

# Chat Trar

Hello, I am your

## Visitor Details

**#74352 sharath.kumar**  
**Email:** sharath.kumar@myrealddata.in  
**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:** 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 has ended this chat session*

# Chat Trar

Visitor Details

**#74022 Ernesto Raices**  
**Email:** ernesto@austinaccountant.net 📞 15126929841  
**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:** 30 Secs  
**City:** WILMINGTON  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript

Ernesto Raices	Hello, I am your Acebuddy
Acebuddy	Hello Ernesto, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ernesto Raices	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ernesto Raices	I'd like to report an Issue
Acebuddy	Please select an option!
Ernesto Raices	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ernesto Raices	cannot use MS excel because it expired. I purchased a brand new one and I bought the wrong version. Now I cannot use I
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Ernesto Raices	meanwhile I have a deadline in two days and my computer is useless right now.
	I need to get MS Word and excell up an running or I need to get my data out of the server so that I can work
	<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?

Ernesto Raices	Root Financial Services DBA Austin Tax & Bookkeeping Services
	My name is Ernesto Raices
Tushar Pharswan	Kindly allow me two minutes to check the same.
	Thank you for waiting Ernesto.
	as this chat session is disconnected at your end.
	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.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Tushar Pharswan has ended this chat session</i>

Chat Transcripts

Hello, I am your

Visitor Details

#73618 sharath.kumar

Email: sharath.kumar@myrealddata.in

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: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

sharath.kumar	Hello, I am your Acebuddy
Acebuddy	Hello Sharath, 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	TEST
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	

Sharath has ended this chat session



# Chat Tra

Hello, I am your

Visitor Details

#74503 zamran

Email: zamran@aghstore.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: 30 Secs

City: SARASOTA

State: Florida

Country: UNITED STATES

Chat Transcript

zamran	Hello, I am your Acebuddy
Acebuddy	Hello Zamran, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
zamran	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
zamran	I'd like to report an Issue
Acebuddy	Please select an option!
zamran	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
zamran	need to logout of the quickbooks
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Zamran, could you confirm if you want to logout of the Quickbooks application or is it the server
zamran	Hi, could you please help me logging out of the Quickbooks Server so I can login from a remote desktop
Sharath Kumar	sure, what is the username that you are currently signed in with
zamran	zamran
	<i>9:01:25 PMSharath Kumar is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:6.71 KB )</i> <i>Actually, on the server I see the following users signed in</i>
Sharath Kumar	which user account are you using
zamran	it's AGH_staff3
Sharath Kumar	Thank you for the confirmation, I have just signed out your account from the server
	Please try signing in now and let me know the result (Edited)
	I see the Staff3 user has been signed back in
zamran	yes that's me
	Thanks
Sharath Kumar	anything else that I may assist you with?

	Glad to hear that!
zamran	that was it
	Thank you so much
Sharath Kumar	My pleasure!
	It will be appreciated if you can provide feedback once the chat is closed
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Sharath Kumar has ended this chat session	

Chat Transcripts

Hello, I am your

Visitor Details

#74586 edufurniture

Email: edufurniture@gmail.com 📞 601-481-4890

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: 14 Secs

City: OXFORD

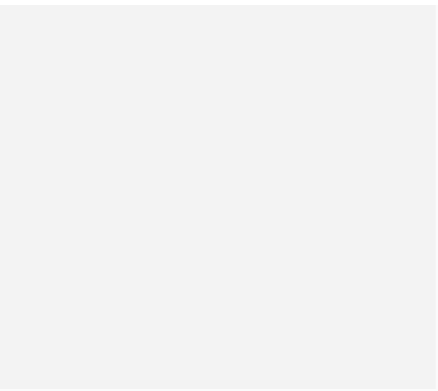
State: Mississippi

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
edufurniture	I'd like to raise a Request
Acebuddy	Please select your request type.
edufurniture	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
edufurniture	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?
edufurniture	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
edufurniture	Can support please email instructions on setup to my Bookkeeper? She needs to setup on her home computer
Shashwat Verma	I will surely help you with this issue.
	Is she using mac OS or windows pc?
edufurniture	pc
Shashwat Verma	That correct but which operating system they are using as a pc? (Edited)
edufurniture	windows
Shashwat Verma	Perfect, kindly share their direct email.
edufurniture	sgoolsby@devoecarr.com
Shashwat Verma	Kindly confirm their username too?
edufurniture	Jackie
Shashwat Verma	Sure
	Thanks for the confirmation !
	Will email the same.
	Is there anything else I may help you with ?
edufurniture	thank you
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w



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

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 Tra

Hello, I am your

## Visitor Details

**#74052 nicole**  
**Email:** nicole@onestepre.com ☎ 17604685770  
**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:** CANCUN  
**State:** Quintana Roo  
**Country:** MEXICO

## Chat Transcript

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



	Please select your request type.
nicole	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 :
nicole	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
Acebuddy has ended this chat session	

Chat Trans

Hello, I am your

Visitor Details

#73889 Chetan.seastars

Email: chetan.seastars@gmail.com 📞 9004973014

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: 16 Secs

City: PUNE

State: Maharashtra

Country: INDIA

Chat Transcript

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

	Please chose an option :
Chetan.seastars	I'd like to report an Issue
Acebuddy	Please select an option!
Chetan.seastars	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Chetan.seastars	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?
Chetan.seastars	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>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Chetan
Chetan.seastars	Hi
	please connect
Manish Singh	How may I assist you?
	May I know what issue you are facing?
Chetan.seastars	unable to work on QBO dekstop
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Chetan.seastars	first time
Manish Singh	kindly try to access QuickBooks now.
	Is it working now?
Chetan.seastars	QBO desktop ?
Manish Singh	As I can check you are already logged into the server it's for QuickBooks are you able to access QuickBooks?
	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

## Visitor Details

**#74293 paul henriquez**  
**Email:** paul.henriquez@firgospaper.com ☎ 1 72117215208853  
**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:** PHILIPSBURG  
**State:** Sint Maarten  
**Country:** SINT MAARTEN

## Chat Transcript

paul henriquez	Hello, I am your Acebuddy
Acebuddy	Hello Paul Henriquez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
paul henriquez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
paul henriquez	I'd like to report an Issue
Acebuddy	Please select an option!
paul henriquez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
paul henriquez	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at various circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com

	Do you need any further assistance on the topic?
paul henriquez	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!
Acebuddy has ended this chat session	

# Chat Tran

Hello, I am your

## Visitor Details

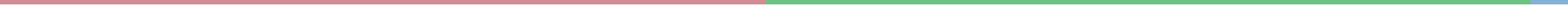
**#74767 scott**  
**Email:** scott@aabs.tax ☎ 17205418788  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 7 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 report an Issue
Acebuddy	Please select an option!

scott	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
scott	I was given a new log in yesterday because my original was corrupted during an update - I still cannot log in
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.
scott	Hi Ashutosh! I'm hoping you can help me get logged in. I haven't had access for a couple days now and am starting to get added: Scott Jensen2 (scott.j@myrealddata.net) I've had a shortcut on my desktop for the remote desktop that automatica
	The User Name has a space in it, so it doesn't seem like it would be correct
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name?
scott	AABS
Ashutosh Mishra	Kindly allow me two minutes to check the same.
scott	Of course!
Ashutosh Mishra	In the username, please enter this <b>scott.j@myrealddata.net</b>
	and try to connect
scott	Thank you! I realize that was pretty simple, but plugging in random things and then getting locked out or something seen
Ashutosh Mishra	Great, I completely understand your point of view.
	Is there anything else I may help you with ?
scott	No, thank you. I think I can figure out the rest. Have a wonderful day!
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 w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Ashutosh Mishra has ended this chat session*



# Chat Trar

Hello, I am your

## Visitor Details

**#74640 bedfordfeedandseed**  
**Email:** bedfordfeedandseed@yahoo.com ☎ 18122794136  
**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:** BLOOMINGTON  
**State:** Indiana  
**Country:** UNITED STATES

## Chat Transcript

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

# Chat Trar

Hello, I am your

## Visitor Details

**#74873 David Weinstein**  
**Email:** david@davidweinsteincpa.com ☎ 19149071180  
**Department:** Support(QB & App Hosting)

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** FT LAUDERDALE

**State:** Florida

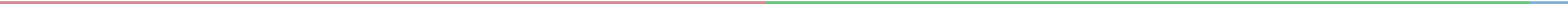
**Country:** UNITED STATES

Chat Transcript -----

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	Administrative access for eric.s1@myrealdata.net
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello David
David Weinstein	Hi can you send the disclaimer??? I need: eric.s1@myrealdata.net to have admin access??
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
David Weinstein	DavidWein David@davidweinsteincpa.com I need eric.s1@myrealdata.net to have admin access
Anurag Sharma	Thanks for the confirmation. (Edited)
	David, could you please explain why you would like to grant Eric admin access to the server?
David Weinstein	CCH Engagement and CS Workpapers doesn't work without it
Anurag Sharma	Okay no problem.

David Weinstein	Can you give me a ticket number?
Anurag Sharma	After this chat I will send you an email. You can just revert back to that email with an approval from the primary account.
	Once we will get the approval confirmation. We will proceed further with the request.
	Is there anything else I may help you with ?
David Weinstein	Wha'ts the ticket number to put on the email
Anurag Sharma	After this chat you will get the ticket number.
David Weinstein	ok thanks
Anurag Sharma	Along with the mail from our end. You just need to revert back to that email.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session



# Chat Tra

Hello, I am your

## Visitor Details

**#73559 Ryan Williams**  
**Email:** prother@sbcglobal.net 📞 15017333655  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**Average Response Time:** 42 Secs  
**City:** MAYFLOWER  
**State:** Arkansas



Country: UNITED STATES

Chat Transcript

Ryan Williams	Hello, I am your Acebuddy
Acebuddy	Hello Ryan Williams, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ryan Williams	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ryan Williams	I'd like to report an Issue
Acebuddy	Please select an option!
Ryan Williams	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ryan Williams	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh
	Do you need any further assistance on the topic?
Ryan Williams	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	Acebuddy (bot) forwarded the chat request
	Sharath Kumar accepted the chat transfer request.
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Ryan Williams	I have been in the process of updating my qb to a three user license. You have processed my payment and now I cannot I
Sharath Kumar	Hello Ryan, sorry to hear about your issue. Could you please provide me with the relevant ticket number so that I can look
Ryan Williams	644979
Sharath Kumar	Thank you, One moment please
	I am on the server checking QB setting. Please allow me a few more minutes.
	Thank you for your patience.
	Ryan, are we still connected?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

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

Sharath Kumar has ended this chat session

# Chat Tra

Hello, I am your

## Visitor Details

**#74664 Jasmine Holan**  
**Email:** veriditas1@gmail.com 📞 512-745-0823  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**City:** LITTLETON  
**State:** Colorado  
**Country:** UNITED STATES

## Chat Transcript

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

Hello, I am your

## Visitor Details

**#74542 Kim**  
**Email:** catalystconstruction@comcast.net ☎ 2065187363  
**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

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

	Please select the application you would like to upgrade :
Kim	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update
	<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 need
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Transcripts

Hello, I am your Acebuddy

Visitor Details

#74001 Nathan Urry

Email: techs@cr-t.com 📞 13853251678

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: DENVER

State: Utah

Country: UNITED STATES

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>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	Cloud access. Please remove Matt Hoskins access to the financial folder. Happy to send an email once you can confirm th
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>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.
Nathan Urry	thank you
Shashwat Verma	Hello Nathan
Nathan Urry	hi
	please advise
Shashwat Verma	So you want to remove the folder access right and not want any other user to get that update, right?
Nathan Urry	yes
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Nathan Urry	thank you
	also i want all future communication to only be sent to my email address
Shashwat Verma	nathan.urry@wholdllc.com, is that your email address?
	Nathan, as the POC of the account all three contact can access the information for any change on server.
Nathan Urry	yes
	What?
	POC?
Shashwat Verma	POC means Primary contact of the account, able to have the information related to the account.
Nathan Urry	ok
	so only i receive the emails?
Shashwat Verma	As of now, 3 emails are registered with us, all of them get the update.
Nathan Urry	who are they?
	this should only be me

	please change
Shashwat Verma	nathan.urry@wholdllc.com, mbortz@clearwaterlandscaping.com, info@clearwaterlandscaping.com , all these email can re
Nathan Urry	right
	eliminate info
	eliminate mbortz
Shashwat Verma	Okay, kindly email us both the request to support@acecloudhosting.com from nathan.urry@wholdllc.com.
	So that we can move forward with the same.
	This work as an authorization for do so.
	Rest will be assured by us.
Nathan Urry	just send you an email? do you need anything else
Shashwat Verma	Let me check
	Kindly mention POC email request and the folder permissions removal details too on the email. (Edited)
Nathan Urry	do not send this transcript
Shashwat Verma	Yes you have mention that in email , this transcript will be send to nathan.urry@wholdllc.com
Nathan Urry	just nathan.urry?
	only nathan.urry?
Shashwat Verma	Yes
Nathan Urry	ok
Shashwat Verma	Kindly mention to remove all POC other than nathan.urry@wholdllc.com, and also about folder permission related.
	We have received your email, kindly also mention about the folder permission change details
	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>

Visitor Details

#74688 Gretchen C Reeves

Email: gr@gretchenreevescpa.com ☎ 9706884829

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: AVON

State: Colorado

Country: UNITED STATES

Chat Transcript

Gretchen C Reeves	HI I would like to rasie a request
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
Gretchen C Reeves	hello!
Gantavya	Hi Gretchen
	could you please share briefly what this request is in regards to and I will transfer you to our support line accordingly
Gretchen C Reeves	yes, I would like to be able to access my local drives on the server. Someone helped me last saturday wiht this on my des
Gantavya	noted, let me transfer to support and they will assist you with the same
	Gantavya is transferring the chat to Support(QB & App Hosting).
	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.
Gretchen C Reeves	HI!
Shubham Kataria	Hello Gretchen
Gretchen C Reeves	HI how are you today
Shubham Kataria	I'm fine, what about you
Gretchen C Reeves	doing well
Shubham Kataria	Great
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Gretchen C Reeves	GCR Corp / gcrcorp.myrealdata





#74895 chris

Email: chris@thesteelbreeze.com 📞 12039945674

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: 1 Min 44 Secs

City: SIMSBURY

State: Connecticut

Country: UNITED STATES

Chat Transcript

chris	Hello, I am your Acebuddy
Acebuddy	Hello Christopher Kesser, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
chris	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
chris	I'd like to report an Issue
Acebuddy	Please select an option!
chris	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
chris	server lag, making work EXTREMELY difficult...
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 Christopher, How are you doing today ?
chris	I'm good, how are you
Rohan Prajapati	That's Great. I'm good too, thanks for asking
	I will surely help you with this issue.
	Kindly allow me 5-6 minutes to check the same.
chris	our server connection still sucks. we upgraded ram, cleared hdd space, fixed svchost....it's not better at all...

	I'm convinced it's bandwidth on your end.
	it makes data entry extremely difficult and most of all, inaccurate...
Rohan Prajapati	I do understand the severity of this issue, and we are proactively working on it.
	May I take the remote access of your local computer?
chris	sure
	keep in mind, it's not constant
Rohan Prajapati	Okay no issue
	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/2822292878">https://assist.acecloudhosting.com/join/2822292878</a>
chris	i can't really show you the issue in our tax program since i cannot have you seeing the client data, it's privileged...
Rohan Prajapati	Its Okay, I want to check which RDG Gateway is attached to your RDP file
chris	also, my brother has the same issue I have....sometimes when we connect, it's take 5-6 tries to connect
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.
	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)
Rohan Prajapati has ended this chat session	



Chat Transcription

Hello, I am your AI Assistant

Visitor Details

#74861 pratibha

Email: pratibha@patel.cpa

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:** 38 Secs

**City:** NEW YORK

**State:** New York

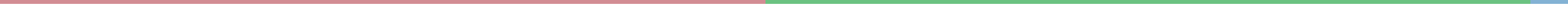
**Country:** UNITED STATES

Chat Transcript

pratibha	Hello, I am your Acebuddy
Acebuddy	Hello Pratibha, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
pratibha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
pratibha	I'd like to report an Issue
Acebuddy	Please select an option!
pratibha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
pratibha	My server is running very slow
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Pratibha
pratibha	Hi shashwat
	my server is running very slow since last 4 day
	yesterday I connected with you expert
	still my issue continue.
Shashwat Verma	I will surely help you with this issue.
	I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this i
	Kindly allow me two minutes to check the same.
pratibha	ya sure

Shashwat Verma	Is the slowness issue is faced by other users too?
pratibha	no
Shashwat Verma	Okay, in that case , May I take the remote access of your local pc?
pratibha	yes you may
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/4692945568">https://assist.acecloudhosting.com/join/4692945568</a>
	Kindly Click on the link and open the downloaded file.
pratibha	I have to open this link in my local PC
Shashwat Verma	Yes, correct
	You can also just paste this link in your local pc browser and download the file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Issue was due to the internet latency from internet service provider, however we have also configure the gateway.
	Issue resolved for now
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Shashwat Verma has ended this chat session



# Chat Tran

Hello, I am your

## Visitor Details

#74580 Larry Murphy  
Email: larrym@rortax.com ☎ 612-822-7177  
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:** 27 Secs

**City:** MINNEAPOLIS

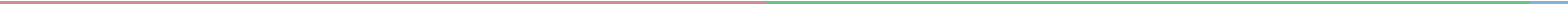
**State:** Minnesota

**Country:** UNITED STATES

Chat Transcript

Larry Murphy	Hello, I am your Acebuddy
Acebuddy	Hello Larry Murphy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Larry Murphy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Larry Murphy	I'd like to raise a Request
Acebuddy	Please select your request type.
Larry Murphy	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?
Larry Murphy	Yes
Acebuddy	Please wait while we connect you to our 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?
Larry Murphy	I am with ROR Tax and my user name is larrym@rortax.com
	We need a Lacerte 2024 update.
Tushar Pharswan	Kindly allow me two minutes to check the same.
	Thank you for waiting,
	I will update the Lacerte 24 it will take around 10 minutes.

	We will email you once it is updated after that you can login to server.
Larry Murphy	OK, thanks.
Tushar Pharswan	Is there anything else I may help you with ?
Larry Murphy	That will do it. Thanks for your help!
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 with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Tushar Pharswan has ended this chat session</i>



# Chat Transcript

Quickbooks is frozen despite logging in.

## Visitor Details

**#74466 kending**  
**Email:** pkending@schulershook.com ☎ 6122127660  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/knowledgebase/>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 28 Secs  
**City:** EDEN PRAIRIE  
**State:** Minnesota  
**Country:** UNITED STATES

## Chat Transcript

kending	Quickbooks is frozen despite logging out of Ace and logging back in.
Riten	Thank you for contacting ACE. My name is Riten. I will be assisting you further.
	Sure, Philippa let me patch you through to support for this.
	<i>Riten 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.
kending	Still frozen!
Manish Singh	Kindly allow me two minutes to check the same.
kending	Anyone there?
Manish Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
kending	Sorry, wasn't sure what you were doing.
	Just me as far as I know.
Manish Singh	Try now.
kending	It just closed. I will try logging back in.
Manish Singh	Is it working now.
kending	Yes, although it is lagging a little.
	If this happens again, what do I need to do?
Manish Singh	Kindly contact us but it will not happen again as I have resolved the issue.
kending	Thank you.
	May I ask about another issue?
Manish Singh	Yes Please
kending	My automatic backups are not working.
Manish Singh	May I take the remote access of your server?
kending	I was able to manually back up this morning, but could not do that again this afternoon
	sure
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
kending	done
	I was talking about a different backup.
	Should I show you?
Manish Singh	Which Backup?
	Yes please

kending	Can we cancel this?
Manish Singh	Yes
	Show me now.
kending	Well, it worked this time...
Manish Singh	Backup is completed successfully.
kending	Of course.
Manish Singh	Is there anything else I may help you with ?
kending	No, but I wish I knew why it didn't work before. I've tried multiple times.
	It's only worked twice, and the autobackup at 12pm today failed.
Manish Singh	Might be some background process which was not working earlier and when we closed the QuickBooks and relaunched it
kending	Fingeres crossed. Thank you.
Manish Singh	If you face this issue again kindly contact us in realtime.
	We will be happy to assist you.
kending	Got it. Thanks
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Manish Singh has ended this chat session



# Chat Tran

Hello, I am your

## Visitor Details

#74715 kristi  
Email: kristi@a-d-r.com ☎ 617-901-1094  
Department: Support(QB & App Hosting)

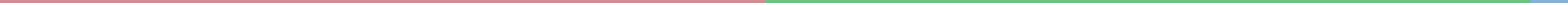


**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** PLYMOUTH  
**State:** Massachusetts  
**Country:** UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout



Chat Trar

Hello, I am your

Visitor Details

#74396 betzaida.montero

Email: betzaida.montero@deliverydynamics.com 📞 8507494432

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: PARQUE LEFEVRE

State: Panama

Country: PANAMA

Chat Transcript

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

Visitor Details

#74578 joan.loy

Email: joan.loy@thehopepartnership.org 📞 13216770245

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: BISMARCK

State: Arkansas

Country: UNITED STATES

Chat Transcript

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

Chat Trar

Hello, I am your

Visitor Details

#74383 Angelica Klein

Email: angelica.klein@asgsolutions.us 📞 3527482333

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:** 44 Secs

**City:** WILDWOOD

**State:** Florida

**Country:** UNITED STATES

Chat Transcript

Angelica Klein	Hello, I am your Acebuddy
Acebuddy	Hello Angelica Klein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Angelica Klein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angelica Klein	I'd like to report an Issue
Acebuddy	Please select an option!
Angelica Klein	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Angelica Klein	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Angelica Klein	I have a ticket# 6611887
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 Angelica, How are you doing today ?
Angelica Klein	good , thank you
Rohan Prajapati	Thank you for Providing the ticket number
	That's Great
	Kindly allow me 5-6 minutes to check the same.
Angelica Klein	ok, thank you
Rohan Prajapati	

	As I checked, the last engineer has already made the required changes. So, are you still facing the same issue?
Angelica Klein	We are scanning but it has a message in the bottom, says TSScan Acquire error and looks so different for what we have b
Rohan Prajapati	May I take the remote access of your local computer?
Angelica Klein	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
Angelica Klein	ok
Rohan Prajapati	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/3722515961">https://assist.acecloudhosting.com/join/3722515961</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>



# Chat Trar

Hello, I am your

## Visitor Details

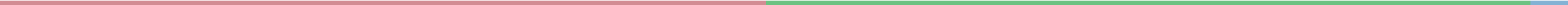
**#74066 bennysmith21757**  
**Email:** bennysmith21757@gmail.com 📞 9906368341  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 17 Secs  
**City:** JAMMU  
**State:** Jammu And Kashmir  
**Country:** INDIA

## Chat Transcript

bennysmith21757	Hello, I am your Acebuddy
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Acebuddy	Hello Bennysmith21757, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bennysmith21757	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bennysmith21757	I'd like to report an Issue
Acebuddy	Please select an option!
bennysmith21757	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
bennysmith21757	My ace disconnected again and again
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</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.
bennysmith21757	Hi Shivam. My ace is not working okay and disconnected again and again
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
bennysmith21757	BennySm.rdp
Shivam Singh	could you please tell me the server name or your CID
bennysmith21757	Silvers Financial Services
Shivam Singh	Thanks for the information. Kindly allow me two minutes to check for the same.
bennysmith21757	Sure
Shivam Singh	May I take the remote access of your local computer?
bennysmith21757	sure
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
bennysmith21757	Ok
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/7932204518">https://assist.acecloudhosting.com/join/7932204518</a>
	We're currently connected through the remote session and will start troubleshooting right away. I'll be placing the chat on chat.
	Hi Benny, please note that I see no movement on the screen till now.
	Hi there
	Are we still connected here?

	Are we still connected here?
bennysmith21757	YEs
Shivam Singh	thanks for your confirmation
bennysmith21757	Please do fast as I have deadlines to meet today
Shivam Singh	Allow me a minute
bennysmith21757	okay
Shivam Singh	Benny, I tried taking the remote screen access however I am still facing the same issue. Please allow me sometime I'll be arranging a callback to look into this issue
bennysmith21757	Okay please do urgent
Shivam Singh	surely
	Is there anything else I may help you with ?
bennysmith21757	No thanks
Shivam Singh	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.</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>Shivam Singh has ended this chat session</i></p>



# Chat Transcription

Hello, I am your AI Chatbot

Visitor Details

#74268 Ilse Rew

Email: irew@cat5resources.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:** BELLAIRE  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Ilse Rew	Hello, I am your Acebuddy
Acebuddy	Hello Ilse Rew, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ilse Rew	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ilse Rew	I'd like to raise a Request
Acebuddy	Please select your request type.
Ilse Rew	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Ilse Rew	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
	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 Trar

Hello, I am your

Visitor Details

**#74765 Rubens S Jacob**  
**Email:** seflglass@gmail.com 📞 13058233097



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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 50 Secs

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
	Hi
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Rubens S Jacob	Hi
Sharath Kumar	Hello there, I had to disconnect since there was no response for a long time
	I assume that the backup file did not resolve your concern, is that correct?
Rubens S Jacob	We just close QB and open again and nothing
	Do we need to take any action with the file you putted on desktop??
Sharath Kumar	Yes, you will need to open the file on desktop from QB
Rubens S Jacob	We need to be clear about we we need to do. If we need to take any action pelase let me know but I still dont understand
	And after that, the file that we are going to use is always be on deksptop?
Sharath Kumar	Once you verify that this new file has all the data that you need, you can then replace it to the location where the previou
Rubens S Jacob	Look, I saw a backup
	But the backup is from yesterday
Sharath Kumar	that is correct
Rubens S Jacob	If we use it, we know that the all new data today is going to lose
	What we can do??
	There is any urgent number that I can contact you??Because we need to taker orders and all is on hold for this
Sharath Kumar	I see, and is there a lot of data that has changed over a day?
Rubens S Jacob	WE did Invoices this morning
Sharath Kumar	Sure, the number for our support is : 888-415-5240
Rubens S Jacob	what is my svvount number?
Sharath Kumar	

	CID67856
	let the support person know about the ticket number - 667388
	I see you are connected with the support team on call
	May i end this chat and brief my colleague about your concern (Edited)
Rubens S Jacob	The person who take the call can help us whit this?
Sharath Kumar	Hopefully, yes! He definitely has more expertise than me
	I am ending this chat now and will quickly brief Gaurav about the issue
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Sharath Kumar has ended this chat session	

Chat Trans

Hello, I am your

Visitor Details

#73375 James Smigo

Email: jwshhhcatering@sbcglobal.net 📞 16304060330

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: BATAVIA

State: Illinois

Country: UNITED STATES

Chat Transcript

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

James Smigo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
James Smigo	I'd like to report an Issue
Acebuddy	Please select an option!
James Smigo	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
James Smigo	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?
James Smigo	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>
James Smigo	I am unable to access my company file. The message says Administrator Permissions needed. Error code (-12,0)
	<i>Chat request was not picked up by the operators</i>

Chat Trar

Hello, I am your

Visitor Details

#73632 shawnw

Email: shawnw@aeropress.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: CHICAGO

State: Indiana

Country: UNITED STATES

Chat Transcript

shawnw	Hello, I am your Acebuddy
Acebuddy	Hello Shawnw, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shawnw	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shawnw	I'd like to raise a Request
Acebuddy	Please select your request type.
shawnw	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 :
shawnw	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
Acebuddy has ended this chat session	

Chat Trar

Hello, I am your

Visitor Details

#74630 sbinstock

Email: sbinstock@hsfems.org

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: JERUSALEM

**State:** Hamerkaz  
**Country:** ISRAEL

Chat Transcript

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

Chat Trar

Hello, I am your

Visitor Details

**#73412 Ravi Shah**  
**Email:** ravi@yourtaxadvisor.com ☎ +1 9739609951  
**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:** LAS VEGAS  
**State:** Maryland  
**Country:** UNITED STATES

Chat Transcript

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

Ravi Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ravi Shah	I'd like to raise a Request
Acebuddy	Please select your request type.
Ravi Shah	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 :
Ravi Shah	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session



# Chat Tra

Hello, I am your

## Visitor Details

**#74309 Evelyn Golosow**  
**Email:** evietax@golosow.com 📞 303-868-4666  
**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:** NORTH PLATTE  
**State:** Nebraska  
**Country:** UNITED STATES

## Chat Transcript

Evelyn Golosow	Hello, I am your Acebuddy
Acebuddy	

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



# Chat Tra

Hello - My Lacerte 2022 and 2023 re  
help with that?

## Visitor Details

**#74811 Mohita Chadha**  
**Email:** mohita@kaurtax.com ☎ 19097099000  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/?utm\_source=google&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Branded&utm\_term=ace%20cloud%20hosting&utm\_adgroup=Primary  
**Operating System:** Apple iPhone

**Browser:** Apple Safari  
**Device:** Mobile  
**Average Response Time:** 40 Secs  
**City:** SAN FRANCISCO  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Mohita Chadha	Hello - My Lacerte 2022 and 2023 require updates. Can you please help with that? Thank you!
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
Mohita Chadha	Thanks!
Akash is transferring the chat to Support(QB & App Hosting).	
	My server name is Kaur Tax
	my username is KTPC_Accountant
	If you can please help with this immediately
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.
	Hii Mohita
Mohita Chadha	Hello!
	Can you please help with updating Lacerte 2022 and 2023?
Manish Singh	We need everyone to logout from the server regarding the Lacerte Update.
	Once the update is done we will inform you via email.
	Are we still connected here?
	As there was no response and chat get disconnected, we are disconnecting the chat for now. You may re-initiate the chat
Manish Singh has ended this chat session	

Chat Trar

Hello, I am your



Visitor Details

**#74808 Kevin Gaffney**  
**Email:** kgaffney@kpgaccounting.net 📞 12394348866  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** NAPLES  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Kevin Gaffney	Hello, I am your Acebuddy
Acebuddy	Hello Kevin P. Gaffney, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
Kevin Gaffney	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kevin Gaffney	I'd like to raise a Request
Acebuddy	Please select your request type.
Kevin Gaffney	Application Update
Acebuddy	Please send us an email at support@acecloudhost.com once the task has been completed.
	Typically, the application update is performed over the weekend.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We will close the chat. Kindly re-initiate the chat.

Ended due to chat idle timeout



# Chat Tra

Hello, I am your

## Visitor Details

**#74160 Chad Peshke**  
**Email:** chad@peshkefinancial.com 📞 1877970940  
**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:** 11 Secs  
**City:** BURLEY  
**State:** Idaho  
**Country:** UNITED STATES

## Chat Transcript

Chad Peshke	Hello, I am your Acebuddy
Acebuddy	Hello Chad, I'm your Ace Buddy. I'll be happy to as
	Whom Would You Like to Connect With?
Chad Peshke	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chad Peshke	I'd like to raise a Request
Acebuddy	Please select your request type.
Chad Peshke	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting reason for server reboot and the support team wil
	Do you need any further assistance on the topic?
Chad Peshke	Yes
Acebuddy	Please wait while we connect you to our Support F
	<i>Acebuddy (bot) forwarded the chat request</i>
Chad Peshke	Need live help now

		<i>Shashwat Verma accepted the chat transfer requ</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My n
		Hello Chad
	Chad Peshke	Hi there. My ChadPe isn't logging in
		ChadPe2 is working just fine
	Shashwat Verma	I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
		May I take the remote access of ChadPe local com
	Chad Peshke	It just booted off. Should I re-open it?
	Shashwat Verma	Yes try now to login.
	Chad Peshke	Connecting...
	Shashwat Verma	Sure, please take your time
		Are you able to connect?
	Chad Peshke	Yep, just now. And it's now logged in. Thank you!
	Shashwat Verma	Hence issue resolved itself
		Is there anything else I may help you with ?
	Chad Peshke	What did you do to make it work?
		Something I can do on my own next time?
	Shashwat Verma	As of now we have not done, looks there is some ɔ
		Issue is resolved itself
	Chad Peshke	Ok, thank you
	Shashwat Verma	It would be great if you could share your feedback
		Thank you for choosing ACE cloud Hosting, you ha
	Chad Peshke	Will do
	Shashwat Verma	You may end this chat now. Once you end this cha conversation, along with a ticket number and surv  I request you to kindly spare a moment to fill that working. I will appreciate that. or you may send yc Thanks!  Note: You may change/reset your server password ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).  For self-help, check out our Knowledge Base ( <a href="http">http</a> :
		<i>Shashwat Verma has ended this chat session</i>

# Chat Trans

Hello, I am your

## Visitor Details

**#74644 Nathan Urry**  
**Email:** techs@cr-t.com 📞 13853251678  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 5 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 help you.
	Whom Would You Like to Connect With?
Nathan Urry	Managed IT
Acebuddy	Please wait while we connect you to an available IT Support Agent.
	<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 Kumar. How can I help you today?
Nathan Urry	Our Quickbooks account shows one user as being advised to delete. Can you please advise me how to delete it?
	Rick Marcellones
Pradeep Kumar	Alright, Let me transfer the chat to the concerned person.



Visitor Details -----

**#73421 Kory Brunette**  
**Email:** kory@bulldogpackaging.net 📞 6304581152  
**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:** DEVINE  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript -----

Kory Brunette	Hello, I am your Acebuddy
Acebuddy	Hello Kory, I'm your Ace Buddy. I'll be happy to ass
	Whom Would You Like to Connect With?
Kory Brunette	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kory Brunette	I'd like to raise a Request
Acebuddy	Please select your request type.
Kory Brunette	Other Request
Acebuddy	Please drop an email to support@acecloudhosting technicians will connect with you for further assist
	If you are facing any issue/problem with your serv
	As we haven't got any response from your end, W Kindly re-initiate the chat.

*Ended due to chat idle timeout*



# Chat Tra

Hello, I am your

## Visitor Details

**#74711 Rubens S Jacob**  
**Email:** seflglass@gmail.com 📞 13058233097  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 11 Secs  
**City:** MIAMI  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
Rubens S Jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rubens S Jacob	I'd like to raise a Request
Acebuddy	Please select your request type.
Rubens S Jacob	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com. Our technicians will connect with you for further assist.
	If you are facing any issue/problem with your server, please let us know.
Rubens S Jacob	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Rubens S Jacob	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?

	Rubens S Jacob	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I co
	Rubens S Jacob	Hi. In the Margaratia's account, in Quicbooks, we r not able to conect to the server. WE call the bank in Quicbooks. Can you please help us?Thank you
	Acebuddy	Please wait while we connect you to a Support Rej
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Ashutosh Mishra accepted the chat transfer requ</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My n
	Rubens S Jacob	Hi Ashutosh
	Ashutosh Mishra	I understand you are facing issue with QuickBooks
	Rubens S Jacob	Yes
	Ashutosh Mishra	I will check if the issue is related to Ace server or i
		Kindly help me with your server name and user na
	Rubens S Jacob	Southeasth florida
		Margarita
	Ashutosh Mishra	Kindly allow me two minutes to check the same.
	Rubens S Jacob	Ok thank you
	Ashutosh Mishra	May I take the remote access of your server?
	Rubens S Jacob	yes
		Go ahead
	Ashutosh Mishra	Prior providing the access, I would suggest you to
	Rubens S Jacob	ok
		It happnieng also in the Reubesn account
		We are recinvg an order please wait
	Ashutosh Mishra	Sure, please take your time
	Rubens S Jacob	Ok thank you
		Still with an customer. Thank you!
		Now you can access
		Please go ahead
	Ashutosh Mishra	Sure, i will send you a prompt please accept that.
		Please proceed with the task to identify error.
	Rubens S Jacob	



		That is the error
	Ashutosh Mishra	Kindly allow me two minutes to check the same.
	Rubens S Jacob	Ok thank you!
	Ashutosh Mishra	Are all users facing the same issue?
		are we still connected?
	Rubens S Jacob	Delete connection configuration files (FIDIR and E following folder: C:\ProgramData\Intuit\QuickBooks named FIDIR.txt and FIW (if they exist). Reopen Q
	Ashutosh Mishra	As discussed, we will first reset the updates to insi we will look into this.
		It is likely that critical fixes should be the reason fo
		Is there anything else I may help you with ?
	Rubens S Jacob	yES i AGRRE THANKS
	Ashutosh Mishra	I would greatly appreciate if you could spare a mir chat.
	Rubens S Jacob	No thank you so much!!
	Ashutosh Mishra	<p>You may end this chat now. Once you end this cha conversation, along with a ticket number and surv</p> <p>I request you to kindly spare a moment to fill that working. I will appreciate that. or you may send yc Thanks!</p> <p>Note: You may change/reset your server password (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a 654="" 668="" 683"="" 933="" data-label="Text" href="http&lt;/a&gt;&lt;/p&gt;&lt;/td&gt;&lt;/tr&gt;&lt;/table&gt;&lt;/div&gt;&lt;div data-bbox="><p><i>Ashutosh Mishra has ended this chat session</i></p></a></p>



# Chat Tra

Hello, I am your

Visitor Details -----

**#73650 kobrandy2023**  
**Email:** kobrandy2023@gmail.com  
**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:** 27 Secs  
**City:** OCKLAWAHA  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript -----

kobrandy2023	Hello, I am your Acebuddy
Acebuddy	Hello Kobrandy2023, I'm your Ace Buddy. I'll be ha
	Whom Would You Like to Connect With?
kobrandy2023	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kobrandy2023	I'd like to report an Issue
Acebuddy	Please select an option!
kobrandy2023	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
kobrandy2023	Other QB related issue
Acebuddy	Please specify the issue you are facing before I co
kobrandy2023	Our outlook on our ACE cloud is not working. We h mail back on
Acebuddy	Please wait while we connect you to a Support Rej
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer reques</i>
	<i>Rohan Prajapati is transferring the chat to Anjaina.</i>
	<i>Anjainay Singh accepted the chat transfer request</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My n
	<i>Anjainay Singh has ended this chat session</i>

# Chat Tran

Hello, I am your

## Visitor Details

**#74772 lorri.allman**  
**Email:** lorri.allman@cammidwest.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 23 Secs  
**City:** SOUTH ROXANA  
**State:** Illinois  
**Country:** UNITED STATES

## Chat Transcript

lorri.allman	Hello, I am your Acebuddy
Acebuddy	Hello Lorri A Allman, I'm your Ace Buddy. I'll be ha
	Whom Would You Like to Connect With?
lorri.allman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lorri.allman	I'd like to report an Issue
Acebuddy	Please select an option!
lorri.allman	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
lorri.allman	Other QB related issue
Acebuddy	Please specify the issue you are facing before I co

	lorri.allman	I can't get my printer to work on the quickbooks s
	Acebuddy	Please wait while we connect you to a Support Rej
		<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 n
	lorri.allman	hi i am Lorri
	Manish Singh	Hii Lorri
		I will surely help you with this issue.
		Is this issue occurring only for you, or are other us
	lorri.allman	I can't get my printer to work in quickbooks. Just n
	Manish Singh	So, try using Uniprint once.
		Is it working?
	lorri.allman	no
	Manish Singh	May I take the remote access of your local comput
	lorri.allman	yes
	Manish Singh	<a href="https://assist.acecloudhosting.com/join/16323272">https://assist.acecloudhosting.com/join/16323272</a>
		Prior providing the access, I would suggest you to
	lorri.allman	ok
	Manish Singh	Are you able to connect?
	lorri.allman	connect where
	Manish Singh	To this link
		Kindly provide the access of your local system not
		Paste the link on the local system browser.
	lorri.allman	am I in
	Manish Singh	We are connected on the remote session and will   the time, I am putting the chat on hold, please do give your confirmation on this chat.
		Is there anything else I may help you with ?
	lorri.allman	no that will do it for today
		today
	Manish Singh	I would greatly appreciate if you could spare a mir smileys at the end of this chat.
	lorri.allman	thank you

Manish Singh	Thank you for choosing ACE cloud Hosting, you ha
	You may end this chat now. Once you end this cha conversation, along with a ticket number and surv
	I request you to kindly spare a moment to fill that working. I will appreciate that. or you may send yc Thanks!
	Note: You may change/reset your server password (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (http:

*Manish Singh has ended this chat session*

# Chat Tra

Hello, I am your

## Visitor Details

**#73694 shanelahaie**  
**Email:** shanelahaie@gmail.com 📞 15082926037  
**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:** KILLINGTON  
**State:** Connecticut  
**Country:** UNITED STATES

## Chat Transcript

shanelahaie	Hello, I am your Acebuddy
Acebuddy	Hello Shanelahaie, I'm your Ace Buddy. I'll be happ
	Whom Would You Like to Connect With?
shanelahaie	

	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shanelahaie	I'd like to raise a Request
Acebuddy	Please select your request type.
shanelahaie	Other Request
Acebuddy	Please drop an email to support@acecloudhosting technicians will connect with you for further assist
	If you are facing any issue/problem with your serv
	As we haven't got any response from your end, W Kindly re-initiate the chat.

Ended due to chat idle timeout

# Chat Trar

Hello, I am your

## Visitor Details

**#74699 Lyle Contracting Solutions**  
**Email:** josh@lylecontractingsolutions.com 📞 (252) 327-7827  
**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:** 36 Secs  
**City:** ATLANTIC BEACH  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

	Solutions	Hello, I am your Acebuddy
	Acebuddy	Hello Josh, I'm your Ace Buddy. I'll be happy to ass
		Whom Would You Like to Connect With?
	Lyle Contracting Solutions	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Lyle Contracting Solutions	I'd like to report an Issue
	Acebuddy	Please select an option!
	Lyle Contracting Solutions	Other Issue
	Acebuddy	Please specify the issue you are facing before I co
	Lyle Contracting Solutions	I cannot log into my remote desktop again. This is
	Acebuddy	Please wait while we connect you to a Support Rej
		<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 n
	Lyle Contracting Solutions	hello Sharath.
	Sharath Kumar	Hi Josh, sorry to hear that you are facing the issue
	Lyle Contracting Solutions	It just worked...I am now in. Did you reset somethi
	Sharath Kumar	I did not do anything yet
		I was going to check your previous ticket to see w
	Lyle Contracting Solutions	haha...well you are magic then, because it started
	Sharath Kumar	thank you for the compliment but could you let m
		I mean where the server connects automatically a
	Lyle Contracting Solutions	Yes, I have had two previous similar issues, each t
		No...never had the issue where it connects after m
	Sharath Kumar	I see, may I ask how exactly you close the remote
		do you simply close it from the tab above or you u
	Lyle Contracting Solutions	I just close it. I have been doing it that way for 5+
	Sharath Kumar	Okay, but I recommend using the latter option bec your session properly

	it just lingers in the background for a certain perio
Lyle Contracting Solutions	10-4. I will start doing that. Thank you.
Sharath Kumar	My pleasure, Sir. I hope that resolves your connect so that we can figure out what exactly is causing t
	anything else that I may assist you with at the mo
Lyle Contracting Solutions	that is all. Thank you. have a nice day.
Sharath Kumar	You're welcome and I wish you the same.
	<p>You may end this chat now. Once you end this cha conversation, along with a ticket number and surv</p> <p>I request you to kindly spare a moment to fill that working. I will appreciate that. or you may send yc Thanks!</p> <p>Note: You may change/reset your server password (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="http">http</a></p>

*josh has ended this chat session*

# Chat Tran

Hello, I am your

## Visitor Details

**#74076 Anais Dilger**  
**Email:** ezrad@rortax.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 2 Secs  
**City:** MINNEAPOLIS  
**State:** Minnesota



Country: UNITED STATES

Chat Transcript -----

Anais Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Ezra Dilger, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Anais Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anais Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Anais Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I co
Anais Dilger	Lacerte 2024 needs to finalize an update.
Acebuddy	Please wait while we connect you to a Support Rej
	<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 n
Anais Dilger	Hi, Manish
Manish Singh	I will surely help you with this issue.
	May I know the Lacerte version you would like to u
Anais Dilger	2024
Manish Singh	Kindly allow me two minutes to check the same.
Anais Dilger	Thank you!
Manish Singh	Kindly log out all users need to reboot the server a
	Are we still connected here?
Anais Dilger	Ok, I have asked everyone to log out
	Apologies for the pause
Manish Singh	Wendy and RT_Brad is still on the server
Anais Dilger	I will poke them again to let them know to log off
Manish Singh	Yes, please do

		Need to reboot the server.
	Anais Dilger	Completely understood. Just one moment please
	Manish Singh	Please, take your time
		Rebooting the server now, Ezra
	Anais Dilger	Ok!
	Manish Singh	Kindly check now.
	Anais Dilger	Sure thing, just one moment
		Thank you for waiting
	Manish Singh	Is everything working fine?
	Anais Dilger	I am trying to log in-- it is being a bit slow
		Ok, I'm not sure the update took
		It is currently installing now
	Manish Singh	It already installed
	Anais Dilger	Are we cleared to use the program now?
	Manish Singh	Try to access application please. (Edited)
	Anais Dilger	It's telling me that I need to reboot the server
	Manish Singh	Seems to be working now.
	Anais Dilger	It is not
		Could you please reboot the server? I'm fine with I
		<i>1:41:48 AM</i> Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:29.87 KB )
	Manish Singh	Rebooting the server once.
	Anais Dilger	Thank you!
	Manish Singh	Try to access now.
	Anais Dilger	logging in now
		Ok-- I think it's fixed
		Thank you!
	Manish Singh	Is there anything else I may help you with ?
	Anais Dilger	No, that will be all, thanks
	Manish Singh	I would greatly appreciate if you could spare a mir smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you ha
		You may end this chat now. Once you end this cha

conversation, along with a ticket number and surv

I request you to kindly spare a moment to fill that working. I will appreciate that. or you may send yc  
Thanks!

Note: You may change/reset your server password (<https://selfcare.acecloudhosting.com>).

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

*Manish Singh has ended this chat session*

# Chat Tra

Hello, I am your

## Visitor Details

**#73942 srinivas**  
**Email:** [srinivas@taxgeeks.com](mailto:srinivas@taxgeeks.com) 📞 2252847776  
**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:** 1 Min 15 Secs  
**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
	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 co
	srinivas	ticket
	Acebuddy	Please wait while we connect you to a Support Rej
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer requ</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My n today.
	srinivas	: [## 657110 ##]
		ticket
		we are unable to work on proserries
		it is crashing every one minute
		this has to be fixed
		can you get this checked
	Shubham Kataria	I deeply apologize for the inconvenience caused to
		Kindly allow me two minutes to check the same.
	srinivas	ok
	Shubham Kataria	Could you please confirm if you're the only user w facing the same
	srinivas	everyohe
	Shubham Kataria	Kindly allow us 2-3 minutes to check the same
	srinivas	sure
	Shubham Kataria	Thank you for your patience.
		Could you please confirm which version of pro ser
		As I found there are updates pending on 2024 ver:
	srinivas	2024
		should I go ahead and update them
	Shubham Kataria	No worries, I will update it for you. Could you plea update the application

	srinivas	ok
		2 mins
	Shubham Kataria	Additionally, I have also cleaned up your C drive b cause application crashing
	srinivas	ok
		asking everyone to log off
		2 mins
	Shubham Kataria	No problem, take your time
	srinivas	everyone is saving the work
	Shubham Kataria	No problem, once they log off. I'll initiate the upda
	srinivas	you can update the proseries and do a full restart. my username is showing 25% usage
		etc
		go ahead now
		<i>7:19:42 AMShubham Kataria is sharing a file with . <a href="#">image.png</a> - ( Size:11.9 KB )</i>
		<i>I've checked the CPU utilization and it se</i>
	Shubham Kataria	Sure, Let me initiate the update
		I can see three users are still logged on to the ser
	srinivas	today whole day it was 78%
		and it started crashing from 1pm
		everyone is frustrated
	Shubham Kataria	May be the update causing the issue
	srinivas	please check if CPU power ineeded to be added
		you can restart now
	Shubham Kataria	I can understand your concern but don't worry we fix on this
		Sure
		There are 3 users still logged in
		May I log off them?
	srinivas	yes
	Shubham Kataria	Thank you, let me initiate the update
		Please allow few minutes

	srinivas	ok
	Shubham Kataria	Updates is in progress, Please stay connected and
	srinivas	ok
	Shubham Kataria	Updates are still running, please stay connected
	srinivas	ok
	Shubham Kataria	50% has been done
	srinivas	ok
	Shubham Kataria	If you'd prefer, I can update you via email once up conversation here in the chat whichever is more c
	srinivas	will wait
	Shubham Kataria	Okay
		We apologize for the inconvenience. I understand assured that we are committed to providing a per
	srinivas	no issues
		will wait
		I took lot of heat from the team today
		so want to get a fix
		for sure
	Shubham Kataria	I've checked the CPU usage, and it looks good ove memory utilization spikes to 100% twice, and you' could be contributing to the application crashes.
		Sure, we will fix this
	srinivas	thanks
		got it
		we faced similar serious issues last year
		and we survived restaring the server two times a
		but team is fearing the same
		today is the worst day
		we will have all staff working from now..so number
	Shubham Kataria	I understand that this isn't a permanent fix, and I committed to working with you to ensure a perma efficiently.
		Additionally, Updates has been completed
		Could you please try to access now

	srinivas	ok
		i just connected
		only me
		now I see cpu 100%
		without opening any program
		7:54:47 AMsrinivas is sharing a file with you <a href="#">image.png</a> - ( Size:30.61 KB )
	Shubham Kataria	Actually, when we login to the server. it takes the normal
		7:55:53 AMShubham Kataria is sharing a file with . <a href="#">image.png</a> - ( Size:9.88 KB )
	srinivas	now
	Shubham Kataria	I've also cleaned up your disk now you have 20 %
	srinivas	just for windows explorer it is taking 22% cpu
		did not even open windows explorer
	Shubham Kataria	It is showing your utilization only
		I'm monitoring the whole server and it is running c
		7:57:51 AMShubham Kataria is sharing a file with . <a href="#">image.png</a> - ( Size:8.0 KB )
		13 %
		You may check the application and If its still crash
		We've already asked our system admin to review properly. However, if the issue persists, don't worry. We are currently working on troubleshooting to ensure we resolve the problem
		Kindly monitor the application and check if its still
	srinivas	it is opening very slow
	Shubham Kataria	Is it same for every user or just only for you
	srinivas	i asked everyone to login now
	Shubham Kataria	Okay
	srinivas	able to open proseries now
		but I still feel that some applications on the server the proseries to crash
		keep an eye on it and let the second level support
	Shubham Kataria	Okay, lets do one thing. I will keep the ticket under observation. I will keep the ticket under observation of issue please revert on the same email

	srinivas	sure
		will get back to you as as we see issue
		can you also add CPU power
		this is just freaking us out out
	Shubham Kataria	Sure, if you would like to add. I will inform to our s
		Additionally, if you face any issue again. please fe
		We will be happy to assist you
		Is there anything else I may help you with ?
	srinivas	we are good now
		thanks
		will let you know
		bye
	Shubham Kataria	You're welcome
		Sure
		Thank you for choosing ACE cloud Hosting, you ha
		You may end this chat now. Once you end this cha conversation, along with a ticket number and surv
		I request you to kindly spare a moment to fill that working. I will appreciate that. or you may send yc Thanks!
		Note: You may change/reset your server password ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
		For self-help, check out our Knowledge Base ( <a href="http">http</a> :
		<i>Shubham Kataria has ended this chat session</i>



Visitor Details

#73519 linda  
Email: linda@netmoresolutions.com ☎ 6153737331  
Department: Support(QB & App Hosting)  
Operator: Shashwat Verma  
Website: https://www.acecloudhosting.com/support-chat.php  
Operating System: Microsoft Windows  
Browser: Mozilla Firefox  
Device: Desktop  
Average Response Time: 1 Min 45 Secs  
City: NOLENSVILLE  
State: Tennessee  
Country: UNITED STATES

Chat Transcript

linda	Hello, I am your Acebuddy
Acebuddy	Hello Linda Shepherd, I'm your Ace Buddy. I'll be h
	Whom Would You Like to Connect With?
linda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
linda	I'd like to report an Issue
Acebuddy	Please select an option!
linda	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
linda	Other QB related issue
Acebuddy	Please specify the issue you are facing before I co
linda	Unrecoverable Error
Acebuddy	Please wait while we connect you to a Support Rej
	Acebuddy (bot) forwarded the chat request
	Shashwat Verma accepted the chat transfer reques
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My n
	Hello Linda
linda	Hi
	My Quickbooks 24 is showing an unrecoverable er

	Shashwat Verma	I will surely help you with this issue.
		May I take the remote access of your server?
	linda	yes
	Shashwat Verma	Prior providing the access, I would suggest you to
		Kindly accept the invitation
		We are connected on the remote session and will   the time, I am putting the chat on hold, please do give your confirmation on this chat.
	linda	ok
	Shashwat Verma	Kindly allow me two minutes to check the same.
		We are updating the QuickBooks, it might take 4-5
	linda	ok
	Shashwat Verma	Could you please confirm the file name you are fa
	linda	I was just trying to restore a QBs backup
		But QBs locked up. I think it was because I tried to
	Shashwat Verma	Could you please try now
	linda	The file seems to be working now
	Shashwat Verma	Great!
		Is there anything else I may help you with ?
	linda	No that was it thank you
	Shashwat Verma	It would be great if you could share your feedback
		Thank you for choosing ACE cloud Hosting, you ha
		You may end this chat now. Once you end this cha conversation, along with a ticket number and surv
		I request you to kindly spare a moment to fill that working. I will appreciate that. or you may send yc Thanks!
		Note: You may change/reset your server password ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
		For self-help, check out our Knowledge Base ( <a href="http">http</a> :
	Shashwat Verma has ended this chat session	

# Chat Trans

Hello, I am your

## Visitor Details

**#73916 maya**  
**Email:** maya@yourvirtualasset.biz 📞 17708152465  
**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:** 40 Secs  
**City:** SNELLVILLE  
**State:** Georgia  
**Country:** UNITED STATES

## Chat Transcript

maya	Hello, I am your Acebuddy
Acebuddy	Hello Maya Sims, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
maya	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
maya	I'd like to report an Issue
Acebuddy	Please select an option!
maya	Other Issue
Acebuddy	Please specify the issue you are facing before I co
maya	I am trying to open my Drake Software. Getting er computer). Please close the program on all machin instances of Drake on my computer, but not worki
Acebuddy	Please wait while we connect you to a Support Rej
Acebuddy (bot) forwarded the chat request	

		<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 surely assisting you with this. Kindly help me with the details.
		I will be surely assisting you with this. Kindly help me with the details.
	maya	virtualasset.myrealddata.net
	Tushar Pharswan	Thank you for the details.
		As I can understand by your above message you are not able to access the server first correct ?
	maya	yes
	Tushar Pharswan	Okay we will do that for that I will need you to log out from the server and then I will initiate the chat session from the server end or you can try to login again.
	maya	I'm out.
	Tushar Pharswan	Kindly login again try to update it now and let it connect to the server.
		Also kindly let me know once its done.
		I will also share a prompt on your screen kindly accept it.
		Prior providing the access, I would suggest you to check the server status.
		We are connected now kindly proceed with opening the server.
		Kindly proceed further.
	maya	Thank you
	Tushar Pharswan	It is now updated.
		Is there anything else I may help you with ?
	maya	yes. thank you. that was all I needed.
	Tushar Pharswan	Kindly share your feedback by clicking the smiley icon.
		Thank you for choosing ACE cloud Hosting, you have been assigned a dedicated support agent.
		You may end this chat now. Once you end this chat session, you will receive a survey link via email. Your feedback is very important to us.
		I request you to kindly spare a moment to fill that survey. I will appreciate that. or you may send your feedback via email.
		Thanks!
		Note: You may change/reset your server password (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://selfcare.acecloudhosting.com).
		<i>Tushar Pharswan has ended this chat session</i>

# Chat Tra

Hello, I am your

## Visitor Details

**#73495 David Weinstein**  
**Email:** david@davidweinsteincpa.com 📞 19149071180  
**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:** 25 Secs  
**City:** FT LAUDERDALE  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to a
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to raise a Request
Acebuddy	Please select your request type.
David Weinstein	Other Request
Acebuddy	Please drop an email to support@acecloudhosting technicians will connect with you for further assist
	If you are facing any issue/problem with your serv
David Weinstein	Yes, I'm facing issues with my server
Acebuddy	Please select an option!



# Chat Tra

Hello, I am your

## Visitor Details

**#74165 samona**  
**Email:** samona@aabs.tax ☎ 7198200159  
**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:** 6 Secs  
**City:** WEST UNITY  
**State:** Ohio  
**Country:** UNITED STATES

## Chat Transcript

samona	Hello, I am your Acebuddy
Acebuddy	Hello Samona Marie Pheils, I'm your Ace Buddy. I'll be happy to help you with your request.
	Whom Would You Like to Connect With?
samona	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
samona	I'd like to raise a Request
Acebuddy	Please select your request type.
samona	Other Request
Acebuddy	Please drop an email to support@acecloudhosting technicians will connect with you for further assist
	If you are facing any issue/problem with your serv
samona	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
samona	Other Issue
Acebuddy	Please specify the issue you are facing before I co

	samona	I have a new computer and it wont let me login
	Acebuddy	Please wait while we connect you to a Support Rej
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shashwat Verma accepted the chat transfer requ</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My n
		Hello Samona
	samona	can you login into my computer and fix setup
	Shashwat Verma	I will surely help you with this issue.
		May I take the remote access of your local comput
	samona	yes
	Shashwat Verma	Prior providing the access, I would suggest you to
		<a href="https://assist.acecloudhosting.com/join/37120432">https://assist.acecloudhosting.com/join/37120432</a>
		Kindly Click on the link and open the downloaded
		We are connected on the remote session and will   the time, I am putting the chat on hold, please do give your confirmation on this chat.
		issue resolved by configuring the RDP file
		It would be great if you could share your feedback
		Thank you for choosing ACE cloud Hosting, you ha
		You may end this chat now. Once you end this cha conversation, along with a ticket number and surv
		I request you to kindly spare a moment to fill that working. I will appreciate that. or you may send yc Thanks!
		Note: You may change/reset your server password ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).  For self-help, check out our Knowledge Base ( <a href="http">http</a>
		<i>Shashwat Verma has ended this chat session</i>



# Chat Tra

Hello, I am your

## Visitor Details

**#73635 Paul Hayes**  
**Email:** paul@rentkeywest.com 📞 3055876767  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** KEY WEST  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

Paul Hayes	Hello, I am your Acebuddy
Acebuddy	Hello Paul Hayes, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Paul Hayes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Paul Hayes	I'd like to report an Issue
Acebuddy	Please select an option!
Paul Hayes	Password Reset
Acebuddy	Please select an option below
Paul Hayes	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting password needs to be reset and we'll share an upc
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We Kindly re-initiate the chat.

Ended due to chat idle timeout

# Chat Tran

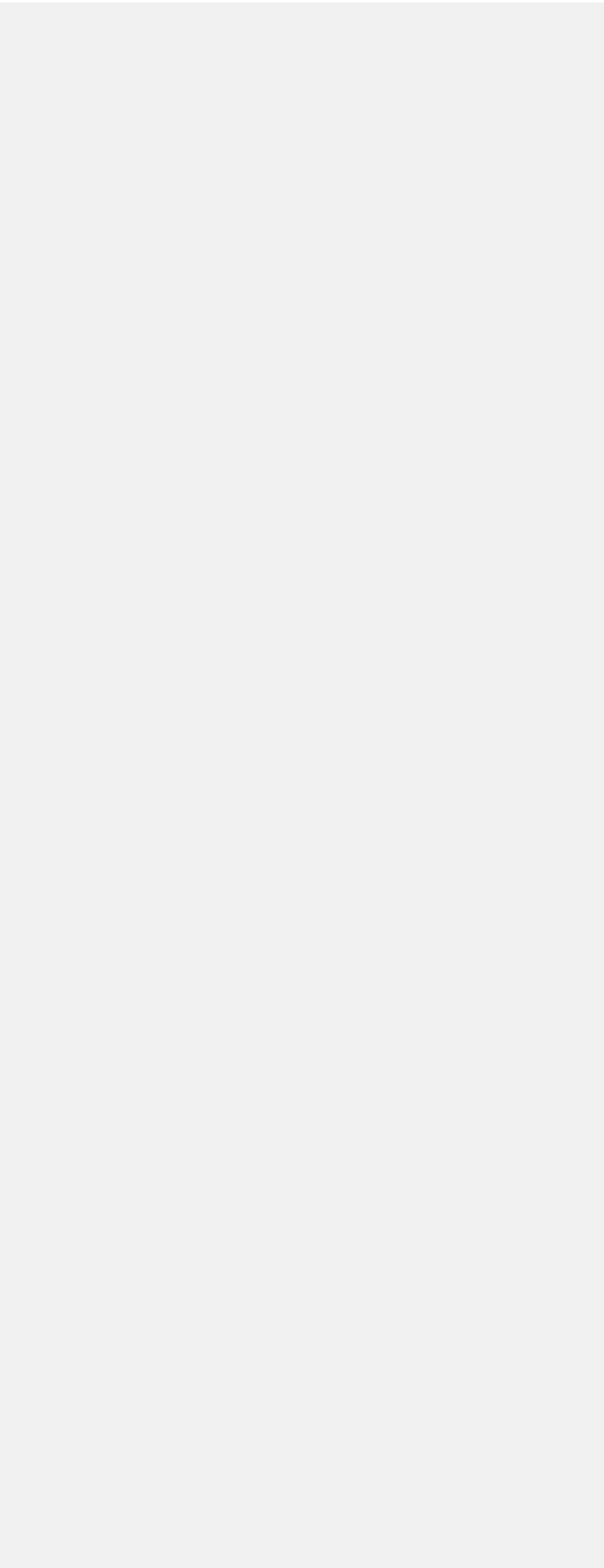
Hello, I am your

## Visitor Details

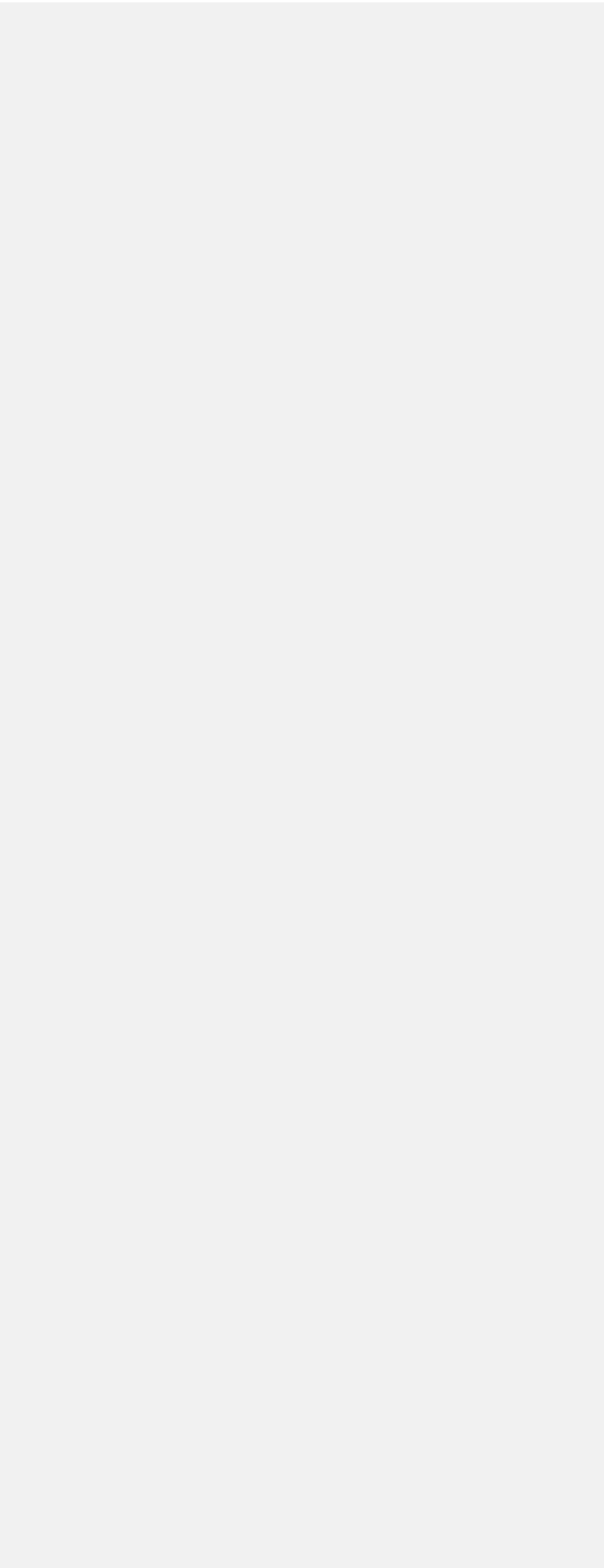
**#74054 L.gjuraj**  
**Email:** l.gjuraj@hotmail.com 📞 2035408195  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**Average Response Time:** 1 Min 25 Secs  
**City:** EAST HAMPTON  
**State:** Connecticut  
**Country:** UNITED STATES

## Chat Transcript

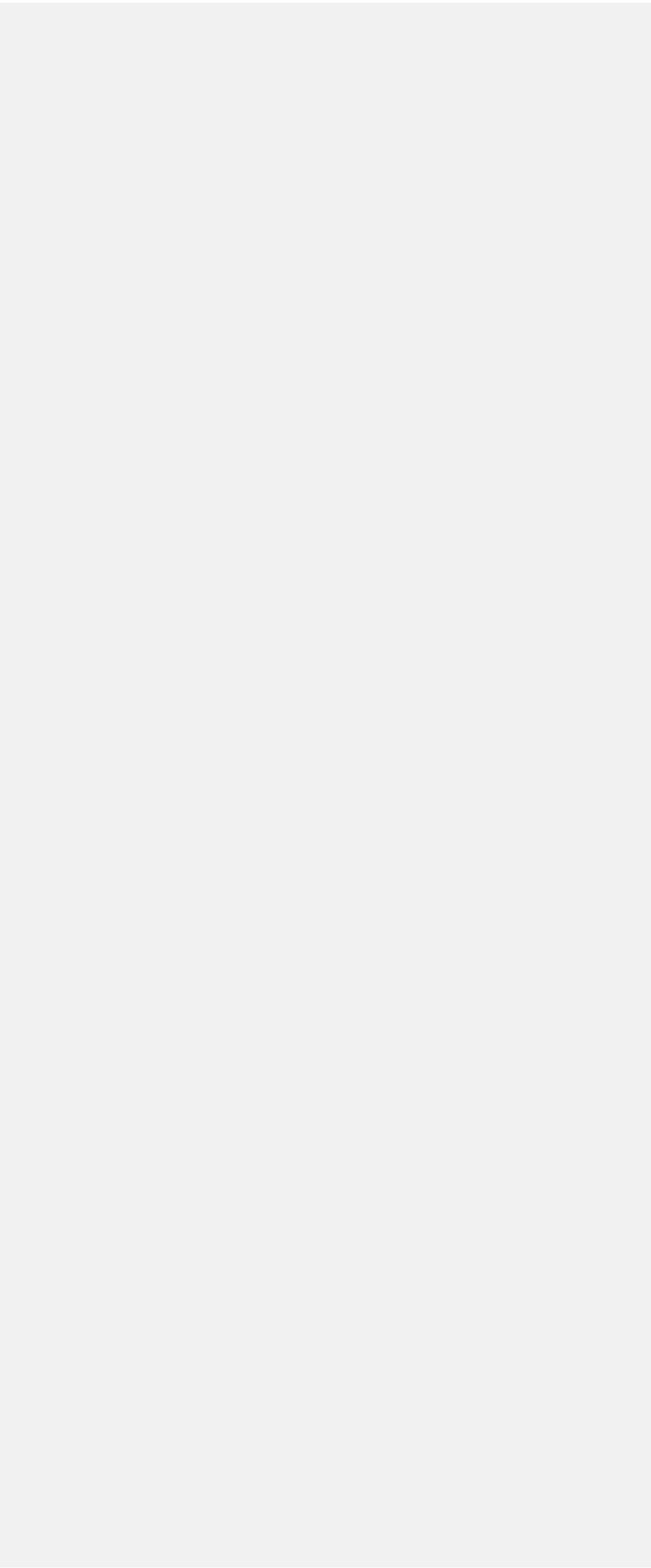
L.gjuraj	Hello, I am your Acebuddy
Acebuddy	Hello L.gjuraj, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
L.gjuraj	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
L.gjuraj	I'd like to report an Issue
Acebuddy	Please select an option!
L.gjuraj	Other Issue
Acebuddy	Please specify the issue you are facing before representative!
L.gjuraj	I am trying to log i into RD Gateway server, b



	Can someone help me with this issue ?
Acebuddy	Please wait while we connect you to a Support Agent
	<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. I will be assisting you today.
L.gjuraj	Hi Ashutosh
	will you be able to help me to log in into RD Client
	my old credentials don't work anymore because of the new update
Ashutosh Mishra	I will surely help you with this issue.
L.gjuraj	Thank you
Ashutosh Mishra	Kindly help me with your server name and user name
	Are we still connected here?
L.gjuraj	RD gateway server
	User name is : leonagj
	Are we connected?
Ashutosh Mishra	Yes
L.gjuraj	Ok
Ashutosh Mishra	Kindly allow me two minutes to check the server status
L.gjuraj	Take your time, I just wanted to make sure we are connected
Ashutosh Mishra	Thank you for your patience.
L.gjuraj	no problem
Ashutosh Mishra	May I take the remote access of your local computer
L.gjuraj	I am writing you through my phone
	how would u do that
	?
Ashutosh Mishra	I see, since you are not able to connect to server, I will try to connect to you in RDP application to identify issue.
	Do you have your local computer available right now?
L.gjuraj	Yes
Ashutosh Mishra	I will send invite on your email, open the email and click on the link to start on remote session.
L.gjuraj	ok, just give me one second please



Ashutosh Mishra	Sure, please take your time.
L.gjuraj	Ok, you can send it now
Ashutosh Mishra	Prior providing the access, I would suggest yc end.
L.gjuraj	are you sending it to l.gjuraj@hotmail.com?
Ashutosh Mishra	Yes, i can send to this email.
L.gjuraj	perfect
Ashutosh Mishra	I have sent the invite.
L.gjuraj	I accepted
Ashutosh Mishra	We are connected now.
L.gjuraj	Ok, let me know what should I do
	what just happen
	Why everything changed on the screen
Ashutosh Mishra	Please enter your password.
L.gjuraj	I did
Ashutosh Mishra	Enter password again and connect.
L.gjuraj	Ok
	can we reset the pasword
	password
Ashutosh Mishra	Sure, let me reset the password.
L.gjuraj	ok
Ashutosh Mishra	Please allow me few minutes for the same.
L.gjuraj	ok
	Is it going to take long because in 15 minutes
Ashutosh Mishra	It will take two minutes i am just about to ger
L.gjuraj	Ok no problem
Ashutosh Mishra	Please try to connect again with existing pass backend.
L.gjuraj	ok
	does not work
Ashutosh Mishra	Ok, i will reset password.
L.gjuraj	thank you
Ashutosh Mishra	Please try this password J2!uE04Ldr



L.gjuraj	it seems like to work
	my question is, do I keep this password
	or i have an option to change it?
Ashutosh Mishra	Yes, please use this password from now. You c too.
L.gjuraj	Ok, thank you for your help
Ashutosh Mishra	I will send you a guide and this password ove
L.gjuraj	awesome. Thank you Ashutosh
Ashutosh Mishra	I would greatly appreciate if you could spare a end of this chat.
L.gjuraj	sure
Ashutosh Mishra	You may end this chat now. Once you end this regarding this conversation, along with a ticke  I request you to kindly spare a moment to fill how I am working. I will appreciate that. or yc quality@acecloudhosting.com. Thanks!  Note: You may change/reset your server pass 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/knowledge">https://www.acecloudhosting.com/knowledge</a>

*Ashutosh Mishra has ended this chat session*

