise a Request
	Acebuddy	Please select your request type.
	itsupport	Application Version Upgrade
	Acebuddy	Please select the application you would like to upgrade.
	itsupport	ProSeries
	Acebuddy	Kindly download the ProSeries setup from the link below and install it on your desktop.
		Once done, Please email us at support@acecloud.in with the details of the request via email.
		Generally, application upgrades are completed within 24 hours. Please let us know if you do specify if you need the request processed faster.
		Do you need any further assistance or do you have any other queries?
	itsupport	Yes
	Acebuddy	Please wait while we connect you to our technical support team.
		<i>Acebuddy (bot) forwarded the chat request to Shubham Maurya</i>
		<i>Shubham Maurya accepted the chat request</i>
	Shubham Maurya	Thank you for contacting Ace Cloud Hosting today.
	itsupport	Hi shubham I'm shashi
	Shubham Maurya	Hello Shashi, how are you.
	itsupport	As we discussion regarding our quick response.
	Shubham Maurya	Yes, I do remember that your ticket number is 123456789.
	itsupport	Please subscribe the lincese for us if you can.
		Yes
		It is very evry urgent for us...
		Please help...

	I will pay again for that
	Because I'm unable to see where I go
	?
Shubham Maurya	I completely understand the urgency this case.
itsupport	Owtherwise you guide me
	And you can connect my computer vi
	I have zoho assist...
	Please sir
Shubham Maurya	We will surely help you with the best
itsupport	Sure please take your time
Shubham Maurya	What we can offer is either to <b>provid arrange a three way call with Intu</b>
	Please note that if you choose to proc <b>upgrade your QuickBooks compai</b> previous <b>QuickBooks 2024 Pro Plu</b>
	Are we still connected here?
	As we are already connected on anotl
	Thank you for choosing ACE cloud Ho

Shubham Maurya has ended this chat

# Chat

i cannot print che

## Visitor Details

**#83533 alex mizan**  
**Email:** amizan@audiobeam.com 📞 16462864332  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria

**Website:** https://www.acecloudhosting.com/pricing/

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

Chat Transcript -----

alex mizan	i cannot print check properly from qui
Aayush Verma	Thank you for contacting ACE. My nar
	<i>Aayush Verma is transferring the chat</i>
	<i>Yash Kalra accepted the chat transfer</i>
	<i>Yash Kalra is transferring the chat to S</i>
	<i>Shubham Kataria accepted the chat t</i>
Shubham Kataria	Thank you for contacting Ace Cloud H today.
	Hello Alex
	I will be surely assisting you with this.
alex mizan	alexander mizan
	am2 corporation
	AlexanderM is my username i think
Shubham Kataria	Thank you for the information.
	Please confirm whether printing in Qu specific printing issue.
alex mizan	it sends the check to my printer but n before and someone told me to adjus
	i don't remember what they did or sh
Shubham Kataria	Alright, we will help you out with this.
	May I take the remote access of your
alex mizan	yes
Shubham Kataria	Prior providing the access, I would sug
alex mizan	ok
Shubham Kataria	<a href="https://assist.acecloudhosting.com/joi">https://assist.acecloudhosting.com/joi</a>

	Kindly paste this link in the browser o
	We are connected on the remote sess the time, I am putting the chat on hol give your confirmation on this chat.
	Thank you for your patience.
	As per the remote conversation your
	Is there anything else I may help you
alex mizan	ok great thank you for your hlep. issu
Shubham Kataria	You're welcome
	I would greatly appreciate if you coul smileys at the end of this chat.
	Thank you for choosing ACE cloud Ho
	You may end this chat now. Once you conversation, along with a ticket num  I request you to kindly spare a mome working. I will appreciate that. or you Thanks!  Note: You may change/reset your serv (https://selfcare.acecloudhosting.com  For self-help, check out our Knowledg

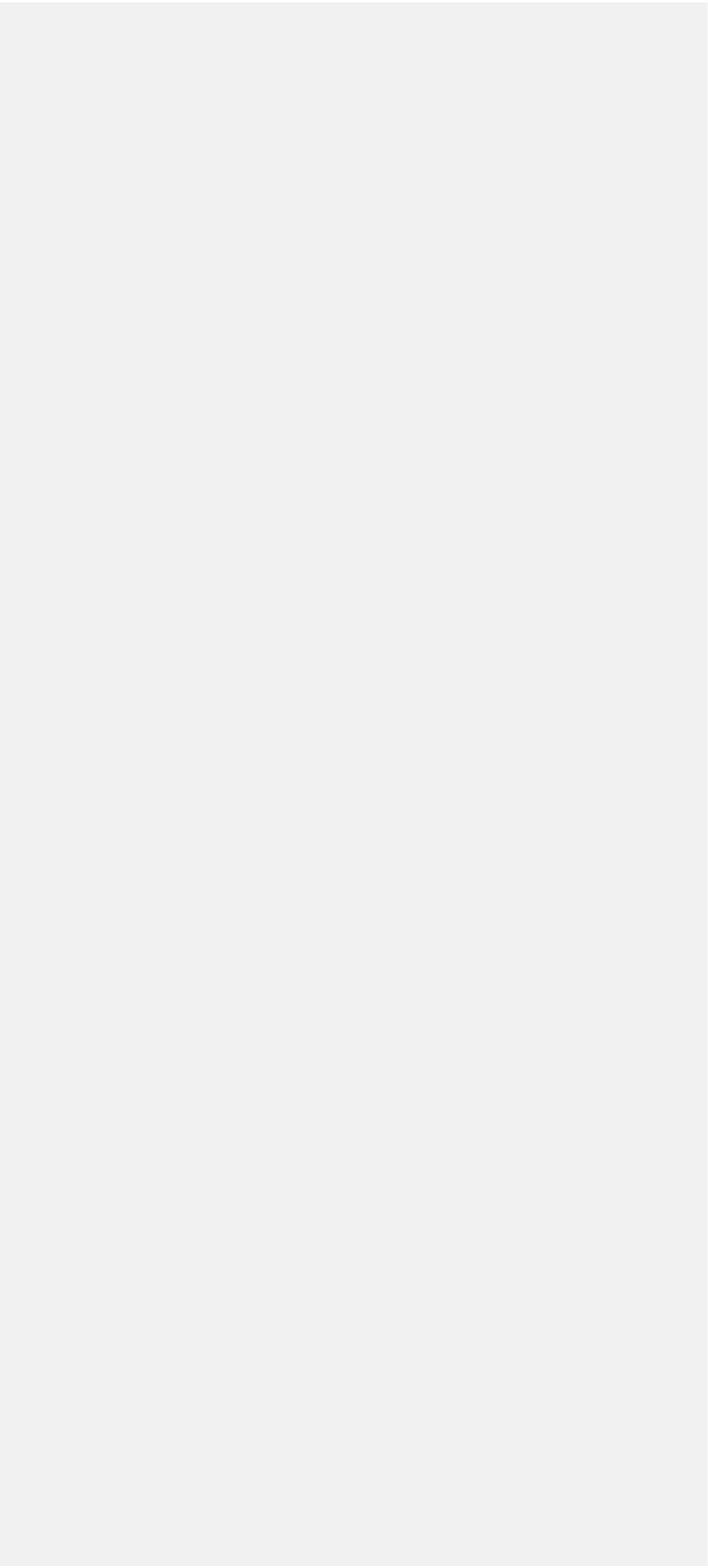
Shubham Kataria has ended this chat

# Chat

Hello, I

## Visitor Details -----

**#83244 Andy**  
**Email:** kcorrea@lokring.com ☎ 13104066663  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.pl



**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 46 Secs

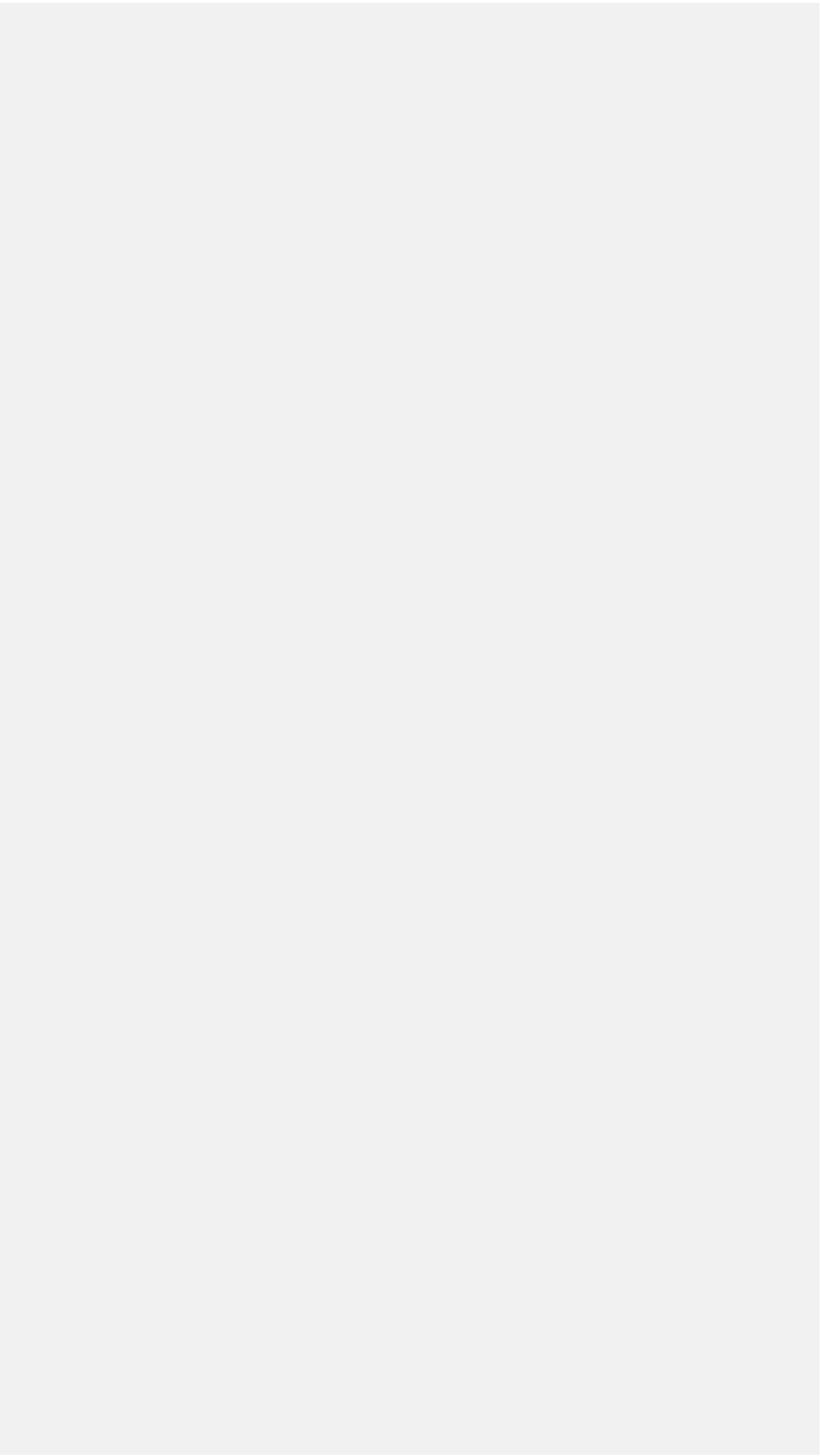
**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

Chat Transcript -----

Andy	Hello, I am your Acebuddy
Acebuddy	Hello Andy, I'm your Ace Buddy. I
	Whom Would You Like to Connect
Andy	Technical Support (QB & App Hos
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andy	I'd like to report an Issue
Acebuddy	Please select an option!
Andy	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue a
Andy	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good.
	Was that helpful?
Andy	No
Acebuddy	No issues, please wait while I cor further.
	<i>Acebuddy (bot) forwarded the ch</i>
	<i>Shubham Kataria accepted the c</i>
Shubham Kataria	Thank you for contacting Ace Clo you today.
	Hello andy
Andy	Server Name: LokringWC.myreali
	Username : myrealdata\SandraFi
	Can I get my server rebooted ple
Shubham Kataria	I will surely assist you with the se



	why you are rebooting the server
Andy	packing slip isnt printing properly
Shubham Kataria	alright, please allow me two mini
	Kindly inform LWC_kathyc to save
	Are we still connected here?
Andy	okay
	yes
Shubham Kataria	Thank you, please let me know if
Andy	yes please proceed
Shubham Kataria	Thank you, I have rebooted the s running.
Andy	ok
Shubham Kataria	Thank you for your patience.
	Server is up now.
Andy	thank you so much!
Shubham Kataria	You're welcome. Please use the s
	Kindly confirm if its working fine
	Are we still connected here?
	As You're disconnected from the chat or call us at (1-888-415-524

*Shubham Kataria has ended this*

