

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#76392 seth

Email: seth@cencal-builders.com ☎ 2094080626

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: PATTERSON

State: California

Country: UNITED STATES

## Chat Transcript

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

seth	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you want to update QuickBooks.
seth	Hi Ashutosh, We are getting an error message about an update and it will not let us in. Can you update our QBs so we can
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
seth	I'm in the portal, how do I get that info for you?
Ashutosh Mishra	Is the business name Cen Cal Builders & Developers?
seth	yes
Ashutosh Mishra	I am on the server right now, i need to reboot to complete the updates.
	Please inform all the users to sign off from the server and i will confirm over email once the update is complete.
	Are we still connected here?
seth	ok, everybody is out.
	is that it? Do I wait for an email, or will you get back to me on this chat?
Ashutosh Mishra	I have started the update from backend; it can take at least 10-15 minutes to complete the update.
	within 30 minutes i will confirm over the email once the update is complete.
	I will also send you the ticket id for this concern.
seth	Thanks Much!! I'm jumping off.
Ashutosh Mishra	Thanks for the confirmation !
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thought

*seth has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

**#76191 mariateresacastulo**

**Email:** mariateresacastulo@gmail.com

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

**Operator:** Rajan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** SANTA MARIA

**State:** Pampanga

**Country:** PHILIPPINES

## Chat Transcript

mariateresacastulo	Hello, I am your Acebuddy
Acebuddy	Hello Mariateresacastulo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mariateresacastulo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mariateresacastulo	I'd like to report an Issue
Acebuddy	Please select an option!
mariateresacastulo	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mariateresacastulo	Password won't let me in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>7:17:30 PMmariateresacastulo is sharing a file with you</i>
	<i><u>1_image.png</u> - ( Size:37.45 KB )</i>
	<i>Rajan accepted the chat transfer request.</i>
Rajan	Thank you for contacting Ace Cloud Hosting. My name is Rajan. I will be assisting you today.
	I will surely help you with this issue.
	Kindly allow me 3-4 minutes to check the same.
mariateresacastulo	Alright thanks Rajan!
Rajan	you're welcome.

	Thank you for your patience.
	Kindly try to login now and check
mariateresacastulo	it's working now. thank you!
Rajan	Is there anything else i can assist you with?
	Are we still connected here?
mariateresacastulo	none. all is workig well now
Rajan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acec">https://selfcare.acec</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Rajan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75484 PAUL WEYMER**

**Email:** [weymerp@intentry.com](mailto:weymerp@intentry.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:** WARREN

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

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

*PAUL WEYMER has ended this chat session*

## Chat Transcrip

Hello, I am your Acebuddy

### Visitor Details

#### #75914 Krystal Lee

**Email:** krystal.lee@la.gov  2253421047

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** CHICAGO

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

Krystal Lee

	Hello, I am your Acebuddy
Acebuddy	Hello Krystal.lee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Krystal Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Krystal Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Krystal Lee	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Krystal Lee	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Krystal Lee	We are unable to connect to remote desktop. Also previously we were unable to open a company file in QuickBooks...the :)
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shivam Singh accepted the chat transfer request.*

*Shivam Singh is transferring the chat to Tushar.*

*Tushar accepted the chat transfer request.*

Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Krystal Lee	DivisionOfAdmin
	krystallee
Tushar	Thank you for the details.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
Krystal Lee	Our security department does not allow remote access of our local pc's.
Tushar	Kindly share the screen shot of the error message.
Krystal Lee	It looks like it is working now....
Tushar	Great.
Krystal Lee	However, when I try to update a QB company file, it locks up on the server.
	I am in Quickbooks now.
Tushar	Let me know if it freezes again.

Krystal Lee	OK..trying now.
Tushar	May I take the remote access of your server? not the local system.
Krystal Lee	I am updating a different one... but sure
Tushar	Prior providing the access, I would suggest you to close any important documents at your end. Let's see if it freezes.
Krystal Lee	this is what it did earlier...and I couldn't close QB.
Tushar	What we can do is update QuickBooks to the latest patch. Once the update is complete, you can try again. If the issue still persists, please provide us with more details so we can assist you further. The update process may take approximately 30 minutes to 1 hour, and during this time, no users should be logging into the system.
	I will email you as soon as the update gets completed.
Krystal Lee	I am still trying to update the remaining company files. Is it possible to hold off on the update?  Do you see the message displaying now? I'm not sure what that is??
Tushar	Yes, we can hold off the update and we will do it in night hours or you can email us when we can proceed.  Let me make some changes from back end to resolve it.  Kindly try again if the error comes up again or not.  We will have to update it once now.
Krystal Lee	Will I have to update the company files again?
Tushar	No the ones which are updated will remain updated.
Krystal Lee	Let me be sure everyone is still out of the system.
Tushar	I can see from back end that only you are logged in.  Kindly let everyone else know that don't log in till we email you that the application is updated.  Is there anything else I may help you with ?
Krystal Lee	Ok..I just let them know.  Will you send me an email when you are finished>?
Tushar	Yes at email address krystal.lee@la.gov
Krystal Lee	OK. Thank you.
Tushar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	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 (<https://www.acecloudhosting.com/knowledgebase/>)

*Tushar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75483 david**

**Email:** david@5blox.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** SAN PEDRO

**State:** California

**Country:** UNITED STATES

### Chat Transcript

david Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

david Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

david I'd like to report an Issue

Acebuddy Please select an option!

david Password Reset

Acebuddy	Please select an option below
david	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
david	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi David, How may I assist you today
	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.

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74974 Paulina Szegda**

**Email:** paulina@rjbnyc.com

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

**Operator:** Rohan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** PORT WASHINGTON

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Paulina Szegda	Hello, I am your Acebuddy
Acebuddy	Hello Paulina Szegda, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Paulina Szegda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Paulina Szegda	I'd like to raise a Request
Acebuddy	Please select your request type.
Paulina Szegda	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Paulina Szegda	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.
	Do you need any further assistance on the topic?
Paulina Szegda	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Paulina, how are you doing today ?
Paulina Szegda	Hi Rohan! I was able to download Microsoft Windows App but I'm stuck on the "add PC" part of the instructions sent...
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Paulina Szegda	I'm with RJ Bruno, and i received the welcome email and the RDP file but when I try to access it it says "the RDP file is not TY!
Rohan Prajapati	May I take the remote access of your local computer?
Paulina Szegda	sure
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.

Kindly Copy and Paste the below link in any browser of your Local PC and Join the session

<https://assist.acecloudhosting.com/join/2302635411>

Paulina Szegda you should be able to take over!

Rohan Prajapati We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.

Is there anything else I may help you with ?

Paulina Szegda We are all set. thank you Rohan!

Rohan Prajapati Thanks for the confirmation !

I would request you to please give your Valuable feedback after ending the chat.

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

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

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

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

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

*Rohan Prajapati has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75311 Rgreenberg**

**Email:** rgreenberg@szcpa.tax

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** LAKE WORTH

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Rgreenberg	Hello, I am your Acebuddy
Acebuddy	Hello Rgreenberg, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rgreenberg	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rgreenberg	I'd like to report an Issue
Acebuddy	Please select an option!
Rgreenberg	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rgreenberg	can't get into ace cloud
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.
Rgreenberg	ok
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Rgreenberg	randy greenberg
Shivam Singh	Are you not able to access the server ?
Rgreenberg	yes. every day it is like this. sometimes it takes 3 try's and some days like today after 15 try's still can't get in. Every time
Shivam Singh	If this is a recurrent issue, we will surely be going to look into it. For now, let me take a look into it May I take the remote access of your local computer?
Rgreenberg	yes
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Rgreenberg	everything is closed
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/5182561404">https://assist.acecloudhosting.com/join/5182561404</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti

	your confirmation on this chat.
	Randy as you pointed out this happens every day with you
Rgreenberg	yes
Shivam Singh	I will put forth the case to the concerned department
Rgreenberg	ok
Shivam Singh	This will look into this
Rgreenberg	ok
Shivam Singh	Also I will keep this ticket in open
	Just to get follow up as to whether you are facing the issue still
	Is there anything else I may help you with ?
Rgreenberg	ok i need to get going. I wasted 1 hour today with this
Shivam Singh	Yes sure
	Rest assured; I will be keeping the case in open for you.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Rgreenberg	ok thanks
Shivam Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shivam Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#75675 help

Email: [help@triadcybersolutions.com](mailto:help@triadcybersolutions.com) ☎ 3362999989

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:** 50 Secs

**City:** ROBSTOWN

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

help	Hello, I am your Acebuddy
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
help	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Himanshu accepted the chat transfer request.</i>
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.
help	678305 case no, Hello my issue is still there, even you guys reinstalled QB but its still the same, and its effecting all users server we have 1 hour and need to resolve this issue on urgent basis involve you senior tech and resolve the issuse
Himanshu	Please allow me a moment connecting you with the concerned department.
	<i>Himanshu is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today. Hello, how are you doing today ?
help	hello please resolve my issue
Rohan Prajapati	Kindly allow me 4-5 minutes to check the same.
help	now it's been a severe issue
Rohan Prajapati	Thank you for Providing the ticket number  Please let me go through the ticket first.
help	ok please be fast
Rohan Prajapati	I have reviewed the ticket. Just to confirm — you're still unable to print from QuickBooks, while everything else is working

	QuickBooks specifically, correct?
help	yes able to print from server
Rohan Prajapati	Thanks for the confirmation !
help	but not from QB inside the server
Rohan Prajapati	Kindly allow me 5-6 minutes to check the same.
help	ok
Rohan Prajapati	May I take the remote access of your local computer?
	Also, may I know if all users are facing the same issue ?
help	yes all users
	because 2 reported
	the same
Rohan Prajapati	If so, may I know whether they are accessing the server from the same location or from different locations?
help	both can print from server but not from QB
	yes
	please wait I'll let you in
Rohan Prajapati	Thank you
	<i>8:04:23 PM Rohan Prajapati is sharing a file with you <a href="#">image.png</a> - (Size:18.95 KB)</i>
	<i>As I can see, you have a total of 5 users, and so far, 2 of them have reported the same issue.</i>
	Please confirm this
help	the 2 who reported are from same
	you can access
	and the pic you sent do not have those users man
	users are LaverneM and other is Charlotte.G
Rohan Prajapati	May I please know your business name or company name once ?
help	Triad Cyber solutions
	TPCCSVR.myrealdata.net server name
Rohan Prajapati	Okay Got it
	As I can see, you have a total of 12 users, and so far, 2 of them have reported the same issue.
	Are the two users who reported the issue accessing the server from the same location or from different locations?
help	man I have told you before that its same location
	you guys are wasting time

its tax season

Rohan Prajapati	I understand the urgency of this matter; however, I need to gather all the necessary information to proceed in the right direction.
help	you are asking single thing again and again please understand this is now been a severe issue
Rohan Prajapati	That is not the case. Our goal is to identify the root cause so that we can provide you with a permanent solution, and you Prior providing the access, I would suggest you to close any important documents at your end.
help	im ready
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session}  <a href="https://assist.aceclouddhosting.com/join/1142800106">https://assist.aceclouddhosting.com/join/1142800106</a>
help	want to connect with charlotte or laverne?
Rohan Prajapati	You are experiencing the same issue, correct? Let's take remote access of your local PC so we can resolve it for you first.
help	just laverne and charlotte
Rohan Prajapati	Okay then you can share the link with any one of these two user. (Edited)  Are they joining the remote session through the link I provided ?  We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.  As I checked using admin credentials, I'm experiencing the same issue on my end—QuickBooks is not detecting the printer. I will escalate this case to them. They will coordinate with QB's requirement to identify the root cause and work toward a permanent solution.  We appreciate your understanding and cooperation in this matter. (Edited)
help	so what will be time min
Rohan Prajapati	I'm escalating this case to the escalation team, and the estimated turnaround time for resolution is around 2-3 hours. However, I have been experiencing this issue for the past 2-3 days and are unable to work. Considering the urgency, they will do their best to provide you with an update as soon as possible.  I hope you understand and cooperate in this matter.
	Is there anything else I may help you with ?
help	nope thanks
Rohan Prajapati	We will try to provide you with an update as soon as possible.
help	please do
Rohan Prajapati	We appreciate your understanding and cooperation in this matter.
	May I go ahead and end this session so I can proceed with the escalation process?
help	ok
Rohan Prajapati	Thanks for the confirmation !

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

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

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

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

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

*Rohan Prajapati has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75039 Tom**

**Email:** tom@empirefoamsolutions.com  518-852-2812

**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:** SYRACUSE

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Tom Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Tom Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Tom	I'd like to raise a Request
Acebuddy	Please select your request type.
Tom	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Tom	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?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #76218 Melissa Grinage

**Email:** melissa@deltablue.cpa

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 5 Secs

**City:** CARTERSVILLE

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

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

Melissa Grinage	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Melissa Grinage	I'd like to report an Issue
Acebuddy	Please select an option!
Melissa Grinage	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Melissa Grinage	I am receiving an error message that my credentials are not valid when trying to log into server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Melissa, How are you doing today ?
Melissa Grinage	Good thank you. I am having trouble logging into server this morning. I keep getting error message that credentials are not valid.
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
Melissa Grinage	Thank you
Rohan Prajapati	Please try to login again in 2-3 mins
Melissa Grinage	ok
	Thank you! That seemed to work.
Rohan Prajapati	Thanks for the confirmation !
	Is there anything else I may help you with ?
Melissa Grinage	That is all. Have a good day
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Rohan Prajapati has ended this chat session</i>

# Chat Transcript

can't get logged on - getting an

## Visitor Details

### #75153 Deb Morton

**Email:** deb@dohertyelectric.com ☎ 12083434787

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** BOISE

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

Deb Morton can't get logged on - getting an error

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

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

Deb Morton hello - I need to send a screen shot or have you get on and see what my error is

*Shashwat Verma accepted the chat transfer request.*

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

Hello Deborah

I will surely help you with this issue.

May I take the remote access of your local computer?

*7:52:24 PM Deb Morton is sharing a file with you*

*[error.docx](#) - ( Size:1.98 MB )*

Deb Morton yes and I just sent you the error

Shashwat Verma Okay, we got the issue

	Prior providing the access, I would suggest you to close any important documents at your end.
Deb Morton	already done
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/3222569154">https://assist.acecloudhosting.com/join/3222569154</a>
	Kindly Click on the link and open the downloaded file.
Deb Morton	ok I think you are connected
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
	issue resolved on remote session itself
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the details of the issue.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #75495 Dave Trillanes

**Email:** dave@banyanbotanicals.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** CANDANGAL

**State:** Cavite

**Country:** PHILIPPINES

## Chat Transcript

Dave Trillanes	Hello, I am your Acebuddy
Acebuddy	Hello Dave Trillanes, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dave Trillanes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dave Trillanes	I'd like to raise a Request
Acebuddy	Please select your request type.
Dave Trillanes	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Dave Trillanes	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?
Dave Trillanes	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 Dave
Dave Trillanes	im trying to set ace cloud , im trying to set up remote desktop and asking for a server name
	i have a user name , im not sure of my server name , can you help
Shashwat Verma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Dave Trillanes	dave.t@myrealdatal.net
	this is my username
Shashwat Verma	Or the Business name associated with ACE, as <b>CID 72147 is the cancelled account</b>
Dave Trillanes	72149 thats my account number
Shashwat Verma	Is that company name is Pearl Hospitality?
Dave Trillanes	yes
Shashwat Verma	Okay

	May I take the remote access of your local computer?
Dave Trillanes	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
Dave Trillanes	ok
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/1282946474">https://assist.acecloudhosting.com/join/1282946474</a>
Dave Trillanes	im done
Shashwat Verma	Kindly Click on the link and open the downloaded file.
Dave Trillanes	ok downloading
Shashwat Verma	Sure, please take your time
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
	as per the remote session, we have setup the RDP for you.
	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 transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #75010 Dixie Klusener

**Email:** dixie@dlkaccounting.net  14176823391

**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:** 31 Secs

**City:** REPUBLIC

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

Dixie Klusener	Hello, I am your Acebuddy
Acebuddy	Hello Dixie Klusener, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dixie Klusener	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dixie Klusener	I'd like to report an Issue
Acebuddy	Please select an option!
Dixie Klusener	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Dixie Klusener	I have a ticket ID 671075 started. I have a new laptop and can not connect to my cloud server to access my programs.
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 Dixie
Dixie Klusener	Hello Anurag.
	<i>Anurag Sharma is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
	Hello?
Shivam Singh	Let check the ticket 671075 and get back to you.
	As I can check the You have a new laptop, and you require an RDP for accessing the server.
Dixie Klusener	Yes.
Shivam Singh	Okay, I will share a new RDP for the Laptop and will share it with you along with email after the chat.
	With that you will be able to access the server with it.

Dixie Klusener	This isn't my main computer that I use. Will I still be able to access with the other computer?
Shivam Singh	RDP act as a point to access the server you can use any computer to access the Server, provided you must have the cred
Dixie Klusener	OK.
Shivam Singh	Till the time you have your server credentials with you, you can access the server from anywhere.
	However, it must be used on one computer at once
	Hope, That's alright
Dixie Klusener	Yes. I have three user logins if needed to be on the server at the same time.
	I think I have my login credentials with me.
Shivam Singh	yes, as I can see there are three users and that should be no problem.
	Great
	Is there anything else I may help you with apart from providing the RDP?
Dixie Klusener	No. I think that is it.
Shivam Singh	Thanks
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shivam Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75059 Ali Wynn**

**Email:** ali.wynn@montesanogroup.com **Phone:** 18056981608

**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:** 12 Secs

**City:** SANTA BARBARA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Ali Wynn Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ali Wynn Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Ali Wynn I'd like to report an Issue

Acebuddy Please select an option!

Ali Wynn QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Ali Wynn Other QB related issue

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

Ali Wynn Hi! I'd like to get excel access for our new user nicole.h1@myrealdatal.net

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Gurwinder Singh declined the transfer request.*

*Shashwat Verma accepted the chat transfer request.*

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

Hello Ali

I will surely help you with this issue.

Ali Wynn thank you

Shashwat Verma Ali, to proceed with your request kindly email request to support@acecloudhosting.com from ali.wynn@montesanogroup.com

Rest will be assured by us.

Ali Wynn I already have :)

Shashwat Verma	Thanks , let me check.
Ali Wynn	I can send another to be sure?
Shashwat Verma	No problem, we got the same.
	Will do the needful in 15 mins and will let you know on email.
Ali Wynn	okay great thank you so much!
Shashwat Verma	Thanks
	Is there anything else I may help you with ?
Ali Wynn	No that'll be it! Thank you so much!
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 appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74963 amanullah amani**

**Email:** aman@wealthbuilderscpa.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:** 24 Secs

**City:** SELDEN

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

amanullah amani	Hello, I am your Acebuddy
Acebuddy	Hello Amanullah Amani, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
amanullah amani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
amanullah amani	Restart
Acebuddy	Hello Amanullah Amani, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
amanullah amani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
amanullah amani	I'd like to report an Issue
Acebuddy	Please select an option!
amanullah amani	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
amanullah amani	I need to login to my right networks need my proper user name
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
amanullah amani	I thought it was aman.a@myrealdata.net
	im from wealth builders cpa
	I have my passowrd
	<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.
amanullah amani	Manish
	my firend
	I need help

	I have my password  but I need my user name properly  to continue onto the network
	I think its aman.a@myrealdata .net  you want to login to help me  sarepamegamega
	Im from wealthbuilders if you remember
Manish Singh	I will surely help you with this issue.  Kindly allow me two minutes to check the same.
	Aman.A@myrealdata.net
	This is the username you are having
amanullah amani	not working  why  sinc eis new computer
	I thnk you have to come on and log in  and do the transfer  can you helping me
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
amanullah amani	no just me
Manish Singh	May I take the remote access of your local computer?
amanullah amani	yes
Manish Singh	<a href="https://assist.aceclouddhosting.com/join/5222546777">https://assist.aceclouddhosting.com/join/5222546777</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
amanullah amani	I let you in
Manish Singh	Kindly access this link on any browser of your local system.
amanullah amani	I idd  your in my man
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
amanullah amani	thanks bro
Manish Singh	Is there anything else I may help you with ?
amanullah amani	all good

Manish Singh

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

*Manish Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76271 andy.monarrez**

**Email:** andy.monarrez@nuwavecom.com

**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:** 41 Secs

**City:** LONG BEACH

**State:** California

**Country:** UNITED STATES

### Chat Transcript

andy.monarrez

Hello, I am your Acebuddy

Shivam I never received the email with instructions

Shivam Singh

You will receive it in 5 minutes.

Are we still connected here?

andy.monarrez	Yes we are I am just waiting on the email sir
Shivam Singh	By now it must have been received could you please check and confirm?
	Have you checked, from our end it has been sent.
	Are we still connected here?
andy.monarrez	Yes still connected
	I only received the ticket number email no instructions
Shivam Singh	it must have attachments.
	<i>12:53:06 AM Shivam Singh is sharing a file with you <a href="#">image.png</a> - ( Size:9.48 KB )</i>
	<i>Please see this</i>
andy.monarrez	the 2nd attachment is what I will sue for windows right?
Shivam Singh	Right.
	Is there anything else I may help you with ?
	Are we still connected here?
andy.monarrez	Yes one more thing. I was able to log into the remote desktop but I want the remote app
Shivam Singh	The RDP file that I have shared is the Application that you could use as application.
andy.monarrez	the 1st file?
Shivam Singh	Yes
	If you face any issue related to connection just initiate a chat or call us so that we could assist you in real time.
andy.monarrez	I am in the remote desktop. I understand that, but I want to download the QB remote app so I do not have to open up the
	Also I need to download the 24.0 version of the file
	Can you help with that
Shivam Singh	Could you please specify as to what exactly are you trying to achieve. Do you want to open server anywhere you go or ju
andy.monarrez	There are desktop remote app icons that were on my old desktop. I would just click those apps on my regular desktop in
Shivam Singh	May I take the remote access of your local computer?
andy.monarrez	yes please
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
andy.monarrez	Ok everything is closed
Shivam Singh	Great
	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/4172677669">https://assist.acecloudhosting.com/join/4172677669</a>
	Hi there

andy.monarrez	hi
Shivam Singh	Anything apart from the QB remote app.
andy.monarrez	Please install the remote apps for QB on this laptop
Shivam Singh	Sure, we will do that, primarily we have installed the QB 24 on the server and you have to mail us the License details so that we can install it on your laptop.
andy.monarrez	where si the server?
Shivam Singh	Could you please specify the query. The servers are virtually hosted on the cloud and are accessed remotely via the internet.
	Your request has been received, and we will work on it once we receive the email with requisite information.
andy.monarrez	Okay let me get that information. What exactly do I need?
Shivam Singh	Please provide the details over the email that i will send you soon.
	License number and product number of the QuickBooks < type> 24.
andy.monarrez	Okay. I want to install the Intelocity QB as well. I believe that is the 21.0 version
Shivam Singh	What is Intelocity is it supposed to be a company file or an application?
andy.monarrez	company file
Shivam Singh	See as I told you that we will have to make two remote app one for QB 21 and other for QB 24.
	Okay if it is our license we will have it configured
andy.monarrez	QB 24 License # 5789-8827-7955-031
	Product # 045-169
Shivam Singh	Rest assured, we have both the application Licenses, and we will initiate the Remote app task.
andy.monarrez	Ok thank you
Shivam Singh	Great. (Edited)
	Is there anything else I may help you with ?
andy.monarrez	No sir. This is what I need taken care of
Shivam Singh	Oh great.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of the feedback you provided.
	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> )

*Shivam Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #75173 jaimeflores

**Email:** jaimeflores@oakgroveschool.org **Phone:** 2025772326

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

**Operator:** Tushar Pharswan

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 1 Min 5 Secs

**City:** OJAI

**State:** California

**Country:** UNITED STATES

## Chat Transcript

jaimeflores	Hello, I am your Acebuddy
Acebuddy	Hello Jaimeflores, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jaimeflores	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jaimeflores	I'd like to report an Issue
Acebuddy	Please select an option!
jaimeflores	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jaimeflores	Can't log in to the server oakgroveschool.myrealdatal.net
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>10:57:09 PMjaimeflores is sharing a file with you</i>

Screenshot 2025-04-04 at 10.25.07 AM.png - ( Size:640.69 KB )

jaimeflores <http://oakgroveschool.myreldata.net> myreldata\Tara\_OGS

I'm trying to access this account. Could you please help?

*Shashwat Verma accepted the chat transfer request.*

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

Hello

jaimeflores thank you

Shashwat Verma I will surely help you with this issue.

Kindly allow me two minutes to check the same.

jaimeflores OK

Unable to connect An error occurred while communicating with the Remote Desktop Gateway. If this keeps happening, co

Shashwat Verma let me friend assist you further.

*Shashwat Verma is transferring the chat to Tushar.*

*Tushar accepted the chat transfer request.*

Tushar Hello Jaime I will be assisting you now.

jaimeflores thank you

Tushar Kindly help me with your server name and user name?

jaimeflores <http://oakgroveschool.myreldata.net> myreldata\Tara\_OGS

Tushar Kindly allow me two minutes to check the same.

jaimeflores OK

Tushar Thank you for waiting.

jaimeflores ok

Tushar May I know if this is the first time this has happened, or other users are also facing the same.

jaimeflores first time

only me

can you send me rdp file please

Tushar As per your screen shot it is a mac device on which I will have to set it up.

May I take the remote access of your local computer?

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

jaimeflores Yes, I have deleted the account we would have to do it again

I need access to both Tara and Admin

Let me know how to proceed

Tushar may I know if you were logged in before with user profile tara as on server end it shows active.

Tara\_ OGS user profile is showing active and currently being used.

Do note that only one instance of a user profile is active at time, if you try to login from another device the previous sessi

jaimeflores OK. yes she is connected but I'm trying to get in to troubleshoot an issue

Tushar Okay I will set up the rdp on your device then.

jaimeflores thank you.

Also for Admin please

Tushar <https://assist.acecloudhosting.com/join/1642753350>

Kindly Click on the link and open the downloaded file.

I can just set up the rdps but you will have to enter their user profile password to get access.

jaimeflores I need to reset admin password we don't know it

Tushar The user profile of admin\_ogs is deactivated to activate it you will have to use MyPortal from your end and activate it ther

jaimeflores Oh.., OK.,

deactivated means we are not paying for it correct'?

?

Tushar If you are unable to do so then kindly mention that on email and one of our support engineer will help you over the email.

yes, correct. (Edited)

jaimeflores ok let's leave it inactive as we don't want to increase the bill any further

than k you

Tushar should we now setup tara on your device?

jaimeflores Yes please

Tushar Okay we are now connected.

jaimeflores Ok

Tushar It is set up but as soon as you login other user session will get disconnected.

jaimeflores Thank you!

OK

Tushar Is there anything else I may help you with ?

jaimeflores that is all

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

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

*Tushar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #76082 Howard Hyman

**Email:** howard@episcopalhousing.org  14103710950

**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:** 46 Secs

**City:** BALTIMORE

**State:** Maryland

**Country:** UNITED STATES

### Chat Transcript

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

Howard Hyman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Howard Hyman	I am unable to log into the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi declined the transfer request.</i>
Anjainay Singh	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Could you please confirm since when you are facing these issue .
Howard Hyman	Just this morning I tried to log into the system and it would not allow me
Anjainay Singh	And whether all users are facing this issue .
Howard Hyman	I don't think so
Anjainay Singh	Could you please confirm from other users as well , so that I can provide you the exact resolution.
Howard Hyman	I am almost positive my password has expired. It has been one year since I changed it. But I can't figure out how to change it.
Anjainay Singh	Please allow me some time so that I can look into it .
	I have made some back end changes could you please try to login back into the server.
Howard Hyman	Still not working
Anjainay Singh	May I take the remote access of your local computer?
Howard Hyman	Certainly
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Howard Hyman	Done
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/2072277483">https://assist.acecloudhosting.com/join/2072277483</a>
	Please copy this URL at your local machine browser so that I can access your machine .
Howard Hyman	I don't know what that means. Should I X out of this conversation?
Anjainay Singh	No just copy the URL shared above and copy it in any browser and allow me to access your machine .
Howard Hyman	<a href="https://assist.acecloudhosting.com/join/2072277483">https://assist.acecloudhosting.com/join/2072277483</a>
	I guess this isn't correct.
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/5512104140">https://assist.acecloudhosting.com/join/5512104140</a>
	Please use this URL.

*Anjainay Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #75442 Marcia Bartelson

**Email:** mmbart@gmail.com  16202400601

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 2 Mins 1 Sec

**City:** BRAMAN

**State:** Kansas

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

*Ashutosh Mishra accepted the chat transfer request.*

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Marcia Bartelson	Hello!
Ashutosh Mishra	I understand you are not able to use printer on the server.
Marcia Bartelson	Correct. I'm afraid it got disconnected during an HP Update Works with all applications just not ACE
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Marcia Bartelson	CID73767. User: Marcia Bartelson  Server Name: GusherEnergy.myrealdata.net  User: myrealdata\MarciaBartelson
Ashutosh Mishra	Thanks for the confirmation !  Kindly allow me two minutes to check the same.
Marcia Bartelson	yes
<p><i>The visitor's phone number was changed to 16202400601.</i></p>	
Ashutosh Mishra	May I take the remote access of your server?
Marcia Bartelson	Yes  Should I ask the 2nd user to get out of the account?  The printer is the HP LaserJet Pro 200 Color MFP
Ashutosh Mishra	Their is no need for users to logout, i will connect on remote session with you on the server to check what is causing the issue.  Prior providing the access, I would suggest you to close any important documents at your end.
Marcia Bartelson	Done
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by selecting the redirected printer as that should be the default printer.  We are disconnected from the remote session.
Marcia Bartelson	I saw that. Can you also tell me the best number to reach support - we are needing to set up a call on other issues - but not this one.
Ashutosh Mishra	Sure the support number is 888-415-5240  Once the chat ends i will send you an email, that will also have the number.
Marcia Bartelson	Great! You have helped me SO much!
Ashutosh Mishra	You can reach out as per your convenience we are available 24/7.  Is there anything else I may help you with ?
Marcia Bartelson	That is all
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Ashutosh Mishra has ended this chat session

## Chat Transcript

Can you please reset my password?

### Visitor Details

#### #75279 Jenna Argento

**Email:** jargento@npfm.com  347-256-0020

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

**Operator:** Rohan

**Website:** [https://www.acecloudhosting.com/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=ace](https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace)  
XGjAMVNU7\_AR2jLS2oEAYASAAEgKJrfD\_BwE

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** STATEN ISLAND

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Jenna Argento	Can you please reset my password?
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
	Hi! May I have the company name or CID?
Jenna Argento	United Spinal Association
Vatsal	I am forwarding this chat to the support team, they'll assist you.
	<i>Vatsal is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Jenna, How are you doing today ?
	I will surely help you with this.

Upon backend verification, it appears you're not currently enrolled in the self-care Portal.

This means you cannot reset your password independently. Kindly send an authorization email from your registered address.

Upon receipt of the email, we will send you a new password link.

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*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #75243 Nega Teshome

**Email:** nega.teshome@thebridgecpas.com

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** SPRINGFIELD

**State:** Virginia

**Country:** UNITED STATES

### Chat Transcript

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

	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.  Please chose an option :
Nega Teshome	I'd like to report an Issue
Acebuddy	Please select an option!
Nega Teshome	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nega Teshome	Yesterday, they helped me update my window app and uninstall application and reinstall. Today, I can't login.
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>	
<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.  I will be surely assisting you with this. Kindly help me with your server name and user name?
Nega Teshome	TaxCorner2
Shivam Singh	Thanks, allow 2 minutes to check the same.  May I take the remote access of your local computer?
Nega Teshome	Yes
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Nega Teshome	I'm ready.
Shivam Singh	Great  Kindly paste this link in the browser of local computer and join the session.  <a href="https://assist.acecloudhosting.com/join/7472067221">https://assist.acecloudhosting.com/join/7472067221</a>
	Kindly join the session
	I sincerely apologize for the inconvenience this has caused. I understand how frustrating this situation must be, especially Unfortunately, some unavoidable circumstances led to this. However, please know that we truly value your feedback, and
	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)

*Shivam Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

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**#75505 glenda**

**Email:** glenda@xlcpas.com  16268935837

**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:** 14 Secs

**City:** PASADENA

**State:** California

**Country:** UNITED STATES

### Chat Transcript

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glenda	Hello, I am your Acebuddy
Acebuddy	Hello Glenda, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
glenda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
glenda	I'd like to raise a Request
Acebuddy	Please select your request type.
glenda	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re
	Do you need any further assistance on the topic?

glenda	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
glenda	Hello Mishra, thank you very much for your time. Could you help me reboot server?
	XLCPA.myrealdatal.net
Ashutosh Mishra	I will be surely assisting you with this.
	Kindly allow me two minutes to check the same.
	Their are multiple users logged in, shall i proceed with reboot.
glenda	yes, please
Ashutosh Mishra	I have started reboot.
	Is there anything else I may help you with ?
glenda	that's it. thank you very much for your help
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #75910 Daniel Robinson

**Email:** daniel@southernstarstorage.com **Phone:** 17138544991

**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:** 1 Min 25 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Daniel Robinson	Hello, I am your Acebuddy
Acebuddy	Hello Daniel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Daniel Robinson	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham accepted the chat transfer request.</i>
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>
Daniel Robinson	Hello, I am checking the status of ticket 681095
	<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 Daniel
Daniel Robinson	Hello Anurag.
Anurag Sharma	Daniel, I would like to inform you that our Security team is working on your mentioned ticket.
Daniel Robinson	When can I expect a SOC report that covers 1/1/2023 – 12/31/2023 (or a report covering until 9/30/2023 with a bridge lett
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I just checked and found that our team has already started working on your request.
	And they will update you within 24 hours.
Daniel Robinson	OK. Thanks.
Anurag Sharma	Thank you for understanding.
	Is there anything else I may help you with ?
	Are we still connected here?
Daniel Robinson	no that was ot
	it
	thanks
	<i>daniel has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #75231 REBECCA HARDY

**Email:** rebecca@trefalabs.com  19784172525

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

**Operator:** Gaurav kumar

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** SALISBURY

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

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

REBECCA HARDY	I need to change my Company Preferences to send email using my gmail account. I am getting an error message saying t
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Gaurav Kumar accepted the chat transfer request.</i>	
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.
	Hello Rebecca
REBECCA HARDY	hello
Gaurav Kumar	I will be surely assisting you with this. Kindly help me with your server name and user name?
REBECCA HARDY	TrelfaLabs.myrealdatal.net
	QB User name is Admin
Gaurav Kumar	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
REBECCA HARDY	RebeccaHardy
Gaurav Kumar	May I take the remote access of your server?
REBECCA HARDY	yes
Gaurav Kumar	Please try now
REBECCA HARDY	I need to look up the password. This will take a few minutes.
Gaurav Kumar	Sure, please take your time
REBECCA HARDY	OK, looks like it worked. Thank you.
Gaurav Kumar	Is there anything else I may help you with ?
REBECCA HARDY	no, thank you
Gaurav Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
REBECCA HARDY	you can close the ticket
Gaurav Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecl">https://selfcare.acecl</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Gaurav Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #75518 AIFinancedone

**Email:** aifinancedone@outlook.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** LOHGARH

**State:** Punjab

**Country:** INDIA

## Chat Transcript

AIFinancedone	Hello, I am your Acebuddy
Acebuddy	Hello Aifinancedone, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
AIFinancedone	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
AIFinancedone	I'd like to report an Issue
Acebuddy	Please select an option!
AIFinancedone	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
AIFinancedone	RDP working very hangy & 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
AIFinancedone	MY RDP connection working with too much hang & slow as well
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
AIFinancedone	sure
Shashwat Verma	Is this the first time you are facing this issue and is the issue faced by other users too?
AIFinancedone	I believe first time
	I am facing this issue
Shashwat Verma	Could you please share me your username you are using to login to server?
	Okay
AIFinancedone	Sachin Bansal
Shashwat Verma	Thanks for the confirmation !
AIFinancedone	yesterday too I connected with your support. He did troubleshoot yesterday & from then issue started coming
Shashwat Verma	Okay, as of now server resources are working fine, would like to check the things on your local side.
	May I take the remote access of your local computer?
AIFinancedone	Sure
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/8382348105">https://assist.acecloudhosting.com/join/8382348105</a>  Kindly Click on the link and open the downloaded file.
	Are you able to connect?
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
	as per remote session, we have checked the different perspective of the lag issue
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your 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> )

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#74984 john

Email: john@claritymba.com ☎ 415.491.1099

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: 35 Secs

City: SAN RAFAEL

State: California

Country: UNITED STATES

## Chat Transcript

john Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

john Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

john I'd like to report an Issue

Acebuddy Please select an option!

john Other Issue

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

john re: 651511 and other tickets form last month, the session for user Admin\_CMBA has frozen, please reset user session. Not

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Gaurava Tyagi declined the transfer request.*

*Shivam Singh accepted the chat transfer request.*

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

john hello Shivam!

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

Hi there!

john ForwardLLP.myrealdata.net - user Admin\_CMBA

Shivam Singh Thanks for the information. Allow me two minutes to check the same.

Could you please confirm if the account is Momentum Business Administration LLC /

I can see that the user - user Admin\_CMBA is logged in

john yes, I can see you signing me out

Shivam Singh I have successfully performed the reset for the respective user.

john that should do the trick for now, still unsure what causes the freeze but it seems that it happens when I am performing m

I'll continue to update things on my side in hopes of preventing in future

many thanks for your help in the meantime!

Shivam Singh Yes, it depends on the routine that you are trying to execute.

However, it should work now.

If you still face the issue do let us know so that we can assist you accordingly.

john yes, looks like I can get back in

Shivam Singh Great

Is there anything else I may help you with ?

john it's a simpler script to produce a list of files in a folder, but running a few in a row may cause memory problems

I'll continue to troubleshoot from my side

Shivam Singh Yes, certainly the memory utilization may be causing the issue

john ok I'll look into this further

that's all I need for now - thank you!

Shivam Singh Do let us know about your finding so that we can work in tandem.

Great

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

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

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

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

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

*Shivam Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #76222 Norma Jean Hoskins

**Email:** nhoskins@siberianchill.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:** LOUISVILLE

**State:** Kentucky

**Country:** UNITED STATES

### Chat Transcript

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

Norma Jean Hoskins has ended this chat session

## Chat Transcript

Hi please help to update the QB company file  
22 to 24. Thank you!

### Visitor Details

#### #75964 Christine Han

**Email:** alin@salutron.com ☎ 5107952876

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

**Operator:** Anurag Sharma

**Website:** [https://www.acecloudhosting.com/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=ace%20hosting&utm\\_adgroup=Primary&gad\\_source=1](https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20hosting&utm_adgroup=Primary&gad_source=1)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** SAN FRANCISCO

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Christine Han Hi please help to update the QB company file from QB Enterprise 22 to 24. Thank you!

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

Hey Amy, I am forwarding this call to the support team, they'll assist you.

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

Christine Han thank you

*Rohan Prajapati accepted the chat transfer request.*

*Rohan Prajapati is transferring the chat to Anurag Sharma.*

*Anurag Sharma accepted the chat transfer request.*

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

	Hello Amy
Christine Han	Hi, our server is salutron.myrealdata.net
	When we want to upgrade it shown need windows admin
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your user name?
Christine Han	user name for ?
	salutron.myrealdata.net
Anurag Sharma	Please confirm if your username is AmyL@myrealdata.net
Christine Han	I think so
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your server?
Christine Han	I am on Christine's computer, she is our admin
	yes, please
Anurag Sharma	Okay
	Prior providing the access, I would suggest you to close any important documents at your end.
	Please accept the remote session request on the server
Christine Han	accpted
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
	Please login back to the server again
Christine Han	ok
	logged in
	Should I open QBs 24 now?
Anurag Sharma	Yes
	Also please accept the remote session request again
	The issue seems to be resolved.
	Is there anything else I may help you with ?
Christine Han	yes
	that's it
Anurag Sharma	Thanks for the confirmation !
Christine Han	thank you very much for the help
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

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

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

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

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

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

Christine Han have a great day!

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75595 Jeni Chen**

**Email:** [jeni@montesanogroup.com](mailto:jeni@montesanogroup.com)  18056981608

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 3 Mins 42 Secs

**City:** SANTA BARBARA

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Jeni Chen Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jeni Chen Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jeni Chen	I'd like to report an Issue
Acebuddy	Please select an option!
Jeni Chen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jeni Chen	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jeni Chen	send forms email setting
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sanyam Madan accepted the chat transfer request.</i>	
<i>Sanyam Madan is transferring the chat to Yash Kalra.</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	<i>12:50:22 AM Jeni Chen is sharing a file with you <a href="#">image.png</a> - ( Size:61.33 KB )</i>
	<i>Hi! I'm trying to send forms but I keep getting this message?</i>
Jeni Chen	server name: MontesanoGroup.myrealdata.net
	I'm entering the correct password so I'm confused
Yash Kalra	Kindly allow me two minutes to check the same.
Jeni Chen	thank you
Yash Kalra	May I take the remote access of your server?
Jeni Chen	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
Jeni Chen	ok
Yash Kalra	Please confirm if your username is JeniC.
Jeni Chen	no, its myrealdata\AliWy
	thank you so much!
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Jeni Chen

you as well!

Yash Kalra

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

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

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

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

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75669 ricky pais**

**Email:** ricky@brannanhessel.cpa

**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:** 5 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

ricky pais

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

ricky pais

Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
ricky pais	I'd like to raise a Request
Acebuddy	Please select your request type.
ricky pais	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
ricky pais	Disk Space
Acebuddy	Please be informed that we have automated junk/temp cleaning and residual file erasing mechanism enabled
	This ensures that the disk space on the servers do not get used up by unnecessary temporary files and you w
	If you wish to free up additional disk space or want to explore our Disk Space Plans & Pricing, Please refer to t
	Do you need any further assistance on the topic?
ricky pais	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Ricky, signing into the server to check the disk space
	Thank you for your patience.
	I actually see two servers for heroic solutions
	could you let me know which server are you experiencing the disk space issue with
	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
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

## Chat Transcript

## Visitor Details

**#76032 anne**

**Email:** anne@bigbluecollective.com  15148385377

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** GRACE BAY

**State:** Turks And Caicos Islands

**Country:** TURKS AND CAICOS ISLANDS

## Chat Transcript

anne	Hello, I am your Acebuddy
Acebuddy	Hello Anne, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
anne	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
anne	I'd like to raise a Request
Acebuddy	Please select your request type.
anne	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our techni
	If you are facing any issue/problem with your server, Please select the appropriate option below :
anne	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
anne	Password Reset
Acebuddy	Please select an option below
anne	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?

anne	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
anne	can you have someone call me asap at 1.649.331.2669 to assist to reset my password... nothing is working. A
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Could you please confirm your username so that we can provide you exact resolution.
	Are we still connected?
	Are we still connected?
anne	ok,, am ok.. I was able to retrieve new password.
	no need to call me
Anjainay Singh	Thankyou for letting me know
	Is there anything else I may help you with ?

*Anjainay Singh has ended this chat session*

## Chat Transcrip

Hello, I am your Acebuddy

### Visitor Details

**#75024 srinivas**

**Email:** srinivas@taxgeeks.com ☎ 2252847776

**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:** IRVING

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

srinivas	Hello, I am your Acebuddy
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
srinivas	status on ticket
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.
srinivas	hi
	can you update me on the status
	659757
	whether user Ids are created on the new server
Sharath Kumar	Hello Sir, my colleague was working on this earlier today, allow me two minutes to quickly check if there is an
srinivas	I need to ask them to connect to the new server
Sharath Kumar	Thank you for your patience.
	I got to know that the new user accounts have been created and you must have received an email from Varur
srinivas	checking
Sharath Kumar	sure, take your time
srinivas	received
Sharath Kumar	I can see that ProSeries 2024 is yet to installed, we will need the setup file for the same
srinivas	now when they use the RDP and connect whether the browser settings, files on desktop etc will be the same ;
Sharath Kumar	other than that everything is good to go
	That is correct.

srinivas	proseries 2024 is the main one and it was working fine
Sharath Kumar	All the files have been uploaded where they used to be
	Is that on the old server or new server?
srinivas	new server
Sharath Kumar	could you try signing in again and check once more
srinivas	checking  shoot  proseries 2024 is missing
	I tested it and it was working fine
	this is the main program
Sharath Kumar	I understand, it will not take much time for us to install the application
	we do need the setup file for this and its licensing details (if any)
srinivas	urgent
Sharath Kumar	you can place the setup file on your desktop
srinivas	you have to install proseries 2024, 2022 also  on the old server  C:\Users\TGSRINIVAS\Downloads\proseries 2024  all the installation files are here
Sharath Kumar	thank you for the information
srinivas	proseries 2023 is also not working  please install all proseries 2024 2023 2022  atleast  we will access the old server if needed  but let us go ahead and install
Sharath Kumar	I am on it, starting installation for 2024
srinivas	ok
Sharath Kumar	I request not to make any changes on the old server as this may further delay our progress
	I have initiated the installation for 2024
srinivas	ok  I will ask everyone not to login till 7am
Sharath Kumar	and in a few minutes I will keep you informed via email once the Pro series 2022 and 2023 are installed
srinivas	thanks

	once installed let em know and I will complete the settings
Sharath Kumar	you're welcome, sir!
srinivas	make sure all shortcuts are setup on the desktop
Sharath Kumar	definitely!
srinivas	if any issues call 972-953-5160
Sharath Kumar	understood!
	but do keep an eye for the email, I will keep you posted once these installations are completed
	and I will call you if there are any issues
	Is there anything else I may help you with ?
srinivas	we are good
	will wait
	whether all the user setting files are moved to the new server so that they get the same browser settings etc
Sharath Kumar	could you let me know more about the browser settings that you are referring to
srinivas	if a staff user has some browser settings like browser bar which has links
Sharath Kumar	were you logged in on the previous browser? if yes, then those setting will reflect after you sign into the browser
srinivas	on the new server will they have the settings or not
	what about the shortcuts or notepad files they have on their desktop
	?
Sharath Kumar	yes, the shortcuts will be there as we have moved the complete data
srinivas	ok
Sharath Kumar	you can reply to the email chain if you have any concerns after signing into the new server and we will definitely address them
srinivas	when I click on users
	on the new server
	I don't see all users
Sharath Kumar	can you provide a snip of where exactly you are checking for these users
	<i>4:48:53 PMsrinivas is sharing a file with you</i>
	<i><a href="#">1_image.png</a> - ( Size:23.41 KB )</i>
srinivas	THIS is on the new server
Sharath Kumar	checking!
srinivas	ok
Sharath Kumar	I see, we have yet to move the data, my apologies for the incorrect information earlier. Since the users have not logged in yet, their profiles wouldn't be there

	Once they login, we will replicate their data with the old server
	This way all their files in Desktop, documents and downloads will then become available
	Pro series 2024 installation has been completed, could you try accessing it
srinivas	checking
	one more thing
	Z:\Client Data\Dropbox\Dropbox\Boxifier_TaxGeeksBackup
	the D drive is mapped to z drive
	finally all the files from this folder should be moved to
	d:
	should we continuing using the mapped drive and later move all the files
Sharath Kumar	yes, we will keep the older server running so that the mapped D rive can be accessible for all
srinivas	ok
Sharath Kumar	once you confirm everything is okay on the new server, we will move the D drive data from old server to new
srinivas	prefect
	we will work on it after a month
	tax season stress will cool down
Sharath Kumar	not a problem!
srinivas	proseries 2024 is working..
Sharath Kumar	working on installing other versions of Pro series
srinivas	updating it now
Sharath Kumar	alright, sir! I will keep you posted on email once those versions are installed
	anything else that you need assistance before I close this chat
	could you close the Proseries as the installation for 2023 version is prompting to close all versions
	So watch out for an email from us and we will keep you informed when the Proseries application is ready to us
srinivas	one
	updating proseries 2024
	few mins
Sharath Kumar	sure, no problem! can we get the other applications installed during after hours tonight
srinivas	proseries got closed
	can I open it now or after you finish proserie s2023
Sharath Kumar	it will take some time to install, and after that you can use prseries 2024
srinivas	ok

	complete proseries 2023 and 2022
	and let me know
	I will login and update the softwares
	thanks for your patience
Sharath Kumar	understood, give me half n\and hour and I will update you via email
srinivas	thanks
	will wait for the email
Sharath Kumar	my pleasure, sir
	Is there anything else I may help you with ?
srinivas	we are good
	bye
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversat
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	I wish you a good day ahead (Edited)

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75574 Pardeep Kumar**

**Email:** pardeep@leaselypm.com

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

**Operator:** Rohan

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 3 Mins 43 Secs

**City:** SHIMLA

**State:** Punjab

**Country:** INDIA

## Chat Transcript

Pardeep Kumar	Hello, I am your Acebuddy
Acebuddy	Hello Pardeep Kumar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Pardeep Kumar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Pardeep Kumar	I'd like to report an Issue
Acebuddy	Please select an option!
Pardeep Kumar	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Pardeep Kumar	Tax 1099 data upload issue using qb connector,
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Gurwinder Singh declined the transfer request.</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Pradeep, how are you doing today ?
Pardeep Kumar	Not well
	QB connector not uploading data to tax1099 through qb connector app
Rohan Prajapati	That's not good. I will surely try to help you with this issue
	May I take the remote access of your server?
Pardeep Kumar	Yes
	TotalMedical.myreldata.net
	Password - Letsgo123!!
	Company - Synergy inpatient

Rohan Prajapati	Thanks for the confirmation !
	Prior providing the access, I would suggest you to close any important documents at your end.
Pardeep Kumar	All closed
	Error window should be on screen
Rohan Prajapati	May i know the username through which you are logged in on the server ?
Pardeep Kumar	TMS_Accountant
Rohan Prajapati	That's in disconnected state
	Please login back
Pardeep Kumar	Ok logging in
	Am trying
Rohan Prajapati	Please try to login now
	Are you still not able to login ?
Pardeep Kumar	Not able to connect
	Trying
Rohan Prajapati	May I take the remote access of your local computer?
Pardeep Kumar	I have network issue
	Can you please directly access
	Its connected from my end
Rohan Prajapati	Yes you are successfully logged in now
Pardeep Kumar	Yes
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time resolved, kindly give your confirmation on this chat.
Pardeep Kumar	Ok
	Please go ahead
Rohan Prajapati	Pradeep, you got disconnected
	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

*Rohan Prajapati has ended this chat session*

# Chat Transcript

I am unable to connect to the s

## Visitor Details

**#75568 lsmith.gandf**

**Email:** lsmith.gandf@gmail.com 209-599-8911

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** RIPON

**State:** California

**Country:** UNITED STATES

## Chat Transcript

lsmith.gandf I am unable to connect to the server

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

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

*Sharath Kumar accepted the chat transfer request.*

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

lsmith.gandf Hi, my name is Lisa Smith with G&F Ag Service

Sharath Kumar Hello Lisa, could you let me know the last time that you were able to sign into the server

and is there an error message that you receive now while signing in

lsmith.gandf Friday was the last time I tried and it worked fine

I think the message was failure to connect

Sharath Kumar understood, one moment while I check your account on the server

I see the account for Lisa Smith is already signed in on the server

what is the username that you are signing in with

lsmith.gandf LisaSmith

Sharath Kumar	Yes, this account appears to have logged in and connected to the server an hour ago
	let me disconnect your account from the ongoing session, am sure that you will be able to sign in once you connect again
Ismith.gandf	Ok
Sharath Kumar	alright, that done. Try signing in now and let me know the result
Ismith.gandf	It's being really slow and hasn't asked for the password yet
Sharath Kumar	understood, let me take remote of your local computer and check why is that happening
	here's the link - <a href="https://assist.aceclouddhosting.com/join/7482573843">https://assist.aceclouddhosting.com/join/7482573843</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
Ismith.gandf	It just let me in. Do you still want remote access?
Sharath Kumar	no, that won't be necessary if this is the first instance where you had issues connecting to the server
	if this is something that troubles you frequently then I would suggest we do further troubleshooting
	may I ask how do you usually sign out of the remote session when you're done for the day
	Do you simply close it from the top bar or use the log off icon from the desktop
Ismith.gandf	Ok. The drop down arrow at the top of the screen and then select X
Sharath Kumar	I see, that simply disconnects you from the server session but does not end your session
	I highly recommend to use sign off option
Ismith.gandf	Where is that?
Sharath Kumar	On the server's desktop, an icon called "log off"
Ismith.gandf	Ok I see it.
	Last week I received the following message from QB, "Quickbooks is running slowly because your hard drive c
	<i>9:52:19 PM Ismith.gandf is sharing a file with you</i>
	<u><a href="#">1_image.png</a></u> - ( Size:39.86 KB )
Sharath Kumar	I can check and see what is taking so much space on the C drive, I will keep you posted on the findings by tomorrow
	I'll delete the irrelevant files and that should free up some space
Ismith.gandf	Ok. I have been disconnected from the server. It's on attempt 3 or 5 to reconnect.
	It just let me back in. Does everything look good on your side?
	Just got kicked off again
Sharath Kumar	that is strange, are you able to check your internet speed on the local computer
	<u><a href="#">Speedtest by Ookla - The Global Broadband Speed Test</a></u>
	here's the link to test that
	make sure to open this on the local computer
	<i>10:00:55 PM Ismith.gandf is sharing a file with you</i>

1\_image.png - ( Size:20.33 KB )

the upload speed is terrible and probably you are getting disconnected

is there a different network that you can sign in with

or attach the ethernet cable to your computer

Ismith.gandf What upload speed is good?

Sharath Kumar 20mbps should be ample to get your remote session to stay connected

Ismith.gandf Just ran it again and it's up to 17 upload

Sharath Kumar that's better

that will work, but am sure as soon as it goes back down your remote connection will drop

Ismith.gandf But now it's not letting me in again

Sharath Kumar my advise would be to reach out to your Internet provider and let them know about this

let me take remote and I'll adjust the RDP file to stay connected even during the low upload speeds

Ismith.gandf Ok. We are located in the country with limited internet options

Sharath Kumar I see, the changes that I will make on the RDP tool will surely make the connection better

let me send you the request for remote access once again

here you go

<https://assist.acecloudbhosting.com/join/2452407811>

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

Are we still connected here?

Ismith.gandf Yes, I'm downloading the remote app

Sharath Kumar okay!

I think I have lost connection to your local computer

it is stuck and I cannot control your computer anymore

reconnecting

unfortunately, the remote connection is poor and I am unable to make appropriate changes

Ismith.gandf Yes, I agree. I think we can disconnect and I'll reach out to the internet provider

Sharath Kumar Yes, I just disconnected

I will keep your ticket open for today and you can reply to my email if you require further assistance from us

Ismith.gandf Ok, thanks

Sharath Kumar any other query or concerns that you have which can be addressed now

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

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

quality@acecloudhosting.com. Thanks!

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

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

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

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75098 Cesar Diaz**

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

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** ?

**State:** Honduras

**Country:** HONDURAS

### Chat Transcript

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

I'd like to report an Issue

Acebuddy Please select an option!

Cesar Diaz Other Issue

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

Cesar Diaz i cant open remote desktop

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Deepak Taneja declined the transfer request.*

*Sharath Kumar accepted the chat transfer request.*

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

Hello Cesar, allow me a moment to check the server

Cesar Diaz intercentro/JuannyR

we reset the password of this user and download the remote but does not open the remote

Sharath Kumar Thank you for your patience.

I see the server is reachable and you should be able to sign in with the right credentials

Is the remote tool prompting you to put in the password?

*8:12:33 PM Cesar Diaz is sharing a file with you*

*[1\\_image.png](#) - ( Size:20.05 KB )*

Cesar Diaz it is this”..

Sharath Kumar understood, let me quickly check your user account, one moment please

Cesar Diaz ok

Sharath Kumar thank you again for your patience

may I ask when was the last time that you were able to sign in with this user account

Cesar Diaz i dont know but i think more than 6 month.. maybe more

Sharath Kumar I see, the account was in a restricted state

I have just activated the account

Cesar Diaz can u change to able

thanks

activated please

Sharath Kumar please let me know if you were able to sign in

Cesar Diaz i will try now

great!! now its working

	thanks so much
Sharath Kumar	glad to hear that
	anything else that I may assist you with?
Cesar Diaz	nothing else, thanks again

*Cesar Diaz has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74992 djimeno**

**Email:** djimeno@agtaxes.com ☎ 13058261711

**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:** 27 Secs

**City:** KNOXVILLE

**State:** Tennessee

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please select an option!
djimeno	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
djimeno	i CANNOT LOGIN TO SERVER
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Gaurav Kumar declined the transfer 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.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
djimeno	AGT
	username: DJIMENO
Shivam Singh	Thanks for the confirmation !
	Thank you for the information and allow 2 minutes to check the same.
	Is any other user facing the same issue?
djimeno	JUST THAT FOR NOW
Shivam Singh	May I take the remote access of your local computer?
	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
<i>Shivam Singh has ended this chat session</i>	

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#75998 Tony Lee

**Email:** support@claccounting.tax  19097189780

**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:** 44 Secs

**City:** EL MONTE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Tony Lee	Hello, I am your Acebuddy
Acebuddy	Hello Tony, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Tony Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tony Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Tony Lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tony Lee	I need help update 2023 and 2024 Lacerte. I do not have admin rights
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Tony Lee	CLaccounting.myrealdta.net
	tony.lee
Shubham Kataria	Thank you for the information. Please allow me two minutes to check the same.
Tony Lee	ok
<i>The visitor's phone number was changed to 19097189780.</i>	
Shubham Kataria	Kindly log off from the server for next 10 minutes so that I can initiate the update.

	It seems that you're logged out, Thank you (Edited)
	I've initiated the update
	Would you like to stay connected over the chat or shall I inform you over email once the update completed
Tony Lee	ok
Shubham Kataria	Kindly confirm if you would like to stay connected on the chat while update is running or shall I inform you via
	Are we still connected here?
	As you're disconnected from the chat , we are ending the session now. You may re-initiate the chat or call us at

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76039 Lisa Hashem**

**Email:** lisa@jefferyscpa.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:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lisa Hashem	I'd like to report an Issue
Acebuddy	Please select an option!
Lisa Hashem	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Lisa Hashem	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75262 Rubens S Jacob**

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

**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:** 28 Secs

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Rubens S Jacob Hello, I am your Acebuddy

Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rubens S Jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rubens S Jacob	I'd like to report an Issue
Acebuddy	Please select an option!
Rubens S Jacob	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 connect you to an available support representative!
Rubens S Jacob	Hi. We had had some problems with Quicbooks and bank fees. But now, I want to install the Quicbooks on my
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi declined the transfer request.</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
Rubens S Jacob	Hi Tushar
Tushar	I will be surely assisting you with this. Kindly help me with your server name and user name?
Rubens S Jacob	souflo.nc
Tushar	okay this is your user name but by this I could locate your server's name that is SEFGH.
	May I know if QuickBooks bank fees issue has happened before or not and are other users facing the same iss
	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
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Tushar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75310 Rubens S Jacob**

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

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 23 Secs

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rubens S Jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rubens S Jacob	I'd like to report an Issue
Acebuddy	Please select an option!
Rubens S Jacob	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rubens S Jacob	We are wainting if you could fix the problem of the bank fees setup
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Deepak Taneja declined the transfer request.</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello SelfGlass, How are you doing today ? (Edited)
Rubens S Jacob	Good and you??
Rohan Prajapati	That's Great. I'm good too, thanks for asking .
	Kindly allow me 5-6 minutes to check the same.
	Thank you for your patience.
	As I can see, the ongoing ticket is still assigned to the concerned team. We have asked them to expedite the process.
	<i>8:31:10 PM Rohan Prajapati is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:88.4 KB )
	Is there anything else I may help you with ?
Rubens S Jacob	Yes
	I did not understand the picture you send us
Rohan Prajapati	I'm referring to the issue you reported. After checking with the concerned team, they mentioned that changing the IP address will require approximately one hour of server downtime with a minimum downtime of one hour.
Rubens S Jacob	Thank you
Rohan Prajapati	Shall we proceed with changing the IP address?
Rubens S Jacob	Please change it!!
Rohan Prajapati	Important Note: This will require approximately one hour of server downtime.
	Thanks for the confirmation !
	Is there anything else I may help you with ?
Rubens S Jacob	Can you stay with me until the finish the process??
Rohan Prajapati	Please note that this will require approximately one hour of server downtime. I believe it would be best if I perform the task myself. Therefore, we will update you via email once the process is complete
	I hope you understand and cooperate with us in this matter. We truly appreciate your patience.
Rubens S Jacob	Ok thank you so much!!
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. You can send me an email at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Rohan Prajapati has ended this chat session

## Chat Transcript

outlook settingup

### Visitor Details

**#76273 vasudha.s**

**Email:** vasudha.s@myrealdatal.net ☎ 6900168752

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

**Operator:** Anurag Sharma

**Website:** [https://www.acecloudhosting.com/ace-support/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=ace+cloud+hosting&utm\\_adgroup=PI](https://www.acecloudhosting.com/ace-support/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace+cloud+hosting&utm_adgroup=PI)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** BANGALORE

**State:** Karnataka

**Country:** INDIA

### Chat Transcript

vasudha.s	outlook settingup
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
	Hi Vasudha, Do you hold an account with ACE?
vasudha.s	yes
Vatsal	May I have the company name or the CID please?
vasudha.s	DavidWeinstein.myrealdatal.net
	CID71023
	I'm trying to setup outlook
Vatsal	i'm forwarding this chat to the support team. They'll assist you
vasudha.s	ok

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

*Anurag Sharma accepted the chat transfer request.*

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Vasudha
vasudha.s	Hello
Anurag Sharma	May I take the remote access of your server?
vasudha.s	ssure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
vasudha.s	ok
Anurag Sharma	Please login to the server once  Please accept the remote session request on the server.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with ?
vasudha.s	Thank you
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#75086 atifmanzoor**

**Email:** atifmanzoor4117@gmail.com ☎ 00393478590073

**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:** BOLZANO

**State:** Cosenza

**Country:** ITALY

## Chat Transcript

atifmanzoor	Hello, I am your Acebuddy
Acebuddy	Hello Atif Manzoor, 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 Kindly re-initiate the chat.
<i>Ended due to chat idle timeout</i>	

## Chat Transcri

Hello, I am your Acebuddy

## Visitor Details

**#76345 Gio**

**Email:** acecloudhosting@geometry.la ☎ 13102904321

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** CEDAR CITY

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Gio	Hello, I am your Acebuddy
Acebuddy	Hello Gio, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gio	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gio	I'd like to raise a Request
Acebuddy	Please select your request type.
Gio	Change in Applications
Acebuddy	Please select your desired option!
Gio	Application Addition
Acebuddy	Please select your Application
Gio	Other Application
Acebuddy	Kindly email us the below mentioned information on support@acec registered email address and we will update you via email. <ul style="list-style-type: none"><li>• Application name and version</li><li>• Setup/Installer download link (if any)</li><li>• Activation Code / License information</li><li>• Any other info/guide needed to install the application.</li></ul>
	We will update you via email once the installation is complete.
	Application Addition usually takes 1-2 Hour(s)
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this Kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75780 avanish.singh**

**Email:** avanish.singh@sniperhink.com ☎ 9311777339

**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:** LUCKNOW

**State:** Uttar Pradesh

**Country:** INDIA

## Chat Transcript

avanish.singh	Hello, I am your Acebuddy
Acebuddy	Hello Avanish.singh, 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 Kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74959 Joseph Breglia**

**Email:** jbreglia@alliedrandc.com ☎ 12033216169

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** SMITHSTOWN

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Joseph Breglia	Hello, I am your Acebuddy
Acebuddy	Hello Joseph Breglia, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
Joseph Breglia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joseph Breglia	I'd like to report an Issue
Acebuddy	Please select an option!
Joseph Breglia	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an agent.
Joseph Breglia	can not connect to VMs
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>
	<i>Anurag Sharma is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh.
Joseph Breglia	Good Evening
Shivam Singh	Good evening, I will be surely assisting you with this. Kindly help me with your issue.
Joseph Breglia	Server Name - AlliedRC.myrealdatal.net
	the two users that can not connect are CharleneSce and ShawnMil
Shivam Singh	May I take the remote access of your local computer?

Joseph Breglia	yes
Shivam Singh	Prior providing the access, I would suggest you to close any import
Joseph Breglia	ok
Shivam Singh	Kindly paste this link in the browser of local computer and join the <a href="https://assist.acecloudhosting.com/join/6602804517">https://assist.acecloudhosting.com/join/6602804517</a>
	Anything else may I assist you with
Joseph Breglia	nope I am good to go
Shivam Singh	I would greatly appreciate if you could spare a minute to give your smileys at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that we can work on it. I will appreciate that. or you may send your feedback at <a href="mailto:abctaxllc@outlook.com">abctaxllc@outlook.com</a> . Thanks!
	Note: You may change/reset your server password on your own by visiting <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-base">https://www.acecloudhosting.com/knowledge-base</a> )
	<i>Shivam Singh has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76211 BINITA ADHIKARI**

**Email:** abctaxllc@outlook.com **Phone:** 12025319519

**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:** OVERLAND PARK

**State:** Kansas

**Country:** UNITED STATES

## Chat Transcript

BINITA ADHIKARI	Hello, I am your Acebuddy
Acebuddy	Hello Binita Adhikari, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
BINITA ADHIKARI	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
BINITA ADHIKARI	I'd like to report an Issue
Acebuddy	Please select an option!
BINITA ADHIKARI	Password Reset
Acebuddy	Please select an option below
BINITA ADHIKARI	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the password needs to be reset and we'll share an update once the request is received.
	Do you need any further assistance on the topic?
BINITA ADHIKARI	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#75598 Dean Nguyen

Email: dean.n@enagic.com ☎ 13105427700

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Mins 5 Secs

**City:** TORRANCE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Dean Nguyen	Hello, I am your Acebuddy
Acebuddy	Hello Dean Nguyen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dean Nguyen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dean Nguyen	I'd like to raise a Request
Acebuddy	Please select your request type.
Dean Nguyen	Change in Users
Acebuddy	Please select your desired option!
Dean Nguyen	User Removal
Acebuddy	Registered Account Owners have the ability to add/disable users via owner, Please refer to the following link for a detailed guide on how
	Do you need any further assistance on the topic?
Dean Nguyen	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gurwinder Singh accepted the chat transfer request.</i>
	<i>Gurwinder Singh is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra has not responded for the transfer request.</i>
	<i>The visitor's phone number was changed to 13105427700.</i>
	<i>Gurwinder Singh is transferring the chat to Anurag Sharma.</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag S
Dean Nguyen	Hello Dean
Anurag Sharma	Hello
	I am checking up on the status of ticket number 676648
Anurag Sharma	Okay
	Please allow me 4-5 minutes to check the same.
Dean Nguyen	Okay
Anurag Sharma	Thank you for your patience.
Dean Nguyen	You're welcome.
Anurag Sharma	Please stay connected. We are still checking.
Dean Nguyen	OKay
Anurag Sharma	Please confirm if you want to uninstall O365 from the server.
Dean Nguyen	Please remove all Office365Pro Plus accounts.
Anurag Sharma	I will surely help you with this.
	Do you want to remove the Office application from the server as w
Dean Nguyen	That is up to your team. The users will only be using MS Office 365 Office365 Pro Plus license should not interfere with the users Quick correct?
Anurag Sharma	Yes, that is correct
	We will remove the Office license for all the users and remove the o
	This will be done in the next 60 minutes (Edited)
	You will receive an email confirmation for the same
	Is there anything else I may help you with ?
Dean Nguyen	Okay, thank you. Will we receive a new billing invoice? Is there a p cancellations of the Office365 Pro plus licenses?
Anurag Sharma	Our Billing Team will help you with this query
	Once the task is completed, we will move the case to the Billing Te queries
Dean Nguyen	Ok, Thank you
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful d
	You may end this chat now. Once you end this chat, you will receive a conversation, along with a ticket number and survey feedback form

I request you to kindly spare a moment to fill that out for me so that I can work on it. I will appreciate that, or you may send your feedback at [this link](#). Thanks!

Note: You may change/reset your server password on your own by visiting <https://selfcare.acecloudbilling.com>.

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

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75847 Ann Calvagna**

**Email:** acalvagna@greenerubber.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** WOBURN

**State:** Massachusetts

**Country:** UNITED STATES

### Chat Transcript

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

Ann Calvagna	I'd like to report an Issue
Acebuddy	Please select an option!
Ann Calvagna	Password Reset
Acebuddy	Please select an option below
	As we haven't got any response from your end, We are closing this Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75302 Stephen Harper**

**Email:** tax@preservationwc.com **Phone:** 18594967350

**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:** FLORENCE

**State:** Kentucky

**Country:** UNITED STATES

### Chat Transcript

Stephen Harper	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?
Stephen Harper	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :

Stephen Harper	I'd like to raise a Request
Acebuddy	Please select your request type.
Stephen Harper	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select
Stephen Harper	Setback
Acebuddy	Please select your request type.
Stephen Harper	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your compu Operating System
Stephen Harper	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to on your Windows PC
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcrip

Hello, I am your Acebuddy

### Visitor Details

**#75430 Erika Senese**

**Email:** erika@sararayinteriordesign.com  16152546329

**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:** NASHVILLE

**State:** Tennessee

**Country:** UNITED STATES

### Chat Transcript

Erika Senese	Hello, I am your Acebuddy
Acebuddy	Hello Erika Senese, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Erika Senese	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Senese	I'd like to raise a Request
Acebuddy	Please select your request type.
Erika Senese	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please see below :
Erika Senese	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

*Acebuddy has ended this chat session*

