

# Chat Tr

Hello, I am

## Visitor Details

**#80001 courtney**  
**Email:** courtney@soleilfloors.com ☎ 5122180400  
**Department:** Support(QB & App Hosting)  
**Operator:** Sujeet Kumar Suman  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 15 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

courtney	Hello, I am your Acebuddy
Acebuddy	Hello Courtney, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
courtney	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
courtney	I'd like to raise a Request
Acebuddy	Please select your request type.
courtney	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
courtney	I'd like to report an Issue
Acebuddy	Please select an option!
courtney	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?

courtney	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
courtney	Cannot send online payment link request
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Sujeet Kumar Suman accepted the chat transfer request.	
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.
	Hello Courtney
	How are you doing today?
courtney	Hi Sujeeet, i am good, thank you. I am having issues sending a payment link from quickbooks
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?
courtney	server name Soleil , Courtney username
Sujeet Kumar Suman	Thanks for the confirmation !
	Allow 2 minutes to check the same.
	Apologies for the inconvenience caused. We would like to inform you that multiple users have reported a similar issue with QuickBooks sign-in. We are currently co We will keep you updated and share further information as soon as we receive it. Thank you for your patience and understanding.
	Is there anything else I may help you with ?
courtney	Ok thank you
Sujeet Kumar Suman	Thanks for the confirmation !
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app  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> )
Sujeet Kumar Suman has ended this chat session	

Visitor Details

**#79761 Cesar Diaz**  
**Email:** cesar.diaz@intercentrohn.com 📞 +50499919175  
**Department:** Support(QB & App Hosting)  
**Operator:** Sujeet Kumar Suman  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 22 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	hello, same problem from yesterday, can connect to remote desktop fron user cmartinez
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Cesar
	How are you doing today?
Cesar Diaz	fine and you

Sujeet Kumar Suman	I'm good too. Thank you for asking.
Cesar Diaz	i dont know what happen with this pc
Sujeet Kumar Suman	No worry, I can help with that.
	Could you please share your concern so I can assist you further?
	<i>8:16:04 PM</i> Cesar Diaz is sharing a file with you <a href="#">1_image.png</a> - ( Size:29.28 KB )
Cesar Diaz	i write the new password and doesnt connect
Sujeet Kumar Suman	May I take the remote access of your local computer?
Cesar Diaz	go ahead
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
Cesar Diaz	ok
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/9552419842
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.
	We are still connected remotely and actively working on your concern.
	Thank you for your patience.
	We attempted to resolve your issue; however, you are not enrolled on the SelfCare portal. We recommend that you connect with your POC to reset your password.
	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved
	<i>cesar.diaz has ended this chat session</i>



# Chat Tr

Hello, I am

## Visitor Details

#79911 Linh Pham  
Email: linh.pham@ptnoodles.com ☎ 14803438856

**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  
**City:** SCOTTSDALE  
**State:** Arizona  
**Country:** UNITED STATES

Chat Transcript

Linh Pham	Hello, I am your Acebuddy
	hi

Chat Transcript

Hello, I am

Visitor Details

**#78832 Alicen Truax**  
**Email:** alicen@cimodular.com ☎ 3608869933  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Ahi  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 26 Secs  
**City:** BLACK DIAMOND  
**State:** Washington  
**Country:** UNITED STATES

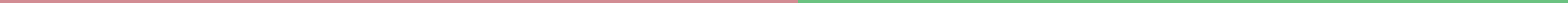
Chat Transcript

Alicen Truax	Hello, I am your Acebuddy

Acebuddy	Hello Alicen Truax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Alicen Truax	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alicen Truax	I'd like to report an Issue
Acebuddy	Please select an option!
Alicen Truax	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Alicen Truax	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Alicen Truax	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Alicen. How are you doing today?
Alicen Truax	Good, and you?
Yash Ahi	I am also doing good Alicen. Thank you for asking.
Alicen Truax	Great! I am not able to open QuickBooks. I can log into the server, but unable to open anything beyond that.
Yash Ahi	Alright, I will surely help you with that.
	Could you please help me with your server name or business name?
Alicen Truax	Business name is Continental Industries, Inc.
Yash Ahi	Thankyou for the information
	Kindly allow me two minutes to check the same.
Alicen Truax	Thank you
Yash Ahi	Thank you for your patience Alicen.
	It seems like there is some issue with the application itself, and we need to reboot the server.
	Let me broadcast this message to all the users on the server, so they can save their work and logoff, so I can reboot it.
	Kindly allow me 5 minutes.
Alicen Truax	Okay, thank you.

Yash Ahi	No problem at all Alicen.
	Thank you for your patience Alicen.
Alicen Truax	No problem
Yash Ahi	Could you please login now and check if QB is working or not?
Alicen Truax	Ok, one moment while I look.
Yash Ahi	Sure.
Alicen Truax	It works! Thank you!
Yash Ahi	My pleasure.
	Is there anything else I may help you with ?
Alicen Truax	No, that is all. Thank you!
Yash Ahi	My pleasure.
	I would greatly appreciate if you could share the feedback after this chat
	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	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> )

Yash Ahi has ended this chat session



# Chat Transcript

Hello, I am

## Visitor Details

**#79458 Elizabeth Burch**  
**Email:** eburch@redtailentertainment.com 📞 817-894-1794  
**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:** GRANBURY

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout



Chat Tr

Hello, I am

Visitor Details



#79473 David Weinstein

Email: david@davidweinsteincpa.com ☎ 19149071180

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: 31 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	I can't log in
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Sujeet Kumar Suman accepted the chat transfer request.	
Sujeet Kumar Suman is transferring the chat to Yash Kalra.	
Yash Kalra accepted the chat transfer request.	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
David Weinstein	DavidWein
Yash Kalra	<b>To help me assist you better, please answer the following questions:</b>  1. Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact mes

	<div>2. Were you able to connect to the server before, or is this your first time trying?</div> <div>3. When was the last time you were able to connect to the server successfully?</div> <div>4. Are you using a Windows PC or a Mac?</div> <div>5. Have you checked if your internet connection is stable? Also, have you tried connecting using a different network, such as mobile data?</div>
David Weinstein	<div>PC</div> <div>Wifi</div> <div>Let me try again</div> <div>I just reset the password</div>
Yash Kalra	Sure, please take your time
David Weinstein	<div>Looks like i'm good</div> <div>thank</div>
Yash Kalra	Is there anything else I may help you with ?
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of each message.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<div>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.</div> <div>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response.</div> <div>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>)</div> <div>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</div> <div><i>Yash Kalra has ended this chat session</i></div>

Chat Title

Hello, I am

Visitor Details

#79153 hillary

Email: hillary@aeroconcrete.net 📞 13093147264

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:** 27 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

hillary	Hello, I am your Acebuddy
Acebuddy	Hello Hillary, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
hillary	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hillary	I'd like to report an Issue
Acebuddy	Please select an option!
hillary	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
hillary	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
hillary	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Please let us know the status of the issue.
hillary	cant log in was on here with another guy
Yash Kalra	Hillary, I was the one assisting you earlier regarding the QuickBooks issue. (Edited)
hillary	still not openeing
Yash Kalra	May I take the remote access of your server?
hillary	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
hillary	ok

Yash Kalra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Hillary, we assisted you regarding QuickBooks login issue. Is there anything else I may help you with?
hillary	no thank you
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app  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> )

Yash Kalra has ended this chat session



Chat Title  
Hello, I am

Visitor Details

#79059 Shannon Petrescue  
Email: accounting@probev.us ☎ 727-710-4761  
Department: Support(QB & App Hosting)  
Operator: Manish Singh  
Website: <https://www.acecloudhosting.com/support-chat.php>  
Operating System: Microsoft Windows  
Browser: Google Chrome  
Device: Desktop  
Average Response Time: 1 Min 19 Secs  
City: WILMINGTON  
State: Delaware  
Country: UNITED STATES

Chat Transcript

Shannon Petrescue	Hello, I am your Acebuddy
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Acebuddy	Hello Shannon Petrescue, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shannon Petrescue	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shannon Petrescue	I'd like to raise a Request
Acebuddy	Please select your request type.
Shannon Petrescue	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Shannon Petrescue	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Shannon Petrescue	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Shannon Petrescue	C drive low on space
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Shannon Petrescue	Thank you
Manish Singh	I will surely help you with this issue.
Shannon Petrescue	ok
	Are you still there?
Manish Singh	Yes
	I am clearing the junk files and try to free up some space.
Shannon Petrescue	Ok, sounds good.
Manish Singh	Currently you have 16.84 GB free space in C:/ drive.
	Almost 9%
Shannon Petrescue	Are you saying there is still only 9% space after clearing out the junk files? The error message this morning said I had 10%
Manish Singh	No, we are still working on it.
Shannon Petrescue	Oh, ok
Manish Singh	

	We have cleared up to 14 GB of space now its 30.29 GB free space in C:/ drive.
	Almost 17%
	<i>7:42:29 PM</i> Manish Singh is sharing a file with you <a href="#"><i>image.png</i></a> - ( <i>Size:2.19 KB</i> )
Shannon Petrescue	ok, thank you
Manish Singh	Is there anything else I may help you with ?
Shannon Petrescue	That's all for now. Thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Manish Singh has ended this chat session</i>

# Chat Transcript

Could you do a reboot of our server as we are having difficulties getting the server up and running. The issue is happening with all users and I have tried almost always fixes a

Visitor Details

#79797 Danielle Corrow

Email: danielle@henssgenhardware.com 📞 5186851103

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 19 Secs

**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Danielle Corrow	Could you do a reboot of our remote desktop server? We are having difficulties getting the Quickbooks software to open.
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	<i>Rishabh Gogia is transferring the chat to VDI/DaaS Support.</i>
	<i>Shubham accepted the chat transfer request.</i>
	<i>Shubham is transferring the chat to Vipul Sharma.</i>
	<i>Vipul Sharma accepted the chat transfer request.</i>
Vipul Sharma	Thank you for contacting Ace Cloud. Can you please let us know if you have opened any ticket regarding this concern.
Danielle Corrow	I have not yet opened a ticket
Vipul Sharma	Thanks for the update. Please allow me few mins to look into it.
Danielle Corrow	No problem. You are more than welcome to access my remote desktop to troubleshoot.
Vipul Sharma	Could you please confirm me if you are able to login into your server?
	Could you please help me with the username as well.
Danielle Corrow	I am currently in my remote desktop. My username is listed as either Danielle or Danielle Corrow.
Vipul Sharma	Can you please help with the name of the server mentioned on the top in blue bar.
Danielle Corrow	HHC.myrealddata.net
Vipul Sharma	Thanks for the update. Please allow me a moment let me transfer the chat to the concern team.
	<i>Vipul Sharma is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Danielle
Danielle Corrow	HEllo
Sujeet Kumar Suman	How are you doing today?
Danielle Corrow	Good
Sujeet Kumar Suman	Kindly help me with your server name and user name?
Danielle Corrow	HHC.myrealddata.net
	My username is Danielle Corrow
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.



	Could you please share your concern so I can assist you further?
Danielle Corrow	Quickbooks will not open for any users on the server. Usually a server reboot fixes this issue.
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
	Thank you for your patience.
	Kindly log out from the server so that we can proceed with a reboot from the backend.
Danielle Corrow	If I log out, I will end this chat. Is there a way to continue this chat outside of my remote desktop?
Sujeet Kumar Suman	You may reinitiate the chat once you have logged back into the server.
Danielle Corrow	Ok. I'll log out. How long should I wait to log back in and reinitiate the chat?
Sujeet Kumar Suman	You can try logging back in approximately 5 minutes after we reboot the server from the backend.
Danielle Corrow	ok. I'll be back in about 5 minutes
Sujeet Kumar Suman	Okay, we may proceed with rebooting the server now. (Edited)
	We have rebooted the server from the backend. It will take approximately 5 minutes to come back online. (Edited)
	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)

*Sujeet Kumar Suman has ended this chat session*



# Chat Transcript

Hello, I am

## Visitor Details

**#79878 ROSE DE LA LLANA**  
**Email:** rosedelallana@gmail.com 📞 7879994901  
**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:** 30 Secs  
**City:** CAROLINA  
**State:** Puerto Rico  
**Country:** PUERTO RICO

Chat Transcript

ROSE DE LA LLANA	Hello, I am your Acebuddy
Acebuddy	Hello Rose De La Llana, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ROSE DE LA LLANA	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ROSE DE LA LLANA	I'd like to report an Issue
Acebuddy	Please select an option!
ROSE DE LA LLANA	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	7:32:25 PMROSE DE LA LLANA is sharing a file with you <a href="#">1_image.png</a> - ( Size:26.16 KB )
	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Yash Kalra accepted the chat transfer request.
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
ROSE DE LA LLANA	RoseDe
Yash Kalra	Kindly allow me two minutes to check the same.
ROSE DE LA LLANA	every morinig i have this issue... i work from myhouse also.... and need to resolved this once and for all... yesterday they
Yash Kalra	Don't worry, Rose. I'll make sure this issue is resolved permanently and does not occur again.
ROSE DE LA LLANA	thanks. youcan over my computer
	[;ease send link
Yash Kalra	<b>To help me assist you better, please answer the following question:</b>
	1. Are you using a Windows PC or a Mac?

ROSE DE LA LLANA	WINDOWS
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
ROSE DE LA LLANA	YESTERDAY THE REBOOT THE COMPUTER
	yes
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/7422101221">https://assist.acecloudhosting.com/join/7422101221</a>
	Let's connect over the remote session and check the root cause of this issue.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Rose , we assisted you with the logging issue. Is there anything else I may help you with ? (Edited)
ROSE DE LA LLANA	thanks for your help
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acec">https://selfcare.acec</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Yash Kalra has ended this chat session</i>



Chat Tr

Hello, I am

Visitor Details

#79613 jmadewell

Email: jmadewell@qimsolutions.com 📞 19127398341

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:** CLAXTON  
**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript

jmadewell	Hello, I am your Acebuddy
Acebuddy	Hello Jmadewell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jmadewell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jmadewell	I'd like to report an Issue
Acebuddy	Please select an option!
jmadewell	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jmadewell	Ticket ID: 737509
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
jmadewell	Is it going to be a long time ?
	<i>Chat request was not picked up by the operators</i>
	I sincerely need help with ticket 737509. I leave for vacation tomorrow so need to get this resolved tonight and would like



Chat Tr  
Hello, I am

Visitor Details

#78988 Navinbhai Patel

**Email:** nbpatel186@gmail.com 📞 19189919067

**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:** 15 Secs

**City:** BROKEN ARROW

**State:** Oklahoma

**Country:** UNITED STATES

Chat Transcript

Navinbhai Patel	Hello, I am your Acebuddy
Acebuddy	Hello Navinbhai Patel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Navinbhai Patel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Navinbhai Patel	I'd like to report an Issue
Acebuddy	Please select an option!
Navinbhai Patel	Password Reset
Acebuddy	Please select an option below
Navinbhai Patel	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?
Navinbhai Patel	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	Navin, how may I assist you today ?
	Are we still connected here?
	As you are already on call, and we have received your approval. we will now be resetting your password.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide feedback on your experience.

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

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/>)

Shivam Singh has ended this chat session

# Chat Transcript

Hello, I am

Visitor Details

#79683 Cesar Diaz

Email: cesar.diaz@intercentrohn.com 📞 +50499919175

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: ?

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 raise a Request
Acebuddy	Please select your request type.
Cesar Diaz	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Cesar Diaz	Yes, I'm facing issues with my server
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	plaese helpme i can not access to remote
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?
Cesar Diaz	user: intercentro.. juannyr
Shubham Kataria	Kindly provide your business name which is registered with us.
Cesar Diaz	intercentro
Shubham Kataria	Thank you for the information.
	kindly confirm if you are receiving any specific error while log onto the server.
Cesar Diaz	let me check again
Shubham Kataria	Sure
	<i>8:10:56 PMCesar Diaz is sharing a file with you</i> <i><a href="#">1_image.png</a> - ( Size:17.23 KB )</i>
	May I take the remote access of your local computer?
Cesar Diaz	go ahead
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/1382372763">https://assist.acecloudhosting.com/join/1382372763</a>
	Kindly paste this link in the browser of local computer and join the session.
Cesar Diaz	wait a moment to download
Shubham Kataria	No problem, take your time.
Cesar Diaz	are u conecct

Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.
	As per the remote session your issue has been resolved
	Is there anything else I may help you with ?
	Are we still connected here?
Cesar Diaz	thanks
cesar.diaz has ended this chat session	

Chat Title

Hello, I am

Visitor Details

#79526 Anjali.r

Email: anjali.r@myrealdata.net

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: 17 Secs

City: URULI DEVACHI

State: Maharashtra

Country: INDIA

Chat Transcript

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

	Please chose an option :
Anjali.r	I'd like to report an Issue
Acebuddy	Please select an option!
Anjali.r	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Anjali.r	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Anjali.r	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>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.
	Hello Anjali
	How may I assist you today
Anjali.r	Hello, we are facing issue for Quickbooks login the third time in 24 hours
Shubham Kataria	I deeply apologize for the inconvenience caused to you.
Anjali.r	we are unable to login
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Please help me with your server name and user name.
Anjali.r	Username: Anjali.r@myrealdata.net
Shubham Kataria	Kindly confirm your server name or business name as well which is registered with ACE.
Anjali.r	Business name - Hedley and Bennet
Shubham Kataria	Thank you for the information.
Anjali.r	making correction with Business name
	Hedley and Bennett
Shubham Kataria	Please confirm if you are encountering any error while accessing QuickBooks? Also, are you the only user experiencing thi
Anjali.r	Yes, its only me
Shubham Kataria	Alright
	May I take the remote access of your server?
Anjali.r	Sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.



	Please accept the remote session request on server screen.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.
	As per the remote session your issue has been resolved
	Is there anything else I may help you with ?
Anjali.r	For now the issue is resolved , we will check with other users and let you know if any issue occurs
Shubham Kataria	Sure, please feel free to reply to the email I will be sending shortly after this chat.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Shubham Kataria has ended this chat session</i>



# Chat Tr

Hello, I am

Visitor Details

#79559 pphan

Email: pphan@humanic.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 51 Secs

City: MARIETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

pphan	Hello, I am your Acebuddy
Acebuddy	Hello Pphan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
pphan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
pphan	I'd like to report an Issue
Acebuddy	Please select an option!
pphan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
pphan	I can't access to the cloud server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>11:49:22 PM</i> pphan is sharing a file with you <a href="#">1_image.png</a> - ( Size:1.62 KB )
	<i>Yash Kalra accepted the chat transfer request.</i>
	<i>Yash Kalra is transferring the chat to Sanyam Madan.</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	Hello, can you please elaborate your issue?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Sanyam Madan has ended this chat session</i>

# Chat Transcript

Hello, I am

## Visitor Details

**#79786 Leslie Manucci**  
**Email:** leslie.manucci@kids1st.org 📞 1 (818) 458-0320  
**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:** SYLMAR  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Leslie Manucci	Hello, I am your Acebuddy
Acebuddy	Hello Leslie Manucci, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Leslie Manucci	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Leslie Manucci	I'd like to report an Issue
Acebuddy	Please select an option!
Leslie Manucci	Password Reset
Acebuddy	Please select an option below
Leslie Manucci	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
	<i>Ended due to chat idle timeout</i>
	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 Tr

Hello, I am

## Visitor Details

**#79927 jojocole21**  
**Email:** jojocole21@msn.com ☎ 5418406008  
**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:** MEDFORD  
**State:** Oregon  
**Country:** UNITED STATES

## Chat Transcript

jojocole21	Hello, I am your Acebuddy
Acebuddy	Hello Nicole Anderson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jojocole21	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jojocole21	I'd like to raise a Request
Acebuddy	Please select your request type.
jojocole21	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

# Chat Title

Hello, I am

## Visitor Details

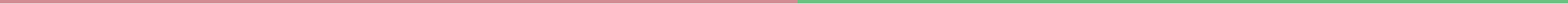
**#79365 LESLIE STEPHENS**  
**Email:** stephenshardwood@highland.net ☎ 14236632564  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 21 Secs  
**City:** PINE KNOT  
**State:** Kentucky  
**Country:** UNITED STATES

## Chat Transcript

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

	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
	<i>Sujeet Kumar Suman 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?
LESLIE STEPHENS	SH_Admin.NENT1@myrealdata.net
Yash Kalra	Kindly allow me two minutes to check the same.
	LESLIE, is this issue occurring for all the users?
LESLIE STEPHENS	No, just mine.
Yash Kalra	Please let me when was the last time you were able to access the server? (Edited)
LESLIE STEPHENS	Friday, 7/11
Yash Kalra	May I take the remote access of your local computer?
LESLIE STEPHENS	Nevermind. It just now worked.
	Thank you.
Yash Kalra	Is there anything else I may help you with ?
LESLIE STEPHENS	That is all. Thanks 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.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Yash Kalra has ended this chat session*



Chat Transfer

Hello, I am

Visitor Details

#79437 pam.mayorshi

Email: pam.mayorshi@pmbookkeeping.co ☎ 5405215097

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 33 Secs

City: ROANOKE

State: Virginia

Country: UNITED STATES

Chat Transcript

pam.mayorshi	Hello, I am your Acebuddy
Acebuddy	Hello Pam.mayorshi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
pam.mayorshi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
pam.mayorshi	I'd like to report an Issue
Acebuddy	Please select an option!
pam.mayorshi	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
pam.mayorshi	stop session that is stuck
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Abhay Kumar Saraswat accepted the chat transfer request.
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	Is this for account: <b>PM Bookkeeping LLC</b> ?
pam.mayorshi	Yes,
Abhay Kumar Saraswat	Thanks for the confirmation !

	I will be surely assisting you with this.
pam.mayorshi	I was working, had to stop to do something else and when I went back there was a windows screen asking for a password Can you boot my session or restart something so I can log back in please
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	Let me jump on the server and take a look.
pam.mayorshi	thank you
Abhay Kumar Saraswat	Kindly allow me two minutes.
	Could you please try to login on the server again?
pam.mayorshi	yes
Abhay Kumar Saraswat	Thank you.
	I'm waiting to see you on server.
pam.mayorshi	I'm connected. Why did it go to sleep like that, it has never done that before
Abhay Kumar Saraswat	I understand that you haven't encountered this issue before.
pam.mayorshi	no, first time but if it does what password does it want?
Abhay Kumar Saraswat	Yes, you're right. However, about an hour ago, one of our data centers experienced an issue, which affected a few clients
	Fortunately, our backend team promptly identified and resolved the issue through troubleshooting.
pam.mayorshi	so it should not happen again and I don't need a password for that?
Abhay Kumar Saraswat	Yes, the issue has been resolved now.
pam.mayorshi	thanks again
Abhay Kumar Saraswat	My pleasure to assist you.
	Is there anything else I may help you with ?
	Are we still connected here?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

*Ended due to chat idle timeout*





How do I change the email address of a user? I do not see anything the user can do.

## Visitor Details

## #78940 Todd Marks

**Email:** [todd.marks@indetailconsulting.com](mailto:todd.marks@indetailconsulting.com) ☎ 17703301324

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

**Operator:** Ashutosh Mishra

**Website:** [https://www.acecloudhosting.com/knowledgebase/?s=MFA+email+&post\\_type=knowledgebase&kb\\_search\\_nonce=f2d9c398e2&\\_wp\\_http\\_referer=%2Fknowledgebase%2F%3Fs%3Dhow%2Bto%2Bcha](https://www.acecloudhosting.com/knowledgebase/?s=MFA+email+&post_type=knowledgebase&kb_search_nonce=f2d9c398e2&_wp_http_referer=%2Fknowledgebase%2F%3Fs%3Dhow%2Bto%2Bcha)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time: 29 Secs**

**City:** BRONX

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Todd Marks	How do I change the email address that the MFA code is set to for a user? I do not see anything the admin config. Possibly
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	<i>Rishabh Gogia is transferring the chat to Support(QB &amp; App Hosting).</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.
	Hello Todd, I will surely help you with this issue.
	I will refresh the MFA settings for you, once you login again the MFA prompt will also ask to setup the email address where
Todd Marks	okay
	myrealdata\User1_IDC
Ashutosh Mishra	Thank you for providing the username.
	Kindly allow me two minutes to make changes.
	Thank you for your patience.
	I have made the changes from backend.
Todd Marks	thank you! I will notify the user and work with them to set everything up.
Ashutosh Mishra	Is there anything else I may help you with ?
Todd Marks	No, nothing thank you.

Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Ashutosh Mishra has ended this chat session</i>

# Chat Tr

Hello, I am

## Visitor Details

**#79245 allison**

**Email:** [allison@cowestlandtrust.org](mailto:allison@cowestlandtrust.org) ☎ 19702635443

**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: 22 Secs**

**City:** GRAND JUNCTION

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

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

	Please chose an option :
allison	I'd like to report an Issue
Acebuddy	Please select an option!
allison	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
allison	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
allison	Ticket 731224
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vignesh Arul accepted the chat transfer request.</i>
Vignesh Arul	Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I will be assisting you today.
allison	I need assistance getting the new profile setup on my Mac
Vignesh Arul	I will surely help you with this request.
	Let me transfer this chat to Ashutosh , he will help you with the setup.
	<i>Vignesh Arul is transferring the chat to Ashutosh Mishra.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Hello Allison, I will surely help you with this issue.
	May I take the remote access of your server?
allison	I'm not logged in, I can't get it setup on my Mac
Ashutosh Mishra	Yes, my apologize for the mistyping. May I take the remote access of your local computer?
allison	Yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/1652856920">https://assist.acecloudhosting.com/join/1652856920</a>
	Please accept all the prompts on the screen to allow complete remote access.
allison	The screen that is up on my computer is the old profile
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

# Chat Tr

Hello, I am

## Visitor Details

**#79675 Teresa Leslie**  
**Email:** accounting@altusgp.com ☎ 18594445660  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 37 Secs  
**City:** LEXINGTON  
**State:** Kentucky  
**Country:** UNITED STATES

## Chat Transcript

Teresa Leslie	Hello, I am your Acebuddy
Acebuddy	Hello Teresa Leslie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Teresa Leslie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Teresa Leslie	I'd like to report an Issue
Acebuddy	Please select an option!
Teresa Leslie	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Teresa Leslie	Frozen Screen, Not able to close Quickbooks
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Teresa Leslie	thank you
Manish Singh	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
Teresa Leslie	This is the first time, I don't think it is a issue with anyone else.
Manish Singh	I have ended the session through task manager for now.
Teresa Leslie	Thank You.
Manish Singh	Is there anything else I may help you with ?
Teresa Leslie	No
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 our chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Chat Tr

Hello, I am

## Visitor Details

**#79375 Mrunal Joshi**

**Email:** [mrunal.joshix@myhavenstores.com](mailto:mrunal.joshix@myhavenstores.com)

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop  
**Average Response Time:** 16 Secs  
**City:** PUNE  
**State:** Maharashtra  
**Country:** INDIA

Chat Transcript -----

Mrunal Joshi	Hello, I am your Acebuddy
Acebuddy	Hello Mrunal Joshi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mrunal Joshi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mrunal Joshi	I'd like to report an Issue
Acebuddy	Please select an option!
Mrunal Joshi	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Mrunal Joshi	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mrunal Joshi	<i>8:26:38 PMMrunal Joshi is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:136.24 KB )</i>
	<i>I am facing this error in login and so are a few of our team mates</i>
	hii
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Yash Kalra has ended this chat session</i>

# Chat Transcript

Hello, I am

## Visitor Details

**#79714 Emily Tibbetts**  
**Email:** emily@snap.ky 📞 13459250397  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 57 Secs  
**City:** GEORGE TOWN  
**State:** Cayman Islands  
**Country:** CAYMAN ISLANDS

## Chat Transcript

Emily Tibbetts	Hello, I am your Acebuddy
Acebuddy	Hello Emily Tibbetts, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Emily Tibbetts	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Emily Tibbetts	I'd like to report an Issue
Acebuddy	Please select an option!
Emily Tibbetts	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Emily Tibbetts	after connecting to VPN, cannot open QB. the path for quickbooks is not visible either (C:\Program Files\Intuit\QuickBooks
Acebuddy	Please wait while we connect you to a Support Representative

	Shubham Kataria accepted the chat transfer request.
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello Emily
	Kindly confirm if you're receiving any specific error while accessing QB
Emily Tibbetts	no error. just failing to load
Shubham Kataria	Alright
	I would like to inform you that user <b>AmyM.NPRE1</b> is already connected with one of our engineer in a separate chat, and
Emily Tibbetts	ok... I just received that message also
	it is quite frustrating. before the upgrade, we rarely, if ever, had any issues.
	Is the shared (Z drive) causing any problems?
Shubham Kataria	We sincerely apologize for the inconvenience. I understand your frustration; however, our engineer is already connected v
Emily Tibbetts	ok thanks. I will check with AmyM later.
Shubham Kataria	No that's not the issue.
	There could be multiple reasons for the issue, and since a remote session is already in progress with him, he is currently i
	Would you like to stay connected in this chat while we continue troubleshooting the issue with Amy?
	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 (1-888-415

# Chat Tr

Hello, I am

Hello, I am

## Visitor Details

## #79583 brandi

**Email:** brandi@qimsolutions.com

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

**Operator:** Sujeet Kumar Suman

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



**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** CLAXTON

**State:** Georgia

**Country:** UNITED STATES

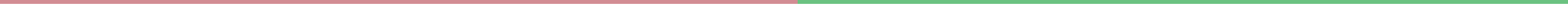
Chat Transcript

brandi	Hello, I am your Acebuddy
Acebuddy	Hello Brandi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brandi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brandi	I'd like to report an Issue
Acebuddy	Please select an option!
brandi	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
brandi	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
brandi	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
Acebuddy (bot) forwarded the chat request	
Sujeet Kumar Suman accepted the chat transfer request.	
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.
	Hello Brandi
	How are you doing today?
brandi	Not good, I can't get QB to work
Sujeet Kumar Suman	No worries, I will surely assist you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
brandi	CBACoastal.myrealdata.net

	Brandi
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	What error message are you receiving when trying to access the QuickBooks application?
brandi	Nothing just a gray screen it will not load and I have tried to restart my computer already
Sujeet Kumar Suman	I will surely help you with this issue.
	Are you the only one facing this issue, or are any of your colleagues experiencing the same problem?
brandi	no just me for some reason
Sujeet Kumar Suman	Okay.
	May I take the remote access of your server?
brandi	yes
Sujeet Kumar Suman	Kindly approve.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved.
brandi	Confirmed
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
brandi	Actually I need to setup another users computer to be able to do multiple monitors, are you able to assist with that
	Where he will need to do the remote desktop instead of the ace connect.
	The user is Jeff Madewell
Sujeet Kumar Suman	Would you like to create a new user on the server, or do you need a new RDP file to log in to the server?
	Sure.
brandi	No we already have the user but when he is on the server he is unable to access his emails or documents, etc on the othe
	Mine is setup for multiple monitors so I have the server on one screen and my other work/desktop on the other
Sujeet Kumar Suman	Ok got your point.
	May I take the remote access of your local computer?
brandi	You mean his computer
Sujeet Kumar Suman	To setup the Jeff Madewell RDP set up on the local computer
brandi	Jeff Madewell, do I need to start on chat from his
	I don't want him setup on this computer he has his own.
Sujeet Kumar Suman	Okay.
brandi	Disregard the request I will take care of it later ]

	thank you for your time.
Sujeet Kumar Suman	Then we need to connect to Jeff's local computer.
	<p>You can adjust these settings within your.RDP file by following the steps below:</p> <ol style="list-style-type: none"><li>1. Right-click the <b>RDP file</b> and choose Edit.</li><li>2. Go to the Display tab (here, you can edit the display settings).</li><li>3. Uncheck the Box <b>"*Use all my monitors for the remote session box"</b></li><li>4. Click the <b>General</b> Tab, then click Save</li></ol> <p>(Edited)</p>
	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)

*Sujeet Kumar Suman has ended this chat session*



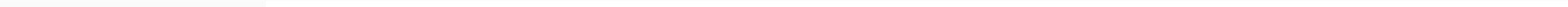
Chat Tr

Hello, I am

Visitor Details

**#79963 Cole**  
**Email:** jodi@360-cpa.com 📞 812-883-6098  
**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:** 26 Secs  
**City:** SALEM  
**State:** Indiana  
**Country:** UNITED STATES

Chat Transcript



Cole	Hello, I am your Acebuddy
Acebuddy	Hello Jodi Cole, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cole	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cole	I'd like to report an Issue
Acebuddy	Please select an option!
Cole	Password Reset
Acebuddy	Please select an option below
Cole	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?
Cole	Yes
Acebuddy	Please wait while we connect you to our 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.
	Hello Jodi
	How are you doing today?
Cole	Good
Shubham Kataria	Glad to know that. Kindly confirm how may I assist you today?
Cole	When I try to connect to the remote desktop connection, it forces me to enter a password and won't take my password ar
Shubham Kataria	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Cole	myrealdata\Jodi
Shubham Kataria	Thank you for the username. Could you please provide me your business name or Server name as well which is registerec
Cole	360 Consulting
Shubham Kataria	Thank you for the information. Please allow me a minute to check the same.
	May I take the remote access of your local computer?
Cole	Yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.

	<a href="https://assist.acecloudhosting.com/join/2982955597">https://assist.acecloudhosting.com/join/2982955597</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.
	As per the remote session your issue has been resolved.
	Is there anything else I may help you with ?
Cole	That's it, thank you.
Shubham Kataria	You're welcome, Glad to assist you.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Shubham Kataria has ended this chat session</i>

Chat Title

Hello, I am

Visitor Details

#78992 eduardocantore

Email: eduardocantore@hotmail.com 📞 17877917090

Department: Support(QB & App Hosting)

Operator: Gaurav kumar

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 22 Secs

City: ROSARIO

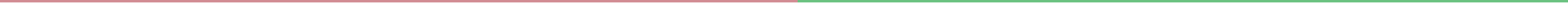
**State:** Santa Fe  
**Country:** ARGENTINA

Chat Transcript

eduardocantore	Hello, I am your Acebuddy
Acebuddy	Hello Eduardocantore, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
eduardocantore	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
eduardocantore	I'd like to report an Issue
Acebuddy	Please select an option!
eduardocantore	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
eduardocantore	We need to give full access to the user myrealdata\Audit-MNA
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>
eduardocantore	Hi, Gaurav
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.
	may I just know your name please?
eduardocantore	Eduardo
	Cantore
Gaurav Kumar	Thank you Eduardo
	I will be surely assisting you with this. Kindly help me with your business name.
eduardocantore	MN Aviation Inc Server: MNAviationInc.myrealdata.net
Gaurav Kumar	Thanks for the information
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	Also, the registered email for your account with us is : [eduardocantore@hotmail.com](mailto:eduardocantore@hotmail.c
	Eduardo, just need a clarification over here, do you want us to give user Audit-MNA, server admin access or do you want i
eduardocantore	Sent

	Folders Client Data Bohlke Accounting Human Resources MAINTENANCE FUEL RIMAS MNAccounting Dummy
Gaurav Kumar	Got It, thank you for the email
eduardocantore	Client Data Bohlke Accounting Human Resources MAINTENANCE FUEL RIMAS MNAccounting Dummy
Gaurav Kumar	we will update you over the email once we assigned the folder permission
	Is there anything else I may help you with ?
eduardocantore	No Thank you
Gaurav Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback on your experience.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>

Gaurav Kumar has ended this chat session



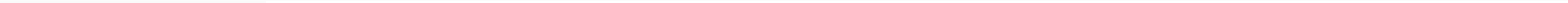
# Chat Title

Hello, I am

## Visitor Details

**#79448 Robert Haskin**  
**Email:** bob@lathamhalltech.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript



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

Ended due to chat idle timeout



# Chat Tr

Hello, I am

## Visitor Details

**#79427 Josh Predolich**  
**Email:** jpredolich@redpointfinance.com ☎ 13032093031  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Maurya  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Mins 6 Secs  
**City:** DENVER  
**State:** Colorado  
**Country:** UNITED STATES



Chat Transcript

Josh Predolich	Hello, I am your Acebuddy
Acebuddy	Hello Josh Predolich, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Josh Predolich	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Josh Predolich	I'd like to report an Issue
Acebuddy	Please select an option!
Josh Predolich	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Josh Predolich	multi-factor authentication is not prompting and I can't login
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
Josh Predolich	Thanks. I need help logging into the server Redpoint1.myrealdata.net. The MFA is not prompting for me to be able to logir
Shubham Maurya	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue, Please let me know your business name to fetch your account details.
Josh Predolich	Redpoint Financial Group
Shubham Maurya	Thanks for sharing details. Can you please also share error screenshot with me?
	<i>1:50:45 AMJosh Predolich is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:774.52 KB )
	Thanks for sharing details, Please allow me some time to check this.
Josh Predolich	Thanks
Shubham Maurya	Thank you for your patience, As I have checked there is an ongoing issue with MFA service right now which needs to be re
Josh Predolich	So I'm not able to get in?
Shubham Maurya	We kindly request you to please wait for a few hours as this is an ongoing issue we are currently investigating. In the mea
Josh Predolich	No that threatens our internal security policies. There's not an ETA for resotration?
Shubham Maurya	As per the latest update from the backend team, this issue may take approximately 12 to 18 hours to resolve. To keep the know how you would like to proceed.

	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
Shubham Maurya has ended this chat session	

Chat Title

Hello, I am

Visitor Details

#79627 Yasmin

Email: yasmin@yvspartners.com 📞 4048849359

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: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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



Acebuddy	Welcome to Ace Support.
	Please chose an option :
carrie morrell	I'd like to report an Issue
Acebuddy	Please select an option!
carrie morrell	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
carrie morrell	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
carrie morrell	printing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
carrie morrell	the quickbooks uni port printer is not redirecting to my office printer. it does this alot, you guys have fixed before.
Manish Singh	I will surely help you with this issue.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
carrie morrell	just me
Manish Singh	May I take the remote access of your local computer?
carrie morrell	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/6062120648">https://assist.acecloudhosting.com/join/6062120648</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Is there anything else I may help you with ?
carrie morrell	nope all fixed for now
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	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> )

# Chat Title

Hello, I am

## Visitor Details

**#79782 craig gerber**  
**Email:** craig.gerber@landcarelogic.com ☎ 6199919899  
**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:** COOPERSTOWN  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

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

Ended due to chat idle timeout

# Chat Tr

Hi I am an ace hosting user. How can I download a big file that is in the remote computer?

## Visitor Details

**#79567 Tamarez**  
**Email:** atamarez@tamarezcpa.com 📞 7876053471  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/downloads/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 27 Secs  
**City:** SAN JUAN  
**State:** Puerto Rico  
**Country:** PUERTO RICO

## Chat Transcript

Tamarez	Hi I am an ace hosting user. How I can download a big that is in the remote computer?
Riten	Thank you for contacting ACE. My name is Riten. I will be assisting you further.
	Let me connect you to support for this.
	<i>Riten is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Tamarez
	Are we still connected here?
Tamarez	yes
	Hi
Anurag Sharma	Could you please elaborate your request? (Edited)
Tamarez	need to bring a file from the remote computer to my physical computer
	the file is around 600MB
Anurag Sharma	Okay
	Tamarez, you can use Wetransfer if you want to move the file from one location to another.

	I am sharing you the SOP which you can use for reference.
Tamarez	thanks
	<div>2:05:21 AMAnurag Sharma is sharing a file with you</div> <div><a href="#">File Transfer SOP (WeTransfer).pdf</a> - ( Size:849.73 KB )</div> <div>Please use this</div>
Anurag Sharma	And let us know what else we can help you with.
Tamarez	thanks
Anurag Sharma	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session



# Chat Tr

Hello, I am

## Visitor Details

**#79252 Madisyn Neff**  
**Email:** m.neff@innercircle.cpa ☎ NA  
**Department:** Support(QB & App Hosting)  
**Operator:** Sujeet Kumar Suman  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 39 Secs  
**City:** FOREST LAKE  
**State:** Minnesota  
**Country:** UNITED STATES

Chat Transcript

Madisyn Neff	Hello, I am your Acebuddy
Acebuddy	Hello Madisyn Neff, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Madisyn Neff	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Madisyn Neff	I'd like to report an Issue
Acebuddy	Please select an option!
Madisyn Neff	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Madisyn Neff	Logged out of authenticator
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Madisyn
Madisyn Neff	Hello! I got logged out of my Microsoft authenticator app this morning and cannot get logged back in
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?
Madisyn Neff	MYREALDATA.NET\ICA_MADISYN
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
Madisyn Neff	ICAdvisors.myrealdata.net
	Thank you!
Sujeet Kumar Suman	May I take the remote access of your local computer?
Madisyn Neff	Yes
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
Madisyn Neff	Done
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/6762688918
Madisyn Neff	The authenticator app is on my phone does that make a difference?
	When I type my log in into the app on my phone it wants me to approve it with the authenticator app but I can't since I'm



	I can't get into my desktop or email with out the authenticator app
	My remote desktop that is, I can get onto my local computer
Sujeet Kumar Suman	No worries, I will try to re-register your authenticator on your phone.
Madisyn Neff	Thank you!
Sujeet Kumar Suman	Yes, please do it on your local computer.
	We are still waiting for remote access.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Title

Hello, I am

Visitor Details

#79124 alysa.o.bhi

Email: alysa.o.bhi@gmail.com 📞 13213617833

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: 28 Secs

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

alysa.o.bhi	Hello, I am your Acebuddy
Acebuddy	Hello Alysa Osborne, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?

alysa.o.bhi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
alysa.o.bhi	I'd like to report an Issue
Acebuddy	Please select an option!
alysa.o.bhi	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
alysa.o.bhi	I am unable to get into my ace login
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
alysa.o.bhi	ok
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Shubham Kataria.</i>
	hi
	<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.
alysa.o.bhi	thank you
Shubham Kataria	Hello Alysa
alysa.o.bhi	i cant get into my ace
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
alysa.o.bhi	alysa osborne
	CID74858
Shubham Kataria	Thank you for the information.
	Please allow me a minute to check the same.
alysa.o.bhi	ok
Shubham Kataria	Please try to access server now and confirm if its working.
alysa.o.bhi	nope states there is a problem connecting
Shubham Kataria	Alright
	May I take the remote access of your local computer?
alysa.o.bhi	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/5542607802">https://assist.acecloudhosting.com/join/5542607802</a>



	Please chose an option :
denise	I'd like to report an Issue
Acebuddy	Please select an option!
denise	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
denise	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
denise	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>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.
denise	Good Morning, A pop-up comes up when I try to log in to QB saying that we need to restart our computer
Ashutosh Mishra	Hello Denise, I will be surely assisting you with this. Kindly help me with your server name and user name?
denise	My user name is FG_Denise@myrealddata.net
	Not sure about the servier name I think Floorguard (CID73162)
Ashutosh Mishra	Thank you for providing the details. Please also share a screenshot of the pop-up message and we will identify the root ca
denise	just a sec - I have to attempt login again
Ashutosh Mishra	Sure, please take your time
	<i>4:17:44 PMdenise is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:18.07 KB )</i>  <i>here it is</i>
	I see have already raised the request to reboot the computer and it's also suggested in troubleshooting. May I proceed wi
denise	yes please
Ashutosh Mishra	Thanks for the confirmation !
	I have rebooted the server, please check now.
denise	trying now
Ashutosh Mishra	May I know if the issue persists?
denise	I clicked the file to open and it is spinning - nothing is happening yet - not even the screen to log in
Ashutosh Mishra	It may take some time as the server just rebooted and the services have just started.
	<i>4:24:19 PMdenise is sharing a file with you</i>

	<a href="#"><u>1_image.png</u></a> - ( Size:69.52 KB )
	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end.
denise	Yes I am trying to get into new floorguard products.qbw
Ashutosh Mishra	We are attempting some changes from backend.
denise	okay - thank you I appreciate your help
Ashutosh Mishra	Thank you for your patience.
denise	Note - there was a file issue late yesterday afternoon and QB requested a file verify/rebuild. I started this last night.
	This required a backup that is on the ace somewhere
Ashutosh Mishra	Was it the same company file?
denise	Yes
Ashutosh Mishra	May I reboot server now?
denise	absolutely
Ashutosh Mishra	I have rebooted the server and will confirm you once it is up and running.
denise	ok
Ashutosh Mishra	Server has rebooted, please try now.
denise	starting now
	i'm in
Ashutosh Mishra	Thanks for the confirmation !
denise	do you want me to type in the password?
Ashutosh Mishra	Yes
	The repair is still in progress; it may take few more minutes.
denise	it is crazy long. sorry for your time suck here. I do appreciate your help
Ashutosh Mishra	Thank you for the kind words, we are here to assist and if issue persist, I will forward it to senior team on priority basis.
denise	I actually did a back up yesterday at about 5 pm
Ashutosh Mishra	Sure we can restore it.
denise	of course the error was in there - so we might want Ace's backup
	at the am
Ashutosh Mishra	Please let me know the date when the company file was working perfectly.
denise	hahaha- never. :)
	Let's try the restore you just put from last night - if it doesn't work we can go back to the one ace created in the morning :
Ashutosh Mishra	Please open the location where the backup was stored.

denise	I guess we need to use Ace from yesterday morning ....not sure why the one I did didn't work....am I doing it wrong?
Ashutosh Mishra	I will restore the previous version of the QBdata folder.
denise	okay - thank you
Ashutosh Mishra	I have started the restore in the folder QB Data (29-07-2025).
	I would suggest reaching out to Intuit support to check for the file issue as we have attempted the troubleshooting that ca
denise	can you help me find the file
Ashutosh Mishra	The entire previous version is in the location D:\Client data\QB Data (29-7-2025).
	The backup file as per the information you have provided is D:\new floorguard products
	Please note that restore is still in progress, this may take 15 to 20 minutes.
denise	I can't find the file to restore from yesterday morning
	oh - ok hahaha
Ashutosh Mishra	Is there anything else I may help you with ?
denise	I didn't know you were restoring the file - I thought I had to do it
Ashutosh Mishra	I see, rest assured we will provide all the assistance that is possible from the Ace Support. I wish I could assist you further
denise	Thank you - So now all I have to do is wait for the restore to be complete and then open the file as usual??
Ashutosh Mishra	Yes that's correct.
denise	Thank you again for your help. Have a wonderful day!
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Ashutosh Mishra has ended this chat session</i>

Visitor Details

**#78971 scottc**  
**Email:** scottc@blueskydevelopmentllc.com 📞 18082926286  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Ahi  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 33 Secs  
**City:** HONOLULU  
**State:** Hawaii  
**Country:** UNITED STATES

Chat Transcript

scottc	Hello, I am your Acebuddy
Acebuddy	Hello Scottc, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
scottc	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
scottc	I'd like to report an Issue
Acebuddy	Please select an option!
scottc	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
scottc	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
scottc	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.

	Hi Scott. How are you doing today?
scottc	Im good, how are you. Is it possible to reset server. I am having issues with Quikbooks starting
Yash Ahi	I am also doing good Scott. Thank you for asking.
	I will surely help you with this issue.
	Could you please help me with your server name or business name?
scottc	Blue Sky Development
Yash Ahi	Thankyou for the information
	Kindly allow me two minutes to check the same.
scottc	Okay
Yash Ahi	Thank you for your patience.
	I am just broadcasting a reboot message to all the users. Kindly allow me 5 minutes, so they can save their work before I
scottc	okay
Yash Ahi	Thank you.
	Thank you for your patience Scott.
	Could you please login now and check if QB is working or not?
scottc	yes it is working now. Thank you
Yash Ahi	Alright Scott.
	My pleasure.
	Is there anything else I may help you with ?
scottc	No that is all. Thank you for your help and have a great rest of your day
Yash Ahi	My pleasure Scott.
	I would greatly appreciate if you could share the feedback after this chat
scottc	okay
Yash Ahi	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Yash Ahi has ended this chat session*



# Chat Tr

Hello, I am

## Visitor Details

**#79237 Mehtab Bangash**  
**Email:** mb@accountaxpro.co ☎ 18139994979  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 13 Secs  
**City:** TAMPA  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

Mehtab Bangash	Hello, I am your Acebuddy
Acebuddy	Hello Mehtab Bangash, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mehtab Bangash	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mehtab Bangash	I'd like to report an Issue
Acebuddy	Please select an option!
Mehtab Bangash	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mehtab Bangash	I need to update my Drake Accounting 2025
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

*Anurag Sharma accepted the chat transfer request.*

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Mehtab
Mehtab Bangash	Hi
	I need to update my Drake Accounting 2025. I have already sent email regarding this
Anurag Sharma	Kindly allow me two minutes to check the same.
Mehtab Bangash	Acouple of days ago
Anurag Sharma	Okay
Mehtab Bangash	ok
Anurag Sharma	Please stay connected for a while I am working on your request.
	I would need to reboot the server in order to proceed with the application update.
	Kindly confirm if I can proceed ?
Mehtab Bangash	Will it delete my files?
Anurag Sharma	It will not delete your files, but if you are currently working on something. Then you may need to save the work.
Mehtab Bangash	Oh ok
	then go ahead
	i am not currently working
Anurag Sharma	As I can see there is a active user on the server.
Mehtab Bangash	Wait
Anurag Sharma	Ali Rehman
Mehtab Bangash	is he inactive now?
Anurag Sharma	Yes, thank you!
Mehtab Bangash	Ok g o ahead
	<i>3:18:22 AMAnurag Sharma is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:10.64 KB )</i>  <i>I have successfully updated the requested application on the server.</i>
Anurag Sharma	Is there anything else I may help you with ?
Mehtab Bangash	No thank you very much
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 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/>)

Anurag Sharma has ended this chat session

# Chat Title

Hello, I am

## Visitor Details

**#79145 Debra Jacobson**  
**Email:** debj@goppf.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 17 Secs  
**City:** BURNSVILLE  
**State:** Minnesota  
**Country:** UNITED STATES

## Chat Transcript

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

Debra Jacobson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Debra Jacobson	We are unable to log on to QB. It keeps looping to attempting to connect (attempt 1 of 5....)
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Debra Jacobson	I am on now, finally. But my staff is unable to get connected
Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Debra Jacobson	Hello Manish
	Are there Ace connection/server issues today with everyone?
Manish Singh	Yes, there was a technical outage today.
	Everything is working fine now.
Debra Jacobson	Ok Thank you. I will let everyone know. do you have an ETA on fix?
	I will have everyone check connections
Manish Singh	Yes, it was from backend fixed the issue, you can let everyone know to login once.
Debra Jacobson	Thank you
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
Debra Jacobson	No, thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
Manish Singh has ended this chat session	



Hello, I am

Visitor Details

**#79501 yodercpa**  
**Email:** yodercpa@sbcglobal.net 📞 8128900228  
**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:** 2 Mins 42 Secs  
**City:** VINCENNES  
**State:** Indiana  
**Country:** UNITED STATES

Chat Transcript

yodercpa	Hello, I am your Acebuddy
Acebuddy	Hello Yodercpa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
yodercpa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
yodercpa	I'd like to raise a Request
Acebuddy	Please select your request type.
yodercpa	Change in Users
Acebuddy	Please select your desired option!
yodercpa	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer t
	Do you need any further assistance on the topic?
yodercpa	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 will surely help you with this issue.
	Kindly help me with your server name and user name?
yodercpa	I believe the server name is YoderCPA.myrealdata.net and the Username is Tracy_P@myrealdata.net
	I called two days ago and they gave me a ticket number if that helps in any way. The ticket number is 734456.
Ashutosh Mishra	Thank you for providing the details. I understand Dirk was using My Portal to create the new user. If assistance is required
	Since we require the details over email to avoid any discrepancy.
yodercpa	I attempted to use the portal to add the new user, however, I believe my password that I have saved is incorrect. When I was unable to reset my portal password and get into the portal.
	Would it be possible for you to reset the portal password?
Ashutosh Mishra	I wish I could reset the password however only you can reset the password from your end. Please try now as the issue shc
	The username would be CID65786
yodercpa	Okay I will try.
	The security code did not arrive. Can you confirm if the following email address is correct regarding where the code is bei
Ashutosh Mishra	Yes, the email is yodercpa@sbcglobal.net.
yodercpa	I have checked both the inbox and spam folder.
	We have not received a phone call regarding the password reset either. The phone call should be to 812-886-5714... can y
Ashutosh Mishra	Yes the number is correct.
	Kindly allow me two minutes to check from the backend.
	We regret the inconvenience caused due to this and one of our senior engineers will contact you over the phone to assist share credentials.
yodercpa	That sounds good. Also, I wish to have all the information contained in the current account (username) I am using to be a that user to be contained in the new user.
Ashutosh Mishra	Sure, the new user will be able to access all the data on the server that is located in the D drive. (Edited)
	Is there anything else I may help you with ?
yodercpa	That its, I appreciate it.
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )

	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

*Ashutosh Mishra has ended this chat session*

Hello, I am

## #79601 Glenda Jones

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

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

**Browser:** Google Chrome

City: FRANKLIN

Country: UNITED STATES

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

	What type of QuickBooks Issue are you facing?
Glenda Jones	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat Title

Hello, I am

Visitor Details

#79073 Test Account

Email: test@test.com 📞 +917878787878

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

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



	【
	We are currently experiencing higher than normal contact volume related to server connectivity issues.
	Are you also experiencing issues related to server connectivity?
Test Account	No, I'd like to report another Issue
Acebuddy	Please chose an option :
Test Account	I'd like to report an Issue
Acebuddy	Please select an option!
Test Account	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Test Account	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Test Account	Yes
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!
Acebuddy has ended this chat session	



Chat Tr  
Hello, I am

Visitor Details

#78828 Zachary Hartshorn

Email: zhartshorn@earlebmoshers.com ☎ 5088083241

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: 31 Secs

City: BELMONT

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Zachary Hartshorn	Hello, I am your Acebuddy
Acebuddy	Hello Zachary Hartshorn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Zachary Hartshorn	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gantavya accepted the chat transfer request.</i>
Zachary Hartshorn	I'm sorry I need tech support
Gantavya	Sure, let me transfer you to our support team.
	have a great day ahead
	<i>Gantavya is transferring the chat to Support(QB &amp; App Hosting).</i>
Zachary Hartshorn	thank you
	<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.
	Hello Zachary
Zachary Hartshorn	hello
	I need help with making my server not appear on both of my monitors. Here is my ticket number 714061
Shubham Kataria	I will surely help you with this issue.
	Please allow 2 minutes to check the same.
	May I take the remote access of your local computer to make the changes.
Zachary Hartshorn	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Zachary Hartshorn	they are closed
	thank you
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/2302164688">https://assist.acecloudhosting.com/join/2302164688</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.

Zachary Hartshorn	i'm back
Shubham Kataria	As per the remote session your issue has been resolved
	Great
	Is there anything else I may help you with ?
Zachary Hartshorn	no thank you
Shubham Kataria	You're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	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> )

*Shubham Kataria has ended this chat session*



Chat Tr  
Hello, I am

Visitor Details

#80013 signe nichols

Email: signe@humblebrands.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: TAOS

State: New Mexico

Country: UNITED STATES

Chat Transcript

signe nichols	Hello, I am your Acebuddy
Acebuddy	Hello Signe Nichols, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
signe nichols	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
signe nichols	I'd like to report an Issue
Acebuddy	Please select an option!
signe nichols	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
signe nichols	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
signe nichols	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
signe nichols	thank you! hello
Abhay Kumar Saraswat	Hello Signe
	How are you doing today?
signe nichols	we may have an intuit problem but thought we would start here... Two of us cannot "Sign In". We just get the "spinning be
	doing well, hope you are too
	<i>10:33:18 PMsigne nichols is sharing a file with you</i> <i><a href="#">qb.png</a> - ( Size:7.21 KB )</i>
Abhay Kumar Saraswat	Yes, Thank you for asking.
	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this.
signe nichols	thank you!
Abhay Kumar	Is this for account: <b>Humble Brands Inc</b> ?

Saraswat	
signe nichols	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	This message has been deleted
	When did you first start experiencing this issue?
signe nichols	this morning when we first logged in
Abhay Kumar Saraswat	And please confirm the other person username.
signe nichols	Kyla Hortareas
Abhay Kumar Saraswat	Okay.
signe nichols	let me get her username
Abhay Kumar Saraswat	No need for that.
	And thank you for the information.
signe nichols	of course
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.
signe nichols	ok
Abhay Kumar Saraswat	Thank you for your patience.
signe nichols	no hurry
Abhay Kumar Saraswat	As I can see, there are two versions of QuickBooks available on your ACE server.
signe nichols	ok
Abhay Kumar Saraswat	QuickBooks Ent 2024 & QuickBooks Pro 2022.
signe nichols	ok. i have 24.0 open
Abhay Kumar Saraswat	Okay.
	Thank you for confirming.
	May I take the remote access of your local computer?
signe nichols	yes!
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
signe nichols	ok. ty
Abhay Kumar Saraswat	<a href="https://assist.acecloudhosting.com/join/7852491045">https://assist.acecloudhosting.com/join/7852491045</a>

	Kindly paste this link in the browser of local computer and join the session.
signe nichols	ok
Abhay Kumar Saraswat	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	<i>11:00:32 PMAbhay Kumar Saraswat is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:10.53 KB )</i>
	<i>11:07:59 PMAbhay Kumar Saraswat is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:64.04 KB )</i>
signe nichols	My issue and the issue for others has been solved
Abhay Kumar Saraswat	Thank you for your patience.
	Is there anything else I may help you with ?
signe nichols	thank you for your help!
Abhay Kumar Saraswat	You're welcome.
signe nichols	I think we are good! I am so impressed and grateful
	I will do the eval
Abhay Kumar Saraswat	Thank you.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Abhay Kumar Saraswat has ended this chat session*



Chat Tr  
Hello, I am

Visitor Details



#79127 Anita Scheiderer

Email: ams@acornbusinessassistance.com 📞 260 342 1845

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: FT WAYNE

State: Indiana

Country: UNITED STATES

Chat Transcript

Anita Scheiderer	Hello, I am your Acebuddy
Acebuddy	Hello Anita Scheiderer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anita Scheiderer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anita Scheiderer	I'd like to report an Issue
Acebuddy	Please select an option!
Anita Scheiderer	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Anita Scheiderer	I keep getting shut off and says it needs to reconnect every couple minutes. My internet speeds are all okay and working.
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>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Anita
Anita Scheiderer	Hello Sujeet,
	I keep getting kicked off for a reconnection.
Sujeet Kumar Suman	I would like to inform you that the application is under maintenance and will be up shortly
Anita Scheiderer	So just close out totally.

Sujeet Kumar Suman	There is currently a technical outage. We will respond to you within 30 minutes - 1 hours
	We apologize for the inconvenience this may have caused you and appreciate your patience and understanding througho
Anita Scheiderer	Okay. Please call me as I will not be sitting at the computer waiting. This is my worktime with the littles down. :(
Sujeet Kumar Suman	Sure, once the server is back online, we will notify you via email.
	Is there anything else I may help you with ?
Anita Scheiderer	I can't even get things to shut down.
Sujeet Kumar Suman	Let me check it.
Anita Scheiderer	I am trying to close the file opened first.
Sujeet Kumar Suman	Yes please. (Edited)
Anita Scheiderer	Okay stayed log enough to get that closed and logged out.
Sujeet Kumar Suman	Thanks for the confirmation.
Anita Scheiderer	Thank you I will watch for the email. I am on short deadline for the cleanup that I started with you for.
Sujeet Kumar Suman	Could you please try logging into the server again?
	And let me know still are you facing the problem.
	Can you please confirm if you’re able to log in?
	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)

*Sujeet Kumar Suman has ended this chat session*



# Chat Tr

QB shortcut on my rem

Visitor Details

**#79083 Daniel Barron**  
**Email:** dbarron@dmjtransportation.net ☎ 7246893271  
**Department:** Support(QB & App Hosting)



**Operator:** Manish Singh

**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=Primary&gad\_0gUijv7KTT8ZLgd3d3W8vSguWxdLCO0jZxbRoCN2UQAvD\_BwE

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript -----

Daniel Barron	QB shortcut on my remote desktop is not working
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.
	<i>Siddhant is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	I will surely help you with this issue.
	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am

Visitor Details

#79023 Sarah Carruthers

**Email:** sarah@redhenbusiness.com 📞 13144924343  
**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:** SPRINGFIELD  
**State:** Missouri  
**Country:** UNITED STATES

Chat Transcript -----

Sarah Carruthers	Hello, I am your Acebuddy
Acebuddy	Hello Sarah Carruthers, I'm your Ace Buddy.
	Whom Would You Like to Connect With?
Sarah Carruthers	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sarah Carruthers	I'd like to raise a Request
Acebuddy	Please select your request type.
Sarah Carruthers	Other Request
Acebuddy	Please drop an email to support@acecloudh technicians will connect with you for further
	If you are facing any issue/problem with you
	As we haven't got any response from your e Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

Chat Tr  
Hello, I am

Visitor Details -----

**#79817 jend**  
**Email:** jend@taxproak.com 📞 19077431040  
**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 -----

jend	Hello, I am your Acebuddy
Acebuddy	Hello Jend, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
jend	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jend	I'd like to raise a Request
Acebuddy	Please select your request type.
jend	Other Request
Acebuddy	Please drop an email to support@acecloudh technicians will connect with you for further
	If you are facing any issue/problem with you
jend	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
jend	Password Reset
Acebuddy	Please select an option below
jend	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudh password needs to be reset and we'll share
	Do you need any further assistance on the t
jend	No

Acebuddy

Thank you for contacting Ace Support. Have a great day!

Acebuddy has ended this chat session

Chat Title

Hello, I am your Acebuddy

Visitor Details

#79899 Hedley and Bennett Inc

Email: finances@hedleyb.com 📞 12623910904

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Hedley and Bennett Inc	Hello, I am your Acebuddy
Acebuddy	Hello Anjali.reddy, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
Hedley and Bennett Inc	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Hedley and Bennett Inc	I'd like to raise a Request
Acebuddy	Please select your request type.
Hedley and Bennett Inc	Change in Users

	Acebuddy	Please select your desired option!
	Hedley and Bennett Inc	User Removal
	Acebuddy	Registered Account Owners have the ability owner, Please refer to the following link for
		Do you need any further assistance on the t
		<i>The visitor's name was changed from anjali.</i>
	Hedley and Bennett Inc	Yes
	Acebuddy	Please wait while we connect you to our Sup
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sanyam Madan accepted the chat transfer</i>
	Sanyam Madan	Thank you for contacting Ace Cloud Hosting
		Hello Anjali , how are you doing
	Hedley and Bennett Inc	hi there
		your portal does not show an option to rem
	Sanyam Madan	Alright, we will look into this issue on our en request.
		Please send us an email from the registered we could proceed further with the request.
		Also mention the username on the email wh
		Anjali, may I confirm if email has been sent?
		Are we connected here? (Edited)
		Are we connected here?
		Are we connected here?
		As there was no response, we are disconnec (1-888-415-5240) if any further assistance i
		<i>Sanyam Madan has ended this chat session</i>

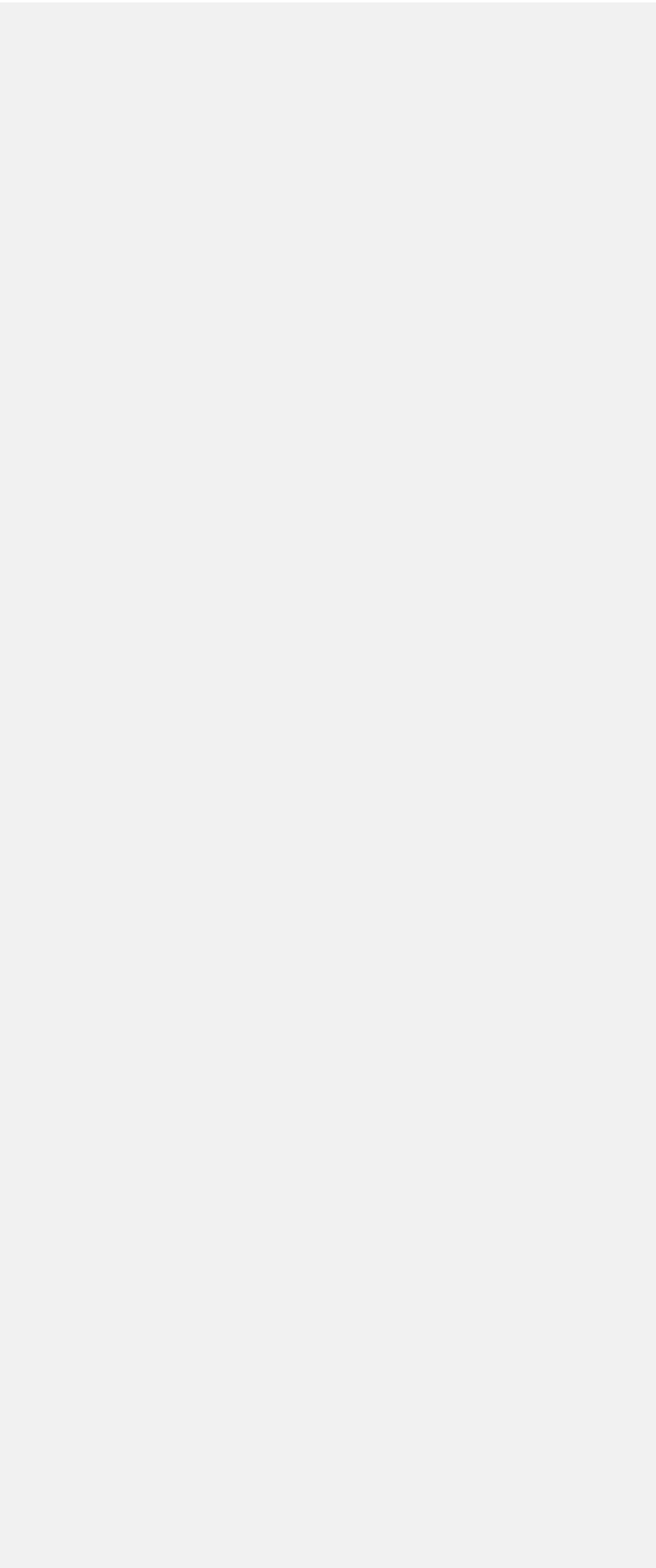
Hello, I am

Visitor Details -----

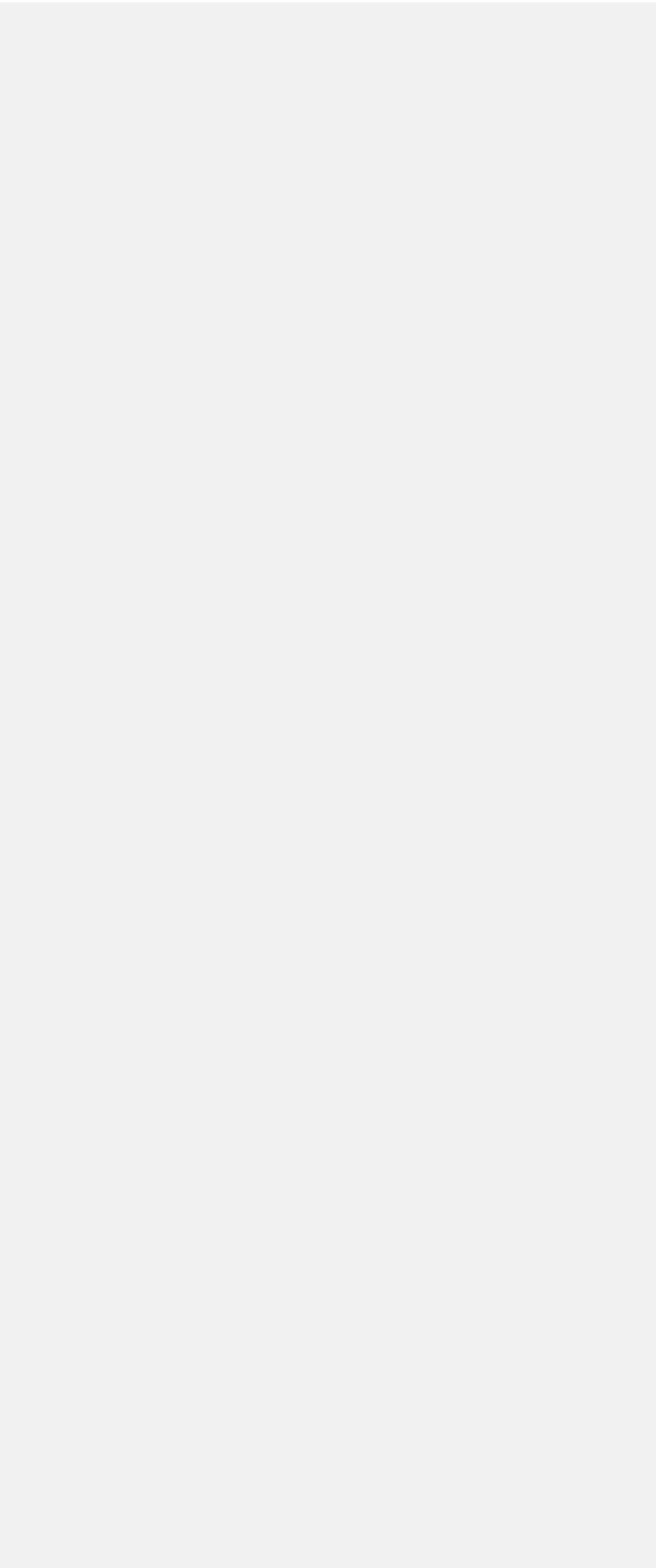
**#79470 Andreas Ruiz-Diaz**  
**Email:** technology@stratfordsteel.com 📞 12032495048  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 22 Secs  
**City:** STAMFORD  
**State:** Connecticut  
**Country:** UNITED STATES

Chat Transcript -----

Andreas Ruiz-Diaz	Hello, I am your Acebuddy
Acebuddy	Hello Andreas Ruiz-diaz, I'm your Ace B
	Whom Would You Like to Connect With?
Andreas Ruiz-Diaz	Billing
Acebuddy	Please wait while we connect you to an
	<i>Acebuddy (bot) forwarded the chat req</i>
	<i>Siddharth Negi accepted the chat trans</i>
Andreas Ruiz-Diaz	Hi, nice to meet you Negi.
	Sorry nice to meet you Siddharth.
	your ticket ID 725623
	<i>Siddharth Negi is transferring the chat</i>
	<i>Prayank Chaturvedi accepted the chat</i>
	My account login is: CID73874
	I need to create an ID under the new pa
Prayank Chaturvedi	Hello Prayank this side from Ace cloud
	Please allow mw a minute to check for
Andreas Ruiz-Diaz	Thank you.
Prayank Chaturvedi	Kindly confirm email address which you

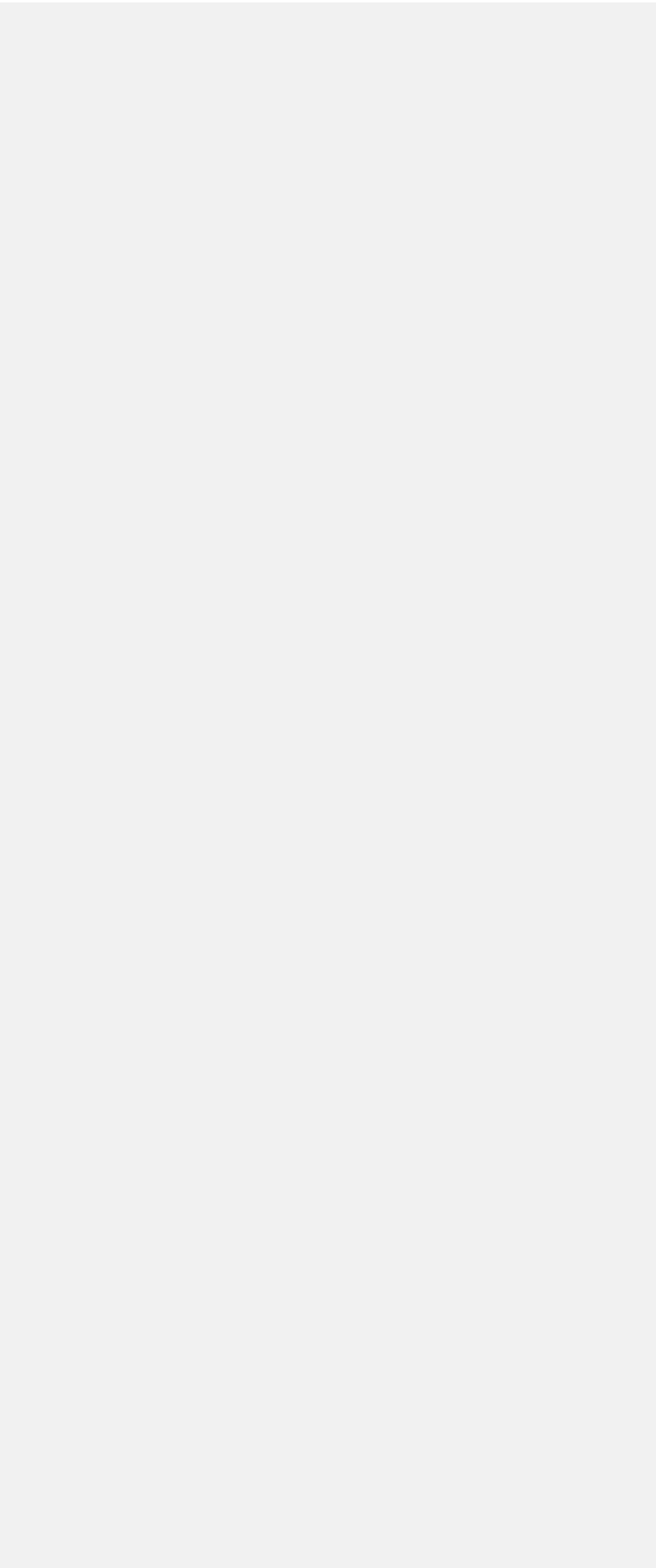


Andreas Ruiz-Diaz	technology@stratfordsteel.com
	I need to be able to login.
	I was using the ID: CID73874
Prayank Chaturvedi	Kindly allow me 2-3 minutes for updatin
Andreas Ruiz-Diaz	Thanks.
Prayank Chaturvedi	We have successfully update email add also sent you the temporarily credentia
Andreas Ruiz-Diaz	Testing now.
Prayank Chaturvedi	Sure, take your time.
Andreas Ruiz-Diaz	I got this: Username: CID73874 Client I
	But it is not working.
	Actually, let me try a different browser.
	I am using them on this website. <a href="#">https:</a>
	Is that correct?
Prayank Chaturvedi	Sure, let me know if you face any issue
Andreas Ruiz-Diaz	I am not using a VPN. I do see the emai
Prayank Chaturvedi	Please use this <a href="https://myportal.aceclo">https://myportal.aceclo</a>
	<i>11:31:20 PMAndreas Ruiz-Diaz is sharin</i> <a href="#">Screenshot 2025-07-15 140027.jpg</a> - ( :
	Can you confirm once are you trying to
Andreas Ruiz-Diaz	I am the IT guy. Just managing the accc
	I am in.
Prayank Chaturvedi	Is your login issue resolved?
Andreas Ruiz-Diaz	I should delete this from our document
	Only use: <a href="https://myportal.acecloudhos">https://myportal.acecloudhos</a>
	?
Prayank Chaturvedi	If you are trying to login into the MyPor
Andreas Ruiz-Diaz	Okay, just need to update our documer <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> at
Prayank Chaturvedi	Can you please specify documentation
Andreas Ruiz-Diaz	Our internal IT records.
Prayank Chaturvedi	We are transferring your chat to concer
Andreas Ruiz-Diaz	Ok

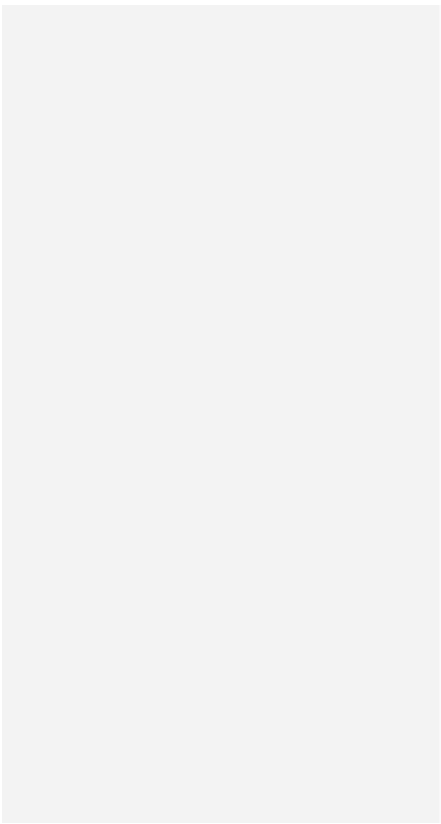
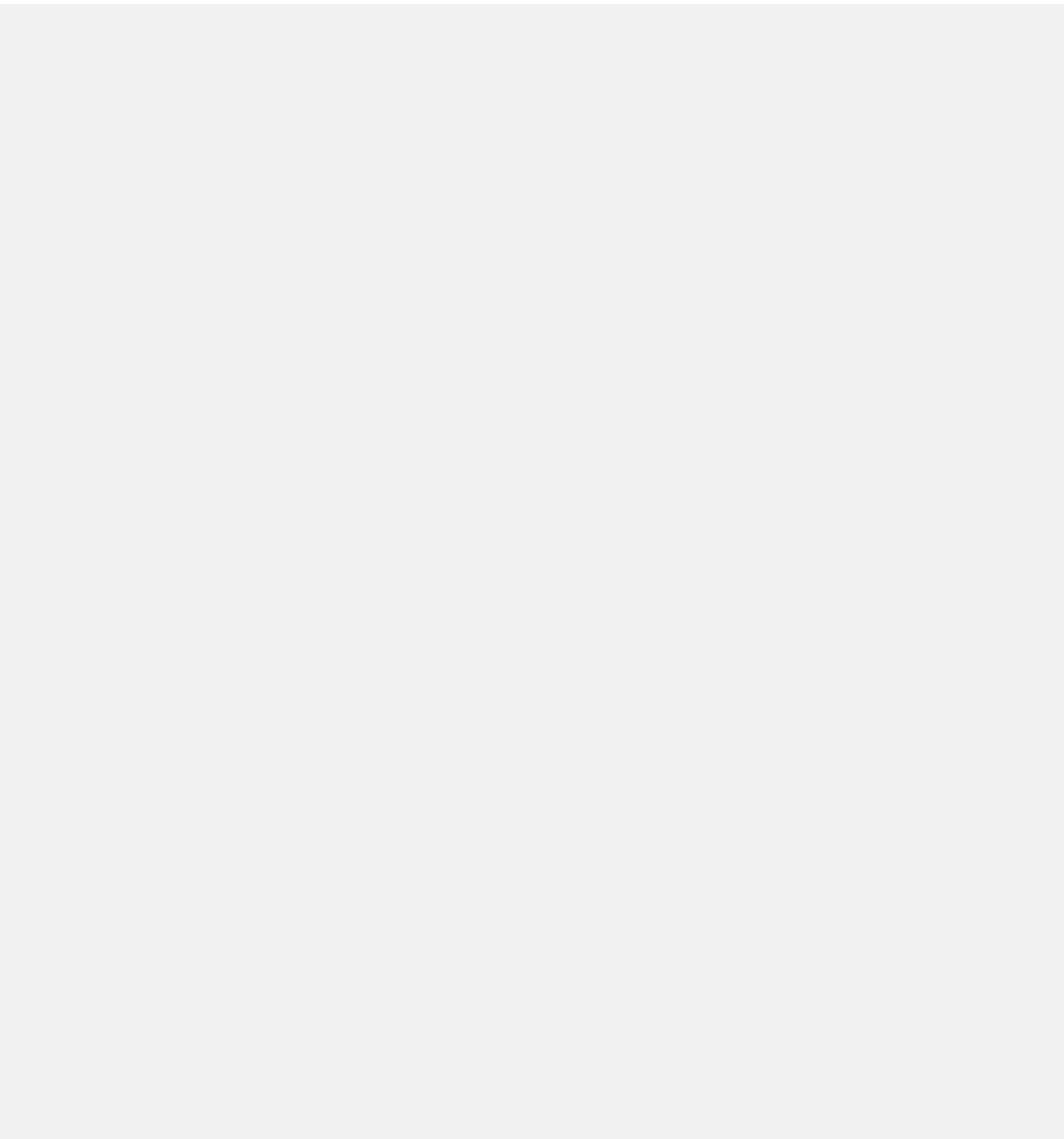


	<i>Prayank Chaturvedi is transferring the chat to Yash Kalra</i>
	<i>Yash Kalra accepted the chat transfer request</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosts today.
	Kindly allow me two minutes to check the server status.
Andreas Ruiz-Diaz	Thanks.
Yash Kalra	Andreas, please let know the exact issue you are facing.
Andreas Ruiz-Diaz	Should we delete the website <a href="https://seamless.com">https://seamless.com</a> and replace it with <a href="https://myportal.acecloudhost.com">https://myportal.acecloudhost.com</a> ?
Yash Kalra	The main purpose of the <b>Self-Care Portal</b> is to allow users to manage their account passwords. It is primarily intended for a user to change their password. On the other hand, <b>MyPortal</b> is meant for the account owner who can change passwords, manage users, and can directly impact billing.
Andreas Ruiz-Diaz	Got it. Now I understand.
	I am the admin.
Yash Kalra	Great, only you can access the MyPortal.
	Is there anything else I may help you with?
Andreas Ruiz-Diaz	Thank you for explaining it to me.
	Yes, who can I talk to about increasing the RAM?
Yash Kalra	Andreas, allow me a moment to check the server status.
Andreas Ruiz-Diaz	Thank you.
Yash Kalra	Upon checking, I found that there is sufficient RAM available. Based on the current usage and the number of users, I recommend <b>of additional RAM</b> to ensure better performance.
Andreas Ruiz-Diaz	How much more per month would that cost?
	<i>11:57:32 PMYash Kalra is sharing a file <a href="#">image.png</a> - ( Size:66.4 KB )</i>
	<i>The cost for additional RAM would be \$10 per month.</i>
	What amount of RAM are we at now? Can you provide the current hardware specs?
Yash Kalra	Currently, the server has*.* <b>RAM:</b> 15 GB <b>C Drive:</b> 371.04 GB free out of 459.40 GB <b>D drive:</b> 73.16 GB free out of 80 GB (92% free)
Andreas Ruiz-Diaz	Bring us up to 20 GB of RAM please.





	what does processor utilization look like
Yash Kalra	Andreas, when you mention processor utilization?
Andreas Ruiz-Diaz	no, the cpu
	<i>12:04:42 AM</i> Yash Kalra is sharing a file <a href="#">image.png</a> - ( Size:67.57 KB )
Yash Kalra	<b>Andreas,</b> Once this chat ends, I will be sending a Kindly provide your confirmation by rep addresses: <b>andreas@smartersolutions.io</b> or <b>technology@stratfordsteel.com</b>
Andreas Ruiz-Diaz	CPU utilization is high.
	What can we do about that?
	I will approve the RAM request.
	What time zone is that graph in?
Yash Kalra	The time zone for this graph is IST (Indi
Andreas Ruiz-Diaz	Okay, makes sense now.
Yash Kalra	I’ve checked the CPU utilization, and it
Andreas Ruiz-Diaz	okay.
	What does it cost to add CPU capacity?
Yash Kalra	Adding CPU is free.
	Our team extends the CPU whenever th
Andreas Ruiz-Diaz	We are running very high during the da because i am getting feedback from th
Yash Kalra	The slowness issue they're experiencin still create a task to increase the CPU a
Andreas Ruiz-Diaz	Thank you very much.
	I think i am all set.
Yash Kalra	Additionally, we offer Two-Factor Authen extra layer of protection to your server Would you like us to enroll this for your
Andreas Ruiz-Diaz	You have a great day.
Yash Kalra	I would greatly appreciate if you could : clicking on smileys at the end of this ch
	Thank you for choosing ACE cloud Host



You may end this chat now. Once you e  
regarding this conversation, along with

I request you to kindly spare a moment  
how I am working. I will appreciate that  
quality@acecloudhosting.com. Thanks!

Note: You may change/reset your serve  
Portal (<https://selfcare.acecloudhosting>

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

*Yash Kalra has ended this chat session*

