

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #71959 Sabrina White

**Email:** sabrina@theiaaccounting.com  15032084733

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 24 Secs

**City:** PORTLAND

**State:** Oregon

**Country:** UNITED STATES

## Chat Transcript

Sabrina White	Hello, I am your Acebuddy
Acebuddy	Hello Sabrina White, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sabrina White	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sabrina White	I'd like to report an Issue
Acebuddy	Please select an option!
Sabrina White	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sabrina White	I installed a new software and received an email but it is not there
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.

I will be surely assisting you with this. Kindly help me with your server name and user name?

Sabrina White Hi Tushar

Theia Accounting Services, LLC

my email is: Sabrina@theiaaccounting.com

I have a ticket also: 634484

I was able to get a phone support person, so I will work with him on this issue. Thank you

Tushar Pharswan Okay.

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

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

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

Sabrina White You too

*Sabrina White has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72200 mark.sanger**

**Email:** mark.sanger@team448.com ☎ 281.530.0001

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** HOUSTON

**State:** Texas

## Chat Transcript

mark.sanger	Hello, I am your Acebuddy
Acebuddy	Hello Mark Sanger, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mark.sanger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mark.sanger	I'd like to report an Issue
Acebuddy	Please select an option!
mark.sanger	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mark.sanger	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mark.sanger	I cannot print to my local printer
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
mark.sanger	Hi Shubham
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
mark.sanger	the uniprint does not allow my checks to be formatted properly when printed. I dont have time to figure out how to adjust minutes.
	Can you please set my printing up the way it was - not using uniprint?
Shubham Yadav	I will surely help you with this issue.
	May I take the remote access of your local computer?
mark.sanger	yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/8272014923">https://assist.acecloudhosting.com/join/8272014923</a>
	Kindly Click on the link and open the downloaded file.
	As per remote session you are now able to print properly
	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)

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73188 help

**Email:** help@triadcybersolutions.com  3362999989

**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:** 1 Min 25 Secs

**City:** ORANGEBURG

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

help Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

help Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

help

	I'd like to report an Issue
Acebuddy	Please select an option!
help	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
help	case update
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.
help	please update
	as you guys called yerstaday
Manish Singh	Yes, as i can check this ticket regarding session unresponsive error is with Escalation team and we have checked with SC
	There was no detection regarding the issue. at that time.
	May I know if you encounter the same issue again?
	And if any other user is facing the same issue?
help	are you connected
Manish Singh	Yes
	Are we still connected here?
help	yes
	I'm checking wait
Manish Singh	Alright, please take your time.
help	please check also for 09:30am yesterday the user was kicked out of the session and she have to connect again
	and had to open everything again
Manish Singh	Alright we have noted the time, and we will update you regarding the matter over the email connecting with SOC Team.
help	IS THIS A JOKE?
	I TOLD THIS TIME TO YOU GUYS YERSTADAY ALSO
	why dont you check for this time
Manish Singh	Yes, on that regard only our Escalation team wants to connect with you.
help	please connect
	now
Manish Singh	May I know your contact number so that I can arrange a callback now.
help	connect me on this chat

Manish Singh	I am requesting the Escalation regarding the matter, kindly allow me 4-5 minutes.
help	listen
	hello
	Manish
	suppress the case for now and I will let you guys know if this happen again
	lets leave for now
Manish Singh	Okay, I have asked the Escalation already they will follow up with you over the email.
	Is there anything else I may help you with ?
help	Leave this for now I will contact if that happend again
	thanks
	bye
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Manish Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71868 Lewisville**

**Email:** lewisville@eaglefintax.com ☎ 4696098829

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 50 Secs

**City:** HYDERABAD

**State:** Telangana

**Country:** INDIA

## Chat Transcript

Lewisville	Hello, I am your Acebuddy
Acebuddy	Hello Supervisor, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lewisville	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lewisville	I'd like to report an Issue
Acebuddy	Please select an option!
Lewisville	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lewisville	unable to open client account in drake it showing permission denied ERROR: 70
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>1:38:41 AM Lewisville is sharing a file with you <a href="#">image.png</a> - ( Size:36.65 KB )</i>
	<i>please look into this</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
Lewisville	please look above error
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?
Lewisville	eaglefintax.myrealdta.net lewisvilleeagle1
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
Lewisville	okay
Shubham Yadav	Kindly try again to access the Drake, we have made the changes from the back end.
Lewisville	okay
Shubham Yadav	Yes please
Lewisville	no working
	thanks
	now*
Shubham Yadav	It's working right ?
Lewisville	

yes

*supervisor has ended this chat session*

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## Chat Transcript

My boss has an account and was looking to add me as another user to our 6 companies. I received an email saying I was provided it was for my bosses account and not for mine

### Visitor Details

**#72356 dakota**

**Email:** dakota@candleelitechicago.com  2245670994

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Mins 32 Secs

**City:** EVANSTON

**State:** Indiana

**Country:** UNITED STATES

### Chat Transcript

dakota My boss has an account and was looking to add me as another user to our 6 companies. I received an email saying I was provided it was for my bosses account and not for mine

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

Sure let me transfer you to our support team to help you with this issue

Please note your CID61488 for easy future conversation

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

*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 Dakota

Are we still connected here?

This message has been deleted

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

**#71829 Adam Kruis**

**Email:** adamkruis@haveninnovation.com  16162682213

**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:** GRAND HAVEN

**State:** Michigan

**Country:** UNITED STATES

### Chat Transcript

Adam Kruis

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Adam Kruis

Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Adam Kruis I'd like to raise a Request

Acebuddy Please select your request type.

Adam Kruis Change in Applications

Acebuddy Please select your desired option!

Adam Kruis Application Addition

Acebuddy Please select your Application

Adam Kruis Other Application

Acebuddy Kindly email us the below mentioned information on support@acecloudhosting.com from registered email address and we will update you via email.

- Application name and version
- Setup/Installer download link (if any)
- Activation Code / License information
- Any other info/guide needed to install the application.

We will update you via email once the installation is complete.

Application Addition usually takes 1-2 Hour(s)

Do you need any further assistance on the topic?

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71965 Rebecca Wright**

**Email:** rebecca@orendagroup.com **Phone:** 16023806900

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

**Operator:** Acebuddy

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

**Operating System:** Apple iPad

**Browser:** Google Chrome

**Device:** Mobile

**City:** PHOENIX

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

Rebecca Wright	Hello, I am your Acebuddy
Acebuddy	Hello Rebecca Wright, 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	Setback
Acebuddy	Hello Rebecca Wright, 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	Restart
Acebuddy	Hello Rebecca Wright, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need help kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71941 Rajender P Dhingra**

**Email:** gstmeat@gmail.com **Phone:** 17604496808

**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:** PALM DESERT

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Rajender P Dhingra	Hello, I am your Acebuddy
Acebuddy	Hello Rajender P Dhingra, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need help kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72453 anis**

**Email:** anis@advocate-accounting.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 14 Secs

**City:** SEATTLE

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

anis	Hello, I am your Acebuddy
Acebuddy	Hello Anis, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
anis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
anis	I'd like to report an Issue
Acebuddy	Please select an option!
anis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
anis	I'm not positive if this is the right support line - I can't get my authenticator app to pa
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be as
	I will be assisting you with this. Kindly help me with your server name and user name'
anis	AALLCATX2
	TaxAssociate
Tushar Pharswan	Kindly allow me two minutes to check the same.
	Thank you for waiting.
	May I know the application and the authenticator app you are pairing.
anis	ATX 2024

	ATX TAX 2024?
Tushar Pharswan	For this you will have to connect with ATX support.
	Is there anything else I may help you with ?
anis	no thank you!
Tushar Pharswan	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 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 ! ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )
	<i>Tushar Pharswan has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72880 lisa**

**Email:** lisa@advocate-accounting.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:** OLYMPIA

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72146 Revathy Mahesh**

**Email:** rmahesh@accountingresourcesinc.com

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

**Operator:** Vignesh Arul

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** COIMBATORE

**State:** Tamil Nadu

**Country:** INDIA

## Chat Transcript

Revathy Mahesh	Hello, I am your Acebuddy
Acebuddy	Hello Revathy Mahesh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Revathy Mahesh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Revathy Mahesh	I'd like to report an Issue
Acebuddy	Please select an option!
Revathy Mahesh	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Revathy Mahesh	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
	Was that helpful?
Revathy Mahesh	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>5:58:06 PMRevathy Mahesh is sharing a file with you <a href="#">thumbnail_image.png</a> - ( Size:25.85 KB )</i>	
<i>We are not able to login to QB as getting the above error message</i>	
<i>Vignesh Arul accepted the chat transfer request.</i>	
Revathy Mahesh	Hi
Vignesh Arul	Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I will be assisting you.
Revathy Mahesh	Hi Vignesh
	we are not able to login QBD because of the below error.
<i>5:59:27 PMRevathy Mahesh is sharing a file with you <a href="#">1_image.png</a> - ( Size:25.85 KB )</i>	
Vignesh Arul	I will surely help you with this issue.
	Kindly help me with your server name and user name?
Revathy Mahesh	Server Name :ARINC.myrealdatal.net
	User Name: myrealdatal\Revathy_ARINC

Vignesh Arul	Thanks for the confirmation !
	May I take the remote access of your server?
Revathy Mahesh	Yes I have not logged in should I need to log in?
Vignesh Arul	Yes please log in.
Revathy Mahesh	This is the issue for all the users who use ACE to access QBD
Vignesh Arul	Yeah I understand , I would be able to check this at your end and find a solution quick
Revathy Mahesh	O k I just logged in you can shadow now
Vignesh Arul	Prior providing the access, I would suggest you to close any important documents at your end
Revathy Mahesh	Sure
Vignesh Arul	Please try now. I want to see the error message.
Revathy Mahesh	ok This is Insane, I am able to login now
Vignesh Arul	Maybe I am lucky here for you today!
	Is there anything else I may help you with ?
Revathy Mahesh	Hope so, Thank you so much! that's all for now
Vignesh Arul	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Vignesh Arul has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72491 llewis**

**Email:** llewis@taylorengineers.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** OAKLAND

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Illewis	Hello, I am your Acebuddy
Acebuddy	Hello Lea Lewis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Illewis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Illewis	I'd like to report an Issue
Acebuddy	Please select an option!
Illewis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Illewis	Regarding ticket #638755
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 as
	Hello Lea
Illewis	Hello
Shashwat Verma	Kindly allow me two minutes to check the same.
Illewis	ok
Shashwat Verma	As per the mentioned ticket we have asked you the direct contact number and time for sync
Illewis	my number is 510-473-1171
Shashwat Verma	Sure, can you please share your preferred time with timezone
Illewis	I am available now. My timezone is PST.
Shashwat Verma	Thanks, our engineer will soon connect with you.

	Is there anything else I may help you with ?
llewis	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 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73159 aumanets**

**Email:** aumanets@interweave.biz

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 10 Secs

**City:** TORONTO

**State:** Ontario

**Country:** CANADA

### Chat Transcript

aumanets

	Hello, I am your Acebuddy
Acebuddy	Hello Alexander Umanets, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
aumanets	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
aumanets	I'd like to report an Issue
Acebuddy	Please select an option!
aumanets	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
aumanets	AceCloud: Your support ticket 647828 has been created - Port 4500 is not open on the Dedicated Server : Southernwood Framing LLC: CID74660"
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 assis
	Hello Alexander, Please allow me a couple of minutes to check the status of your ticket
aumanets	When the port 4500 will be open?
Sharath Kumar	Alex, we have forwarded the ticket to the relevant team, there is no estimated time for them but I can certainly ask them to make this ticket a priority
	Is there anything else I may help you with ?
aumanets	Please speed it up.
	We have a meeting with the customer tomorrow morning
Sharath Kumar	noted! I will try to get this sorted at the earliest
aumanets	thanks!
Sharath Kumar	My pleasure! Anything else that I may assist you with?
	You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our 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 review 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

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

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72086 Melissa Pepitone**

**Email:** melissa@sundackcpa.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** FARMINGDALE

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please select an option below
Melissa Pepitone	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username fo password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Melissa Pepitone	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 assis
Melissa Pepitone	Good Morning
Sharath Kumar	Hi Melissa, could you please let me know the user account that you require new passw
Melissa Pepitone	MelissaPep
Sharath Kumar	allow me a moment to check your account details
Melissa Pepitone	hello?
Sharath Kumar	My apologies, I got disconnected
	I am back now
	Melissa, an email request from authorized contact will be required in order to reset the you
	Amanda amanda amanda@sundackcpa.com
	Mr. Jarett Sundack jarett@sundackcpa.com
	Paul Marquez Paul@neotechnetworks.com
	Maria Torres Maria@neotechnetwroks.com
	An email request from any of the person will work
Melissa Pepitone	Great, thanks
Sharath Kumar	Is there anything else I may help you with ?
	Are we still connected here?
	I am on chat with Amanda will have her help you reset the password for your account
Melissa Pepitone	THANK YOU
Sharath Kumar	anything else that I may assist you with at this moment?

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the (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

**#72507 Sue Anne Huber**

**Email:** sue.huber@bouldercrest.org ☎ 540-454-5734

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

Sue Anne Huber Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Sue Anne Huber Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Sue Anne Huber I'd like to report an Issue

Acebuddy

Please select an option!

Sue Anne Huber

Other Issue

Acebuddy

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

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73051 Engle Services**

**Email:** office@engleservices.com ☎ 12563691450

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 11 Secs

**City:** SYLACAUGA

**State:** Alabama

**Country:** UNITED STATES

### Chat Transcript

Engle Services

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Engle Services

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Engle Services	I'd like to report an Issue
Acebuddy	Please select an option!
Engle Services	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Engle Services	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Engle Services	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>
Engle Services	QBD keeps freezing, I think it is the server because it takes me two or three tries to get open. Can you tell if something is going on with it on your end?
	<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.
	Kindly allow me two minutes to check the same.
	As I can check QuickBooks is working fine.
Engle Services	It is not working fine. It will open but i can't click on anything
Manish Singh	Check now.
Engle Services	trying
	it will open but when i try to click on anything in my banking register it freezes
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users?
Engle Services	Not I had issues last week and qb and ace worked together to update everything.
	I have not tried other users
Manish Singh	Let me try with QB Update once.
Engle Services	I have qb on the phone. Are you done with the update.
Manish Singh	Yes
	Try now.
Engle Services	Still not working
Manish Singh	May I take the remote access of your server?
Engle Services	QB is asking for me to force close
Manish Singh	Checking
	What is Intuit person saying, Renae?

Engle Services She suggested that we move the file back to my computer so she can trouble shoot. I issue then it would be with the server

Can you do this?

Manish Singh

You can create a link to the company file.

Choose your company file which you want to make a link of.

You have got the link paste it on your local PC browser and retrieve the file.

You can reinitiate the chat after the testing done by Intuit Support.

Is there anything else I may help you with ?

Engle Services

yes i will need your help to transfer it back on a monent

Manish Singh

Alright

Is everything working fine?

Engle Services

On my computer everything is fine so it is a server issue

I need you to troubleshoot

the server

Manish Singh

Alright, let me troubleshoot the issue.

Try to login once.

Engle Services

Can you see my screen

Manish Singh

Yes

Engle Services

I will need to get the file back to the server also

Manish Singh

No, it is already on server.

Just try to login once.

Engle Services

ok do i need to close the qb i have open now?

Manish Singh

Yes

Engle Services

ok

Manish Singh

We need to reinstall the application once.

Engle Services

I will be waiting on your email

Manish Singh

We will email you once the installation is done.

Is there anything else I may help you with ?

Engle Services

i guess not

Manish Singh

Please logout from the server for time being.

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

Engle Services

done

Manish Singh

You may end this chat now. Once you end this chat, you will receive an email from us 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>)

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73060 David Weinstein**

**Email:** david@davidweinsteincpa.com  19149071180

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 18 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 re
David Weinstein	VPS doesn't work when I log in, its stuck?
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Yadav accepted the chat transfer request.</i>	
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be ass
	David can you please let me since when are you facing the issue ?
David Weinstein	yes
	logged in and logged out 3X
Shubham Yadav	Thanks for the confirmation.
	David you were on disconnected mode. Kindly try to log in again on the server.
David Weinstein	ok logging in now
Shubham Yadav	Yes please
	David are you able to connect ?
	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 (1-888-415-5240) if any further assistance is required.

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72115 Darcie Martin**

**Email:** pioneerpoolspa@gmail.com **Tel:** 2088008561

**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:** NAMPA

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

Darcie Martin	Hello, I am your Acebuddy
Acebuddy	Hello Darcie Martin, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Darcie Martin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Darcie Martin	I'd like to raise a Request
Acebuddy	Please select your request type.
Darcie Martin	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your issue. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option from the dropdown menu.
Darcie Martin	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
<i>Acebuddy has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72980 Frank**

**Email:** frank@standardus.com ☎ 630-289-9500

**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:** 54 Secs

**City:** KANSAS CITY

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

Frank	Hello, I am your Acebuddy
Acebuddy	Hello Frank Woitel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Frank	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Frank	I'd like to report an Issue
Acebuddy	Please select an option!
Frank	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Frank	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Frank	Our Quickbooks company file has disappeared
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>

*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 with your issue.
	Hello Frank, Could you please let me know the location of the file where the QB files were located?
	Are we still connected here?
Frank	Still connected..but I have no idea where the file was kept. We connect to your server icon and choose the file to open. The files are no longer there!
Sharath Kumar	Understood
Frank	I also get a note that pops up saying that the Quickbooks subscription has lapsed
Sharath Kumar	Frank, am signing into the server to check why this is happening
	could you please let me know the version of QuickBooks that you were using
Frank	We were using whatever version that was in use up until yesterday.
	Did it get updated last night?
Sharath Kumar	Frank, I just checked with the team and there are issues with the current version of QuickBooks therefore, our team is currently working on it to get it reinstalled.
	I was told that Larry was informed about the same and a message was sent to all users out of the server
Frank	How long before the issue is resolved?
Sharath Kumar	atleast an hour
	I will ask my colleague to keep you posted once the issue is resolved
Frank	ty
Sharath Kumar	Is there anything else I may help you with ?
Frank	no
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us summarizing the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73208 Trenia Sanford**

**Email:** sanfordt@steamboatmountainschool.org  19708791350

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

**Operator:** Shubham Yadav

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** STEAMBOAT SPRINGS

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please select your request type.
Trenia Sanford	Change in Users
Acebuddy	Please select your desired option!
Trenia Sanford	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the owner, Please refer to the following link for a detailed guide on how to manage users: <a href="https://www.acemyhosting.com/knowledgebase/article/1377">https://www.acemyhosting.com/knowledgebase/article/1377</a>
	Do you need any further assistance on the topic?
Trenia Sanford	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you with your request.
Trenia Sanford	Hi Shubham. I am Trenia with Steamboat Mountain School. Our accountant, Urte, is going to be responsible for Quickbooks while she is gone. I am the Tech Dir. I can create and look at users, create users, but I need to be able to login to our quickbooks instance. I know how she gets there....She's remote.
	Can you walk me through logging in?
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
Trenia Sanford	I am TreniaS@myrealdata.net
Shubham Yadav	Trenia do you want to login in QuickBooks ?
Trenia Sanford	Yes, please.
Shubham Yadav	Kindly allow me two minutes to check the same.
Trenia Sanford	Of course, thank you.
Shubham Yadav	May I take the remote access of your local computer?
Trenia Sanford	I'm not sure I understand. I'm a tech... I just need the URL to our instance and to verify information. I haven't used it since I set Urte and Andy up in 2022, I believe.
Shubham Yadav	Sure I will provide you the remote access over remote access
Trenia Sanford	Thank you. I can see my username in the list of users. I know the password to get to /home/homesite/homesite.com hoping it's the same password to get into the instance.
Shubham Yadav	Yes Trenia it is
	Trenia are you able to login ?
Trenia Sanford	OK, I need a login URL, I can get into our account, but not our hosting instance.
Shubham Yadav	May I take the remote access of your local computer?
Trenia Sanford	I don't know where to go and my accountant (not a computer user and in another state) can't get me that information.

	I'd rather not.
	If I were a new user, what information would you provide to login on my own? I am asking because I have documentation you give to your clients, which we are a client.
Shubham Yadav	Trenia we will provide you a RDP file with which you can access the server
Trenia Sanford	OH, I see. That makes sense. I downloaded one earlier today....Can you send me direct link?
	For a mac.
Shubham Yadav	Please allow me a moment
Trenia Sanford	I'll install and set up remote desktop on this computer.
Shubham Yadav	Trenia for setting up on MAC. I need remote access
	of your MAC
Trenia Sanford	OK, if there is no other way to do this.
Shubham Yadav	Unfortunately we need remote for that
Trenia Sanford	OK.
Shubham Yadav	Yes trenia
	Install Windows remote application on MAC
Trenia Sanford	almost installed.
	OK, it's installed.
Shubham Yadav	Trenia can you please give me remote access of the MAC ?
Trenia Sanford	hold on, I'm also a teacher and my class is starting
Shubham Yadav	Trenia I understand your concern
	But I will be needing the remote to guide you
	You will need to add the PC there
Trenia Sanford	OK, I'm back but only temporarily, my class has something to do for a few minutes.
	I am adding a PC, need PC Name.
Shubham Yadav	Please enter PC name as SteamboatMS.myrealdata.net (Edited)
	Please share a screen shot
	<i>11:54:03 PM Trenia Sanford is sharing a file with you <a href="#">1_image.png</a> - ( Size:81.85 KB )</i>
Trenia Sanford	I think I know my password, I reset it this morning. Can I click Add?
Shubham Yadav	Yes
	After that
	please share a screen shot again

Trenia Sanford	<p>11:55:06 PM Trenia Sanford is sharing a file with you <a href="#">1_image.png</a> - ( Size:77.48 KB )</p>
Shubham Yadav	I have very brief notes I gave to my accountant 2 years, ago, it says gateway is RDG.r
	Please add a gateway
	Yes
	Please add RDG.myrealdata.net 11
Trenia Sanford	OK done.
	<p>11:58:24 PM Trenia Sanford is sharing a file with you <a href="#">1_image.png</a> - ( Size:108.44 KB )</p>
	What is the 11 you typed?
Shubham Yadav	Please ignore that
	Are you able to login now ?
Trenia Sanford	OK, I see the desktop! Looks like I'm seeing the Windows desktop. Now if only I can re run windows and quickbooks. Thank you.
Shubham Yadav	That's great Trenia
	Is there anything else I may help you with ?
Trenia Sanford	No, you guys are awesome. It says something great about your service that I have no accountant or even login after all this time.
Shubham Yadav	Thank you very much Trenia
	I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudho Thanks!
	Note: You may change/reset your server password on your own by registering on our ! ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowl">https://www.acecloudhosting.com/knowl</a>
<p><i>Shubham Yadav has ended this chat session</i></p>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72505 xianna zhong**

**Email:** visionpointtax@gmail.com ☎ 19173029317

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** FREMONT

**State:** California

**Country:** UNITED STATES

## Chat Transcript

xianna zhong	Hello, I am your Acebuddy
Acebuddy	Hello Xianna Zhong, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
xianna zhong	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
xianna zhong	I'd like to report an Issue
Acebuddy	Please select an option!
xianna zhong	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
xianna zhong	account invalid
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 is transferring the chat to Shashwat Verma.*

xianna zhong Did we solve the problem?

*Shashwat Verma accepted the chat transfer request.*

Shashwat Verma Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be as-

Hello

xianna zhong Hi, I was in the meeting. Sorry for not responding

Did you sovle it?

Shashwat Verma Hello Xianna, we are currently working on your issue, since you are able to login the s  
escalated the case for the solution

xianna zhong OK. Please keep me posted.

I will disconnect for now then.

Shashwat Verma You'll get an update from us soon.

Is there anything else I may help you with ?

xianna zhong Thanks.

Have a nice day!

Take care.

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

You too

You may end this chat now. Once you end this chat, you will receive an email from us  
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 ca  
working. I will appreciate that. or you may send your feedback at quality@acecloudho  
Thanks!

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

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

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72135 Alyssa B Smoot**

**Email:** abaker@salmonhvac.com

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** PAYSON

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Alyssa B Smoot	Hello, I am your Acebuddy
Acebuddy	Hello Alyssa B Smoot, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Alyssa B Smoot	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alyssa B Smoot	I'd like to report an Issue
Acebuddy	Please select an option!
Alyssa B Smoot	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Alyssa B Smoot	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
	Was that helpful?
Alyssa B Smoot	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>	
Alyssa B Smoot	Ticket Number 636372

*Yash Kalra accepted the chat transfer request.*

Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting Kindly allow me two minutes to check the same.
Alyssa B Smoot	Thank you
Yash Kalra	Alyssa, please stay connected while we are making some changes from the backend.
Alyssa B Smoot	Okay!
Yash Kalra	May I take the remote access of your server?
Alyssa B Smoot	Yes, please
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/5612446342">https://assist.acecloudhosting.com/join/5612446342</a>
	We're noticing some internet connection issues on your end. Could you please check once.
Alyssa B Smoot	Yeah a dialogue box popped up saying the connection was lost, but it's back for me yay it's working again! thank you! do you mean this chat window?
Yash Kalra	Alyssa, As per our discussion, we've assisted you with the <b>QuickBooks issue</b> Is there anything else I may help you with ?
Alyssa B Smoot	No thank you, all the issues are resolved
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback chat by clicking on the smilies. 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 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 working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our site ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Yash Kalra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72701 john**

**Email:** john@claritymba.com ☎ 415.491.1099

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 12 Secs

**City:** SAN RAFAEL

**State:** California

**Country:** UNITED STATES

## Chat Transcript

john	Hello, I am your Acebuddy
Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
john	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
john	I'd like to report an Issue
Acebuddy	Please select an option!
john	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
john	re 631976 and 642192, the user Admin session is frozen again. pls reset server thx
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Varun Bisht accepted the chat transfer request.</i>
	<i>Varun Bisht is transferring the chat to Anurag Sharma.</i>

*Anurag Sharma accepted the chat transfer request.*

Anurag Sharma

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

Hello John

john

hello Anurag!

unfortunately it seems that the upgrades to my server are not yet complete, and the freezing issue is recurring

Anurag Sharma

I deeply apologize for the inconvenience caused to you.

Kindly allow me 5-7 minutes to check the same.

john

thank you

Anurag Sharma

Thank you for your patience.

Let me transfer you to a specialist who can better address your concern.

john

thank you for your help

*Anurag Sharma is transferring the chat to Tushar Pharswan.*

*Tushar Pharswan accepted the chat transfer request.*

Tushar Pharswan

Hello John

I will be assisting you now.

john

hello Tushar!

Tushar Pharswan

Hello John It seems there was an issue with the OS upgrade we will ensure that its up

We will email you regarding this and will be in touch with email or a call session if requi

john

ok very good - if possible to complete after hours, starting around seven hours from n ideal for me

Tushar Pharswan

Thank you for letting us know your ideal time.

We will proceed further with the request after 7 hours.

john

for now, if possible please reset my user session and I can try to work in the meantime

Tushar Pharswan

Okay

allow me a minute.

I have run the reboot command the server will reboot in 5 minutes.

john

ok I see the notification on my side

Tushar Pharswan

Till then I would suggest it will be good if you reboot your local system as well.

Is there anything else I may help you with apart from this issue?

john

that's it for now, I will reboot on my side per your advice.

thank you for your help!

Tushar Pharswan

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

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

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72644 Nawaz Ahmed**

**Email:** nawaz.ahmed@acobloom.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** BANGALORE

**State:** Karnataka

**Country:** INDIA

### Chat Transcript

Nawaz Ahmed

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Nawaz Ahmed

Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nawaz Ahmed	I'd like to report an Issue
Acebuddy	Please select an option!
Nawaz Ahmed	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Nawaz Ahmed	Ultra tax 2024 software not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Nawaz Ahmed	how much time. Im not getting any update
	<i>Chat request was not picked up by the operators</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71960 g.hostelley**

**Email:** g.hostelley@innercircle.cpa  216.642.0330 x1113

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** NEWARK

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

g.hostelley

Hello, I am your Acebuddy

Acebuddy	Hello G.hostelley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
g.hostelley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
g.hostelley	I'd like to report an Issue
Acebuddy	Please select an option!
g.hostelley	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
g.hostelley	I am following up on ticket 633927
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be as
	Kindly allow me two minutes to check the same.
	I just checked the status of the ticket and the issue is escalated to our escalation team you over the email for the same till then kindly use the web version of outlook, also Ki your contact number and preferred general time in which you will be available for call needed from our escalation team with time zone.
	I deeply apologize for the inconvenience caused to you.
g.hostelley	216-236-7455 Wednesday 2/5 11 - 6 EST. Or now.
Tushar Pharswan	Kindly confirm it is 6 AM EST or PM?
g.hostelley	11AM until 6PM
Tushar Pharswan	Thank you for the details we will schedule a call back during this time frame. (Edited)
	Rest assured your issue will be resolved.
	Is there anything else I may help you with ?
g.hostelley	No, I'll await the call.
Tushar Pharswan	Okay
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudho Thanks!

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

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

*g.hostelley has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71947 Jocelyn**

**Email:** jjsaccounting@gmail.com ☎ 12087095347

**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:** 52 Secs

**City:** REXBURG

**State:** Idaho

**Country:** UNITED STATES

### Chat Transcript

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

Please select an option!

Jocelyn

QuickBooks Issue

Acebuddy

What type of QuickBooks Issue are you facing?

Jocelyn

QuickBooks Update

Acebuddy

Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when issi might get delayed due to unforeseen circumstances.

If you're also getting an update popup, please grab a screenshot of the error message support@acecloudhosting.com. Our engineers will manually check and implement the be and share a confirmation via email.

Do you need any further assistance on the topic?

Jocelyn

Yes

Acebuddy

Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Anurag Sharma accepted the chat transfer request.*

Anurag Sharma

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

Hello Jocelyn

Jocelyn

Hi, we tried to run payroll and it didn't have any taxes held out. I need to have the ne done asap

Anurag Sharma

I deeply apologize for the inconvenience caused to you.

I will be surely assisting you with this. Kindly help me with your server name and user

Jocelyn

myrealdata JocelynJ.npre

Anurag Sharma

Thanks for the confirmation !

May I take the remote access of your server?

Jocelyn

Yes

Anurag Sharma

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

Jocelyn

Done

Anurag Sharma

Please accept the remote session request on the server. (Edited)

Jocelyn

I don't see a request

Anurag Sharma

You are in a disconnected session.

Please re-login into the server again.

Jocelyn

Ok, I did

Anurag Sharma

<https://assist.acecloudhosting.com/join/6642413723>

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

Are you able to connect?

Jocelyn

It said it was but I don't see a connection

Anurag Sharma

Please try again.

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 give your confirmation on this chat.

Jocelyn

ok

Anurag Sharma

As I can check, there is a pending QB payroll update on the server. Since it is a shared scheduling this Payroll update during the night hours.

We will update you on email once it is completed.

Jocelyn

I hope everyone that is doing payroll today will realize to no taxes (including social se medicare) will be taken out of the employees paychecks

Anurag Sharma

So sorry Jocelyn, I didn't understand what you are trying to say?

Jocelyn

If others are using QB on this server, without that update, the payroll feature will NOT taxes, gross & net will be the same.

Anurag Sharma

Yes, it will not effect your other working.

Is there anything else I may help you with ?

Jocelyn

No, but it would be nice if we could do the updates ourselves in the future so we don't until the next day to finish things

Anurag Sharma

Yes, you are right Jocelyn. For that you need to migrate to a dedicated server.

Jocelyn

Ok, we will wait until tomorrow to finish payroll.

Anurag Sharma

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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudho Thanks!

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

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

*Anurag Sharma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73264 Melanie Jenkins**

**Email:** office@wchomeinteriors.com ☎ 15034423792

**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:** 46 Secs

**City:** PORTLAND

**State:** Oregon

**Country:** UNITED STATES

## Chat Transcript

Melanie Jenkins	Hello, I am your Acebuddy
Acebuddy	Hello Melanie, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Melanie Jenkins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Melanie Jenkins	I'd like to report an Issue
Acebuddy	Please select an option!
Melanie Jenkins	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Melanie Jenkins	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
	Was that helpful?
Melanie Jenkins	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 today.
	Hi Mealnie, How may I assist you today
Melanie Jenkins	Our QB is switching to single-user mode automatically, causing other users to be locked out.
Sharath Kumar	Understood, let me quickly sign into your server to see why this is happening.
	in the meantime, could you let me know if you have experienced this issue previously?
Melanie Jenkins	Yes. It's been happening for a few weeks.
	It seems to happen overnight, not during the day.
	So maybe a nightly refresh is triggering it.
Sharath Kumar	I see the issue now, there is a QuickBooks update that is pending on the server.
Melanie Jenkins	Does Ace typically run the updates?
Sharath Kumar	That is correct, the application shows that the update is complete, however, one of the updates did not install correctly. I will have to download and reinstall the whole update again to get the application to work.
	Could you let me know if this can be done right now? 30 minutes of downtime will be required with users logged off from the server while the update installs.
Melanie Jenkins	Checking with the team.
Sharath Kumar	Sure, thank you
Melanie Jenkins	yes. that works
	I have some users in meetings so log them off if you need to.
Sharath Kumar	Alright, I will do that and will keep you posted via email once the application is up to date.
	Is there anything else I may help you with ?
Melanie Jenkins	I think that is all. Thanks!
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us summarizing the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review your feedback. 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> ).
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72292 dritz**

**Email:** dritz@saratogaconstruction.net  5185870100

**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:** 37 Secs

**City:** SARATOGA SPRINGS

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

dritz	Hello, I am your Acebuddy
Acebuddy	Hello Dritz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
dritz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
dritz	I'd like to report an Issue
Acebuddy	Please select an option!
dritz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
dritz	I was locked out Windows last Thursday, I was working from home. My password expir

fixed it and got me a new one. I am in the office today and that password doesn't work out

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 with this issue.

I will surely help you with this issue.

Kindly allow me two minutes to check the same.

dritz ok

Manish Singh Kindly try to access now.

dritz the password comes up

to fill in

Manish Singh Add the new password.

dritz not working

Manish Singh May I take the remote access of your local computer?

dritz yes

Manish Singh <https://assist.acecloudhosting.com/join/5042046319>

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 let you know and ask for your confirmation on this chat.

dritz failed

Manish Singh Checking.

Is there anything else I may help you with ?

dritz ok

Manish Singh I would greatly appreciate if you could spare a minute to give your valuable feedback and smileys 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 summarizing the conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my managers can review 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>).

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72192 Juliette Collin**

**Email:** mycpa@beckleyandassociates.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:** 22 Secs

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Juliette Collin	Ticket ID: 626337
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 as
	Kindly allow me two minutes to check the same.
	Juliette, we recently tried to connect with you regarding office365.
	But the call landed on VM
Juliette Collin	Yes. Do you need authorization to proceed? If so, I am giving you authorization.
Shashwat Verma	Kindly email the authorization mentioning about removing Office standard and installi  (Edited)
Juliette Collin	Very well. I will reply to the email you sent to Jeff Beckley on this topic.
Shashwat Verma	Sure
	Is there anything else I may help you with ?
Juliette Collin	No. I will proceed via email. 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudho Thanks!
	Note: You may change/reset your server password on your own by registering on our ! ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowl">https://www.acecloudhosting.com/knowl</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72518 Mohita Chadha**

**Email:** mohita@kaurtax.com ☎ 19097099000

**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:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Mohita Chadha	Hello, I am your Acebuddy
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mohita Chadha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mohita Chadha	I'd like to report an Issue
Acebuddy	Please select an option!
Mohita Chadha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Mohita Chadha	For the remote desktop, I have multiple users. How do I control visibility for some of th
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 assis
Mohita Chadha	Thank you!
	For the remote desktop, I have multiple users. How do I control visibility for some of th
Sharath Kumar	Hello Mohita, We can provide restriction for users so that they do not have access to i
Mohita Chadha	Is there a way that I can do that myself?

Sharath Kumar	unfortunately, this is something only support can do
Mohita Chadha	okay
	let me create the folders and then you can help me with the restrictions
Sharath Kumar	you will have to send an email request for this purpose
Mohita Chadha	is there a way to do this immediately?
Sharath Kumar	send an email to Support@acecloudhosting with the location of the folder and users to access the folder
Mohita Chadha	sorry - i need to share certain files
	okay
Sharath Kumar	Is there anything else I may help you with ?
	Are we still connected here?
Mohita Chadha	no thank you
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding your 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 review 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73025 Thomas P Maher**

**Email:** taxmanharrisburgpa@gmail.com ☎ 17178362175

**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:** HARRISBURG  
**State:** Pennsylvania  
**Country:** UNITED STATES

### Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73162 Ezra Dilger**  
**Email:** reception@rortax.com  7633189052  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 13 Secs  
**City:** MINNEAPOLIS  
**State:** Minnesota  
**Country:** UNITED STATES

## Chat Transcript

Ezra Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ezra Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ezra Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Ezra Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Ezra Dilger	Lacerte 2024 Needs an update
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be ass
	I will be surely assisting you with this. Kindly help me with your server name and user
Ezra Dilger	RORTax is the Server Reception.R is the username
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Users need to be log out from the serve for the update.
	Please ask the user to log out or we can schedule the update for night hours.
Ezra Dilger	Could we actually do this now? I can ask everyone to log off
Shubham Yadav	Sure
Ezra Dilger	Do you need everyone off?
Shubham Yadav	Yes
Ezra Dilger	Ok, I have notified the users.
Shubham Yadav	Thanks for the confirmation
Ezra Dilger	Can you tell me who is still logged on?
Shubham Yadav	I am updating the Lacerte now
Ezra Dilger	Ok!
Shubham Yadav	Everyone is logged out now

Ezra Dilger	Great, thanks
Shubham Yadav	Yes I am updating Lacerte 2024.
	Thank you for your patience.
	I have successfully updated the application
	Is there anything else I may help you with ?
Ezra Dilger	Thank you! No, that will be all
Shubham Yadav	Can you please give me a feedback please ?
	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
Ezra Dilger	For sure!
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 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 ! ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72615 David Weinstein**

**Email:** david@davidweinsteincpa.com ☎ 19149071180

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 56 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assi
	Hello David
David Weinstein	Tickets 644208 and 644207 are they going to be completed admknistrative rights for Karen.S and download slack from microsoft store or from slack.com
Anurag Sharma	David, I have just sent you an email for the admin rights. Please approve that request provide the user Karen.S the admin rights.
David Weinstein	I did  just let me know both tickets will be done. I need to go to sleep
Anurag Sharma	Thankyou so much. Please wait for 3-4 minutes so that I can verify and start proceeding request.
	I am so sorry David for disturbing your sleep.
	Please allow me quick 2-3 minutes.
David Weinstein	has to get done
Anurag Sharma	Please wait for a while. I am checking it quickly so that I can free you up with this wor
	Thankyou so much David for approving both the requests.
	I would just request you to please download the application setup for us on the server install that application for you.
David Weinstein	so the changes will be made
Anurag Sharma	Yes, we will update you via mail once it is done.
David Weinstein	ty
Anurag Sharma	This message has been deleted
	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 (1-888-415-5240) if any further assistance is required.

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

**#72932 Matt Grodin**

**Email:** matt@grodingcpa.com ☎ 16504324394

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 6 Secs

**City:** SAN CARLOS

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Matt Grodin	Hello, I am your Acebuddy
	1am pacific
Tushar Pharswan	Thank you for letting us know we will set the everyday server reboot at 1 AM Pacific.
	Is there anything else I may help you with ?
	As this chat session is disconnected from your end.
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.
	This message has been deleted
	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 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 ! (<https://selfcare.acecloudhosting.com>).

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

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72445 Erica Shepp**

**Email:** erica@sasisprinklers.com ☎ 14356699793

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** CHICAGO

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Erica Shepp Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Erica Shepp

Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Erica Shepp I'd like to report an Issue

Acebuddy Please select an option!

Erica Shepp QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Erica Shepp QuickBooks is Frozen

Acebuddy Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks

Was that helpful?

Erica Shepp No

Acebuddy No issues, please wait while I connect you to one our support engineers who'd assist you.

*Acebuddy (bot) forwarded the chat request*

*Anurag Sharma accepted the chat transfer request.*

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

Erica Shepp hello

Anurag Sharma Hello Erica

Erica Shepp My quickbooks froze. I did the shut down/unfreeze thing

and when I click on the Quickbooks icon, nothin happens

Anurag Sharma I deeply apologize for the inconvenience caused to you.

I will be surely assisting you with this. Kindly help me with your server name and user id.

Erica Shepp Qblivepro2.myrealdatal.net

EricaS

Anurag Sharma Thanks for the confirmation !

Erica could you please confirm that do you face this issue regularly?

Erica Shepp No this is the first

Anurag Sharma Okay

Are you the only one facing this issue?

Erica Shepp Hm, I just got kicked off the server

Anurag Sharma Yes, I just logged you out from the server.

Erica Shepp Oh I see

Anurag Sharma Please try to access the server again.

And please confirm if the issue is now resolved.

Erica Shepp Ok

Anurag Sharma Please confirm if the issue is now resolved.

Erica Shepp I'm waiting

Quickbooks is not opening yet

Anurag Sharma I deeply apologize for the inconvenience caused to you.

May I take the remote access of your server?

Erica Shepp Yes

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

Erica Shepp Okay

Anurag Sharma 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 let you know and you can give your confirmation on this chat.

We need to reboot the server in order to resolve this issue.

Erica Shepp Okay

Anurag Sharma I have initiated the server reboot.

After the reboot, you will be able to access the QB application.

Please try to access the server now

Are we still connected here?

Erica Shepp Yes sorry

Anurag Sharma Please check if the issue is resolved.

Erica Shepp Yes it is resolved now. Thank you

Anurag Sharma Thanks for the confirmation !

Is there anything else I may help you with ?

Erica Shepp No that is all

Anurag Sharma Thanks for the confirmation !

I would greatly appreciate if you could spare a minute to give your valuable feedback on 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 summarizing the conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my managers can review 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>)

Erica Shepp You too

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72911 Melanie Cole**

**Email:** accounting@rondopoolstn.com  7707785400

**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:** THOMPSONS STATION

**State:** Tennessee

**Country:** UNITED STATES

### Chat Transcript

Melanie Cole Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Melanie Cole Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Melanie Cole

	I'd like to raise a Request
Acebuddy	Please select your request type.
Melanie Cole	Change in Users
Acebuddy	Please select your desired option!
Melanie Cole	User Addition
Acebuddy	Kindly email us the full name of the User(s) who needs to be added at support@acecloudhosting.com from your registered email address and we'll update you once the request has been processed.
	Do you need any further assistance on the topic?
Melanie Cole	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

**#73325 sharon**

**Email:** sharon@taxassociatesllp.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:** FREMONT

**State:** California

**Country:** UNITED STATES

### Chat Transcript

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

	Whom Would You Like to Connect With?
sharon	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 ne Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Forgot windows security credentials

### Visitor Details

**#72837 Adriana**

**Email:** adriana@kevinbarry.com ☎ 747-296-3917

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

**Operator:** Shashwat Verma

**Website:** <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 2 Secs

**City:** DOWNEY

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Adriana	Forgot windows security credentials
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
	Hi Adriana,
Let me transfer this chat to our support team to help you with your concerns	
<i>Gantavya is transferring the chat to Support(QB &amp; App Hosting).</i>	

*Shashwat Verma accepted the chat transfer request.*

Shashwat Verma

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

Hello Adriana

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 by calling us at (1-888-415-5240) if any further assistance is required.

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72971 Shawn OBrien**

**Email:** sobrien@iasotherapeutics.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 58 Secs

**City:** FENTON

**State:** Michigan

**Country:** UNITED STATES

### Chat Transcript

Shawn OBrien

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Shawn OBrien	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shawn OBrien	I'd like to report an Issue
Acebuddy	Please select an option!
Shawn OBrien	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Shawn OBrien	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
	Was that helpful?
Shawn OBrien	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.
Shawn OBrien	Hello I am a first time user and my login information does not seem to be working
Sharath Kumar	Hello Shawn, could you please let me know what is the error that you are receiving while trying to logon into the server
	<i>11:52:25 PM</i> <i>Shawn OBrien is sharing a file with you</i> <a href="#"><u>Screenshot 2025-02-21 132156.png</u></a> - ( Size:39.12 KB )
Shawn OBrien	The logon attempt failed
	I have attempted to re-enter the password and get the same error
Sharath Kumar	The username and the server's name appear to be correct, let me check your user account status. I will be in touch with you shortly. Please allow me a couple of minutes to make sure everything is correct
Shawn OBrien	ok
Sharath Kumar	Thank you for your patience.
	As I can see, your account is active and enabled and has the appropriate access. With the right password, you should be able to sign in
Shawn OBrien	I have just attempted it again and get the same message. "The logon attempt failed" to the internet and it is not working
Sharath Kumar	We will have to try resetting your password but that would require an approval from the IT contact
	and that would Robert (rforgey@iasotherapeutics.com)
Shawn OBrien	please send him a request. I will text him to authorize it

Sharath Kumar

Sure, as soon as we end the chat there will be ticket created, on that I will be sending Robert and copying you as well

Shawn OBrien

ok, let's end it so we can get that done. Goodbye

*Shawn OBrien has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72934 Rebecca Wright**

**Email:** rebecca@orendagroup.com  16023806900

**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:** PHOENIX

**State:** Arizona

**Country:** UNITED STATES

### Chat Transcript

Rebecca Wright

Hello, I am your Acebuddy

Acebuddy

Hello Rebecca Wright, 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 :

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73077 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:** 2 Mins 16 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David Weinstein, 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 re
David Weinstein	Canopy Desktop Assistant isn't working
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Anurag Sharma accepted the chat transfer request.*

*Anurag Sharma is transferring the chat to Ashutosh.*

*Ashutosh accepted the chat transfer request.*

Ashutosh

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

Please let me know if Canopy is working for other users.

David Weinstein

No it isn't

the install is in the download directory

only the print function isn't working

I need Canopy Tax Desktop Assistant to work

You can uninstall it and reinstall it if you want

Ashutosh

Ok, please allow me few minutes to check on the server.

David Weinstein

Ok

Ashutosh

Thank you for your patience. David, could you confirm if you are able to print from other applications such as Microsoft word or excel.

David, we have reinstalled the application kindly check if you are able to print now.

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 call (1-888-415-5240) if any further assistance is required.

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

*Ashutosh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#71904 carol.natusadm

Email: carol.natusadm@gmail.com ☎ 9499819809

**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:** BRAMPTON  
**State:** Cambridgeshire  
**Country:** UNITED KINGDOM

## Chat Transcript

carol.natusadm	Hello, I am your Acebuddy
Acebuddy	Hello Carol.natusadm, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
carol.natusadm	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 help Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71961 Patrick Wiesner**  
**Email:** pwiesner@maxmar.com  720-626-2229  
**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:** ARVADA  
**State:** Colorado  
**Country:** UNITED STATES

## Chat Transcript

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

**#72745 sthan**  
**Email:** sthan@sdacpa.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** MARIETTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

sthan	Hello, I am your Acebuddy
Acebuddy	Hello Sthan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sthan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sthan	I'd like to report an Issue
Acebuddy	Please select an option!
sthan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
sthan	I can't access my remote connection.
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 assi
	Hello Sthan
sthan	Hello
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user
sthan	sophea.T@myrealdatal.net
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
sthan	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at j

sthan	done
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/4872653122">https://assist.acecloudhosting.com/join/4872653122</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	The issue seems to be resolved now.
	Is there anything else I may help you with ?
sthan	No, that was it
	thank you
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudho Thanks!
	Note: You may change/reset your server password on your own by registering on our ! ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowl">https://www.acecloudhosting.com/knowl</a>

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#72502 Mark Helm

Email: mark@integrahealthwellness.com ☎ 5592592502

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 1 Min 19 Secs

**City:** KANSAS CITY

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Mark Helm	Hello, I am your Acebuddy
Acebuddy	Hello Mark, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mark Helm	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mark Helm	I'd like to report an Issue
Acebuddy	Please select an option!
Mark Helm	Password Reset
Acebuddy	Please select an option below
Mark Helm	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pas
	Do you need any further assistance on the topic?
Mark Helm	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 assis
Mark Helm	thank you. I have been away for 11 days and now am unable to log into my account a reason my password wasnt saved
Sharath Kumar	no worries, let me quickly check your account on the server (Edited)
Mark Helm	i am logged in via my laptop but cant use my dekstop
	didi you leave me?

Sharath Kumar	my apologies, I was looking into your account
Mark Helm	hello
Sharath Kumar	it appears to be active and enabled
	so with the right password you should be able to sign in
Mark Helm	how can i see my password when i am logged into with my laptop? when i try with de
contact admin	
Sharath Kumar	understood, are you enrolled to selfcare portal to change your password?
Mark Helm	no it says my password is invalid
Sharath Kumar	I see that you are an authorized contact for Integra health, could you please let me kr
	access to MyPortal?
Mark Helm	I am resetting the password for self care now
Sharath Kumar	that's great! I'm here and let me know if you need any help
Mark Helm	ok stand by please
	ok all is well and up and running. thank you for your time Sharath
Sharath Kumar	glad to know that you were able to sign in
	Is there anything else I may help you with ?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (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

**#72197 Bobby Alderman**

**Email:** bobbyalderman46@gmail.com

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** MOULTRIE

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Bobby Alderman	Hello, I am your Acebuddy
Acebuddy	Hello Bobby Alderman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bobby Alderman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bobby Alderman	I'd like to report an Issue
Acebuddy	Please select an option!
Bobby Alderman	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Bobby Alderman	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
	Was that helpful?
Bobby Alderman	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>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you with this issue.
	I will be surely assisting you with this. Kindly help me with your server name and user details.
Bobby Alderman	My Quickbooks shortcut is not showing on computer
Shubham Yadav	I will surely help you with this issue.
	Can you please let me know your server name ?
Bobby Alderman	You will have to contact Frank Sutton 1 229 686 4864 for the name I do not know it I am not able to see it.

	accountant working remotely and not at office
Shubham Yadav	Alright Bobby, let me check the issue taking remote access of your computer.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
Bobby Alderman	yes using teamviewer?
Shubham Yadav	<a href="https://assist.acecloudhosting.com/join/2022027175">https://assist.acecloudhosting.com/join/2022027175</a>
	Kindly Click on the link and open the downloaded file.
	You can use the following link
	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 let you know.
	As per remote session I have added shortcut on desktop.
	Is there anything else I may help you with ?
	This message has been deleted
	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 session by calling us at (1-888-415-5240) if any further assistance is required.

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72643 Nawaz Ahmed**

**Email:** nawaz.ahmed@acobloom.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** BANGALORE

**State:** Karnataka

**Country:** INDIA

## Chat Transcript

Nawaz Ahmed	Hello, I am your Acebuddy
Acebuddy	Hello Nawaz Ahmed, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nawaz Ahmed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nawaz Ahmed	I'd like to report an Issue
Acebuddy	Please select an option!
Nawaz Ahmed	Password Reset
Acebuddy	Please select an option below
Nawaz Ahmed	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pas
	Do you need any further assistance on the topic?
Nawaz Ahmed	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Nawaz Ahmed	ok
	??
	<i>Nawaz Ahmed has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72604 francestax**

**Email:** francestax@qcfonline.com

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** LAKE WORTH

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

francestax	Hello, I am your Acebuddy
Acebuddy	Hello Lavanda Francis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
francestax	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
francestax	I'd like to report an Issue
Acebuddy	Please select an option!
francestax	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
francestax	I am trying to connect to the cloud
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you with this.
	I will be surely assisting you with this. Kindly help me with your server name and user details.
francestax	are you able to call
Shubham Yadav	Lavanda can you please let me know the issue, I will be helping you if it's possible on the phone.

francestax	server name <a href="http://quantumtaxinc.myrealdata.net/">http://quantumtaxinc.myrealdata.net/</a>
Shubham Yadav	Thanks for the confirmation
	Lavanda are you able to connect to the server? (Edited)
francestax	I need onboarding
Shubham Yadav	Kindly allow me two minutes to check the same.
	Alright Lavanda as I can check you are a new user created on server
	Are you able to connect to the server ?
	Or I can help you connecting to the server while taking remote access of your comput
francestax	ok
Shubham Yadav	Yes Lavanda
	May I take the remote access of your local computer?
francestax	yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at <a href="https://assist.acecloudhosting.com/join/8972829653">https://assist.acecloudhosting.com/join/8972829653</a>
	Kindly Click on the link and open the downloaded file.
	Lavanda are you able to connect ?
	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 give your confirmation on this chat.
	As per remote session you are now able to connect to the server.
	Is there anything else I may help you with ?
francestax	no
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudho Thanks!
	Note: You may change/reset your server password on your own by registering on our ! ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowl">https://www.acecloudhosting.com/knowl</a>
<i>Shubham Yadav has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73074 Karin Newburger**

**Email:** knewburger@hansenrealtyervices.com  7087692030

**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 49 Secs

**City:** POMPANO BEACH

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Karin Newburger	Hello, I am your Acebuddy
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assis
Karin Newburger	Ticket # 646882
Sharath Kumar	Hi Karin, could you please allow me 2 minutes to look into this ticket
	Thank you for your patience.
	could you confirm if you were able to install the Uniprint application on your local com
Karin Newburger	I am not sure what user name they are asking for? Can you login?
Sharath Kumar	it could be the local IT administrator credentials if it is on your local computer
	could you send me a screenshot of the error message
Karin Newburger	I will work on this tomorrow.
Sharath Kumar	sure, anything else that I can assist you with in the meantime
Karin Newburger	no, thank you!

Sharath Kumar

You may end this chat now. Once you end this chat, you will receive an email from us 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>)

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

**#72201 David Weinstein**

**Email:** david@davidweinsteinpca.com

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

David Weinstein

Hello, I am your Acebuddy

Acebuddy

Hello David Weinstein, 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	If i download an RDP can I delete it by the end of the day without anyone knowing?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
	<i>Shubham Yadav is transferring the chat to Yash Ahi.</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
David Weinstein	ok, say I run it off of one drive
Yash Ahi	Hi David. How are you doing today?
David Weinstein	Hi I'm on a pc I want to keep what I'm doing confidential
	If I run the RDP icon off of the onedrive, that won't set off alarms will it?
Yash Ahi	Are you going to use any other user's RDP?
	Could you please help me with your server name or business name once?
	I will surely help you with this concern.
David Weinstein	DavidWein
Yash Ahi	Thank you for the information and allow me 2 minutes to check the same.
	So are you talking this with logging in from another computer?
David Weinstein	I saved the RDP in my onedrive (which I have access to from the other pc). What would happen if I run it. Will an IT department be alerted?
Yash Ahi	Well if your IT department manages everything and tracks your activity, they will alert it.
David Weinstein	What if they don't track everything?
Yash Ahi	Then they won't know about it.
David Weinstein	They have to have software that alerts them, then

Yash Ahi	Yes
David Weinstein	on my pc or on the network
	If I run the RDP app from my onedrive and then sever the connection ,there won't be any crumbs that I went on the VPS, will there be?
Yash Ahi	Well in case they track that you are using RDP, still they won't know what you are doing inside of it.
	We cannot say about that David.
David Weinstein	ooh ok, so they'll know I went into RDP but not what I did
	Ok
Yash Ahi	Yes you are right.
David Weinstein	I'm not going to transfer files from their system only download from mine to use their stuff. So even if they do see I'm using it, they'll know I'm not uploading anything.
	that was my last question, sorry
Yash Ahi	Yes They might be aware
	No problem at all David.
David Weinstein	its an outside it consultant, probably not monitoring that closely
	Do you guys do such monitoring?
	if i wanted to see what one of my users downloaded or did, I'd have a log of it?
Yash Ahi	Yes we have our own team who manages security services from server to local.
David Weinstein	thanks
	have a good day
Yash Ahi	On your local?
	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 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.

*Yash Ahi has ended this chat session*

