

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79066 krisika

**Email:** krisika@hkidata.com  7383092838

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 43 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

krisika	Hello, I am your Acebuddy
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.
krisika	Call nilay sir
Sujeet Kumar Suman	Could you please confirm the type of issue you are experiencing?
krisika	Quickbook issue
	I have already chat with manish
	Our server not going to be open
	QB not working
	All work stuck
Sujeet Kumar Suman	There is currently a technical outage. We will respond to you within 50 minutes.
	We apologize for the inconvenience this may have caused you and appreciate your patience and understanding througho
krisika	Too long time
	Can u call nilay right now?
Sujeet Kumar Suman	almost 50 mins.
	Thank you for your patience.

	Our team is currently busy but will reach out to you within the next 30 minutes.
krisika	Ok
	Thank you
Sujeet Kumar Suman	Most welcome.
	Is there anything else I may help you with ?
krisika	No
	Thank you
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Sujeet Kumar Suman has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79672 Michael Capogna

**Email:** cmtdmanagement@gmail.com **Phone:** 15164486814

**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:** DANBURY

**State:** Connecticut

**Country:** UNITED STATES

### Chat Transcript

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

*The visitor's name was changed from cmtdmanagement to Michael Capogna.*

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*

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## Chat Transcript

Need help with downloading Avalara for QuickBook

### Visitor Details

**#78845 joe.quinn**

**Email:** joe.quinn@internationalfilterproducts.com ☎ 818 802-0943

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** SUN VALLEY

**State:** California

**Country:** UNITED STATES

### Chat Transcript

joe.quinn Need help with downloading Avalara for QuickBooks

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

joe.quinn	joseph.q@myreldata.net (1).rdp
Gantavya	sure
please allow me a minute to transfer you to our support team to help you with your query	
<i>Gantavya is transferring the chat to Support(QB &amp; App Hosting).</i>	
Sujeet Kumar Suman	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
joe.quinn	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
joe.quinn	Need to connect Avalara on our server to our live QB account
joe.quinn	joseph.q@myreldata.net (1).rdp
Sujeet Kumar Suman	Sure let me check.
Sujeet Kumar Suman	As per Account, Avalara application for QuickBooks is already installed on your server.
joe.quinn	what directory is it in because it not connected to our Live Account
joe.quinn	Live QB Account
Sujeet Kumar Suman	May I take the remote access of your server?
joe.quinn	yes
Sujeet Kumar Suman	thanks.
Sujeet Kumar Suman	kindly approve.
joe.quinn	need admin rights to register for call back and register for adapter and subscribe please
Sujeet Kumar Suman	For this, we need authorization from <b>Anita</b> to provide you with temporary admin rights.
Sujeet Kumar Suman	over the mail.
joe.quinn	what e-mail do we send it to
Sujeet Kumar Suman	No worries, I will send an email to <b>Anita</b> on your behalf requesting temporary admin access. Once she approves, we will p
Sujeet Kumar Suman	Is there anything else I may help you with ?
Sujeet Kumar Suman	Are we still connected here?
Sujeet Kumar Suman	Are we still connected here?
joe.quinn	Anita sent a message...we did not see the message from you
Sujeet Kumar Suman	We require authentication via email to proceed.
Sujeet Kumar Suman	I am composing an email on your behalf and will be sending it to Anita for approval.
joe.quinn	She sent an e-mail just a few minutes ago to you
Sujeet Kumar Suman	That was for RAM addition.
joe.quinn	no we sent a reply that was for todays issues
Sujeet Kumar Suman	Sure, i will
Sujeet Kumar Suman	I have just sent an email to Anita and copied you (CC) for your reference.

	I am still waiting for authentication.
joe.quinn	ok just a moment...we are multitasking over here
Sujeet Kumar Suman	No issue, Take your time.
joe.quinn	Aniita just sent a reply to your e-mail
Sujeet Kumar Suman	Got it. Temporary admin access has been provided to you. (Edited)
joe.quinn	Thank you...just a minute
Sujeet Kumar Suman	Sure.
joe.quinn	hold on please
Sujeet Kumar Suman	Sure, no problem. Please take your time and let me know once you've completed the task. (Edited)
joe.quinn	can you please get me to the Avalara file again
Sujeet Kumar Suman	<a href="https://urldefense.proofpoint.com/v2/url?u=https-3A__www.dropbox.com_I_AACGaz-2DLez1dIWG8aMUT-2D8MkZTls64NQv5A_CdpgnVfiiMM&amp;r=4CXWiGjt3PnKCDaqUbaHLe5G6Zz-TWZnAlsNPxIt3Nc&amp;m=eueNOmGoEz8mS2vuq3iihK0Ygm_13Oxpca2g7LCSdDQ-1qxt1DFp_E_pj4IFDeJONCN4t_RPVGD0&amp;e=">https://urldefense.proofpoint.com/v2/url?u=https-3A__www.dropbox.com_I_AACGaz-2DLez1dIWG8aMUT-2D8MkZTls64NQv5A_CdpgnVfiiMM&amp;r=4CXWiGjt3PnKCDaqUbaHLe5G6Zz-TWZnAlsNPxIt3Nc&amp;m=eueNOmGoEz8mS2vuq3iihK0Ygm_13Oxpca2g7LCSdDQ-1qxt1DFp_E_pj4IFDeJONCN4t_RPVGD0&amp;e=</a>
	You can download the application from above link.
joe.quinn	how do I get that on the server
Sujeet Kumar Suman	May I take the remote access of your server?
joe.quinn	yes
Sujeet Kumar Suman	You need file or directory
joe.quinn	That is the wrong version file!!!!
	I just deleted it
	can you get me to the Avalara we had before so I can run the files as requested...I tried but I had errors
Sujeet Kumar Suman	Let me check.
joe.quinn	those are from when we cleaned it up and got the correct version
Sujeet Kumar Suman	right.
	We also don't have the latest version of the application.
	I just you to please coordinate with Anita or application support team.
joe.quinn	we do not want the latest version ....there was a bug in that version and it did not work so you dowloaded the proper one
	we saw it in the view earlier and we need to see it again you had it before
	are we still connected
Sujeet Kumar Suman	We also do not have the application setup files available.
	Yes
joe.quinn	it is already installed...can you get in the C drive and Program Files x86 and see if there is an Avalara folder there please

Sujeet Kumar Suman	sure..
	Is your issue resolved?
joe.quinn	hold on i think so
Sujeet Kumar Suman	Okay..
joe.quinn	ok we are good Thank you for your help
Sujeet Kumar Suman	Most welcome.
	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)

*Sujeet Kumar Suman has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79918 Anjali.r**

**Email:** anjali.r@myreldata.net

**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:** 28 Secs

**City:** SHIVAJINAGAR

**State:** Maharashtra

**Country:** INDIA

### Chat Transcript

Anjali.r	Hello, I am your Acebuddy
Acebuddy	Hello Anjali.r, 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 resolution.
	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.

*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.
Anjali.r	please help me login in QB
Abhay Kumar Saraswat	Sure.
	I will be surely assisting you with this.
Anjali.r	Username : atidiv.t@myrealdata.net
Abhay Kumar Saraswat	Thank you for the information.
	What exact issue is the user facing?
	Is the user unable to log in to the ACE server?
Anjali.r	yes
Abhay Kumar Saraswat	Okay.
	Kindly allow me two minutes to check the same.
Anjali.r	We are able to login in ACE server , having issues with QB login
Abhay Kumar Saraswat	Okay.

	May I take the remote access of the user's server?
Anjali.r	yes, sure
Abhay Kumar Saraswat	Please accept the remote request on server.
Anjali.r	yes
Abhay Kumar Saraswat	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
Anjali.r	yes
Abhay Kumar Saraswat	So, I'm in now in QB 24.
	Please login into file.
Anjali.r	okay
Abhay Kumar Saraswat	Please take your time.
Anjali.r	login again
	again
Abhay Kumar Saraswat	Yes, please.
Anjali.r	Logged in
Abhay Kumar Saraswat	Yes, now try.
Anjali.r	here is the issue to login in Intuit
Abhay Kumar Saraswat	So, you should have the Intuit password, right?
Anjali.r	let me check
Abhay Kumar Saraswat	Sure.
Anjali.r	we are unable to find the password
	can you help us reset
Abhay Kumar Saraswat	So, you can reset it.
	Please enter the code which you got on your registered number.
Anjali.r	The code is shared with the leads, we will require to wait for that
Abhay Kumar Saraswat	So the registered number is not yours?
Anjali.r	yes its mine
Abhay Kumar Saraswat	Okay.
Anjali.r	let me check

	ignore this please
Abhay Kumar Saraswat	Okay, no worries.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Anjali.r	yes
	sorry for the delay
Abhay Kumar Saraswat	No worries.
Anjali.r	I will need to connect with you later
	allow me some time
Abhay Kumar Saraswat	Okay.
	Or you can give me a suitable time so I could arrange a callback for you.
Anjali.r	I will let you know
Abhay Kumar Saraswat	Okay.
	Is there anything else I may help you with ?
Anjali.r	Thank you for the help
	not yet
Abhay Kumar Saraswat	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 summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback and suggestions at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Abhay Kumar Saraswat has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79429 Rhys Babich

**Email:** rbabich@oaksbrands.com ☎ 585 200 6987

**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:** ROCHESTER

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Rhys Babich	Hello, I am your Acebuddy
Acebuddy	Hello Rhys Babich, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rhys Babich	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rhys Babich	I'd like to raise a Request
Acebuddy	Please select your request type.
Rhys Babich	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboots and we will get back to you on the task's completion.
	Do you need any further assistance on the topic?
Rhys Babich	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79421 Yobani De Leon

**Email:** deleonpumping@yahoo.com ☎ 18188969781

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

**Operator:** Sandeep Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** PACOIMA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please select an option!
Yobani De Leon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Yobani De Leon	I can't connect to the app
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sandeep Kumar accepted the chat transfer request.</i>
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.
	Hi Yobani, How are you doing today?
Yobani De Leon	Good and yourself
Sandeep Kumar	Im good too, thanks for asking!
Yobani De Leon	Can you help me with my issue
	Looks like it's working now
Sandeep Kumar	I deeply apologize for the inconvenience caused to you. As checked with the backend team, one of our datacenters in Atlanta has experienced a connection failure.
Yobani De Leon	oh okay
Sandeep Kumar	We request you to ask all the users to keep on trying and they will be able to get back in.
Yobani De Leon	okay got it
Sandeep Kumar	We will share an update over the email once its fixed.
Yobani De Leon	perfect
Sandeep Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of the discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. You can send the feedback to quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
Yobani De Leon	You as well

*Sandeep Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79708 sbeal**

**Email:** sbeal@senderoresidential.com  13619355735

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** PHOENIX

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79455 Christy Burgess**

**Email:** christyb@gcevans.com  15016645095

**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:** LITTLE ROCK

**State:** Arkansas

**Country:** UNITED STATES

## Chat Transcript

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

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*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79213 anewtonmanda

**Email:** anewton@riverviewtaxcpa.com ☎ +18136728297

**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:** DELAND

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

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

	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-processed.
	Do you need any further assistance on the topic?
aNewtonManda	Setback
Acebuddy	Please select an option below
aNewtonManda	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-processed.
	Do you need any further assistance on the topic?
aNewtonManda	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#80000 SUSANSETAX**

**Email:** susansetax@gmail.com  4239689236

**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

SUSANSETAX	Hello, I am your Acebuddy
Acebuddy	Hello Susansetax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
SUSANSETAX	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
SUSANSETAX	I'd like to report an Issue
Acebuddy	Please select an option!
SUSANSETAX	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
SUSANSETAX	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79187 srinivas**

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

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** NELLORE

**State:** Telangana

**Country:** INDIA

## Chat Transcript

srinivas	Hello, I am your Acebuddy
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
srinivas	server down
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
srinivas	hi tushar
	can you check what is going on with taxgeeks server
	TAXGE
	THIS is serious
	it is down last 12 hours
Tushar	Hi Srinivas, I will surely be looking into this and I understand the severity of this issue.
	Kindly allow me 5minutes to check the same from back end.
srinivas	ok
Tushar	Thank you for waiting.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
srinivas	yes
Tushar	<a href="https://assist.acecloudhosting.com/join/2052809979">https://assist.acecloudhosting.com/join/2052809979</a>

Kindly Click on the link and open the downloaded file.

As per our remote session we were successful in connecting you to the server.

We could see performance issue which was due to your interconnection latency as it was jumping to three digits, we reco

For now I have edited the RDP icon to work on low latency connections.

srinivas why is the server setup changed

Tushar We will be monitoring the server performance from the back end if there will be any possibility of more minor changes to

srinivas my destkop is different

it is not showing all the files

it should all the files a minute ago

Tushar I changed it to connect with the nearest available data center and icon to work with low latency connections.

You are now logged in with different profile TGDATA21.

Now you are connected with the correct user profile TGSRINIVAS

Is there anything else I may help you with ?

srinivas we are good

thanks

bye

Tushar Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.

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

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

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

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

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

*Tushar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79280 kandyrae

**Email:** kandyrae@shaw.ca  16047737223

**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:** COQUITLAM

**State:** British Columbia

**Country:** CANADA

## Chat Transcript

kandyrae	Hello, I am your Acebuddy
Acebuddy	Hello Kandyrae, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kandyrae	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kandyrae	I'd like to raise a Request
Acebuddy	Please select your request type.
kandyrae	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the conversation.
	<i>Ended due to chat idle timeout</i>

## Visitor Details

**#79337 Omar Guzman**

**Email:** oguzman@trialitydistributors.com  787-565-8786

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

**Operator:** Anurag Sharma

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 13 Secs

**City:** CAROLINA

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript

Omar Guzman	Hello, I am your Acebuddy
	Hi
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Omar Guzman	Hi. After logging in, I'm getting this error message: "The connection was denied because the user account is not authorized."
Anurag Sharma	Okay
	May I take the remote access of your local computer?
	<i>3:52:00 AM</i> Omar Guzman is sharing a file with you <a href="#">IMG-20250713-WA0008.jpg</a> - ( Size:260.69 KB )
	Have you tried resetting your password via Myportal?
Omar Guzman	Yes.
Anurag Sharma	Was it done successfully?
Omar Guzman	Yes
Anurag Sharma	Okay, then you please retry again.
	To access the server
Omar Guzman	If not, I wouldn't have been able to reach the screen I just shared to you
Anurag Sharma	No problem.
	You please try again to access the server.
	With your new password.

Omar Guzman	Ok.
Anurag Sharma	Please let me know once you are done on the chat box.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

## Chat Transcript

I am not sure who I to contact for this problem:

### Visitor Details

#### #79248 Casey

**Email:** tanja@straighttalkcpas.com  7408169808

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** MARENKO

**State:** Ohio

**Country:** UNITED STATES

### Chat Transcript

Casey	I am not sure who I to contact for this problem:
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.
	Hello Casey.
Casey	

We currently have one person who is the main contact (administrator) for our Ace Cloud platform. We will be terminating access to our account. We also have a two factor authentication process. How can we transfer the admin rights to someone else? I have admin rights and we obviously can't ask him to do it?

Amit I would say for this you need to contact our technical team.

Let me transfer you to them.

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

*Sujeet Kumar Suman accepted the chat transfer request.*

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

Hello Casey

Casey Hi Sujeet. We currently have one person who is the main contact (administrator) for our Ace Cloud platform. We will be terminating access to our account. We also have a two factor authentication process. How can we transfer the admin rights to someone else? I have admin rights and we obviously can't ask him to do it?

Sujeet Kumar Suman Sure, I can help with that. Let me look into it for you.

Thank you for your patience.

Please provide the name and user ID of the person who will be terminated. Also, confirm the point of contact (POC) for the account.

Casey How would I determine the user ID? And the issue is that the person with admin access (the POC) is the one we want to terminate.

Sujeet Kumar Suman Please tell us the name of the person whose account we will be looking into.

Casey Shawheen Amirkhizi

Sujeet Kumar Suman Thank you for the information.

As checked, Shawheen Amirkhizi is the user of the account and also the primary POC (Point of Contact).

If you want to remove Shawheen as the POC and also remove access from the server, we will need email authorization from Shawheen.

Casey Which email address would Salim send an email to?

Sujeet Kumar Suman To change the primary POC of the account, please send an email to support@acecloudhosting.com from Salim's registered email address.

Casey Perfect! Thank you!

Sujeet Kumar Suman Most welcome.

Is there anything else I may help you with ?

Casey No, that was all I needed to figure out. Thank you very much!

Sujeet Kumar Suman You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. You can reach me at support@acecloudhosting.com. Thanks!

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

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

*Sujeet Kumar Suman has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79842 Dezerea Cornell

**Email:** dez@ameristarroofing.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79039 Melissa Banuelos

Email: melissab\_hub@yahoo.com ☎ 15124618647

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 50 Secs

City: LEANDER

State: Texas

Country: UNITED STATES

## Chat Transcript

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

Melissa Banuelos Yes

Acebuddy Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shubham Gupta accepted the chat transfer request.*

*Shubham Gupta is transferring the chat to Tushar.*

*Tushar accepted the chat transfer request.*

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

Hello Melissa.

Melissa Banuelos Hello, my assistant (registered user) Adrian Banuelos is having trouble logging in and I am not able to reset his password.

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

Melissa Banuelos My name is Melissa Banuelos (same company name: Melissa Banuelos).

my Username:myreldata\MelissaB.pro1

Adrian's is: AdrianBA.npro1

we need Adrian's password reset

Tushar Thank you for all these necessary detail.

You are not able to reset password from MyPortal correct?

Melissa Banuelos correction on my user id: Username:myreldata\MelissaB.npro1

I am logged into mine just fine, but Adrian cannot login to his account. It keeps saying his password is incorrect.

no, I am not able to reset

It won't let me log into myportal

Tushar Ok what we will have to now do is kindly email us at support@acecloudhosting.com with the request to reset password fo melissab\_hub@yahoo.com.

Once we receive the email address, I will reset it as we speak.

Melissa Banuelos email sent

Tushar Kindly allow me two minutes to check the same.

Kindly check the email, I have sent the new password on that. (Edited)

Kindly let me know once AdrianBA.npro1 is able to login or not.

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.

*Tushar has ended this chat session*

---

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78902 Mark Rumpke**

**Email:** mark@rumpkedemolition.com  15139679970

**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:** LOVELAND

**State:** Ohio

**Country:** UNITED STATES

### Chat Transcript

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

Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co

If you are facing any issue/problem with your server, Please select the appropriate option below :

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

*Ended due to chat idle timeout*

---

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79521 manishgupwork**

**Email:** manishgupwork@gmail.com ☎ +919718055975

**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:** BANGALORE

**State:** Karnataka

**Country:** INDIA

### Chat Transcript

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

manishgupwork	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
manishgupwork	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79764 Heather Moore

**Email:** hmoore@genesisfire.com  19722879836

**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:** SEAGOVILLE

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
Heather Moore	I'd like to report an Issue
Acebuddy	Please select an option!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the <i>Ended due to chat idle timeout</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79997 zane**

**Email:** zane@duravel.com  7048377991

**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:** 21 Secs

**City:** CHARLOTTE

**State:** North Carolina

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please select an option!
zane	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
zane	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
zane	Unable to send email, unable to log in to Intuit ID as directed
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Ashutosh Mishra accepted the chat transfer request.</i></p>	
zane	Hello, Ashutosh. I hope you are well!
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	Hello Zane, I am doing well and wish same for you.
	I understand you are unable to send email from QuickBooks.
zane	This issue started this morning. Has worked for several years, we have made no changes to any settings (knowingly). Pop as you are signed out of Intuit ID. Sign in to continue."
	When I follow the prompt to sign in the window is titled "QuickBooks Payments" and the circle of dots spins but does not p
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.
	Zane, we apologize for the inconvenience caused due to this. We would like to inform you that multiple users have reported currently coordinating with Intuit Support to investigate and resolve the matter.
zane	Well that is actually good news. Much better than spending a lot of time playing with settings. I have a work-around for to with your work!!!
Ashutosh Mishra	We will keep you updated and share further information as soon as we receive it. Thank you for your patience and unders
zane	Ace Cloud is always the best!
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 app quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Ashutosh Mishra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79065 Rajender P Dhingra

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

**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:** 33 Secs

**City:** PALM DESERT

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Rajender P Dhingra	Hello, I am your Acebuddy
Acebuddy	Hello Rajender P Dhingra, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rajender P Dhingra	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rajender P Dhingra	I'd like to report an Issue
Acebuddy	Please select an option!
Rajender P Dhingra	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Rajender P Dhingra	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?

Rajender P Dhingra	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>Vishal Dharan declined the transfer 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.
Rajender P Dhingra	I cannot connect to the server. It does not recognize the computer.
Ashutosh Mishra	Hello Rajender, I will be surely assisting you with this. Kindly help me with your server name and user name?
Rajender P Dhingra	On my second laptop the quickbooks is frozen
	Where do I find the server name
	GSTMeat.myrealdata.net
Ashutosh Mishra	Thanks for the confirmation !
	There is currently a technical outage.
	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue as soon as possible.
Rajender P Dhingra	So Just wait.
Ashutosh Mishra	Rest assured we are actively working on this, We will respond to you within 50 minutes.
Rajender P Dhingra	ok
Ashutosh Mishra	Thank you for your patience.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. You can send the completed form to quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
<i>Ashutosh Mishra has ended this chat session</i>	

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79827 glenda

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

**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:** 20 Secs

**City:** PASADENA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

glenda	Hello, I am your Acebuddy
Acebuddy	Hello Glenda, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
glenda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
glenda	I'd like to raise a Request
Acebuddy	Please select your request type.
glenda	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 :
glenda	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
glenda	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
glenda	I did a disk cleanup the day before yesterday. It deleted everything in my Download folder. I still have some files I need in Download folder back to 3 days ago?
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
glenda	Hello Glenda
glenda	Hello Anurag, good evening there. Thank you for taking my chat
I did a disk cleanup the day before yesterday. It deleted everything in my Download folder. I still have some files I need in Download folder back to 3 days ago?	
Anurag Sharma	Good evening Glenda.
	I will surely assist you with the request. Please share your username and server name.
glenda	XLCPA.myrealdatal.net
Anurag Sharma	Thanks for the confirmation, After this chat I will send you an email. You can revert back to that email with an approval from our side we will restore the requested file on the server and will inform you via email once done.
	Is there anything else I may help you with ?
	Are we still connected here?
glenda	yes
	just to confirm: we are only restoring the "Download" folder to 3 days ago
	while we keep all the other files current/enact, correct?
Anurag Sharma	Please mention the exact date and time.
	Yes
	Are we still connected here?
glenda	yes. i am refreshing to receive your email
Anurag Sharma	Yes, you will get the email after this chat.
glenda	got it. no other question. thank you very much again
Anurag Sharma	Thanks for the confirmation !
glenda	i look forward to your email
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	<i>glenda has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #78961 PAULA ANDERSON

**Email:** paula.advantageco@gmail.com  17634029704

**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:** 37 Secs

**City:** CEDAR

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

PAULA ANDERSON	Hello, I am your Acebuddy
Acebuddy	Hello Paula Anderson, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
PAULA ANDERSON	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
PAULA ANDERSON	I'd like to report an Issue
Acebuddy	Please select an option!
PAULA ANDERSON	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
PAULA ANDERSON	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
PAULA ANDERSON	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Paula
PAULA ANDERSON	

	Server Name :- AdvantageCInc.myrealdata.net
	User Name :- myrealdata\AC_Admin
Anurag Sharma	Thanks for the confirmation !
PAULA ANDERSON	My quickbooks is frozen when i switched from multi user to single
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Are you the only one facing this issue?
PAULA ANDERSON	yes
Anurag Sharma	Do you frequently face this issue?
PAULA ANDERSON	yes every time i switch
	Also i need to change the password for another user User Name :- myrealdata\AC_Arlyce
Anurag Sharma	Okay
	I would like to inform you that I have successfully logged you off from the server.
	You can now login back to the server and check if the issue is resolved.
PAULA ANDERSON	okay
Anurag Sharma	Also I would recommend you to please use this icon to log off from the server. Whenever you are done with your working
	<i>10:00:22 P Anurag Sharma is sharing a file with you <a href="#"><u>image.png</u></a> - ( Size:4.72 KB )</i>
	After this chat I will send you an email you can revert back to that email with an approval from the primary contact. Once proceed with the request.
	Please confirm if the issue is now resolved.
	Are we still connected here?
PAULA ANDERSON	yes
	waiting for it to boot up
Anurag Sharma	Sure, please take your time
PAULA ANDERSON	can you work on changing the password
Anurag Sharma	I will surely help you with that too. But I would require an approval from the primary contact.
	After this chat I will send you an email you can revert back to that email with an approval from the primary contact. Once proceed with the request.
PAULA ANDERSON	they are sitting next to me as there is a case number and you needed my approval as i am the admin
Anurag Sharma	Yes, I would just need the approval over the email.
	I will sent you the email just after this chat ends.
	You can revert back to that.
	Is there anything else I may help you with ?

PAULA ANDERSON	Ticket: 724191
	Like how can we get this reset she tried resetting this her self and she could not do it herself
	THIS IS REDICULIS
Anurag Sharma	I just checked the ticket you mentioned. I would like to inform you that there is no approval provided by the primary contact.
	I would request you to please provide the same so that we can help you with it.
PAULA ANDERSON	becuse that is ME!
Anurag Sharma	Yes I am aware that you are the primary contact. But please try to understand that I cannot change the password without your approval.
	I request you to please just revert back to the email I will send you after this chat.
	Or you can also reset the password on your end as well using Myportal.
PAULA ANDERSON	so if i email then you will change it
	<i>10:11:18 PMA</i> <i>Anurag Sharma is sharing a file with you</i> <u><a href="#">How to Manage ACE Server Users 4.pdf</a></u> - ( Size:1.33 MB )
	<i>You can refer to this SOP for resetting the password on your end as well.</i>
Anurag Sharma	Yes
PAULA ANDERSON	okay can you resend it
Anurag Sharma	Or if you want I can help you reset the password on your end using the Myportal
PAULA ANDERSON	no i do not want to use my portal
	i want you to change it
Anurag Sharma	Yes after this chat. You will receive the email from your end. You just have to revert back to that email with an approval.
	No problem. I will be happy to help you out with that too.
	Since password resets are sensitive actions, we request all our customers to provide approval via email to help prevent any unauthorized access.
	Is there anything else I may help you with ?
PAULA ANDERSON	okay i sent it now what
Anurag Sharma	Thank you so much.
	I will be sending you the new password via email within 5 minutes.
PAULA ANDERSON	how long is the link good for?
Anurag Sharma	It will work till 3 days. So I would recommend you to save it on your end once you find that email.
PAULA ANDERSON	okay thank you

PAULA ANDERSON has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78917 IOANA MONICA IURAS**

**Email:** ioana@imitaxadvisors.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** PEORIA

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78855 bwalliser1**

**Email:** bwalliser1@comcast.net  303-880-9556

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** MORRISON

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

bwalliser1 Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

bwalliser1 Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

bwalliser1 I'd like to report an Issue

Acebuddy Please select an option!

bwalliser1 QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

bwalliser1 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?

bwalliser1	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>	
Anjainay Singh	<i>Anjainay Singh accepted the chat transfer request.</i>
bwalliser1	Not able to log into our virtual desktop
<i>7:22:16 PM bwalliser1 is sharing a file with you</i>	
<i><u>1_image.png</u> - ( Size:11.12 KB )</i>	
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.
	May I take the remote access of your local computer?
bwalliser1	sure
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
bwalliser1	ok good to go
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/1652826354">https://assist.acecloudhosting.com/join/1652826354</a>
	Please copy this in your browser.
	Download the setup file.
	Click on it in download folders and click on Accept and Continue.
	Please enter your password.
	Please stay connected.
	I was trying to assist you with your issue but you were using profanity, I was trying to assist you so that it does not impact other users.
	We also are concerned about your security of your data.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
<i>Anjainay Singh has ended this chat session</i>	

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## Chat Transcript

Hello, I am your Acebuddy

#79099 rbason

Email: rbason@basoncpa.com ☎ 3362735649

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: GREENSBORO

State: North Carolina

Country: UNITED STATES

## Chat Transcript

rbason Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

rbason 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?

rbason Yes

Acebuddy Please refer to our status page for further updates on the issue status.

Thank you contact Ace Support. Have a wonderful day!

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79223 michael Gardner**

**Email:** michael@rayswine.com  +14142589821

**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:** 23 Secs

**City:** MILWAUKEE

**State:** Wisconsin

**Country:** UNITED STATES

## Chat Transcript

michael Gardner	Hello, I am your Acebuddy
Acebuddy	Hello Michael Gardner, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
michael Gardner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
michael Gardner	I'd like to report an Issue
Acebuddy	Please select an option!
michael Gardner	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
michael Gardner	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
michael Gardner	Same issue as ticket 723583
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 Michael (Edited)
michael Gardner	good afternoon
Sujeet Kumar Suman	Good Afternoon
michael Gardner	Same issue with Microsoft wanting Adm rights to login to a company file

Sujeet Kumar Suman	I will surely help you with this issue.
	May I take the remote access of your server?
michael Gardner	yes
Sujeet Kumar Suman	Kindly approve
	Kindly show me again.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Hello Michael
	Thank you for your patience.
	kindly log into the server.
	Please let us know if you are still facing any issues.
	Are we still connected here?
michael Gardner	yes
Sujeet Kumar Suman	Is your issue is resolved?
michael Gardner	Able to log in. Why does this happen. This last time it lasted a week before i needed to call.
	Is there a long term fix for the issue?
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.
	We have changed the port of the QuickBooks application from the backend. If you still face any issues in the future, please let me know.
michael Gardner	great, I will let you know if it does not work.
	Thank you.
Sujeet Kumar Suman	Sure.
	Is there anything else I may help you with ?
michael Gardner	not at this time.
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. You can send the summary to quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Sujeet Kumar Suman has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79735 Jonathon Myatt**

**Email:** jmyatt@omegataxservices.com  19154781285

**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:** PAHRUMP

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

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

Hello, I am your Acebuddy

## Visitor Details

### #79546 manishgupwork

**Email:** manishgupwork@gmail.com  +919718055975

**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:** BANGALORE

**State:** Karnataka

**Country:** INDIA

## Chat Transcript

manishgupwork	Hello, I am your Acebuddy
Acebuddy	Hello Manishgupwork, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
manishgupwork	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
manishgupwork	I'd like to raise a Request
Acebuddy	Please select your request type.
manishgupwork	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
manishgupwork	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
<i>Ended due to chat idle timeout</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #78906 REBECCA HARDY

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

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** AMESBURY

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

REBECCA HARDY	Hello, I am your Acebuddy
Acebuddy	Hello Rebecca Hardy, Trelfa Labs Inc, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
REBECCA HARDY	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
REBECCA HARDY	I'd like to report an Issue
Acebuddy	Please select an option!
REBECCA HARDY	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>8:20:41 PMREBECCA HARDY is sharing a file with you <a href="#">1_image.png</a> - ( Size:182.61 KB )</i>
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.

	Hello Rebecca, I will surely help you with this issue.
REBECCA HARDY	ok
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
REBECCA HARDY	I think my partner has this problem at times as well. He is in a different location.
	JON TRELFA
Ashutosh Mishra	Kindly allow me two minutes to check the same.
REBECCA HARDY	ok
Ashutosh Mishra	Please try login again.
	It seems you are connected on server now.
REBECCA HARDY	Yes, thank you
Ashutosh Mishra	Is there anything else I may help you with ?
REBECCA HARDY	No, thank you. Have a nice day.
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79582 joe pavone**

**Email:** joe@rvirtualcfo.com  17043971586

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Mins 17 Secs

**City:** CLOVER

**State:** South Carolina

**Country:** UNITED STATES

## Chat Transcript

joe pavone	Hello, I am your Acebuddy
Acebuddy	Hello Joe Pavone, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
joe pavone	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
joe pavone	I'd like to raise a Request
Acebuddy	Please select your request type.
joe pavone	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 :
joe pavone	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
joe pavone	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
joe pavone	I got a new computer and I am struggling to reconnect to ace connect
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
joe pavone	Hello!
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
joe pavone	I have used ace connect for a while but I had to switch computers and for some reason when i go to put my password in it happened on my other computer as well just forgot how to fix it
Ashutosh Mishra	Hello Joe, I will be surely assisting you with this. Kindly help me with your server name and user name? (Edited)

joe pavone	Rvirtualtax.myrealdata.net  Username : RV_Joe
	<i>5:50:08 PMjoe pavone is sharing a file with you</i> <u><a href="#">1_image.png</a></u> - ( Size:16.07 KB )
	when i get here and i click more choices
	<i>5:50:29 PMjoe pavone is sharing a file with you</i> <u><a href="#">1_image.png</a></u> - ( Size:24.75 KB )
	this is the only option that makes sense
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.
	Is your username RV_Joe on server?
joe pavone	yes
Ashutosh Mishra	Joe, I will share a new remote desktop file that will help you connect to Ace server.
joe pavone	id like to use ace connect if possible
	you guys had to do something for me to connect last time on my other computer
Ashutosh Mishra	Sure, we can reconfigure it, may I take remote access of your local computer to assist with configuration.
joe pavone	yes definitely
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
joe pavone	ok all set
	lets do it
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	<u><a href="https://assist.acecloudhosting.com/join/9182511371">https://assist.acecloudhosting.com/join/9182511371</a></u>
joe pavone	can you see?
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by using the server username and password in Ace Conn
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acec">https://selfcare.acec</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Ashutosh Mishra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79959 atidiv.t**

**Email:** atidiv.t@myrealdata.net

**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:** 1 Min 6 Secs

**City:** MUMBAI

**State:** Maharashtra

**Country:** INDIA

## Chat Transcript

atidiv.t	Hello, I am your Acebuddy
Acebuddy	Hello Anjali R, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
atidiv.t	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
atidiv.t	I'd like to report an Issue
Acebuddy	Please select an option!
atidiv.t	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
atidiv.t	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?
atidiv.t	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 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.
atidiv.t	Hello Shubham
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?
atidiv.t	okay
	atidiv.t@myrealdata.net
Shubham Maurya	Thanks for sharing details, please allow me a few minutes to pull the account details for you.
atidiv.t	okay
Shubham Maurya	Anjali could you please share a screenshot of this issue and from how long you are facing this issue?
atidiv.t	we are unable to login in qb
Shubham Maurya	Okay, is there any error message while trying to log in?
atidiv.t	No
	we were unable to login due to credentials issue.
Shubham Maurya	Anjali, as I can see you already have a ticket open for this issue with ticket number <a href="#">#742635</a> .
atidiv.t	okay
	reopen the same.
Shubham Maurya	Just allow me few minutes to go through this ticket for better understanding what steps have been taken till now.
atidiv.t	okay.
Shubham Maurya	Thanks for your patience, As I can see that earlier you were facing issue due to incorrect credentials and were unable to r
	Last representative informed you to reach out to your QuickBooks Administrator or Intuit Support directly to resolve the c
	Have you checked for that, please confirm once.
atidiv.t	please wait.
Shubham Maurya	Sure take your time.
atidiv.t	please try again.
	I have the email access.
Shubham Maurya	May I take the remote access of your local computer?
atidiv.t	sure.
Shubham Maurya	Prior providing the access, I would suggest you to close any important documents at your end.
atidiv.t	atidiv.t@myrealdata.net
Shubham Maurya	<a href="https://assist.acecloudhosting.com/join/1562734800">https://assist.acecloudhosting.com/join/1562734800</a>

	Kindly paste this link in the browser of local computer and join the session.
atidiv.t	we don't have access to download files.
Shubham Maurya	May I take the remote access of your server?
atidiv.t	okay.
Shubham Maurya	There you can download it.
	<a href="https://assist.acecloudhosting.com/join/5312551925">https://assist.acecloudhosting.com/join/5312551925</a>
atidiv.t	we are not access to download.
Shubham Maurya	Kindly Click on the link and open the downloaded file.
	This time perform the action on server not the local machine.
atidiv.t	we are not allowed to download any files.
	Can you please help me with the same without download ?
	I can share you with the remote access.
	So you can check the same.
Shubham Maurya	Are you connected to server and also confirm the user name from which you are logged in currently.
atidiv.t	Yes.
Shubham Maurya	Which user name?
atidiv.t	atidiv.t@myrealdata.net
Shubham Maurya	im sending a remote prompt on the server end, please accept.
atidiv.t	okay
Shubham Maurya	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Your most welcome, as we can see that you are able to perform the steps and reset your password.
	Is there anything else I may help you with ?
atidiv.t	done thanks.
	no thank you.
Shubham Maurya	Your most welcome.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the details.
	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 at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Have a good one.

atidiv.t okay

*Shubham Maurya has ended this chat session*

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## Chat Transcript

Is it possible to install an RDP on a phone or mobile de

### Visitor Details

#### #79024 Sarah Carruthers

**Email:** sarah@redhenbusiness.com ☎ 13144924343

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

**Operator:** Abhay Kumar Saraswat

**Website:** [https://www.acecloudhosting.com/knowledgebase/?s=how+do+i+set+up+Ace+on+my+phone&post\\_type=knowledgebase&kb\\_search\\_n](https://www.acecloudhosting.com/knowledgebase/?s=how+do+i+set+up+Ace+on+my+phone&post_type=knowledgebase&kb_search_n)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** SPRINGFIELD

**State:** Missouri

**Country:** UNITED STATES

### Chat Transcript

Sarah Carruthers Is it possible to install an RDP on a phone or mobile device?

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

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

*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.

Sarah Carruthers Hello Abhay Kumar, thank you for chatting with me today. I need to know if it's possible to install an RDP on am apple dev

Abhay Kumar Saraswat Hello Sarah

How are you doing today?

Sarah Carruthers I'm doing fine, thank you.

Abhay Kumar Saraswat	sure, I'll assist you in this.
Sarah Carruthers	Is this for account: <b>Red Hen Business Services</b> ?
Abhay Kumar Saraswat	Yes, it is.
Sarah Carruthers	Great.
Abhay Kumar Saraswat	So, are you looking to access server on your <b>Apple</b> phone?
Sarah Carruthers	Yes, is that possible?
Abhay Kumar Saraswat	Yes, it is.
Sarah Carruthers	Wonderful. Is it the same process as setting up a mac os computer?
Abhay Kumar Saraswat	Yes, it is quite same.
Sarah Carruthers	Let me guide you.
Sarah Carruthers	Thank you
Abhay Kumar Saraswat	First, you need to download " <b>Windows app mobile</b> " from your app store.
Sarah Carruthers	ok
Abhay Kumar Saraswat	Please do and let me know, so I'll guide you further.
Sarah Carruthers	I'm ready for the next step
Abhay Kumar Saraswat	Do you see + sign on top right corner?
Sarah Carruthers	yes
Abhay Kumar Saraswat	Great, click it and select "*PC*" option.
Sarah Carruthers	Okay, next.
Abhay Kumar Saraswat	PC name should be the server name: <b>RedHenBusiness.myrealdata.net</b>
Sarah Carruthers	Ok
Abhay Kumar Saraswat	Then click on "*Credentials*" and select "*Add credentials*".
Sarah Carruthers	And enter your username and password there.
Sarah Carruthers	ok
Abhay Kumar Saraswat	Done.
Abhay Kumar Saraswat	Then, come to the first screen and there is an option of " <b>Gateway</b> " .
Sarah Carruthers	Click it and select "*Add Gateway*"
Sarah Carruthers	And in Gateway name, enter "*rdg.myrealdata.net*"
Sarah Carruthers	Okay

Abhay Kumar Saraswat	<p>There is another option "<b>*Credentials*</b>" just below to the "<b>*Gateway name*</b>", is that autofill by your previously entered de</p>
	<p>If not then, please enter again.</p>
Sarah Carruthers	<p>It says "Use PC Credentials"</p>
Abhay Kumar Saraswat	<p>Yes,</p>
	<p>Click it.</p>
Sarah Carruthers	<p>I'm assuming that means my username and password, yes</p>
Abhay Kumar Saraswat	<p>Exactly.</p>
Sarah Carruthers	<p>Wonderful. That's been selected</p>
Abhay Kumar Saraswat	<p>If it is not autofilled then please enter again which you just entered previously.</p>
	<p>Great.</p>
	<p>Now you are ready to enter on server.</p>
	<p>Are you in?</p>
Sarah Carruthers	<p>Thank you! It is connecting now. How is this different if I wanted to connect an android phone?</p>
Abhay Kumar Saraswat	<p>Process will be same. There is no difference.</p>
Sarah Carruthers	<p>Perfect. Thank you</p>
Abhay Kumar Saraswat	<p>My pleasure to assist you.</p>
Sarah Carruthers	<p>Is it possible to get a transcript emailed to me from our chat today?</p>
Abhay Kumar Saraswat	<p>Yes.</p>
	<p>It is possible.</p>
	<p>When the chat will be disconnected, I'll reply you on your registered email with the complete transcript.</p>
Sarah Carruthers	<p>Thank you, have a great day!</p>
Abhay Kumar Saraswat	<p>Is it okay for you?</p>
Sarah Carruthers	<p>Yes, thank you!</p>

*Sarah Carruthers has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79269 asajwani

**Email:** asajwani@gmail.com ☎ 416-319-6811

**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:** 1 Min 16 Secs

**City:** MAPLE

**State:** Ontario

**Country:** CANADA

## Chat Transcript

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

asajwani	Hello Abhay
	it is regarding RAS1. Trying to loginning but it is stuck at 'Please Wait'. tried 2 times. possible to reboot the machine RAS1
Abhay Kumar Saraswat	Hello Ahmed
asajwani	doing rdp to ras1
Abhay Kumar Saraswat	How are you doing today?
asajwani	Good Abhay, How about u?
Abhay Kumar Saraswat	I'm good.
	Thank you for asking.
	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this.
asajwani	thanks
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.
asajwani	ok
Abhay Kumar Saraswat	Sorry for the delay, kindly allow me few more minutes.
asajwani	ok
Abhay Kumar Saraswat	hi,
	I'm trying to connect with the server and facing some issue.
	I apologize for delay.
asajwani	hi
Abhay Kumar Saraswat	Thank you for your patience.
	I can see you on server.
	Still do I need to restart the server?
asajwani	goood
	yes, plesae
Abhay Kumar Saraswat	Okay.
	Just restarted the server.
	Could you please try to login again on server?
asajwani	let me try
	yep, looks good now

	thx
Abhay Kumar Saraswat	No worries.
	Is there anything else I may help you with ?
asajwani	no, thanks alot
Abhay Kumar Saraswat	You are welcome.
	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 summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Abhay Kumar Saraswat has ended this chat session*

---

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79814 Nancy M Howell**

**Email:** nancyh@smartsteel.biz

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 22 Secs

**City:** BILLINGS

**State:** Montana

**Country:** UNITED STATES

## Chat Transcript

Nancy M Howell	Hello, I am your Acebuddy
Acebuddy	Hello Nancy M Howell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nancy M Howell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nancy M Howell	I'd like to report an Issue
Acebuddy	Please select an option!
Nancy M Howell	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nancy M Howell	Logging into the remote desktop fails 8 times out of 10, I usually have to make multiple attempts (sometimes 8 or more) I "cannot connect"
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
Nancy M Howell	Hi, I am Nancy
Vikas Singh Chauhan	Hello Nancy, how are you doing today ?
	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
Nancy M Howell	thank you
Vikas Singh Chauhan	Is it for the account <b>Business Resource Center Inc</b> ?
Nancy M Howell	yes
Vikas Singh Chauhan	Thanks for the confirmation !
	May I take the remote access of your local computer?
Nancy M Howell	yes
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.
Nancy M Howell	done. thanks
Vikas Singh Chauhan	<a href="https://assist.acecloudhosting.com/join/5492150521">https://assist.acecloudhosting.com/join/5492150521</a>
	Kindly paste this link in the browser of local computer and join the session.

Nancy M Howell	done
Vikas Singh Chauhan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
Nancy M Howell	ok thanks
Vikas Singh Chauhan	Thank you for your patience.
Nancy M Howell	Everything works great now. Thanks so much for your help
Vikas Singh Chauhan	My pleasure to assist you.
	Is there anything else I may help you with ?
Nancy M Howell	Very happy with the support. Gave positive feedback on survey. Don't need anything else today. Have a great rest of your day!
Vikas Singh Chauhan	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 summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Vikas Singh Chauhan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79942 Chris Poeschel

**Email:** chris@jbcscreenprinting.com  17157433113

**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:** 32 Secs

**City:** MOSINEE

**State:** Wisconsin

**Country:** UNITED STATES

## Chat Transcript

Chris Poeschel	Hello, I am your Acebuddy
Acebuddy	Hello Chris Poeschel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chris Poeschel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chris Poeschel	I'd like to report an Issue
Acebuddy	Please select an option!
Chris Poeschel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Chris Poeschel	1 of our users' RDC hangs at initiating connection but won't connect
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 Chris
	How are you doing today?
Chris Poeschel	1 of our users' RDC hangs at initiating connection but won't connect
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?
Chris Poeschel	jbcsellc.myrealdata.net; MYREALDATA\JBC_Chris
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Are you the only one facing this issue, or are your colleagues experiencing the same problem as well?
Chris Poeschel	I am the only user facing this issue.
Sujeet Kumar Suman	May I take the remote access of your local computer?
Chris Poeschel	Sure
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
Chris Poeschel	go ahead

Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/1012462682">https://assist.acecloudhosting.com/join/1012462682</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	We are still working on the remote session. Kindly stay connected on the chat.
	Thank you for your patience.
	As per our analysis, we have observed high latency on your network. We recommend contacting your local IT team to further investigate.
	Is there anything else I may help you with ?
Chris Poeschel	What latency result did you get when you tested? I just ran a latency test that showed 30 ms.
Sujeet Kumar Suman	Let me show you.
Chris Poeschel	that is upload latency
Sujeet Kumar Suman	Right, but you see the latency is higher than 60. (Edited)
Chris Poeschel	Why does the upload latency matter? I need to get this resolved immediately
Sujeet Kumar Suman	Sure, I have already performed the initial checks from my end. I will now escalate the issue to our escalation team for further investigation.
	Kindly share your contact number with us so our team can connect with you for further troubleshooting.
	Is there anything else I may help you with ?
Chris Poeschel	I ran the speedtest on one of the pcs connected via wifi.....the latency is significantly worse....205 on download and 1728 ms on upload. I dont think the latency is the issue.
Sujeet Kumar Suman	No worries, we are escalating your concern to the escalation team. They will reach out to you for further assistance.
Chris Poeschel	7159372514
Sujeet Kumar Suman	Please help us with contact number.
	Thank you for the information.
	Is there anything else I may help you with ?
Chris Poeschel	No
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 with a summary of the discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. You can send the summary to quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Sujeet Kumar Suman has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79575 Angelo Bocacao

**Email:** info@clmqbp.com ☎ 639157602689

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 58 Secs

**City:** SANTA MESA

**State:** National Capital Region

**Country:** PHILIPPINES

## Chat Transcript

Angelo Bocacao	Hello, I am your Acebuddy
Acebuddy	Hello Angelo Bocacao, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Angelo Bocacao	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angelo Bocacao	I'd like to report an Issue
Acebuddy	Please select an option!
Angelo Bocacao	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Angelo Bocacao	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Angelo Bocacao	I cannot connect to the server

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Angelo
Angelo Bocacao	Hello
	CID75267
	I have one user I cannot connect to the server
	Can someone call me?
	+63 915 760 2689
Shashwat Verma	Yes, although we can also resolve your issue on chat.
Angelo Bocacao	Yes please
	I am remotely connected via Ultraviewer with the user.
Shashwat Verma	I will surely help you with this issue.
Angelo Bocacao	Please initiate screenshare
	I want to connect via the traditional RDP not from the ace cloud application
Shashwat Verma	Angelo, to get the server access issue, we need to have the remote access of the affected user
Angelo Bocacao	yes please
Shashwat Verma	Okay
Angelo Bocacao	send the link to info@clmqbp.com
Shashwat Verma	Okay, sure
	Prior providing the access, I would suggest you to close any important documents at your end.
Angelo Bocacao	okay
	proceed
Shashwat Verma	We have shared the remote invite on the mentioned email address.
	Meanwhile could you please confirm the username affected?
Angelo Bocacao	Janet
	i am downloading the zohoconnect now
Shashwat Verma	Thanks for the confirmation !
	Just to re-confirm, kindly download the remote file on the affected PC.
Angelo Bocacao	yes
Shashwat Verma	Perfect

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.

Angelo Bocacao lets talk on notepad there

please open a notepad, lets talk there

so i dont need to toggle to this chat

thank you so much

Shashwat Verma Issue resolve on remote session, able to login the server.

It would be great if you could share your feedback after this chat ends. Thanks in advance!

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

*Shashwat Verma has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79078 Max Gorney

**Email:** mg@bdj.com  13108871818

**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:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Max Gorney Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

---

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#80006 s.corbin23**

**Email:** s.corbin23@gmail.com  2514592867

**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:** PANAMA CITY

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

s.corbin23	Hello, I am your Acebuddy
Acebuddy	Hello S.corbin23, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
s.corbin23	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

	Please chose an option :
s.corbin23	I'd like to report an Issue
Acebuddy	Please select an option!
s.corbin23	Password Reset
Acebuddy	Please select an option below
s.corbin23	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

---

## Chat Transcript

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Hello, I am your Acebuddy

### Visitor Details

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#### #79287 Tony Lee

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

**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:** 55 Secs

**City:** EL MONTE

**State:** California

**Country:** UNITED STATES

### Chat Transcript

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Tony Lee Hello, I am your Acebuddy

Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tony Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tony Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Tony Lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tony Lee	I need to update my 2024 Lacerte, but it says low disk space. Also i am not an admin to allow program restart
Acebuddy	Please wait while we connect you to a Support Representative
	<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.
	Is this for account: <b>CL Accounting Solutions Co ?</b>
Tony Lee	yes
Abhay Kumar Saraswat	Could you please confirm me your name?
Tony Lee	Tony Lee
	Tien Hao Lee
Abhay Kumar Saraswat	This message has been deleted
	Thanks for the confirmation!
	Tony, as I can see the C: drive disk space is below 10% which is very low to run the programs and applications smoothly.
Tony Lee	and?
	<i>5:08:52 AMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:10.7 KB )</i>
	what do i need to do?
Abhay Kumar Saraswat	As per the screenshot, there is 6GB left out of total 70 GB of space.
	Please stay with me and check, if I can free some space for you.
Tony Lee	ok
Abhay Kumar Saraswat	Kindly allow me two more minutes to free up some space.
Tony Lee	ok

Abhay Kumar Saraswat	Thank you.
	Thank you for your patience.
Tony Lee	ya? or how much extra do i need to pay for more storage
Abhay Kumar Saraswat	I just removed some unwanted files from C: drive and make it available <b>9.90GB</b> in total free space.
Tony Lee	ok  update lacerte 2024 for me please
Abhay Kumar Saraswat	Sure, let me update you with the pricing.
Tony Lee	update my software first  then give me the pricing after  cause i need to complete a return asap
Abhay Kumar Saraswat	Sure, give me a minute.  Kindly allow me 5 minutes and I'll update you once I completed.
Tony Lee	ok
Abhay Kumar Saraswat	Thank you for your patience.  Updating Lacerte 2023 version.  I'll update you.
Tony Lee	so you updating both version/  thanks
Abhay Kumar Saraswat	Which version you use most?
Tony Lee	2024  I need 2024 lacerte be updated
Abhay Kumar Saraswat	Okay, no worries.  I've updated the <b>Lacerte 2023</b> .
Tony Lee	ok
Abhay Kumar Saraswat	Working on <b>Lacerte 2024</b> version.
Tony Lee	let me know when its done
Abhay Kumar Saraswat	Yes, sure.  <b>Lacerte 2024</b> version is in updating process.

5:37:01 AMAbhay Kumar Saraswat is sharing a file with you  
[image.png](#) - ( Size:62.47 KB )

Meanwhile, can I share the disk space price?

Are we still connected here?

Are we still connected here?

Tony Lee

ya

let me take a look

go ahead and share with me the pricing

Abhay Kumar Saraswat

Thank you for your patience.

I've updated both **Lacerte** versions.

Tony Lee

ok

Abhay Kumar Saraswat

You can check at your end as well.

Sure.

In case you wish to upgrade the space, we are delighted to offer you an upgrade at a reasonable price. We have introduced six new plans. Please choose the one that suits your needs.

**Plan1 : 200GB : \$120/Month**

**Plan2 : 100GB : \$60/Month**

**Plan3 : 80 GB : \$50/Month**

**Plan4 : 60 GB : \$40/Month**

**Plan5 : 40 GB : \$28/Month**

**Plan6 : 20GB : \$15/Month**

Tony Lee

how many gb do i have now?

Abhay Kumar Saraswat

Total capacity you have in **C: drive is 70GB** and remaining space out of **70 GB** you have is **10 GB**.

Tony Lee

i will think about it and let you know

thanks

Abhay Kumar Saraswat

That all depends on the number of active users in account and the data they are saving in their desktop, documents and emails.

You are welcome.

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)

*Abhay Kumar Saraswat has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79709 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:** 13 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.
Anjali.r	Hello Shubham
Shubham Kataria	Hi anjali
	How may I assist you today?
Anjali.r	can you help us getting logging in QB
Shubham Kataria	Kindly confirm if you're unable to access the server or QuickBooks application only
Anjali.r	Unable to access QB
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Anjali.r	sure
	Anjali.r@myrealdata.net
	username
Shubham Kataria	Thank you for the information.
	Kindly confirm if you're receiving any specific error while accessing QB.
Anjali.r	Yes, it says that file is opened by other user, we tried to reset QB and run again, but the issue still persists
Shubham Kataria	Actually QB reset option is used to unfreeze the QB, Might be the Company file set to single user mode only that's why yo
	Let connect over the remote and check
	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.
Anjali.r	Yes
Shubham Kataria	Please accept the remote request on server
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	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	No, Will let you know if it happens again , thank you for the help

Shubham Kataria	You're welcome, We will be happy 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 this message.
Anjali.r	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Shubham Kataria	Sure
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation and support.
	<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 cooperation and support.</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>

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79723 Matthew E Bunch

**Email:** mbunch@altusgp.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** LEXINGTON

**State:** Kentucky

**Country:** UNITED STATES

### Chat Transcript

Matthew E Bunch	Hello, I am your Acebuddy
Acebuddy	Hello Matthew E Bunch, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Matthew E Bunch	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matthew E Bunch	I'd like to report an Issue
Acebuddy	Please select an option!
Matthew E Bunch	Password Reset
Acebuddy	Please select an option below
Matthew E Bunch	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?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79808 Jim Kellames

**Email:** jim@jkservicesinc.com

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 50 Secs

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Jim Kellames	Hello, I am your Acebuddy
Acebuddy	Hello Jim Kellames, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jim Kellames	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jim Kellames	I'd like to report an Issue
Acebuddy	Please select an option!
Jim Kellames	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jim Kellames	connection issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
	Is this for account <b>JK Services Inc ?</b>
Jim Kellames	yes
Vikas Singh Chauhan	Could you please elaborate the issue or share the error message or screenshot if any error generated.
	Are we still connected ?
	Are we still connected ?
Jim Kellames	yes, was getting the error code:
	0x10b
	extended error code: 0x0
Vikas Singh Chauhan	Thank you for the information and allow 5 minutes to check the same.
	Thank you for your patience.
	As I checked, there are two server aligned with this account.
	1. BlueisleDrake

	2. BlueisleEnterprise
Jim Kellames	1.
Drake	
Vikas Singh Chauhan	Thanks for the confirmation !
	Kindly allow me two more minutes to check the same.
Jim Kellames	ok
Vikas Singh Chauhan	Please stay connected, I am looking into the server details.
Jim Kellames	ok
Vikas Singh Chauhan	It is taking more time than expected, please stay connected.
Jim Kellames	ok
Vikas Singh Chauhan	May I take the remote access of your local computer?
Jim Kellames	yes
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.aceclouddhosting.com/join/8172192820">https://assist.aceclouddhosting.com/join/8172192820</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 putting the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	Please confirm as your issue has been resolved.
	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>Vikas Singh Chauhan has ended this chat session</i>

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## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79688 Michael Szymanski

**Email:** michael.szymanski@gagetech.com ☎ 12547593342

**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:** 44 Secs

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Michael Szymanski	Hello, I am your Acebuddy
Acebuddy	Hello Michael Szymanski, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Szymanski	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Szymanski	I'd like to raise a Request
Acebuddy	Please select your request type.
Michael Szymanski	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
Michael Szymanski	Setback
Acebuddy	Please select your request type.
Michael Szymanski	Change in Applications
Acebuddy	Please select your desired option!
Michael Szymanski	Application Addition
Acebuddy	Please select your Application
Michael Szymanski	Other Application
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address ai
	<ul style="list-style-type: none"><li>• Application name and version</li><li>• Setup/Installer download link (if any)</li><li>• Activation Code / License information</li></ul>

- Any other info/guide needed to install the application.

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

Application Addition usually takes 1-2 Hour(s)

Do you need any further assistance on the topic?

Michael Szymanski

Yes

Acebuddy

Please wait while we connect you to our 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?

Michael Szymanski

Hello, GageTechInc

Not sure of my user name, where can I find that?

Yash Kalra

Kindly allow me two minutes to check the same.

Michael, upon checking, we found that your username is MichaelGTI.

Going forward, please use this username to confirm your identity.

Michael Szymanski

Yes that looks familiar

It doesn't show anywhere I can find it

I saved it

Yash Kalra

You can see this username displayed as the RDP name once you log in to the server.

Michael Szymanski

Can you please load an application that will allow me to click on a .jpg or .jpeg or picture file type? We attached these doc open any of the photo images...

just a simple photo or picture app will work.

Yash Kalra

Michael, while opening the .jpg files, are you encountering any error?

If yes, please share a screenshot of the error message so we can review it further.

*9:12:04 PM Michael Szymanski is sharing a file with you*

*1\_image.png - ( Size:745.31 KB )*

*Michael Szymanski has initiated a remote assistance session. Would you like to access Michael Szymanski's screen?*

Michael Szymanski

The problem is .jpg and .jpeg files are not associated with the photo app to view them.

Yash Kalra

May I take the remote access of your server?

Michael Szymanski

sure

Yash Kalra

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

Michael Szymanski

ok

Yash Kalra

Kindly Click on the link and open the downloaded file.

<https://assist.acecloudhosting.com/join/4952063489>

	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
Michael Szymanski	ok
Yash Kalra	Michael, as discussed, we will be sending you an email for approval regarding the application installation shortly after this. Kindly provide your approval by replying from the email ID: michael.szymanski@gagetech.com, so we can proceed with the same.
Michael Szymanski	will do
Yash Kalra	Is there anything else I may help you with ?
Michael Szymanski	No thank you.
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 this message.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79724 Michelle Keith**

**Email:** michelle@businesscoachvas.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:** POBLACION

**State:** Mindoro Oriental

**Country:** PHILIPPINES

## Chat Transcript

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

## Chat Transcript

I'm not able to log on to my username within the server

### Visitor Details

**#79251 kbarron.dmj**

**Email:** kbarron.dmj@zoominternet.net  7243664760

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 7 Secs

**City:** LATROBE

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

kbarron.dmj	I'm not able to log on to my username within the server
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.
kbarron.dmj	Thanks

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

*Ashutosh Mishra accepted the chat transfer request.*

Maybe the password is wrong but i'm certain i am using the right one

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

Hello Barron, I will surely help you with this issue.

kbarron.dmj Thanks

Ashutosh Mishra Kindly help me with your server name and user name?

kbarron.dmj DanielB.net

Ashutosh Mishra Kindly allow me two minutes to check the same.

kbarron.dmj QBNXTENT,myrealdata.net

Ashutosh Mishra Please also let me know the business name registered with Ace.

kbarron.dmj DMJ Transportation

Ashutosh Mishra Daniel I have checked on the server and your account is logged in.

Are you facing issue with QuickBooks login?

kbarron.dmj This is Krista

my username is KBARRON

Ashutosh Mishra Your username as per the account details is KristaB.NENT and this is also logged in

If possible, please share the screenshot of message you get when logging in.

kbarron.dmj I just forgot my password

It's logged on my original computer

I'm trying to set up on my new one, i will log off the other one

Ashutosh Mishra Sure, I can assist with the password however we require email request due to security reason. I will send you an email with [dbarron@dmjtransportation.net](mailto:dbarron@dmjtransportation.net) and once the approval is received, I will reset the password using My Portal by the registered My Portal admin.

kbarron.dmj I will keep an eye out for the email

Ashutosh Mishra 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)

*Ashutosh Mishra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79544 Melinda Lewis**

**Email:** melindal@northaustincpa.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 34 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Melinda Lewis Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Melinda Lewis Managed IT

Acebuddy Please wait while we connect you to an available Representative.

*Acebuddy (bot) forwarded the chat request*

*Pradeep Kumar accepted the chat transfer request.*

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

*Manish Singh accepted the chat transfer request.*

Manish Singh Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assis

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the session by calling us at (1-888-415-5240) if any further assistance is required.

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79383 Mrunal Joshi**

**Email:** mrunal.joshix@myhavenstores.com

**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:** 2 Mins 16 Secs

**City:** PUNE

**State:** Maharashtra

**Country:** INDIA

### Chat Transcript

Mrunal Joshi	Hello, I am your Acebuddy
	hii
	I am facing this error in our remote server
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will assist you today.
	Hello Mrunal
Mrunal Joshi	Can you please help me access our remote server
Sujeet Kumar Suman	Sure, I can help with that.
	I will be surely assisting you with this. Kindly help me with your server name and use case.
	<i>9:03:25 PM Mrunal Joshi is sharing a file with you</i>

1\_image.png - ( Size:136.61 KB )

Mrunal Joshi

NextGenEnt.myrealdata.net MrunalJo

Sujeet Kumar Suman

Thank you for the information and allow 2 minutes to check the same.

Thank you for your patience.

May I take the remote access of your server?

Mrunal Joshi

yes you may

Sujeet Kumar Suman

Kindly approve.

Mrunal Joshi

approved

Sujeet Kumar Suman

Thanks for the confirmation !

We are connected on the remote session and will proceed with the troubleshooting o  
the time, I am putting the chat on hold, please do not disconnect it. Once the issue is  
give your confirmation on this chat.

Mrunal Joshi

okay

Sujeet Kumar Suman

Thank you for your patience.

Upon review, we determined that a clean installation of the QuickBooks application is  
recommended to resolve this issue.

We will inform you once the clean installation of the QuickBooks application has been  
completed.

Are we still connected here?

Mrunal Joshi

Yes I am here

Sujeet Kumar Suman

I completely understand your concern, but this is the only available option to resolve  
this issue permanently.

Mrunal Joshi

Until when can we expect resolution to this matter??

Sujeet Kumar Suman

To prevent any interruptions on the server, the application can only be reinstalled du  
ring off hours.

Mrunal Joshi

okay, please keep me posted on this

Sujeet Kumar Suman

Sure We will.

Is there anything else I may help you with ?

Mrunal Joshi

no that is it

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  
with a summary of our conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my managers can  
review it. I will appreciate that. or you may send your feedback at quality@acecloudh  
osting.com. Thanks!

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

*Sujeet Kumar Suman has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79481 Hedley and Bennett Inc

**Email:** finances@hedleyb.com ☎ 12623910904

**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:** 23 Secs

**City:** COMPTON

**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 assist 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 report an Issue
Acebuddy	Please select an option!
Hedley and Bennett Inc	QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
Hedley and Bennett Inc	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps may help you with resolving the issue
	Was that helpful?
Hedley and Bennett Inc	No
Acebuddy	No issues, please wait while I connect you to one of our support engineers who'd assist you.
	<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 with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and user credentials.
Hedley and Bennett Inc	username: anjali
Yash Kalra	Could you please confirm if your server name is HABINC.myreldata.net? (Edited)
Hedley and Bennett Inc	Anjali.r@myreldata.net
	i think that is correct
Yash Kalra	Kindly allow me two minutes to check the same.
	Please let me know if the issue is related to logging into the server or accessing the application.
Hedley and Bennett Inc	i believe the server is down.
	this is the error code i am receiving -12, 0
Yash Kalra	<b>To help me assist you better, please answer the following questions:</b>
	<ol style="list-style-type: none"> <li>Are you receiving any error message while attempting to connect to the Ace server? If yes, share the exact message.</li> <li>Were you able to connect to the server before, or is this your first time trying?</li> <li>When was the last time you were able to connect to the server successfully?</li> <li>Are you using a Windows PC or a Mac?</li> <li>Have you checked if your internet connection is stable? Also, have you tried connecting to a different network, such as a mobile hotspot?</li> </ol> <p>(Edited)</p>
Hedley and Bennett Inc	i'm able to get onto the server

	internet is fine, windows
	i am getting the error code when i am clicking on our company file in QBD
Yash Kalra	May I take the remote access of your local computer?
Hedley and Bennett Inc	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at
	Kindly Click on the link and open the downloaded file. <a href="https://assist.aceclouddhosting.com/join/9482297494">https://assist.aceclouddhosting.com/join/9482297494</a>
	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
Hedley and Bennett Inc	here?
Yash Kalra	Anjali, we've assisted you with the QuickBooks login issue. Is there anything else I can help you with?
Hedley and Bennett Inc	no thats it
	thank you yash!
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can working. I will appreciate that. or you may send your feedback at quality@aceclouddh Thanks!
	Note: You may change/reset your server password on your own by registering on our ( <a href="https://selfcare.aceclouddhosting.com">https://selfcare.aceclouddhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.aceclouddhosting.com/know">https://www.aceclouddhosting.com/know</a>

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79803 Darshak Shah**

**Email:** bookkeeping@sktaxaddison.com

**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:** 2 Mins 31 Secs

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Darshak Shah	Hello, I am your Acebuddy
Acebuddy	Hello Darshak Shah, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Darshak Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Darshak Shah	I'd like to raise a Request
Acebuddy	Please select your request type.
Darshak Shah	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description c request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate below :
Darshak Shah	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Darshak Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Darshak Shah	I want to created a zip file for a folder

Acebuddy

Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Anjainay Singh declined the transfer request.*

*Sanyam Madan accepted the chat transfer request.*

Sanyam Madan

Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be  
you today.

Darshak Shah

Hi

Sanyam Madan

Can you please explain your issue ? (Edited)

Darshak (Edited)

Darshak Shah

I want to create a zip file for a folder

its showing error

Sanyam Madan

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

Darshak Shah

Darshak Shah

sktaxaddison1

Sanyam Madan

Kindly allow me two minutes to check the same.

Darshak Shah

sure

Sanyam Madan

May I take the remote access of your server?

Darshak Shah

sure

Sanyam Madan

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

Darshak Shah

ok

done

Sanyam Madan

Please log in to the server and accept the request

Darshak Shah

ok

done

Sanyam Madan

Hello Darshak , i just lost the connection

we need to connect again

I got it back

Darshak Shah

ok

Sanyam Madan

Hello Darshak

Darshak Shah

hi

Sanyam Madan

We will mail you the detail of the available space on all the server

Is there anything else I may help you with ?

Darshak Shah

Okay, Thank you!

No

Sanyam Madan

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 ticket number and survey feedback for your review.

I request you to kindly spare a moment to fill that out for me so that my manager can review it and understand how I am working. I will appreciate that. or you may send your feedback at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com). Thanks!

Note: You may change/reset your server password on your own by registering or logging in to our Self-care Portal (<https://selfcare.acecloudhosting.com>).

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

*Sanyam Madan has ended this chat session*

