

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74014 Karen Hoober

Email: skhoober5@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: READING

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73995 Kaitlyn

Email: ky@hrosscpa.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: MC LEAN

State: Virginia

Country: UNITED STATES

Chat Transcript

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

| | |
|---|---|
| Kaitlyn | Cannot send invoice using outlook email |
| Acebuddy | Please wait while we connect you to a Support Representative |
| <i>Acebuddy (bot) forwarded the chat request</i> | |
| <i>Shashwat Verma accepted the chat transfer request.</i> | |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| | Hello kaitlyn |
| Kaitlyn | Hello |
| | I'm having trouble using a different email to send out invoices through QB. I was able to use my outlook email just yesterday but now I want to use a different email and there doesn't seem to be an option to change the email |
| Shashwat Verma | I will surely help you with this issue. |
| | Kindly allow me two minutes to check the same. |
| | May I take the remote access of your local computer? |
| Kaitlyn | Sure |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/8092249004 |
| | Kindly Click on the link and open the downloaded file. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our IT team. |
| | Once the issue is resolved, kindly give your confirmation on this chat. |
| Kaitlyn | thanks for your help! |
| Shashwat Verma | issue resolved itself |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | It would be great if you could share your feedback after this chat ends. Thanks in advance! |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of the discussion. |
| | 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 at quality@acecloudhosting.com . Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74007 George Fowler

Email: gpmfowler@gmail.com  8478991763

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: EVANSTON

State: Illinois

Country: UNITED STATES

Chat Transcript

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|---------------|--|
| George Fowler | Hello, I am your Acebuddy |
| Acebuddy | Hello George Fowler, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| George Fowler | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| George Fowler | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| George Fowler | Password Reset |
| Acebuddy | Please select an option below |
| George Fowler | Already Enrolled to Selfcare Portal |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. |
| | Do you need any further assistance on the topic? |
| George Fowler | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |

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. I understand you want to reset the password. I will surely help you with this issue. Please allow me to inform you that we need an approval email from the account holder to proceed with password reset re |
| George Fowler | Are we still connected here? yes i am having trouble accessing my remote desktop can you help? |
| Ashutosh Mishra | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| George Fowler | George Fowler Candleelite |
| Ashutosh Mishra | Kindly allow me two minutes to check the same. I see that server is accessible on our end. Please share screenshot if you are getting any error. |
| George Fowler | Are we still connected here? Are we still connected here? yes u an gere' yes i am here the password doesnt work and it says to contact the administrator |
| Ashutosh Mishra | We can assist to reset password. I will send you an email to approve password reset as we need approval from account holder over the email. |
| George Fowler | ok let me know next step ok sounds good |
| Ashutosh Mishra | You can end this chat, and within 10 minutes you will receive email from me to approve reset. |
| George Fowler | ok |
| Ashutosh Mishra | Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks! |

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74238 will.okeefe

Email: will.okeefe@emailshutters.com  16185670384

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

will.okeefe Hello, I am your Acebuddy

Acebuddy Hello Will Okeefe, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

will.okeefe Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

will.okeefe I'd like to raise a Request

Acebuddy Please select your request type.

will.okeefe Application Update

Acebuddy Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.

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 chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74071 assembly

Email: assembly@rortax.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73627 jsis

Email: jsis@pcworks-inc.com  14106279840

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: DEALE

State: Maryland

Country: UNITED STATES

Chat Transcript

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

| | |
|--|--|
| jsis | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| jsis | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| jsis | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| jsis | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| jsis | bank feeds still not working. did you do a complete new install? ticket # 653552 |
| Acebuddy | Please wait while we connect you to a Support Representative |
| <i>Acebuddy (bot) forwarded the chat request</i> | |
| <i>Sharath Kumar accepted the chat transfer request.</i> | |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
| | Hello John, I have looked into the issue and found that we are still working on it. There was a minor hiccup during the installation. I can reschedule the installation for tonight, or we can proceed at a time that is convenient for you. |
| jsis | ok really would have appreciated an email letting me know this so I can let my client know |
| Sharath Kumar | sincere apologies about the same, I see my colleague did draft an email but must have forgotten to send it |
| | John, could you let me know when I can reschedule the installation |
| | Are we still connected here? |
| jsis | yes |
| | you can do the installation now |
| | are we still connected here? |
| Sharath Kumar | Yes, I am |
| | I will proceed with the reinstallation and will reach out to you via email once this has been completed |
| | Is there anything else I may help you with ? |
| jsis | nope - so are you going to install it now? |
| Sharath Kumar | that is correct, it usually takes 30 mins to get the application installed but just to be safe I request you to allow me an hour |
| jsis | ok I will |
| | let me know when it is completed it is 9:30am here now so it should be done at 10:30am? |
| Sharath Kumar | That is correct, I will keep you informed via email on the same as soon as it is done. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion. |

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 help at quality@acecloudhosting.com. Thanks!

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73332 ERICAJOHNS

Email: ericajohns@southernwoodframing.com  3017512317

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 21 Secs

City: LA PLATA

State: Maryland

Country: UNITED STATES

Chat Transcript

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

| | |
|---|---|
| | Please chose an option : |
| ERICAJOHNS | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| ERICAJOHNS | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| ERICAJOHNS | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv |
| | Was that helpful? |
| ERICAJOHNS | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |
| <i>Acebuddy (bot) forwarded the chat request</i> | |
| <i>Shashwat Verma accepted the chat transfer request.</i> | |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| | Hello erica |
| ERICAJOHNS | Good afternoon, I have been trying to get into QB all day and have been getting the same message: "Hold tight, We're up minutes." |
| Shashwat Verma | I will surely help you with this issue. |
| | Kindly allow me two minutes to check the same. |
| ERICAJOHNS | Thank you. We have a meeting at 2:15 and I will need to be able to share my screen during it, to show other attendees or |
| Shashwat Verma | Sure |
| | May I take the remote access of your local computer? |
| ERICAJOHNS | Sure. |
| Shashwat Verma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/2852122360 |
| | Kindly Click on the link and open the downloaded file. |
| | Kindly accept the remote permission |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting Once the issue is resolved, kindly give your confirmation on this chat. |
| ERICAJOHNS | Ok |
| Shashwat Verma | Issue resolved on remote session by updating the QuickBooks ENT 23. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |

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

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73720 Jeremy.primus

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

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: MADISON

State: Minnesota

Country: UNITED STATES

Chat Transcript

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

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

Could you send in Brian's email address and contact info on that ticket

Jeremy.primus TBH Scott and I only found out about the CID62752 user yesterday.

He has been at Nova Flex for 1 year and I have been here for 6 months, and we only got told about it now Brian?

Ah Brian Thornton

I can do that right away

Sharath Kumar This is something relatively new, and we are still working on the MyPortal to get the customers the best experience possibl

Jeremy.primus Phone number too or just email address

Sharath Kumar both, thank you!

Jeremy.primus I can do that.

Sharath Kumar I assure you that you will have the credentials within an hour, although, the MyPortal login will take some time as it is a s
but I will try to get that fixed ASAP too

Jeremy.primus Thank you so much!

Sharath Kumar My pleasure, sir

anything else that I may assist you with?

Jeremy.primus Nope I will get the email and phone number to you right away

Sharath Kumar Sure, wishing you a good rest of your day!

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
quality@acecloudhosting.com. Thanks!

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73902 ANDREW LEWIS KLEIN

Email: burro7777@aol.com  15034903553

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

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|-----------------------|---|
| ANDREW LEWIS KLEIN | Hello, I am your Acebuddy |
| Acebuddy | Hello Burro7777, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| ANDREW LEWIS KLEIN | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| ANDREW LEWIS KLEIN | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| ANDREW LEWIS KLEIN | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| ANDREW LEWIS KLEIN | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv |
| | Was that helpful? |
| ANDREW LEWIS KLEIN | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |
| | <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 Burro |
| ANDREW LEWIS KLEIN | Hi Shashwat. Our bookkeeper cannot access and open the Coho QB file on her server. I can see that it is in the Shared Da |
| Shashwat Verma | I will surely help you with this issue. |
| | Could you please confirm the file name? |
| ANDREW LEWIS KLEIN | Is there a way to put Snipping Tool on to my server? |
| Shashwat Verma | This message has been deleted |
| | This message has been deleted |
| ANDREW LEWIS KLEIN | Its Coho at Stanford University Inc. 1 |
| Shashwat Verma | Thanks for the confirmation ! |
| | Burro, for the Qb file issue, could you please share the remote session to bookkeeper? |
| | Or shall we take it from server only? |
| ANDREW LEWIS KLEIN | I don't have access currently to Imelda Walker log in on the server |
| Shashwat Verma | Okay, so in that case, kindly ask them to initiate the chat whenever available. |
| ANDREW LEWIS KLEIN | I have access to my log in and the shared data folder |
| | I can't download Snipping Tool. I don't have admin rights |
| Shashwat Verma | Kindly allow me two minutes to check the same. |
| ANDREW LEWIS KLEIN | ok |
| Shashwat Verma | Kindly check now at your desktop |
| | We have just pasted the shortcut. |
| ANDREW LEWIS KLEIN | Snipping Tool worked! Thank you! |
| Shashwat Verma | To check at ImeldaWa.NENT1, we need remote access of their end (Edited) |
| | Kindly ask them to initiate the chat. |
| ANDREW LEWIS KLEIN | Ok. She is at her other job right now. I'll ask her when she can. |
| Shashwat Verma | No problem. |
| | Is there anything else I may help you with ? |
| ANDREW LEWIS KLEIN | Thank you! |
| Shashwat Verma | It would be great if you could share your feedback after this chat ends. Thanks in advance! |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |

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

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73417 Lisa Joudrey

Email: lisa@drdcf.ca 5064882413

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: PEMBROKE

State: Ontario

Country: CANADA

Chat Transcript

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73926 assembly

Email: assembly@rortax.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74049 Rubens S Jacob

Email: seflglass@gmail.com **Phone:** 13058233097

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 36 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

| | |
|----------------|--|
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| Rubens S Jacob | Hi Thank you |
| Manish Singh | I will surely help you with this issue. Kindly allow me two minutes to check the same. |
| Rubens S Jacob | Ok thank you The account is the Rubens Account RubensSJ |
| Manish Singh | Alright! |
| Rubens S Jacob | I need to tell you what printer because I don't want you to delete by mistake a printer that I already installed and is working. |
| Manish Singh | May I take the remote access of your server? |
| Rubens S Jacob | Yes Please go ahead |
| Manish Singh | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it. Once the issue is resolved, kindly give your confirmation on this chat. Kindly sign off and sign in again. May I take the remote access of your local computer? |
| Rubens S Jacob | Send me the link please |
| Manish Singh | https://assist.acecloudhosting.com/join/2492841947 Prior providing the access, I would suggest you to close any important documents at your end. We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it. Once the issue is resolved, kindly give your confirmation on this chat. |
| Rubens S Jacob | I'm here |
| Manish Singh | We will try to make some changes again and email you regarding the matter over the email given. Is there anything else I may help you with ? |
| Rubens S Jacob | Perfect thank you so much!! |
| Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the quality@acecloudhosting.com. Thanks! |

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74932 Rubens S Jacob

Email: seflglass@gmail.com  13058233097

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Rubens S Jacob Hello, I am your Acebuddy

Rohan Prajapati is transferring the chat to Sharath Kumar.

hello

Sharath Kumar accepted the chat transfer request.

Sharath Kumar is transferring the chat to Anurag Sharma.

Anurag Sharma accepted the chat transfer request.

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

Hello Selfglass

Rubens S Jacob Hi how are you??

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.

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 cooperation at quality@acecloudhosting.com. Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73594 Cathleen Jacobsen

Email: cathy@jacobsentree.com ☎ 16059511212

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: BRANDON

State: South Dakota

Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74086 William Mays

Email: it@grafbro.com  17404643070

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 48 Secs

City: SOUTH SHORE

State: Kentucky

Country: UNITED STATES

Chat Transcript

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

| | |
|-----------------|--|
| | Please chose an option : |
| William Mays | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| William Mays | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| William Mays | following up for further troubleshooting on ticket # 658637 |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shubham Kataria accepted the chat transfer request.</i> |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. |
| | Kindly allow me two minutes to check the same |
| William Mays | Thanks |
| Shubham Kataria | Thank you for your patience. |
| | Upon checking, I found that you would like to copy below files to a different location |
| | Graf Brothers Flooring Inc |
| | Graf Brothers Flooring Inc.qbw |
| | Graf Brothers Flooring Inc.qbw.ND |
| | Graf Brothers Flooring Inc.qbw.TLG |
| | Right? |
| William Mays | correct. I am not trying to move the files but I need a copy of those 4 for a backup instance |
| Shubham Kataria | And the new location would be C:\Users\GB.I\Desktop\qbbackup . |
| William Mays | yes |
| Shubham Kataria | Okay, please allow me a minute to check this on server |
| William Mays | Thanks, just to make sure it's clear I need a copy of the files to that location. We do not want to move the actual files. |
| Shubham Kataria | Sure, I'll create the copy only. the original file will be remain same on their current location |
| William Mays | Thank you |
| Shubham Kataria | You're welcome. Please stay connected for next 2-4 minutes. Let me check |
| William Mays | No problem |
| Shubham Kataria | Thank you for your patience. |
| | Currently, someone is using the file in QB that's why we are unable to copy the file |
| | <i>6:41:15 AM Shubham Kataria is sharing a file with you</i> |
| | <i>image.png - (Size:23.91 KB)</i> |
| William Mays | Yes, that's the error I'm getting but nobody is using the file |
| | Disregard, I was able to copy it over. |

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

Shubham Kataria has ended this chat session

Chat Transcript

Not able to connect ace

Visitor Details

#74059 bennysmith21757

Email: bennysmith21757@gmail.com ☎ 9906368341

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

Website: <https://www.acecloudhosting.com/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: JAMMU

State: Jammu And Kashmir

Country: INDIA

Chat Transcript

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

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

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

Visitor Details

#74810 alex

Email: alex@myarconnect.com  6304581152

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: EL SEGUNDO

State: California

Country: UNITED STATES

Chat Transcript

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

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

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73549 Rebecca Wright

Email: rebecca@orendagroup.com ☎ 16023806900

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73714 Erik Brion

Email: erik@ryatt.net

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Chat request was not picked up by the operators

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73507 Curtis Aubrey

Email: curtis@fullingmgmt.com  19137775912

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

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

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73687 Tandy Ervin

Email: tandy@bright-financial.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Tandy Ervin Hello, I am your Acebuddy

Acebuddy Hello Tandy Ervin, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Tandy Ervin Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Tandy Ervin I'd like to raise a Request

Acebuddy Please select your request type.

Tandy Ervin Other Request

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73896 Test Account

Email: test@test.com  +917878787878

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73506 miso4634

Email: miso4634@gmail.com ☎ 14078026546

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: COCOA BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74886 Fenil Shah

Email: tax@sktaxaddison.com  8473508121

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Fenil Shah Hello, I am your Acebuddy

Acebuddy Hello Sk Tax Addison, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Fenil Shah Managed IT

Acebuddy Please wait while we connect you to an available Representative.

Acebuddy (bot) forwarded the chat request

Suneetha Barre accepted the chat transfer request.

Suneetha Barre Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?

Fenil Shah Hello

Suneetha Barre Surely i will assist you on this

Kindly confirm your business name

Fenil Shah Sk Tax addison

Suneetha Barre Thank you for sharing details with us

Kindly allow me to transfer this chat to concern team

Fenil Shah ya sure

Suneetha Barre is transferring the chat to Support(QB & App Hosting).

Sharath Kumar accepted the chat transfer request.

Sharath Kumar Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.

Fenil Shah okay

so our all RDP are lagging too much

Sharath Kumar Sorry to hear about that, could you let me know the server's name that you are currently signed into

Fenil Shah SkTaxAddison2

Sharath Kumar Understood, allow me 2 minutes to quickly sign into the server and look for the issue

Fenil Shah ya sure

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73960 Thomas kelly

Email: tkelly@ambientflooring.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 24 Secs

City: RIDGEFIELD

State: New Jersey

Country: UNITED STATES

Chat Transcript

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

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

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74504 kyla

Email: kyla@humblebrands.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 Secs

City: RANCHOS DE TAOS

State: New Mexico

Country: UNITED STATES

Chat Transcript

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

Ashutosh Mishra

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.

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 at quality@acecloudhosting.com. Thanks!

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74484 Sjtbadm10

Email: sjtbadm10@gmail.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 57 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Sjtbadm10 Hello, I am your Acebuddy

Acebuddy Hello Sjtbadm10, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Sjtbadm10 Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

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

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

Sjtbadm10 has ended this chat session

Chat Transcript

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

Visitor Details

#74786 Darshak Shah

Email: darshak@standardus.com  16302899614

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: HANOVER PARK

State: Illinois

Country: UNITED STATES

Chat Transcript

Darshak Shah

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

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

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 at quality@acecloudhosting.com. Thanks!

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

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73431 Megan Szul

Email: szulsland@verizon.net  6092919663

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: PUNTA GORDA

State: Florida

Country: UNITED STATES

Chat Transcript

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

| | |
|------------|---|
| | Please chose an option : |
| Megan Szul | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Megan Szul | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Megan Szul | QuickBooks is Frozen |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks |
| | Was that helpful? |
| Megan Szul | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

| | |
|---------------|--|
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
| | Hello Megan, could you confirm if you have tried the QB reset application provided on the taskbar and desktop |
| Megan Szul | I don't see the QB reset on my task bar. Can you add that so I can unfreeze quickbooks? |
| | Server Name: SzulLandscapes.myreldata.net User 1: myreldata\MeganSz |
| | Never mind, I found it. It was a different icon than what your tutorial showed |
| Sharath Kumar | Oh yes, we recently updated that app. Could you let me know if that resolved your concern. |
| Megan Szul | I think it did as I was able to relog in. I will open another chat if I still encounter issues. Thank you for your time. |
| Sharath Kumar | My pleasure, anything else that I may assist you with? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74888 Yuti

Email: yutishahea@gmail.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

| | |
|---------------|--|
| Yuti | Hello, I am your Acebuddy |
| Acebuddy | Hello Yuti, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Yuti | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Yuti | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Yuti | Password Reset |
| Acebuddy | Please select an option below |
| Yuti | Already Enrolled to Selfcare Portal |
| Acebuddy | Please follow the process mentioned in the link below inorder to reset your server password. |
| | Do you need any further assistance on the topic? |
| Yuti | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sharath Kumar accepted the chat transfer request.</i> |
| Sharath Kumar | Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. |
| Yuti | Hello |
| | I am unable to login RDP |

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

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 cooperation at quality@acecloudhosting.com. Thanks!

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73567 nguyen

Email: chinh_cn@yahoo.com  4082096515

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: JACKSONVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

nguyen Hello, I am your Acebuddy

Acebuddy Hello Chinh Nguyen, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

nguyen Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

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

| | |
|----------------|---|
| | Are we still connected here? |
| nguyen | yes |
| | no, that all |
| | thank you |
| Shashwat Verma | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our interaction at quality@acecloudhosting.com . Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74814 Ruben

Email: ruben@raskull.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: SEMINOLE

State: Texas

Country: UNITED STATES

Chat Transcript

Ruben

Hello, I am your Acebuddy

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74707 Rubens S Jacob

Email: seflglass@gmail.com  13058233097

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

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

Are we still connected here?

As there was no response, we are disconnecting the chat now. We will call the number that you provided shortly and look

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73562 Jill Collins

Email: jill@cre8stone.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Jill Collins Hello, I am your Acebuddy

Acebuddy Hello Jill Collins, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Jill Collins Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73968 avishek

Email: avishek@ieee-isto.org

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: BOMMASANDRA

State: Karnataka

Country: INDIA

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

Manish Singh Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.

I will surely help you with this issue.

avishek Hi Manish

Is it possible you can take the control of my screen

Or how I can show you the issue

Manish Singh Hii Avishek, I will surely assist you.

Kindly help me with your server name and user name?

avishek ok wait

7:51:28 PMavishek is sharing a file with you

[image.png](#) - (Size:53.63 KB)

This is the first scrren if I click the RDP icon

Manish Singh Kindly allow me two minutes to check the same.

Try connect

7:52:15 PMavishek is sharing a file with you

[1_image.png](#) - (Size:40.3 KB)

avishek This is the second screen I am getting while login

It shows logon attempt failed

Manish Singh Alright, let me check from the backend.

avishek ok

you can call me at +918884823412

Manish Singh Try to access now.

Seems like you logged in successfully.

avishek Yes

Manish Singh Is there anything else I may help you with ?

avishek It is working now

yes

I have to logout or sign out

while ending the work

Manish Singh There is log off icon on the desktop you can use that to log off from the server.

7:56:12 PMManish Singh is sharing a file with you

[image.png](#) - (Size:3.38 KB)

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

Manish Singh has ended this chat session

Chat Transcript

Visitor Details

#74600 Lahka Peacock

Email: lahka@ruralfinancialservices.com ☎ 19073046021

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: ANCHORAGE

State: Alaska

Country: UNITED STATES

Chat Transcript

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73679 salmakki

Email: salmakki@vineit.com  844 484 6348

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: ST PETERSBURG

State: Florida

Country: UNITED STATES

Chat Transcript

salmakki Hello, I am your Acebuddy

Acebuddy Hello Sarah Almakki, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

salmakki Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

salmakki I'd like to raise a Request

Acebuddy Please select your request type.

salmakki Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co

If you are facing any issue/problem with your server, Please select the appropriate option below :

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73583 Anne Messerli**Email:** anne@nfppartners.com  7204251425**Department:** Support(QB & App Hosting)**Operator:** Acebuddy**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**City:** GOLDEN**State:** Colorado**Country:** UNITED STATES**Chat Transcript**

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73365 Wahono

Email: wahono@wealthbuilderscpa.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: MALAKA JAYA

State: Jawa Timur

Country: INDONESIA

Chat Transcript

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

| | |
|---------------|--|
| Wahono | hello anurag |
| Anurag Sharma | Hello Wahono |
| Wahono | sorry we got disconnected |
| Anurag Sharma | No problem. |
| Wahono | do you to send me a link for the mac? |
| | i did change my password in the windows and try it on the mac and it does not work.. |
| Anurag Sharma | Okay |
| | I need to take the remote session of your local computer again. |
| Wahono | ok |
| Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://join.zoho.in/6502515380 |
| | Kindly paste this link in the browser of local computer and join the session. |
| Wahono | ok |
| | connected |
| Anurag Sharma | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue. Once the issue is resolved, kindly give your confirmation on this chat. |
| | The issue seems to be resolved. |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74322 Becky Rivard

Email: becky@beckyrivardcpa.com  15304489276

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: TRUCKEE

State: California

Country: UNITED STATES

Chat Transcript

| | |
|--------------|---|
| Becky Rivard | Hello, I am your Acebuddy |
| Acebuddy | Hello Becky, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Becky Rivard | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Becky Rivard | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Becky Rivard | Application Update |
| Acebuddy | Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. |
| | Typically, the application update is performed overnight. |
| | Do you need any further assistance on the topic? |
| Becky Rivard | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| Becky Rivard | Hi. I just was chatting with you about my lacerete 2024 update. I logged off too quickly. |
| Manish Singh | We have successfully updated Lacerte 2024 kindly log back in and check |
| Becky Rivard | |

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74588 jnsolutions2024

Email: jnsolutions2024@outlook.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 54 Secs

City: KAITHAL

State: Punjab

Country: INDIA

Chat Transcript

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

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

jnsolutions2024 has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74190 Lyle Contracting Solutions

Email: josh@lylecontractingsolutions.com  (252) 327-7827

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: NEWPORT

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

quality@acecloudhosting.com. Thanks!

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73894 David Weinstein

Email: david@davidweinsteincpa.com  19149071180

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 47 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

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

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

Ashutosh Mishra The issue has been resolved over remote session.

Is there anything else I may help you with ?

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73994 Jorge Ortiz

Email: jorge.ortiz@staffers.us

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Linux

Browser: Google Chrome

Device: Desktop

City: MONTREAL

State: Quebec

Country: CANADA

Chat Transcript

Jorge Ortiz Hello, I am your Acebuddy

Acebuddy Hello Jorge Del Grande Ortiz, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Jorge Ortiz Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jorge Ortiz I'd like to raise a Request

Acebuddy Please select your request type.

Jorge Ortiz

| | |
|-------------|--|
| | Setup Ace Server |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System |
| Jorge Ortiz | Restart |
| Acebuddy | Hello Jorge Del Grande Ortiz, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Jorge Ortiz | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Jorge Ortiz | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Jorge Ortiz | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| Jorge Ortiz | No, That'll be all! |
| Acebuddy | Thank you for contacting Ace Support, Have a nice day! |

Acebuddy has ended this chat session

Chat Transcript

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

Visitor Details

#73644 Cjcarr5150

Email: cjcarr5150@gmail.com  4025988577

Department: Support(QB & App Hosting)

Operator: Rohan

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 57 Secs

City: HIALEAH

State: Florida

Country: UNITED STATES

Chat Transcript

Cjcarr5150 What is the website URL for users to login into? I believe this is a different URL than the My Portal login. Thanks.

Siddhant Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.

Cjcarr5150 Thanks

Siddhant Hi Chad. May I confirm your business name or your CID?

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

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.

May I know the UserName for which you need the RDP file ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Rohan Prajapati has ended this chat session

Chat Transcript

TRY UPDATE QUICKBOOK

Visitor Details

#73600 nguyen

Email: chinh_cn@yahoo.com ☎ 4082096515

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: FT MYERS

State: Florida

Country: UNITED STATES

Chat Transcript

nguyen TRY UPDATE QUICKBOOK

Siddhant Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.

nguyen HELLO

I CONTACT SUPPORT TWICE TO DATE TO UPDATE QUICKBOOK, HOWEVER I STILL GET E
"PS060" WHEN TRY UPDATING

SAIGONSERVICES.REALDATA.NET

Siddhant Okay, got your concern. I am transferring this chat to the support team. They will be a
further.

nguyen THX

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

Anurag Sharma accepted the chat transfer request.

Anurag Sharma is transferring the chat to Shubham Yadav.

Shubham Yadav accepted the chat transfer request.

Shubham Yadav Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assi

Thank you for the information and allow 2 minutes to check the same.

nguyen THX

Shubham Yadav Chinh I am updating the Quick Books right now as updates are pending.

nguyen THX

Shubham Yadav Thank you for your patience.

Chinh Quick Books is taking some time to update.

We will update it completely and will mail you.

Is that okay ?

*5:01:23 AM Shubham Yadav is sharing a file with you
[image.png](#) - (Size:35.64 KB)*

nguyen let me check

ok, yes

| | |
|---------------|--|
| | thank you |
| Shubham Yadav | Welcome Chinh |
| | Is there anything else I may help you with ? |
| nguyen | that's all thank you |
| Shubham Yadav | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us in conversation, along with a ticket number and survey feedback form. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can work on it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! |
| | Note: You may change/reset your server password on your own by registering on our Self-care portal (https://selfcare.acecloudhosting.com). |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base) |

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74527 bstedmancpa

Email: bstedmancpa@ideaone.net  7013563101

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 29 Secs

City: WEST FARGO

State: North Dakota

Country: UNITED STATES

Chat Transcript

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

5:36:25 AM Shivam Singh is sharing a file with you
[image.png](#) - (Size:41.32 KB)

Shivam Singh

for how long are you facing the issue?

bstedmancpa

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

Shivam Singh

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

bstedmancpa

No other internet items are working fine

Beth tried restarting the computer but still could not connect.

Shivam Singh

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

Could you please try now with another user?

bstedmancpa

I will have Beth try again

Shivam Singh

sure

Please try and let me know.

bstedmancpa

She is still getting the same error message

Shivam Singh

can we take remote of your local machine ?

bstedmancpa

Yes

Shivam Singh

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

bstedmancpa

OK. They are closed.

Shivam Singh

thanks for the confirmation

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

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

We're currently connected through the remote session and will start troubleshooting right away. Please note that we may place the chat on hold while we work on the issue, so please don't disconnect. Once everything is resolved, just let me know here in the chat.

hi there

bstedmancpa

Here

Shivam Singh

Steps to Change the RDP Settings:

Right-click on the **RDP file**.

Click on the **Edit** option (second option).

Go to the **Advanced** tab.

Click on **Settings** and change the **Server name** to **RDG.myreldata.net**.

Click **OK**.

Navigate to the **General** tab.

Click on **Save**.

You are all set—try connecting now.

these are the accumulated steps we followed

I will also attach that with your email

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74575 himanshu

Email: himanshu@erufinlaw.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: NIMRI

State: Delhi

Country: INDIA

Chat Transcript

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

Here is the link that you'll need

<https://assist.aceclouddhosting.com/join/4482518011>

Prior providing the access, I would suggest you to close any important documents at your end.

We are connected on the remote session and will proceed with the troubleshooting on the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will keep you posted once the server is accessible again.

Hello Himanshu, since you disconnected from the chat, I wanted to inform you that the connectivity is happening due to an ongoing task that is being performed by our team.

I will keep you posted once the server is accessible again.

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74167 Cesar Diaz

Email: cesardiaz98776@gmail.com **Phone:** 150499420028

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: ?

State: Honduras

Country: HONDURAS

Chat Transcript

Cesar Diaz

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Cesar Diaz Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Cesar Diaz I'd like to report an Issue

Acebuddy Please select an option!

Cesar Diaz QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Cesar Diaz Other QB related issue

Acebuddy Please specify the issue you are facing before I connect you to an available support re

Cesar Diaz remote access on intercentnew server

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

8:39:19 PM Cesar Diaz is sharing a file with you

[1_image.png](#) - (Size:155.2 KB)

Shashwat Verma accepted the chat transfer request.

Shashwat Verma is transferring the chat to Rohan Prajapati.

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assi

Hello Cesar, how are you doing today?

Cesar Diaz hello Rohan,

we have problem with the remote access on intercentnew server

8:40:47 PM Cesar Diaz is sharing a file with you

[1_image.png](#) - (Size:155.2 KB)

Rohan Prajapati I will surely help you with this issue.

Kindly allow me 5-6 minutes to check the same.

Cesar Diaz yesterday we get some error with quickbooks and intuit check and fix the problem

with the other server intercentro is working fine

Rohan Prajapati Cesar, thank you for all the information

Please allow me 5-6 mins to check the same

8:42:53 PM Cesar Diaz is sharing a file with you

[image.png](#) - (Size:64.42 KB)

yesterday error , fix by intuit

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73649 michael ness

Email: miken@rortax.com ☎ 612-822-7177

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

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

michael ness I closed out of the cloud (can't see that logoff button because screen is black) and back in and it's still black

Shivam Thank you for bringing this to my attention

michael ness I closed the window again

Shivam Kindly allow me 5 minutes to check the same.

May I take the remote access of your server?

michael ness sure

Shivam Prior providing the access, I would suggest you to close any important documents end.

michael ness done

Shivam <https://assist.acecloudhosting.com/join/7822063642>

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

michael ness are you in?

can i take the mouse?

Shivam Come to the remote login screen (Edited)

Is there anything else I may help you with ?

michael ness no we're good thanks

Shivam Please share your valuable feedback by clicking the smiley at the end.

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

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

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

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

Shivam has ended this chat session

