

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73861 joyce**  
**Email:** joyce@hcfoodinc.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 35 Secs  
**City:** SAN JOSE  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

joyce	Hello, I am your Acebuddy
	<i>Shashwat Verma is transferring the chat to Anurag Sharma.</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Joyce
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73682 Ezra Dilger**  
**Email:** reception@rortax.com ☎ 7633189052  
**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 19 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 representative!
Ezra Dilger	We need an updat eto Lacerte 24
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Yash Kalra accepted the chat transfer request.	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.

	Reception, please let me know the issue you are facing?
	Are we still connected here?
Ezra Dilger	yes, I am here
	We need an update to Lacerte 24
Yash Kalra	Please stay connected while we are scheduling an update from the backend.
Ezra Dilger	ok thank you
	<i>3:13:52 AM</i> Yash Kalra is sharing a file with you <a href="#">image.png</a> - ( Size:7.41 KB )  <i>Reception, please ask the user to log-off from the server for 20-30 minutes, so that we can update the .</i>
	Which user is still logged on?
	<i>3:14:46 AM</i> Yash Kalra is sharing a file with you <a href="#">image.png</a> - ( Size:5.46 KB )
	They have all said that they are logged out, please proceed with doing the update now
Yash Kalra	Please be informed that an update is currently in progress. This process may take some time, and our team will notify you
	Is there anything else I may help you with ?
Ezra Dilger	okay and how long will it take?
Yash Kalra	It will just take 10-15minutes.
Ezra Dilger	okay thank you
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>

*Yash Kalra has ended this chat session*



# Chat Transcript

This is Jeffrey with Parts company. My quickbooks is froze  
someone help me?

## Visitor Details

**#73564 partsfast**  
**Email:** partsfast@gmail.com 📞 2817500340  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/ace-support/  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 39 Secs  
**City:** HOUSTON  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

partsfast	This is Jeffrey with Parts company. My quickbooks is frozen can someone help me?
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you further.
	Hi Jeffery, how are you doing?
partsfast	Not very well i was working and my quickbooks froze
Mohit	Do you already have an account with ACE?
partsfast	yes
	its partsfast@myrealdata
Mohit	Perfect, please let me know the registered business name
partsfast	Parts Company i should be the only user logged on
Mohit	Yes got it, I am transferring this chat to support for further assistance
	Mohit is transferring the chat to Support(QB & App Hosting).
	Sharath Kumar accepted the chat transfer request.
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello, please allow me a moment to sign into the server
partsfast	i am katy-01

Sharath Kumar	Thank you for your patience.
	I only see KeithP as the logged in user on the server
partsfast	that is me.
Sharath Kumar	got it
	is the whole server session frozen for you or is it just the QB application?
partsfast	im not sure. it froze and it wouldnt let me minimize i believe uts just qb can i can see the email screen
Sharath Kumar	understood, let me tell you how to close QB
	<i>8:38:21 PMSharath Kumar is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:621 Bytes</i> )
	do you see this icon on the bottom (on taskbar)
	simply click on it
partsfast	nope i used to have it but i believe my boss took it off
Sharath Kumar	I see, no worries, let me close QuickBooks for you
	it has been closed
	try relaunching the application and let me know if you need any further assistance
partsfast	GIVE ME A FEW MINUTES IM TRYING NOW
	OK IM IN BUT I DONT SE ETHAT ICON ANYWHERE
Sharath Kumar	Glad to hear that you were able to access QB. Could you please confirm that the Icon that you are referring to is for QB Re
partsfast	YES I DONT SEE IT ANYWHERE TEH QB RESET
Sharath Kumar	It could be possible as you mentioned earlier that your boss may have requested to remove this for you
partsfast	BUT OUR APPLICATION NAMED RICHARD HAS IT ON THEIRS
Sharath Kumar	Could you please check with them and let us know if any user account requires this. This will help you guys to close the a the support team to do this task for you.
partsfast	I NEED THAT ONE AS WELL. ME AND RICHARD ARE THE ONES THAT REALLY NEED IT
Sharath Kumar	I see, in that case, I can add this application's shortcut to Keith's account temporarily, Please let him know about this and be removed from Keith's account again
partsfast	OK
Sharath Kumar	and you always sign in with this user account - KeithsP?
partsfast	Yes i do
	My name is Jeffrey and Richard is actually Maria our AR Person
Sharath Kumar	Understood!
	I have just added the QB reset to your desktop
	could you check and confirm the same

partsfast	Got it thank you very much for your help this morning
Sharath Kumar	My pleasure, Jeffrey
	Is there anything else I may help you with ?
partsfast	i believe we are good now. Have a great rest of the day
Sharath Kumar	I wish you the same
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide feedback on your experience.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>

*Sharath Kumar has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73869 ymehta**  
**Email:** ymehta@accountingresourcesinc.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:** 51 Secs  
**City:** MANNARAI  
**State:** Tamil Nadu  
**Country:** INDIA

## Chat Transcript

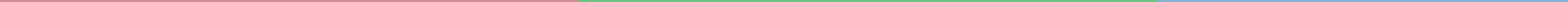
ymehta	Hello, I am your Acebuddy
Acebuddy	Hello Yashit, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ymehta	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ymehta	I'd like to report an Issue
Acebuddy	Please select an option!
ymehta	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ymehta	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
ymehta	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>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.
	<i>2:29:15 PMymehta is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:11.18 KB )</i> <i>Can you help me resolve this error? ticket no.</i> <i>656563</i>
	absolutely
ymehta	what do I need to do?
Sharath Kumar	just let me know the server name that you are on and I will make the changes from backend
ymehta	ARIINC.myrealdata.net
Sharath Kumar	thank you, working on it!
	allow me two minutes
ymehta	do you need the specific company file in which I am getting this error?
Sharath Kumar	that won't be necessary since I am hoping this to be an issue with the QuickBooks services on the server.
ymehta	Okay!
Sharath Kumar	I have just restarted those services

	could you please try opening the QB file again and let me know the result.
ymehta	the issue is still there
Sharath Kumar	I see, sorry to hear that and this is happening just a particular company file
	<i>2:38:41 PMymehta is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:12.02 KB )
	you are able to access the other company files
ymehta	yes! I am able to access other company files without any issue
Sharath Kumar	no problem, let me do some further troubleshooting on the server.
ymehta	okay
Sharath Kumar	Could you let me know the location of the file
ymehta	D:\Client data\Greater Hartford Community Foundation
Sharath Kumar	try copying that file to your desktop and then open from there
ymehta	Not working!
Sharath Kumar	It appears that we will have to restore the file from last night or earlier today
	May I keep you posted on email once I have done that
ymehta	I will inform you of the location where the restored file is kept and then you can try accessing it. Hopefully, that should res
	Hold on to the restoration
	I'll have to confirm If any changes were made between earlier today and now so there is no loss of data
Sharath Kumar	that is understandable, but just to let you know we are not going to replace the file, instead I will copy the restored file to
	this way you will have the original file and the restored files in separate folders
ymehta	But will I not be able to get into the original file at all?
Sharath Kumar	that is correct, but since I am restoring the file from a backup made some hours ago, there won't be much changes (I assi
ymehta	Okay ! Also please let me know what time the back up was made?
Sharath Kumar	looking into it, what is the name of the company file under D:\Client data\Greater Hartford Community Foundation
ymehta	Travelers Championship QB 2023
	I was facing the same issue yesterday but don't know how I could get into the file after a few tries. Unfortunately today, I
Sharath Kumar	I have made some more changes to the sever, could you try accessing the file now
ymehta	Still can't get intothe file
Sharath Kumar	We have a few backup options of this file
	recent is from today 1:37 AM IST (Edited)
	it is from last night, 1:37 AM IST
	the other backup is from March 8



ymehta	I believe quite a few changes must have been made between then and now
Sharath Kumar	I see, I will make a copy from both those dates and will keep it in your desktop in a folder name restored
	you can let us know afterwards about how you would like us to proceed
	I will keep you posted about this on the ticket number that you mentioned previously
ymehta	okay I'll confirm later today and let you know. Because,I'll have to confirm with my team
Sharath Kumar	sure, I understand that. If that doesn't work for you we can then check for other workarounds
	anything else that I may assist you with in the meantime?>
ymehta	Nothing else! Just send me an e-mail if you are able to resolve.
	you mean 11th March 1:37 AM?
Sharath Kumar	correct!
ymehta	okay ! I'll reach out to you with a confirmation
Sharath Kumar	Alright, sir. I wish you have a good rest of your day
ymehta	Thanks!
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback. We value your feedback and will use it to improve our services. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response. You can reach out to us at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#74756 Ray Morse  
Email: rmorsedmd@knology.net ☎ 18508147416  
Department: Support(QB & App Hosting)

**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 32 Secs  
**City:** PANAMA CITY  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript -----

Ray Morse	Hello, I am your Acebuddy
Acebuddy	Hello Ray A Morse, Dmd, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ray Morse	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ray Morse	I'd like to report an Issue
Acebuddy	Please select an option!
Ray Morse	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ray Morse	Still can't log in from home. Ticket #661831
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
Ray Morse	I've had techs remote in and change my credentials and be able to log in, but I still can't
	I can't even change my password online because the system tells me that it can't find my account
Manish Singh	Alright, are you not able to access server?
Ray Morse	When I try to connect using the icon, it times out and either tells me that it can't find the resource or the server isn't onlin
Manish Singh	Ok
	May I take the remote access of your local computer?
Ray Morse	ok

Manish Singh	<a href="https://assist.acecloudhosting.com/join/3322045374">https://assist.acecloudhosting.com/join/3322045374</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	Are we still connected here?
	As there was no response and chat ended, we are disconnecting the chat for now. You may re-initiate the chat or call us a required.
Manish Singh has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74494 Stephen Riddle**  
**Email:** stephen@focusalesinc.com ☎ 9196143076  
**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:** 4 Mins 54 Secs  
**City:** RALEIGH  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

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

Stephen Riddle	I'd like to raise a Request
Acebuddy	Please select your request type.
Stephen Riddle	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Stephen Riddle	Restart
Acebuddy	Hello Stephen Riddle, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephen Riddle	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephen Riddle	I'd like to raise a Request
Acebuddy	Please select your request type.
Stephen Riddle	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Stephen Riddle	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an upda
	<ul style="list-style-type: none"><li>• QuickBooks Year</li><li>• Variant : Pro / Premier / Enterprise / Accountant</li><li>• License Number</li><li>• Product Code</li></ul>
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you nee
	Do you need any further assistance on the topic?
Stephen Riddle	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Stephen, how may I assist you today
Stephen Riddle	Hi, can you please assist me in opening my QB 2022 pro file in the 2023 Premier that was just placed on the server?
	I have backed up the 2022 in a local folder but I'm not sure how to proceed in 2023
	QBLive06N
Sharath Kumar	Sure, allow me moment to check some details on your account

	Thank you for your patience.
	May I take a remote of your server session
Stephen Riddle	yes
Sharath Kumar	Thank you
	Prior providing the access, I would suggest you to close any important documents at your end.
Stephen Riddle	ok
Sharath Kumar	Hi Stephen, The converted file's location is Z:\New folder and I have made sure that the file opens with QuickBooks 2023
	Since you are on a call I will disconnect from the chat
	Let us know if you require any further assistance
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acec">https://selfcare.acec</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Sharath Kumar has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74645 will.okeefe

Email: will.okeefe@emailshutters.com 📞 16185670384

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 31 Secs

**City:** PASADENA  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

will.okeefe	Hello, I am your Acebuddy
Acebuddy	Hello Will.okeefe, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
will.okeefe	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
will.okeefe	I'd like to raise a Request
Acebuddy	Please select your request type.
will.okeefe	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
will.okeefe	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
will.okeefe	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
will.okeefe	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
will.okeefe	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
Acebuddy (bot) forwarded the chat request	
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
will.okeefe	Hello, I recently updated my quickbooks file application to version 24.0. Since then, the files are default opening to single multi user mode
Shashwat Verma	I will surely help you with this issue.

	May I take the remote access of your local computer?
will.okeefe	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
will.okeefe	done
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/7552667845">https://assist.acecloudhosting.com/join/7552667845</a>
	Kindly Click on the link and open the downloaded file.
will.okeefe	done
Shashwat Verma	Have you joined the session?
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
will.okeefe	yes
	i think that will solve the issue
Shashwat Verma	Issue resolved in remote session by marking multi-user mode as default setting in QuickBooks.
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app quality@acecloudhosting.com. Thanks!  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Shashwat Verma has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73786 deepakt

Email: deepakt@myrealddata.in 📞 8884155240

Department: Support(QB & App Hosting)

**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 11 Secs  
**City:** NEW DELHI  
**State:** Delhi  
**Country:** INDIA

Chat Transcript -----

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



Hello, I am your Acebuddy

Visitor Details

**#73525 Lorraine Weaver**  
**Email:** l.renee.weaver@gmail.com 📞 17069754009  
**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:** GRIFFIN  
**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74267 Teresa Duncan**  
**Email:** teresa@contractbusinessgroup.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:** HIGH POINT  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

Teresa Duncan	Hello, I am your Acebuddy
Acebuddy	Hello Teresa Duncan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Teresa Duncan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Teresa Duncan	I'd like to raise a Request
Acebuddy	Please select your request type.
Teresa Duncan	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Teresa Duncan	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

**#74256 Fenil Shah**  
**Email:** tax@sktaxaddison.com ☎ 8473508121  
**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:** 1 Min 3 Secs  
**City:** BHIMRAD  
**State:** Gujarat  
**Country:** INDIA

## Chat Transcript

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Janardan Mishra accepted the chat transfer request.</i>
Janardan Mishra	Thank you for choosing ACE cloud Hosting. My name is Janardan. How may I help you today?
Fenil Shah	Facing errors while connecting to many of our rdps
	it says ask your administrator for help
Janardan Mishra	We understand the situation. While initiating the chat, you started Managed IT option so your chat is connected to a differ
	Let me transfer your chat to concerned team so they may assist.
	Is that okay?

Fenil Shah	ok
Janardan Mishra	Thank you
	<i>Janardan Mishra is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Janardan
Fenil Shah	Facing errors while connecting to many of our rdps
	it says ask your administrator for help
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Fenil Shah	yeah sure
	sktax3 , sktax4 , Hardik \and sktax1
Anurag Sharma	Could you please confirm your server name?
Fenil Shah	I cant see that
	maybe you can help with that and check which are not working
Anurag Sharma	Okay
	May I take the remote access of your local computer?
Fenil Shah	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Fenil Shah	ok
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/5182798723">https://assist.acecloudhosting.com/join/5182798723</a>
	Kindly paste this link in the browser of local computer and join the session.
Fenil Shah	yeah sure
Anurag Sharma	Are you able to connect?
	Are we still connected here?
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
Fenil Shah	getting downloaded please wait
	yes
Anurag Sharma	Okay
Fenil Shah	thanks for the help
Anurag Sharma	Is there anything else I may help you with ?

	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
<i>Anurag Sharma has ended this chat session</i>	



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74023 chuck**  
**Email:** chuck@echotaxaz.com  
**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:** 26 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript

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

chuck	I'd like to report an Issue
Acebuddy	Please select an option!
chuck	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
chuck	Can someone restart my Outlook? It won't open and I can't remember what to do.
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?
chuck	Chuck Ehrler, and the company name is Echo Tax & Consulting
Tushar Pharswan	Kindly allow me two minutes to check the same.
chuck	Thanks
Tushar Pharswan	Thank you for waiting.
	May I know the username who is affected for outlook and also is this the first time the issue has happened?
	are other users facing the same issue?
chuck	Charles Ehrler, it's happened before, but not for a very long time.
	I have one other person who is not able to access the cloud, Margie Forman.
Tushar Pharswan	Okay I will close the outlook session from task manger as of now.
	Kindly try to access outlook again.
chuck	Yup, that did it, thanks!
Tushar Pharswan	Kindly ask the user to initiate a chat session so that we can assist her as well.
	Okay.
chuck	Will do.
Tushar Pharswan	Great.
	Is there anything else I may help you with ?
chuck	Some people have lost the 2023 Ultratax icon that used to be on their desktop. Do you know how to reinsstall that?
Tushar Pharswan	Kindly allow me two minutes to check the same.
	Thank you for waiting I have provided the icon to everyone's desktop.
chuck	You are awesome!
Tushar Pharswan	Thank you.
	Is there anything else I may help you with ?

chuck	Not now, thanks.
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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> )

*Tushar Pharswan has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73936 Nathan Urry**  
**Email:** techs@cr-t.com 📞 13853251678  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 46 Secs  
**City:** DRAPER  
**State:** Utah  
**Country:** UNITED STATES

## Chat Transcript

Nathan Urry	Hello, I am your Acebuddy
Acebuddy	Hello Nathan.urry, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Nathan Urry	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Janardan Mishra accepted the chat transfer request.</i>
Nathan Urry	I live in Utah. The business is located in Sun Valley, ID (4 hour drive). I want to be able to print at a printer in Sun Valley fr simple task to accomplish this. The easiest thing would have been to setup a vpn and then you would have local visibility sure if you recall but starlink was not able to support a static ip address so that will not work. You will have to reach out to printers to show up for all users. Currently it only shows the local user redirected printer. When you go to the ports it does the ACE server but they are grayed out so we can't do anything with it at the moment. We could also get you remote access but we wouldn't be able to print from ACE only from the local machine."
	<i>Janardan Mishra is transferring the chat to Moin Latief.</i>
	<i>Moin Latief accepted the chat transfer request.</i>
Moin Latief	Thank you for contacting Ace Cloud Hosting. My name is Moin. How may i assist you?
Nathan Urry	see above
Moin Latief	You have contacted VDI support. Kindly allow me to transfer your chat to the concerned department.
Nathan Urry	thank you
	<i>Moin Latief is transferring the chat to Support(QB &amp; App Hosting).</i>
Moin Latief	You're welcome
	<i>Shashwat Verma accepted the chat transfer request.</i>
	<i>Shashwat Verma is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Nathan Urry	nathan.u@myrealdata.net
	Clearwater Landscaping
Shivam Singh	Kindly allow me two minutes to check the same.
Nathan Urry	thank ypou
Shivam Singh	Please let me know the issue that you are facing so that I could assist you with the same.
Nathan Urry	I live in Utah. The business is located in Sun Valley, ID (4 hour drive). I want to be able to print at a printer in Sun Valley fr simple task to accomplish this. The easiest thing would have been to setup a vpn and then you would have local visibility sure if you recall but starlink was not able to support a static ip address so that will not work. You will have to reach out to printers to show up for all users. Currently it only shows the local user redirected printer. When you go to the ports it does the ACE server but they are grayed out so we can't do anything with it at the moment. We could also get you remote access but we wouldn't be able to print from ACE only from the local machine."
Shivam Singh	Thank you for sharing your concern. Let me take a look at it. Allow me 2 minutes



Nathan Urry	thank you
Shivam Singh	Please stay connected as I am still working on it. I'll be right back with you
Nathan Urry	thank you'
	I really need to do this so please find a solution
	thank you
Shivam Singh	Nathan, Please share your request via email, as this will serve as the authorization for us to proceed. We will then forward investigate the issue and come up with a feasible solution.
Nathan Urry	i need a solution asap
Shivam Singh	I'll send you an email, and you can respond back on it
Nathan Urry	i did not receive the email
Shivam Singh	I understand your concern; however, I would like to inform you that changes to the network infrastructure need to take pl
	you will receive the email after the chat.
	I will then be sharing the same email with the network team, which will help us gather the necessary requirements and id network, such as adjustments to the firewall.
	Are we still connected here?
	Are we still connected here?
Nathan Urry	yes
	here
Shivam Singh	thanks for the response
	Anything else that I could assist you with apart from this issue?
Nathan Urry	just solve this as soon as possible please. Thank you
Shivam Singh	Surely
	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 appli
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Shivam Singh has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73426 Josh To**  
**Email:** jhto@aeac-autorica.com ☎ 13343002180  
**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:** 48 Secs  
**City:** DULUTH  
**State:** Georgia  
**Country:** UNITED STATES

## Chat Transcript

Josh To	Hello, I am your Acebuddy
Acebuddy	Hello Jhto, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Josh To	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Josh To	I'd like to report an Issue
Acebuddy	Please select an option!
Josh To	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Josh To	display setting
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Manish Singh accepted the chat transfer request.	

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Josh To	thank you
Manish Singh	What exactly the issue you are facing?
Josh To	I have an issue to setting a display a realdata file for dual monitor
Manish Singh	Alright
	Okay, Is this the first time you are facing this issue.
Josh To	yes
Manish Singh	May I take the remote access of your local computer?
Josh To	sure
Manish Singh	<a href="https://assist.acecloudhosting.com/join/5842741558">https://assist.acecloudhosting.com/join/5842741558</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with ?
Josh To	no. that's it
	I apprecitate
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Manish Singh has ended this chat session

Visitor Details

# Chat Transcript

Hello, I am your Acebuddy

#74144 Deyanira Torres

Email: dtorres@rosefeltlaw.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: BONITA SPRINGS

State: Florida

Country: UNITED STATES

Chat Transcript

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



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73540 Isabelle Reid**  
**Email:** sifinancial16@gmail.com 📞 14789785345  
**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:** 34 Secs  
**City:** WARNER ROBINS  
**State:** Georgia  
**Country:** UNITED STATES

## Chat Transcript

Isabelle Reid	Hello, I am your Acebuddy
Acebuddy	Hello Isabelle Reid, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Isabelle Reid	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Isabelle Reid	I'd like to raise a Request
Acebuddy	Please select your request type.
Isabelle Reid	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Isabelle Reid	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>

Isabelle Reid	ID 652085
	I was wondering if Quick Books is going to be updated to the 2023 version or if it will remain the 2022 version
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Isabelle
	Kindly allow me two minutes to check the same.
Isabelle Reid	okay just let me know once you find out
Shashwat Verma	You want to update the server or upgrade it?
Isabelle Reid	Would having a newer version of Quick books require an upgrade?
Shashwat Verma	Yes
	If you wish to, we can upgrade, you to premier 2024.
Isabelle Reid	How much would that cost compared to what I am paying now
Shashwat Verma	Well, this be best assisted by sales team, will Forword your case to them, and they'll let you know
Isabelle Reid	and would my information be carried over?
Shashwat Verma	No data loss occurred during the upgradation.
Isabelle Reid	that would be great
Shashwat Verma	Sure, will update you on email.
	Is there anything else I may help you with ?
Isabelle Reid	no that was all
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Shashwat Verma has ended this chat session</i>



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74824 Racie Blewitt**  
**Email:** rblewitt@customsourcemkg.com ☎ 7326901346  
**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:** 18 Secs  
**City:** SARASOTA  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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

	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Racie
Racie Blewitt	your phone is not working. wont take prompt input. I cant get into Quickbooks as Admin. Need to reset passcode
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I believe there must be some technical issue at your end as our other clients are able to connect with us on call. But no w as well. (Edited)
Racie Blewitt	Reset goes to you. I am leasing QB from you. I can only get in under my login, but not the admin and need to so I can sen
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Racie Blewitt	where do I see server name. This is Racie Blewitt - Custom Source Marketing
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
Racie Blewitt	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Racie Blewitt	i did
	accessing server or my pc?
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/9202712135">https://assist.acecloudhosting.com/join/9202712135</a>
	Kindly paste this link in the browser of local computer and join the session.
	Your PC
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	The issue seems to be resolved now
	Is there anything else I may help you with ?
Racie Blewitt	You can send review for rating via email. Thank you
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acec">https://selfcare.acec</a>



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73722 210686**  
**Email:** jchung@uft.com ☎ 916.596.4533  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 2 Secs  
**City:** IRVING  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

210686	Hello, I am your Acebuddy
Acebuddy	Hello Jonathan Chung, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
210686	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
210686	I'd like to report an Issue
Acebuddy	Please select an option!
210686	Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
210686	ticket 654718
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Rohan Prajapati accepted the chat transfer request.	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Jonathan, How are you doing today ?
210686	good how are you doing?
Rohan Prajapati	That's Great. I'm good too, thanks for asking.
	I will surely help you with this issue. Thank you for Providing the ticket number
210686	I am needing assistance with the SFTP. Can you see if you guys closed port 22 for any reason on our server?
Rohan Prajapati	Jonathan, Please allow me 5-6 minutes to go through the ticket and check the same
	Since you are already connected with one of our engineers, we are closing this chat. Our engineer will continue assisting :
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback on your experience. We value your input and will use it to improve our services. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach out to us at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
Rohan Prajapati has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74399 Jschumacher

Email: jschumacher@partnersystems.com

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** TEMPE

**State:** Arizona

**Country:** UNITED STATES

Chat Transcript -----

Jschumacher	Hello, I am your Acebuddy
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Jschumacher	hello!
Shivam Singh	Hi john, I reckon we were just connected.
Jschumacher	we did
Shivam Singh	Is the issue still there or do you need any assistance
Jschumacher	he is getting an error that he needs admin permissions
Shivam Singh	Did he logged in and log off before accessing the server ?
Jschumacher	let me check
Shivam Singh	As the changes will be initiated post log off.
	Sure, I'll wait.
Jschumacher	and now hes on a zoom. ill just reach back out if there is still a problem
Shivam Singh	Surely. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Jschumacher	yup
	sorry trying to do three things at once
	and sounds good ill call in
Shivam Singh	thanks for your response
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73741 Waqar Zubair**  
**Email:** info@account.tax 📞 19167980126  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 4 Secs  
**City:** SAN LEANDRO  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Salman, How are you doing today ?
	<i>Rohan Prajapati is transferring the chat to Ashutosh.</i>
	<i>Ashutosh accepted the chat transfer request.</i>
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.
	I understand you want to setup RDP for server access.
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Ashutosh has ended this chat session</i>



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74206 sharath.kumar**  
**Email:** sharath.kumar@myrealddata.in  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** NEW DELHI  
**State:** Delhi  
**Country:** INDIA

## Chat Transcript

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

Chat request was not picked up by the operators



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74081 antony.wu

Email: antony.wu@snrtea.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: ROWLAND HEIGHTS

State: California

Country: UNITED STATES

Chat Transcript

antony.wu	Hello, I am your Acebuddy
Acebuddy	Hello Antony.wu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
antony.wu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
antony.wu	I'd like to raise a Request
Acebuddy	Please select your request type.
antony.wu	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
antony.wu	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
antony.wu	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
antony.wu	Hi, im stuck on a blue screen when logging into remote desktop, please reboot my user session Server Name: SunrightCo
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you want to reboot your user session.
	I will surely help you with this issue.
antony.wu	Awesome, thank you
Ashutosh Mishra	Kindly allow me two minutes to check the same.
antony.wu	alright
Ashutosh Mishra	I have signed you out off the server please login again.
antony.wu	ok i was able to get through the blue screen now
	thank you!
Ashutosh Mishra	Is there anything else I may help you with ?

antony.wu	no, that was all, thank you!
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide your feedback. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Ashutosh Mishra has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74471 Hassan Gill**  
**Email:** hassangill2x@gmail.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** ABBAS PUR  
**State:** Punjab  
**Country:** PAKISTAN

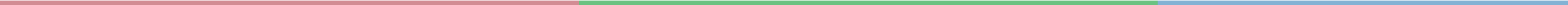
## Chat Transcript

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



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

Ended due to chat idle timeout



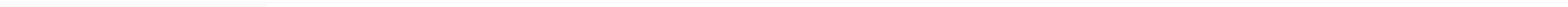
# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74178 Paul Wutzke**  
**Email:** bewutzke@gmail.com 📞 17012202598  
**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 47 Secs  
**City:** BISMARCK  
**State:** North Dakota  
**Country:** UNITED STATES

## Chat Transcript



Paul Wutzke	Hello, I am your Acebuddy
Acebuddy	Hello Bewutzke, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Paul Wutzke	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Paul Wutzke	I'd like to report an Issue
Acebuddy	Please select an option!
Paul Wutzke	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Paul Wutzke	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Paul Wutzke	Ticket #659568 . Earlier today I had issues with passwords for two of my "companies." The tech was able to help me rese
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>
Paul Wutzke	I was working in one of the companies and since I have some companies that are not used any longer I wanted to hide th need is no longer showing.
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Paul Wutzke	I will be surely assisting you with this. (Edited)  I had a company names Paul Wutzke which was an older file. One named PWutzke which was one I started but only had th  Then I had one that had a long file name that included my name belindawutzke/desktop/newfolder/paulwutzke - this is no written part of it down. That is the one that is gone that I need.  One thing we found out earlier is when you share my screen on the server we cannot communicate via Note. so I have to to see anything you type
Tushar Pharswan	Thank you for the detailed description.
	Let's remote into your server to check what we can do.
	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end.
Paul Wutzke	yes
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/5322798806">https://assist.acecloudhosting.com/join/5322798806</a>
	Kindly Click on the link and open the downloaded file.
	We are connected now. (Edited)

	5:48:24 AMTushar Pharswan is sharing a file with you <a href="#">image.png</a> - ( Size:27.4 KB )
	6:00:35 AMTushar Pharswan is sharing a file with you <a href="#">image.png</a> - ( Size:92.16 KB )
	6:00:50 AMTushar Pharswan is sharing a file with you <a href="#">image.png</a> - ( Size:46.85 KB )
	6:09:06 AMTushar Pharswan is sharing a file with you <a href="#">image.png</a> - ( Size:92.14 KB )  Screenshot 1
	6:10:42 AMTushar Pharswan is sharing a file with you <a href="#">image.png</a> - ( Size:95.7 KB )
	6:11:37 AMTushar Pharswan is sharing a file with you <a href="#">image.png</a> - ( Size:96.17 KB )
	6:12:17 AMTushar Pharswan is sharing a file with you <a href="#">image.png</a> - ( Size:69.95 KB )
	As per our discussion over the remote session you are now going to create the file again.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at quality@acecloudhosting.com. Thanks!  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Tushar Pharswan has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73441 Liz Reitz**  
**Email:** lr@southernheritageinteriors.com ☎ (919) 524-5264  
**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:** 46 Secs  
**City:** ASHBURN  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript -----

Liz Reitz	Hello, I am your Acebuddy
Acebuddy	Hello Liz Reitz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Liz Reitz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Liz Reitz	I'd like to raise a Request
Acebuddy	Please select your request type.
Liz Reitz	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Liz Reitz	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Liz Reitz	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Liz Reitz	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Liz Reitz	I am trying to upload documents to quickbooks as attachments and I can't get it to work
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Liz, could you please let me know more about the issue that you are facing.

	like what type of file are you uploading and what is the error message that you receive?
Liz Reitz	I have tried multiple times to take photos of documents and upload from my phone and also tried from the computer but
Sharath Kumar	how are you importing these files from your local computer/ phone to the server?
Liz Reitz	I have tried to snap on mobile and email them and also import from google drive
	when i try to browse to upload it only seems to allow me to browse the server. it doesn't allow me to browse things saved
Sharath Kumar	understood!
	That is because your server and local computer are on a different network. My suggestion would be to use our wetransfer access them on the server (or vice versa)
Liz Reitz	can you please tell me how to do that?
	<i>10:46:50 PMSharath Kumar is sharing a file with you</i> <i><a href="#">File Transfer SOP (WeTransfer) 3.pdf</a> - ( Size:849.73 KB )</i>  <i>here is a detailed document</i>
Sharath Kumar	Liz, could you confirm if you need any further assistance
	Are we still connected here?
	Are we still connected here?
Liz Reitz	i am trying to do it
Sharath Kumar	alright! I am here, let me know if you need anything.
Liz Reitz	i cant get it to open the link on the web browser
Sharath Kumar	No worries, let me quickly take a remote session with you on the server and see why is that happening
Liz Reitz	ok
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.
Liz Reitz	ok
Sharath Kumar	Thank you!
Liz Reitz	ok. i was trying to use the internet explorer at the bottom and it wasnt working
	i understand now
Sharath Kumar	correct, that is an old version of browser, I recommend using google chrome instead
Liz Reitz	ok. thank you
Sharath Kumar	am still on the remote session, anything else that I may assist you with?
Liz Reitz	no thank you
Sharath Kumar	alright, am disconnected.
Liz Reitz	ok thanks

*Liz Reitz has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73944 srinivas**  
**Email:** srinivas@taxgeeks.com ☎ 2252847776  
**Department:** Support(QB & App Hosting)  
**Operator:** Varun Bisht  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Mins  
**City:** IRVING  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

srinivas	ticket
	657248
	<i>Shubham Kataria accepted the chat transfer request.</i>
	<i>Shubham Kataria is transferring the chat to Varun Bisht.</i>
	hi
	<i>Varun Bisht accepted the chat transfer request.</i>
Varun Bisht	Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be assisting you today.
srinivas	proseries is crashing again
	we are unable to work on the server
Varun Bisht	Let me check this
srinivas	happenign with every one
Varun Bisht	Kindly allow me two minutes to check the same.
srinivas	ok
Varun Bisht	We still checking from our end kindly allow some time
srinivas	ok
Varun Bisht	Thank you for your patience.
	Request you to kindly close the application and please check again
srinivas	checking
	it did not happen to m
	e
	but happened to another user
Varun Bisht	Alright kindly ask another user to check
	if they are still having the same issue
srinivas	now I just opened one more case and it crashed
	<i>8:59:32 AMsrinivas is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:101.25 KB )</i>
	this is a serious issue
	why is this happending
Varun Bisht	I apologize for the trouble you’ve experienced.
	According to the previous ticket we have already updated the application and repaired it
	If it is okay for you, can we perform a clean reinstallation of the application
srinivas	let us do it as we cannot contibue tomorrow

	we are not able to do anything
Varun Bisht	this way we will be able to fix any corrupt file if we have any
	Alright, this may take 25-30 mins
srinivas	sure
	go ahead
	asked every one to close the program
Varun Bisht	is it okay if we will notify you via email once we are done with the reinstallation?
	Thankyou
	Are we still connected here?
srinivas	yes
Varun Bisht	Okay
srinivas	i am connected
Varun Bisht	is it okay if we will notify you via email once we are done with the reinstallation?
srinivas	you can continue the work
	and update it here
	my team is on standby as we have to continue the work
	we will wait here
Varun Bisht	Okay
	let me inform you once it is done
srinivas	sure
Varun Bisht	Can we ask everyone to log out from the server as we are about to reboot the server
srinivas	2 mins
	go ahead
Varun Bisht	Alright
	Please ask them to wait before login
	server is still rebooting
srinivas	ok
	let me know when we can log in
Varun Bisht	Sure
	Request you to kindly login into the server and please download the Pro series application setup from Intuit site
	with your sign in details
srinivas	ok



Varun Bisht	Let me know once it is setup file is downloaded
	so that I can install it
srinivas	C:\Users\TGSRINIVAS\Downloads\proseries 2024
Varun Bisht	Okay let me check
srinivas	ok
Varun Bisht	Thank you for your patience.
	we are actively working on it need few more mins and post that we can check again
srinivas	sure
Varun Bisht	This is done
	kindly check now
	<i>9:55:56 AMVarun Bisht is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:3.4 KB</i> )
	Kindly check these details as well
	if this is correct
srinivas	yes
Varun Bisht	Okay
	Please log in now and check
srinivas	on it
Varun Bisht	May I send you the request for remote session?
srinivas	yes
Varun Bisht	is it working?
srinivas	checking
	updating the software...
Varun Bisht	Strange because it should have latest updates installed
	is it working?
srinivas	it will install proseries but we have to install the updates
Varun Bisht	Application Updates is already installed
srinivas	yes
Varun Bisht	We have checked it twice after installing the app
srinivas	this are all state form updates etc
	you can see that it is taking time in opening a case
	which was never used to happen

Varun Bisht	Got it
	I was monitoring the server resource as well and that was also showing fine.
	Is it still crashing?
srinivas	not now
Varun Bisht	Alright, great
	You can review all the parameters and performed the necessary checks on your application. If you continue to experience please feel free to let us know via email. We will escalate the issue to our escalation team for further investigation and re
srinivas	sure
	will keep you posted
	same ticket number?
Varun Bisht	Yes
	I will merge this one with the primary ticket
	Will send you an email as well
srinivas	thanks
	bye
Varun Bisht	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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> )
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	<i>Varun Bisht has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74678 Jennifer Herd

**Email:** jennifer@backstoptax.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:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript -----

Jennifer Herd	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Herd, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Herd	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Herd	I'd like to report an Issue
Acebuddy	Please select an option!
Jennifer Herd	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jennifer Herd	Ticket 665632
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Jennifer Herd	I am not able to use the login changes we made on this ticket because it converted back to using my information. I need to try and access software that was set up for our company. What can we do to fix this login so that it is permanent for Andre

*Chat request was not picked up by the operators*

Hello, I am your Acebuddy

Visitor Details

**#74920 Anthony Trapletti**  
**Email:** amtequipment@gmail.com 📞 17245900225  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 39 Secs  
**City:** NAPLES  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

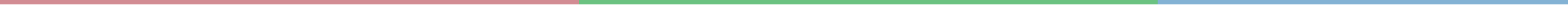
Anthony Trapletti	Hello, I am your Acebuddy
Acebuddy	Hello Anthony Trapletti, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anthony Trapletti	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anthony Trapletti	I'd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

Acebuddy (bot) forwarded the chat request

Shivam Singh accepted the chat transfer request.

Shivam Singh	Hi Anthony.
	I'm here
	Did anything change on your end ?
	After the reboot.
Anthony Trapletti	it is still slow
Shivam Singh	okay
Anthony Trapletti	just tried a few things on the server and it is definitely still lagging.
Shivam Singh	May I take the remote access of your local computer?
	I need to check few things on your end
Anthony Trapletti	sure
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/8172004768">https://assist.acecloudhosting.com/join/8172004768</a>
	Anthony, I have shared the case with concerned team. Let us do the scrutiny of the matter and we will respond to you over email.
Anthony Trapletti	OK thank you
	Shall I terminate this connection?
Shivam Singh	Yes please
	Rest assured, I will inform you over the email.
Anthony Trapletti	Sounds great, thank you
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the details of the case.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Shivam Singh has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73499 n.ahmed**  
**Email:** n.ahmed@innercircle.cpa ☎ 9901023289  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 40 Secs  
**City:** BANGALORE  
**State:** Karnataka  
**Country:** INDIA

## Chat Transcript

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

n.ahmed	Ticket no 646205
Sharath Kumar	Hello, could you let me know more about the TSSCAN issue
n.ahmed	We do not have TSsacan installed in our local system instead this is found in the remote desktop that we use for the clien
Sharath Kumar	one moment while I look into this - 646205
n.ahmed	Ok
Sharath Kumar	My colleague is already working on it with Lisa Bergstorm. This will take some time but I will have him update you on the :
n.ahmed	Ok thank you. Keeps us updated
Sharath Kumar	definitely, anything else that I may assist you with at this moment.
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73534 Mr. Walter Phillips

Email: wphillips@facilitygateway.com 📞 16088386060

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: 3 Secs

City: MADISON

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Mr. Walter Phillips	Hello, I am your Acebuddy
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Acebuddy	Hello Wphillips, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mr. Walter Phillips	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mr. Walter Phillips	I'd like to raise a Request
Acebuddy	Please select your request type.
Mr. Walter Phillips	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mr. Walter Phillips	I'd like to report an Issue
Acebuddy	Please select an option!
Mr. Walter Phillips	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mr. Walter Phillips	ticket 651855
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	<i>Manish Singh is transferring the chat to Shashwat Verma.</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	Kindly allow me two minutes to check the same.]
	Are you facing that prompt while doing particular task or while using any application?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Shashwat Verma has ended this chat session</i>



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73959 Bright Tax Solutions LLC**  
**Email:** cathleenmanning@gmail.com 📞 12142436574  
**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:** 47 Secs  
**City:** PROSPER  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

Bright Tax Solutions LLC	Hello, I am your Acebuddy
Acebuddy	Hello Cathleen Manning, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bright Tax Solutions LLC	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bright Tax Solutions LLC	I'd like to report an Issue
Acebuddy	Please select an option!
Bright Tax Solutions LLC	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Bright Tax Solutions LLC	Tax Software is requiring an update on portal
Acebuddy	Please wait while we connect you to a Support Representative

	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Bright Tax Solutions LLC	<i>5:32:05 PMBright Tax Solutions LLC is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:63.83 KB )
	Hello, my staff cannot work on 2 portals.
Sharath Kumar	Hi Cathleen, could you please confirm it is the 2024 version that is requiring the update
Bright Tax Solutions LLC	CID74806
	yes confirmed 2024 Lacerte
	Portals: Neil1 and Neil2
Sharath Kumar	Alright, and what is the username that you are signed into the server with
Bright Tax Solutions LLC	For Neil?
	Or for myself
Sharath Kumar	Yours
Bright Tax Solutions LLC	Cathleen.Manning
	My RDP seems to be fine
Sharath Kumar	As I will have to provide you with appropriate access to update this application on the server.
Bright Tax Solutions LLC	Do you want me to log on now?
Sharath Kumar	Lacerte 2024 requires us to sign in to the application in order to update, since we do not have that information, the worka update it
Bright Tax Solutions LLC	<i>5:35:39 PMBright Tax Solutions LLC is sharing a file with you</i> <a href="#">image.png</a> - ( Size:2.84 KB )
	The notice is posting to
	Ok I can login to lacerte
Sharath Kumar	Thank you
Bright Tax Solutions LLC	Ok I am in
Sharath Kumar	One moment Cathleen
	Thank you for your patience. Try updating the app now
Bright Tax Solutions LLC	I recieved a note that said I need administrator access to do it
	Can you tell if its working?
Sharath Kumar	try logging off and signing back in as this should reflect the changes that I have made for your account

Bright Tax Solutions LLC	pk
	No
	<i>5:44:16 PMBright Tax Solutions LLC is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:66.79 KB</i> )
Sharath Kumar	that is strange! I have provided the access to Neil 1 and 2
	could you check with them if they are able to update the application
Bright Tax Solutions LLC	I am logged into cathleen,manning
	Ok let me ask them...
Sharath Kumar	sure, thank you
Bright Tax Solutions LLC	No
	<i>5:47:52 PMBright Tax Solutions LLC is sharing a file with you</i> <a href="#"><i>1_image.png</i></a> - ( <i>Size:121.03 KB</i> )
	Same issues
Sharath Kumar	Cathleen, if you are signed into the server, may I take a remote session and help you with this
	Are we still connected here?
Bright Tax Solutions LLC	He logged off
	And logged back on
	And now he can log in
	Ok, the problem is fixed on Neil1
Sharath Kumar	glad to hear that
Bright Tax Solutions LLC	Cathleen,Manning if fixed
Sharath Kumar	Since Neil1 has updated the appliation, it should reflect for others as well
Bright Tax Solutions LLC	I need 2 mins to check Neil 2
	Oh ok.. should I check?
Sharath Kumar	sure, take your time
Bright Tax Solutions LLC	Ok all is great now
	Thank you

*Cathleen Manning has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73804 cworthington**  
**Email:** cworthington@bescosupply.net 📞 18173322373  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**City:** FT WORTH  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74046 paulmelotte**  
**Email:** paulmelotte@gmail.com 📞 18645902253  
**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 24 Secs  
**City:** SPARTANBURG  
**State:** South Carolina  
**Country:** UNITED STATES

## Chat Transcript

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

paulmelotte	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
paulmelotte	One of our users can't log in because it's asking for a password and his original password doesn't work. His name is Jon Iv
	<i>Sharath Kumar accepted the chat transfer request.</i>
	<i>Sharath Kumar is transferring the chat to Tushar Pharswan.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	looking into Jon's account, one moment please
	<i>Tushar Pharswan has not responded for the transfer request.</i>
	the account is active and enabled
	could you please share the error message that appears while signing in
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73577 kathydunn

Email: kathydunn@beckcohen.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: CHARLOTTESVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74128 KEITH  
Email: ks.partsfast@gmail.com ☎ 7133203009  
Department: Support(QB & App Hosting)  
Operator: Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Mins 13 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

KEITH	Hello, I am your Acebuddy
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
KEITH	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
KEITH	I'd like to report an Issue
Acebuddy	Please select an option!
KEITH	Password Reset
Acebuddy	Please select an option below
KEITH	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re processed.
	Do you need any further assistance on the topic?
KEITH	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	Acebuddy (bot) forwarded the chat request
	Anurag Sharma accepted the chat transfer request.
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Keith
KEITH	once a week we have a password issue with the rdp not holding the password after an update.
	i would like you to fix that and save it permantly so that we dont have this problem. we never want to change our passwo
	windows save feater keeps over riding with the save password feature.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.



KEITH	parts.myrealdata.net
	user is parts
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Thanks for the confirmation !
	Kindly allow me 4-5 minutes to check the same.
KEITH	ok. i know how to do it however i can tell the windows password feature keeps trying to pop up and it wont allow me to sa
Anurag Sharma	Okay, please stay connected. I am working on the issue.
KEITH	no worries
Anurag Sharma	May I take the remote access of your local computer?
KEITH	yes please
	im not logged in. come to the local
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/6302926855">https://assist.acecloudhosting.com/join/6302926855</a>
	Kindly paste this link in the browser of local computer and join the session.
	Are you able to connect?
KEITH	i have tried it several times the join session box comes up blank like its blocked
Anurag Sharma	I think you need to make some modifications in your web browser settings.
	Maybe it is blocking you from getting connected remotely.
	<a href="https://assist.acecloudhosting.com/join/9772153239">https://assist.acecloudhosting.com/join/9772153239</a>
	Please try with this another link.
KEITH	ok now are you there
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
KEITH	ok
Anurag Sharma	The issue seems to be resolved.
	Is there anything else I may help you with ?
KEITH	thank you for resolving this issuefast and quick
Anurag Sharma	Thankyou Keith for such a wonderful remote session
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi

quality@acecloudhosting.com. Thanks!

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

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

Anurag Sharma has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73685 Ezra Dilger**  
**Email:** reception@rortax.com 📞 7633189052  
**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 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 representative!
Ezra Dilger	Just updated lacerte and when I logged back in to the cloud lacerte doesnt open
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	Kindly allow me two minutes to check the same.
Ezra Dilger	Hello, thank you
Yash Kalra	Please stay connected while we are making some changes from the backend.
Ezra Dilger	Okay, thank you
Yash Kalra	Please check now is the issue resolved?
Ezra Dilger	Give me a moment to try
Yash Kalra	Sure, please take your time
Ezra Dilger	I can get into the cloud okay, but lacerte does not open
Yash Kalra	May I take the remote access of your server?
Ezra Dilger	Yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
Ezra Dilger	Okay, should I close the cloud?
Yash Kalra	Please stay connected.
	Please stay connected on this chat,
	We are making changes from the backend please do not connect to server for the time being.
Ezra Dilger	okay thank you
Yash Kalra	Please stay connected it would take some time.
Ezra Dilger	Okay, do you know about how long it might take?
Yash Kalra	It would just take 5-10 minutes.
	reception, it's taking more than expected please stay connected. Thank you for staying connected, and we truly appreciate your patience
Ezra Dilger	no problem, thanks for the help
Yash Kalra	Please check if the issue is resolved now?
Ezra Dilger	I'll try it out

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

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73850 meganseneca

Email: meganseneca@gmail.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: 39 Secs

City: BREAUX BRIDGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
meganseneca	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
meganseneca	I'd like to report an Issue
Acebuddy	Please select an option!
meganseneca	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
meganseneca	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
meganseneca	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Megan
meganseneca	Hello
	I am getting an error message when trying to open a company in QuickBooks. I had some try and resolve it earlier, but it
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
meganseneca	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/9132454528">https://assist.acecloudhosting.com/join/9132454528</a>
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
	Issue resolved on remote session by getting the right path of company file
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi

quality@acecloudhosting.com. Thanks!

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

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

Shashwat Verma has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73449 ryanticome**  
**Email:** ryanticome@haveninnovation.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 13 Secs  
**City:** GRAND HAVEN  
**State:** Michigan  
**Country:** UNITED STATES

## Chat Transcript

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

	Please select an option!
ryanticome	Password Reset
Acebuddy	Please select an option below
ryanticome	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reprocessed.
	Do you need any further assistance on the topic?
ryanticome	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
ryanticome	Hi, Manish
	I am having difficulty logging into my account. In the configuration I can see everything is accurate, but I keep being told
Manish Singh	Alright!
	Let me check once.
ryanticome	Thank you
Manish Singh	Try once, if the password shows incorrect prompt then
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further.  Also, the registered email for your account with us is : adamkruis@haveninnovation.com
ryanticome	Adam Kruis is our administrator for the account. My email is ryanticome@haveninnovation.com
	I was prompted that the password is incorrect.
Manish Singh	Yes, please connect with Adam and email us from his email regarding the password change as he is the authorized user of
ryanticome	k
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Manish Singh has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73475 Lorie Miller**  
**Email:** lorie@palstherapy.org ☎ 8123362798  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 59 Secs  
**City:** BLOOMINGTON  
**State:** Indiana  
**Country:** UNITED STATES

## Chat Transcript

Lorie Miller	Hello, I am your Acebuddy
Acebuddy	Hello Lorie Miller, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lorie Miller	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lorie Miller	I'd like to report an Issue
Acebuddy	Please select an option!
Lorie Miller	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lorie Miller	Need help with ticket 651362 about Excel
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request



*Shubham Kataria accepted the chat transfer request.*

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will surely help you with this issue. Kindly allow two minutes to check.
Lorie Miller	Thank you!
Shubham Kataria	Thank you for the patience.
	Could you please confirm if you're the only user who is facing issue with Excel
Lorie Miller	Let me see if I can log in as my other user.
Shubham Kataria	Sure
Lorie Miller	I have my username stored when I connect. How do I get it to ask me for the username?
Shubham Kataria	You may delete the saved credentials on the RDP and use the other login credentials
	I have observed that the Excel access was revoked from the concerned team. Could you please ask Christine to reply to tl server.
	Are we still connected here?
Lorie Miller	Yes - it has been approved
	We have had Excel for quite some time. I thought it was added to our billing a long time ago
	But for now we just need it back up and running
	She has approved it
Shubham Kataria	Okay, we will check it. Additionally, after this chat, I will send the email to Christine. Please ask her to provide approval th
Lorie Miller	Will do
Shubham Kataria	Thank you! You may log off from the server, then relogin and try accessing Excel. Let me know if you encounter any issue
Lorie Miller	Ok. Stand by
Shubham Kataria	Sure
	Take your time
Lorie Miller	Yes - it appears to be working both from Quickbooks and from Windows. Thank you!
Shubham Kataria	You're welcome! Happy to assist you as well.
	Is there anything else I may help you with ?
Lorie Miller	You we're all set. Thanks again.
Shubham Kataria	You're most welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi

	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
Lorie Miller	You as well

Shubham Kataria has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74680 scott**  
**Email:** scott@aabs.tax ☎ 17205418788  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 58 Secs  
**City:** CAMP VERDE  
**State:** Arizona  
**Country:** UNITED STATES

## Chat Transcript

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

	I'd like to raise a Request
Acebuddy	Please select your request type.
scott	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.  Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
scott	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
scott	Hello!
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
scott	Hello! Our server name is AABS and my name is Scott Jensen
Shivam Singh	Thanks for the confirmation !
	Allow me 2 minutes to check the same.
scott	Thank you  *you
Shivam Singh	Could you please provide more details about the issue you're experiencing? Any additional information you can share will help us assist you more effectively.
scott	Of course! Originally, the server had been created using Drake files for Blue Door Accounting by mistake. This was a naming convention issue, not the name or the name that our EFIN operates under, so we cannot use this at all. I thought I had requested that we re-install the programs with serial numbers for the programs match to the AABS serial numbers and EFIN.  What would you all need to reinstall these programs to be sure that they have the correct serial numbers etc?
Shivam Singh	Allow me 2 minutes to check the query.
scott	I have downloaded all of the drake files and can provide the serial numbers, since I cannot change them directly in the programs.
Shivam Singh	okay
	Scott let me look into the server
	Scott could you please share the path now or on the email that I am going to share after the chat
	Additionally save the License on the notepad so that we can use it at the time of installation
	Also, keep the file on your server desktop so that we can find it and use it.
scott	I have placed the drake install files and a txt file with all of the serial numbers for each year in it  On my desktop

	There are also copies in my user's download folder
	What other information or files would you potentially need so that I can be sure I have provided you with everything I can
Shivam Singh	That's all. really appreciated.
scott	You all are appreciated as well!
Shivam Singh	Thanks for the help, rest assured we will install the application.
	Is there anything else I may help you with ?
scott	Not at this time. I appreciate your help with this!
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shivam Singh has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74693 Amin Sajwani**  
**Email:** amin.sajwani@gmail.com ☎ +1-(901) 881-1265  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 13 Secs  
**City:** KARACHI

**State:** Sindh South  
**Country:** PAKISTAN

Chat Transcript

Amin Sajwani	Hello, I am your Acebuddy
Acebuddy	Hello Amin.sajwani, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amin Sajwani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amin Sajwani	I'd like to report an Issue
Acebuddy	Please select an option!
Amin Sajwani	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Amin Sajwani	i am unable to connect my RDP
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Amin Sajwani	RAS
	user AminS
Shubham Kataria	Thank you for the information.
	Kindly confirm if you're receiving any error while login on server
Amin Sajwani	let me check
Shubham Kataria	Sure, please take your time
Amin Sajwani	remote desktop can't find the computer
Shubham Kataria	I will surely help you with this issue.
	May I take the remote access of your local computer?
Amin Sajwani	please
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.

	<a href="https://assist.acecloudhosting.com/join/4102976109">https://assist.acecloudhosting.com/join/4102976109</a>
	Kindly paste this link in the browser of local computer and join the session.
Amin Sajwani	r u there ?
Shubham Kataria	Yes, I am here
Amin Sajwani	ok fine
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/4102976109">https://assist.acecloudhosting.com/join/4102976109</a>
	Kindly join this link.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	As per our remote conversation your issue has been resolved.
	Is there anything else I may help you with ?
Amin Sajwani	no thanks
Shubham Kataria	You're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Shubham Kataria has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73655 Denis Stankowski

**Email:** denis@mymoneyaccounting.com 📞 16082128514

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** MADISON

**State:** Wisconsin

**Country:** UNITED STATES

Chat Transcript

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







#73924 Nathan Urry

Email: techs@cr-t.com 📞 13853251678

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: 29 Secs

City: DENVER

State: Kentucky

Country: UNITED STATES

Chat Transcript -----

Nathan Urry	Hello, I am your Acebuddy
Acebuddy	Hello Nathan.urry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nathan Urry	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?
Nathan Urry	We have a firm that we had authorized to help manage Ace Cloud Services - CTSHelp. I want their full access removed as soon as possible
Pradeep Kumar	Alright, let me transfer the chat to the concerned team.
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</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.
	As I can check you have a user CTSAdmin if you would like the user to be removed kindly email us on support@acecloudh nathan.urry@wholdllc.com
Nathan Urry	that is my email address
Manish Singh	Kindly email us so that we can proceed with the request.
	Are we still connected here?
Nathan Urry	yes
Manish Singh	Is there anything else I may help you with ?

Nathan Urry	no thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide feedback on your experience.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Manish Singh has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74372 Ray Morse

Email: [rmorsedmd@knology.net](mailto:rmorsedmd@knology.net) 📞 18508147416

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 19 Secs

City: PANAMA CITY

State: Florida

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ray Morse	I'd like to report an Issue
Acebuddy	Please select an option!
Ray Morse	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ray Morse	Cannot log in. Ticket #658037
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello, how are you doing today ?
Ray Morse	Ok.I need help with logging in
Rohan Prajapati	Thank you for sharing the ticket Number (Edited)
	I will surely help you with this issue.
	As I can see, you are facing this issue repeatedly right ?
Ray Morse	yes
Rohan Prajapati	Don't worry I will surely assist you with this issue
	May i know what error you are getting while logging to the server ?
Ray Morse	remote resource can't be reached. check your connection
	the log in box also doesn't hold my password
Rohan Prajapati	Did you make sure that you are entering the correct Password?
Ray Morse	Yes
	When I tried to change it online, the computer told me that it couldn't find my account
Rohan Prajapati	Thanks for all the informations
	May I take the remote access of your local computer?
Ray Morse	ok
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Copy and Paste the Below link in any browser of your Local PC and Join the session
	<a href="https://assist.acecloudhosting.com/join/7612466248">https://assist.acecloudhosting.com/join/7612466248</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.

	Is there anything else I may help you with ?
Ray Morse	no, not as long as it's logging in
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>

*Rohan Prajapati has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73624 Daniel Hatta**  
**Email:** daniel.hatta@completehumannetwork.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**Average Response Time:** 59 Secs  
**City:** PETALING JAYA  
**State:** Selangor  
**Country:** MALAYSIA

## Chat Transcript

Daniel Hatta	Hello, I am your Acebuddy
Acebuddy	

	Hello Daniel Hatta, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Daniel Hatta	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Daniel Hatta	I'd like to raise a Request
Acebuddy	Please select your request type.
Daniel Hatta	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Daniel Hatta	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Daniel Hatta	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Daniel Hatta	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Daniel Hatta	Unable to setup IMAP account in Quickbook
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Daniel Hatta	Hi Sharath, im having an issue when i try to setup IMAP account for my quicbook
	let me send you the screenshot
Sharath Kumar	Hi Daniel, could you please share a screenshot of the error message that you receive
	<i>6:24:09 PMDaniel Hatta is sharing a file with you</i> <i><a href="#">image.jpg</a> - ( Size:1.87 MB )</i>  <i>This is the IMAP account settings that i used for outlook</i>
Daniel Hatta	When i try to send an email, error that says my server is not correct
Sharath Kumar	one moment while I look into this
	Thank you for your patience. let me transfer you to someone with more expertise on this, one moment please.
	<i>Sharath Kumar is transferring the chat to Rohan Prajapati.</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you from now onwards. (Edit
	Kindly allow me 3-4 minutes to check the same.
Daniel Hatta	Sure
Rohan Prajapati	May I know your server name once ?
Daniel Hatta	mail.tanarimba.com.my
Rohan Prajapati	Not this one. I'm asking for the server name on which your QuickBooks is hosted.
Daniel Hatta	give me a moment
Rohan Prajapati	Sure take your time
	<i>6:35:46 PMDaniel Hatta is sharing a file with you</i> <a href="#">C4627BCB-E23C-40DE-B225-D9960FB8600D.jpeg</a> - ( Size:1.59 MB )  <i>This?</i>
	Daniel, These are your company files, Lets take the remote access of your Local PC so that we can see whats the exact is:
Daniel Hatta	Im sorry Rohan but im afraid that i unable to do that because i can't access the pc now.  But depending on the configuration that i sent earlier. Is there any steps missing?  because i believe i key in the correct server name, port and account name
Rohan Prajapati	aniel, I'm unable to find your account on our end. We need to check which server you are using so that I can fetch your ac
Daniel Hatta	i see, maybe i need to contact you again next day
Rohan Prajapati	I need to find your account details first in order to assist you further as per the process. Therefore, I request you to provid recent ticket ID you have created for an issue (Edited)
Daniel Hatta	Because i cant access the pc now  sorry rohan
Rohan Prajapati	Sure, Daniel. You can contact us anytime when you are in front of your PC, and we will be happy to assist you further.
	Is there anything else I may help you with ?  <i>Daniel Hatta has ended this chat session</i>

#73654 meshe ware

Email: meshe@dpgnpf.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 29 Secs

City: NASHVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript -----

meshe ware	Hello, I am your Acebuddy
Acebuddy	Hello Meshe Ware, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
meshe ware	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
meshe ware	I'd like to report an Issue
Acebuddy	Please select an option!
meshe ware	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
meshe ware	can't get into RDP from Mac
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Rohan Prajapati accepted the chat transfer request.
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Meshe, I believe you have disconnected the Previous chat session from your end.
	May I take the remote access of your local computer now?
meshe ware	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session:



	https://assist.acecloudhosting.com/join/2902662976
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
	<i>11:32:07 PM</i> Rohan Prajapati is sharing a file with you <a href="#">image.png</a> - ( Size:26.31 KB )  <i>These are the active users which are associated with this server "NPFTax.myrealdata.net"</i>

*Rohan Prajapati has ended this chat session*

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73633 melissa

Email: melissa@mainstaynantucket.com 📞 +15082280359

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 32 Secs

City: LAWRENCE

State: Massachusetts

Country: UNITED STATES

Chat Transcript

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



	Please chose an option :
melissa	I'd like to report an Issue
Acebuddy	Please select an option!
melissa	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
melissa	QB time is now missing from my QB desktop file
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Melissa, How are you doing today ?
	I will surely try to help you with this issue.
	May I take the remote access of your server?
	Are we still connected here?
melissa	I'm sorry
	yes
	Thank you
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
melissa	yes thanks
Rohan Prajapati	Kindly accept the remote session request
melissa	ok I don't see it?
Rohan Prajapati	Please check your server screen and accept the prompt once you see it
melissa	Yes sorry
	are you in?
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
melissa	ok
	Hi are you still here?
	I am logged in as Admin
Rohan Prajapati	Yes I'm
melissa	WE should be able to download the file here
Rohan Prajapati	Yes you can the file with me here or you can download the same on the server

	It would be better if you can download the same on the server
	Please remove it and re-add it
	This way you can reset the Password
	Melissa, I understand the urgency of this matter. However, since you have already scheduled a callback with the Intuit tech support team, I will refer you to the conference call anytime if required.
	Is there anything else I may help you with ?
melissa	I am on with QB now, thank you
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Rohan Prajapati has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74513 Brett Chamberlain

Email: southernlegacybuilding@gmail.com 📞 12816604346

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 7 Secs

City: DALLAS

State: Texas

Chat Transcript

Brett Chamberlain	Hello, I am your Acebuddy
Acebuddy	Hello Brett Chamberlain, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brett Chamberlain	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brett Chamberlain	I'd like to report an Issue
Acebuddy	Please select an option!
Brett Chamberlain	Password Reset
Acebuddy	Please select an option below
Brett Chamberlain	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Brett Chamberlain	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Brett Chamberlain	Please call me at 281-660-4346
	<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?
	For this we will have to schedule a call back which can take time would you want to try to resolve the issue over chat sess
	as this chat is ended from your end also you are connected over a call session.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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> )

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

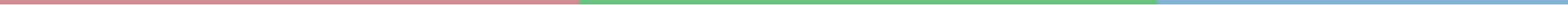
**#74770 Michael Millner**  
**Email:** mike@politicalaccountinggroup.com ☎ +17722618100  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 27 Secs  
**City:** JENSEN BEACH  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you want assistance related to display.
Michael Millner	yes please
Ashutosh Mishra	Please elaborate what exact issue you have related to display so we can identify and assist further.
Michael Millner	I can set the size of quickbooks but not the server screen
Ashutosh Mishra	May I take the remote access of your local computer?
Michael Millner	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Michael Millner	ok
	When I first started the screen was black and it worked much better
Ashutosh Mishra	Sure, i will check for the same.
	Please click on the link to start session
	<a href="https://assist.acecloudhosting.com/join/4562595848">https://assist.acecloudhosting.com/join/4562595848</a>
Michael Millner	ae you in?
Ashutosh Mishra	Yes i am connected.
Michael Millner	looks good so far thanks
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Ashutosh Mishra has ended this chat session*



# Chat Transcript

We got disconnected

## Visitor Details

**#74757 Brent Leonard**  
**Email:** bleonard@ohioams.com ☎ 12165253117  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**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=...  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 2 Mins 48 Secs  
**City:** BRUNSWICK  
**State:** Ohio  
**Country:** UNITED STATES

## Chat Transcript

Brent Leonard	We got disconnected
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.
Brent Leonard	I was hoping to have you scan our server to open up additional space.
Amit Raina is transferring the chat to Support(QB & App Hosting).	
Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Brent Leonard	Thank you Manish!
	We get a warning that we are at 3 % when we log on
	I was hoping we could open up additional space by deleting files that are no longer needed or cleaningn up the server a b
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Brent Leonard	Thank you
	Still there?
Manish Singh	Hey Brent,
	We did our best to clean up unnecessary temp files, but we were only able to free up about 9% of space.
	To help improve performance and avoid storage issues, we recommend requesting all users to review their profiles and de

	<p>Desktop, Documents, and Downloads folders.</p> <p>As a best practice, it's important to keep at least 20% of the C: Drive free for optimal performance.</p> <p>If you're considering a storage upgrade, here are the available plans:</p> <p><b>200GB</b> - \$120/month</p> <p><b>100GB</b> - \$60/month</p> <p><b>80GB</b> - \$50/month</p> <p><b>60GB</b> - \$40/month</p> <p><b>40GB</b> - \$28/month</p>
	<p><i>8:49:59 PM</i>Manish Singh is sharing a file with you</p> <p><a href="#">image.png</a> - ( Size:4.32 KB )</p>
Brent Leonard	<p>Thank you for looking into this. I will go to each user and have them delete unnecessary files right now.</p>
	<p>Is ther eanything else you can reccomend?</p>
	<p>Are there temporary files for each user that we can delete?</p>
Manish Singh	<p>We have deleted the files of user who are disabled by your end.</p>
	<p>And on the server also</p>
Brent Leonard	<p>OK...thanks you</p>
	<p>I will go to eachuser now</p>
Manish Singh	<p>Sure, but we recommend you add some space so that it will not hinder your work.</p>
	<p>Is there anything else I may help you with ?</p>
Brent Leonard	<p>Not at this time. Thank you so much!</p>
Manish Singh	<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>
	<p><i>Manish Singh has ended this chat session</i></p>

