

Chat

Hello, I

Visitor Details

#83255 Mike Healey

Email: mike@haamail.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 29 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

| | |
|-------------|--|
| Mike Healey | Hello, I am your Acebuddy |
| Acebuddy | Hello Mike Healey, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Mike Healey | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Mike Healey | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Mike Healey | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Mike Healey | I need Firm 360 Adobe tool installed |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| Mike Healey | Server Name is HartmannandAssoc Username is MichaelHealey@myrealdata.net CID75250 |
| | <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. |
| Mike Healey | we sent an email from adfministrator |
| Shubham Kataria | Thank you for the email. |
| | Kindly let us know if you would like to install the application now or shall we install it in night hours once everyone logged as we require a downtime of half hour to install the application. |
| Mike Healey | you can install now |
| Shubham Kataria | Sure, please let me where you have placed the set up file |
| Mike Healey | it is in downloads |
| Shubham Kataria | Please ask everyone to log off from the server for next 15-30 minutes and I'm proactively working on it Once the installation completed, we will inform you via email |
| Mike Healey | wait maybe you should wait until after hours then I thought you were only going to install for me |
| Shubham Kataria | No, application will be installed on the entire server that's why we need the downtime from the server but no problem, we can schedule it for the night hours |
| Mike Healey | ok |
| Shubham Kataria | once everyone will log off from the server, we will install it on the server. You may also let me know when everyone will be logging off so that we can install on priority basis |
| Mike Healey | 6 PM pacific time should be ok |
| Shubham Kataria | Thank you for the information. we will install it at 6 PM pacific time. Is there anything else I may help you with ? |
| Mike Healey | no thank you |
| Shubham Kataria | You're welcome I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Shubham Kataria has ended this chat session

Chat

Hello, I

Visitor Details

#83887 Paul Hayes

Email: paul@rentkeywest.com ☎ 3055876767

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: BELLE GLADE

State: Florida

Country: UNITED STATES

Chat Transcript

| | |
|------------|---|
| Paul Hayes | Hello, I am your Acebuddy |
| Acebuddy | Hello Paul Hayes, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Paul Hayes | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Paul Hayes | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Paul Hayes | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Paul Hayes | Receiving message when printing checks that states Incorrect license key or demo evaluation period expired. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> |

| | |
|-----------------|---|
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. |
| | Hello Paul, I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Paul Hayes | CID69003 |
| Ashutosh Mishra | Thank you for providing the details. Let me check that for you. |
| | Thank you for your patience. |
| | Kindly check now. |
| | Hello Paul, kindly let us know if you are able to print now without receiving any license related messages. |
| | Are we still connected here? |
| Paul Hayes | Yes, I'm sorry. It did print okay this time. |
| Ashutosh Mishra | Great to see it is resolved. Rest assured we have made required backend changes, and the issue will not reoccur. |
| | Is there anything else I may help you with ? |
| Paul Hayes | No, that is all. Thank you so much. |
| Ashutosh Mishra | 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. |
| | 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/) |

Ashutosh Mishra has ended this chat session

Chat

Hello, I

Visitor Details

#83578 Adriana Cortes Vargas

Email: amcortesauditores@gmail.com  + 506 8868 9370

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: ANSELMO LLORENTE

State: San Jose

Country: COSTA RICA

Chat Transcript

| | |
|-----------------------|---|
| Adriana Cortes Vargas | Hello, I am your Acebuddy |
| Acebuddy | Hello Adriana Cortes Vargas, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Adriana Cortes Vargas | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Adriana Cortes Vargas | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Adriana Cortes Vargas | Password Reset |
| Acebuddy | Please select an option below |
| Adriana Cortes Vargas | Reiniciar |
| Acebuddy | Hello Adriana Cortes Vargas, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Adriana Cortes Vargas | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Adriana Cortes Vargas | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Adriana Cortes Vargas | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Adriana Cortes Vargas | Other QB related issue |

| | |
|-----------------------|--|
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Adriana Cortes Vargas | I need to reset the admin password in 2 company files. I've tried to run the process but the info I enter returns an error |
| 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> |
| | <i>Shashwat Verma is transferring the chat to Karan Bhattacharya.</i> |
| | <i>Karan Bhattacharya accepted the chat transfer request.</i> |
| Karan Bhattacharya | Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today. |
| Adriana Cortes Vargas | Hi |
| Karan Bhattacharya | What is the issue are you facing? |
| Adriana Cortes Vargas | I need to reset the admin password in 2 company files. I've tried to run the process but the info I enter returns an error |
| Karan Bhattacharya | Please share the screenshot of error. |
| Adriana Cortes Vargas | sure |
| | <i>2:12:15 AM Adriana Cortes Vargas is sharing a file with you image.png - (Size:72.81 KB)</i> |
| | <i>2:12:24 AM Adriana Cortes Vargas is sharing a file with you image.png - (Size:72.81 KB)</i> |
| Karan Bhattacharya | ok |
| | let me check few details at backend, allow me few minutes |
| Adriana Cortes Vargas | sure |
| Karan Bhattacharya | Thank you for your patience |
| | Can you please share your availability and contact detail so that we can connect with you over call. |
| Adriana Cortes Vargas | I can do this tomorrow morning |
| Karan Bhattacharya | ok, please share timing along with time zone and contact detail so that we can schedule it accordingly. |
| Adriana Cortes Vargas | 10:00 a.m. EST 13054236883 |
| Karan Bhattacharya | Ok, so we will connect accordingly in the given timing window. |
| Adriana Cortes Vargas | Thank you very much |
| Karan Bhattacharya | Beginning from 10am |
| | Thank you for your time and cooperation |
| | Is there anything else I can help you with? |

| | |
|-----------------------|---|
| Adriana Cortes Vargas | not now, thanks |
| Karan Bhattacharya | ok |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Karan Bhattacharya has ended this chat session

Chat

Hello, I

Visitor Details

#83506 Rachel Pavone

Email: rpavone@rvirtualtax.com

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: 29 Secs

City: CLOVER

State: South Carolina

Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|--|
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Rachel Pavone | Setback |
| Acebuddy | Hello Rachel Pavone, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Rachel Pavone | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Rachel Pavone | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Rachel Pavone | Server Resource Addition |
| Acebuddy | Please select the resource type you'd like to add |
| Rachel Pavone | Setback |
| Acebuddy | Please select your request type. |
| Rachel 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 : |
| Rachel Pavone | Setback |
| Acebuddy | Please select your request type. |
| Rachel Pavone | Setup Ace Server |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System |
| Rachel Pavone | 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? |
| Rachel Pavone | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Yash Ahi accepted the chat transfer request.</i> |
| Yash Ahi | Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today. |
| | Hi Rachel. How are you doing today? |
| Rachel Pavone | Hello! |
| | Im good we just are having issues setting up the rdp connection for my user on my computer |

| | |
|----------------|--|
| Yash Ahi | I will surely help you with this issue Rachel. |
| Rachel Pavone | Could you please help me with your server name or business name? |
| Rachel Pavone | rachel.p@myrealdata.net is the user name Rvirtualtax LLC CID 74999 |
| Yash Ahi | Thanks for the confirmation ! |
| | Kindly allow me two minutes to check the same. |
| Rachel Pavone | thank you |
| Yash Ahi | You are welcome. |
| | May I take the remote access of your local computer? |
| Rachel Pavone | yes |
| Yash Ahi | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2732491127 |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| | <i>Yash Ahi is transferring the chat to Shubham Maurya.</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. |
| | Please hold on let me download the details to assist you further on this. |
| | Do you want me to place RDP shortcut on desktop? |
| Rachel Pavone | yes |
| Shubham Maurya | It's done, also please let me know do you want to save login ID and password so that you don't have to enter it every time? |
| | Or it's okay to enter it every time? |
| Rachel Pavone | save |
| Shubham Maurya | Sure. |
| | Thanks for the patience, it was already set to save credentials. |
| | Is there anything else I may help you with ? |
| Rachel Pavone | thank you!! |
| Shubham Maurya | You are most welcome Rachel ! |
| | 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. |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |

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

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

Shubham Maurya has ended this chat session

Chat

Hello, I

Visitor Details

#83509 pstapleton

Email: pstapleton@tippfloor.com ☎ 12019838438

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 55 Secs

City: RIDGEFIELD

State: New Jersey

Country: UNITED STATES

Chat Transcript

pstapleton Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

pstapleton Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

pstapleton I'd like to report an Issue

Acebuddy Please select an option!

pstapleton Other Issue

| | |
|--|---|
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| pstapleton | I have raised ticket 800254 which has error attached. Some type of trust issue |
| Acebuddy | Please wait while we connect you to a Support Representative |
| <p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Shubham Maurya accepted the chat transfer request.</i></p> | |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. |
| | <i>7:07:38 PMpstapleton is sharing a file with you</i> <u>image (2).jpeg</u> - (Size:31.03 KB) |
| | <i>This is one error</i> |
| | Please allow me to check this ticket number please hold on. |
| | Thanks for sharing details on it, please let me check. |
| | Thank you for your patience. Our dedicated team is currently working on this, and we'll provide you with an update within |
| | Please stay connected over this chat, we will update you over here. |
| pstapleton | Nobody is able to use system so please escalate so its fixed ASAP, tks... |
| Shubham Maurya | Alright, they just informed us to ask you to please try to login now. |
| pstapleton | ok, Moment |
| Shubham Maurya | Sure, take your time. |
| | <i>7:13:52 PMpstapleton is sharing a file with you</i> <u>Ace Error 2.GIF</u> - (Size:21.96 KB) |
| | <i>Getting this now...</i> |
| | Okay, let me check it. |
| | Give it one more try now please. |
| pstapleton | ok, moment |
| | Same error |
| Shubham Maurya | May I take the remote access of your local computer? |
| pstapleton | ok, but so you know users in India, Mexico, Argentina and in the USA are all having the same problem |
| | This is something central |
| Shubham Maurya | Just to confirm, is this new error occurring for all users too? |
| pstapleton | let me check with another user |
| Shubham Maurya | Could you please try again as we've made some changes to the server access. |
| pstapleton | ok, it looks like its fixed |
| | I and other users in the USA can login |
| Shubham Maurya | Thank you for confirming. The team identified a server access issue, which has now been resolved. We appreciate your pa |

| | |
|----------------|--|
| pstapleton | <p>users are getting an error that QB subscription is expired</p> <p>We changed to Monthly subscription a few months ago and had this issue</p> |
| Shubham Maurya | <p>Sure, let me check for that too from backend. Allow few more minutes please.</p> <p>Kindly request all users to log off from the server for a short while. Our team is currently performing some backend testing and understanding!</p> |
| pstapleton | <p>ok, you can force all off</p> |
| Shubham Maurya | <p>Sure, we are proceeding now.</p> <p>Thank you so much for your patience! The process is taking a little longer as a few IPs are still being updated on the server. Your support really helps us serve you better!</p> |
| pstapleton | <p>ok</p> |
| Shubham Maurya | <p>We're almost done and just finalizing a few checks. Due to an issue earlier, the entire process needed to be redone, which took a bit longer.</p> |
| pstapleton | <p>ok, can you share what was done earlier to cause this?</p> |
| Shubham Maurya | <p>There was a configuration issue in the replication process that caused this problem. Our team has now conducted multiple checks and addressed this.</p> <p>Please login now and check if it's working.</p> |
| pstapleton | <p>ok, moment</p> <p>I can login ok, checking with team</p> <p>give me a few more minutes</p> |
| Shubham Maurya | <p>No problem at all. We want to ensure that everyone can work smoothly, so please take your time with this.</p> |
| pstapleton | <p>So far everyone is able to login. Just waiting on a few more people to confirm.</p> |
| Shubham Maurya | <p>No worries, we're here and awaiting your final confirmation to ensure the connection is fully stable.</p> <p>We'll continue to monitor this from our side for the next few days to ensure everything runs smoothly, so we'll keep this ticket open for a few more days.</p> |
| pstapleton | <p>So far, all have been able to login without issue</p> <p>I think we are good</p> |
| Shubham Maurya | <p>Thank you for confirming that everything is now working for you. We sincerely apologize for the inconvenience you experienced during this issue.</p> <p>Appreciate your patience in this whole process !</p> |
| | <p>Is there anything else I may help you with ?</p> |
| pstapleton | <p>Thanks for the frequent updates during this outage. Good job keeping us informed Shubham</p> <p>Would it be possible to get a post mortem on what happened?</p> <p>We have a user in India who could be contacted for post checks after any types of upgrades or issues in Ace Cloud Hostir</p> <p>This way these issues are fixed in advance.</p> <p>of US hours</p> |

Her email is sjain@tippfloor.com

Her Name is Sonal Jain

Shubham Maurya Thank you for your kind words! I really appreciate your patience and understanding during the outage. Absolutely, we can prepare a detailed report outlining what happened, the root cause, and the steps we've taken to prevent it from happening again. We're glad we could keep you informed throughout.

I'll loop in sjain@tippfloor.com as well to ensure they receive all updates and stay connected.

Do you want us to add sjain@tippfloor.com as POC user or just for the email updates?

pstapleton I think Sonal would be a good POC in India for any POST checks on future issues instead of waiting for USA users to come online. Not sure if that can be captured somehow.

Shubham Maurya Noted that ! Having Sonal as the point of contact in India for any post-checks would definitely help speed up the process and reduce the time taken for resolution. We can add Sonal as a POC once we receive email confirmation from the currently registered POC at pstapleton@tippfloor.com.

pstapleton Understood
I think we can close this chat now

Shubham Maurya Sure! Please feel free to reach out to us anytime. We will send the requested information via email using the same ongoing communication channel.
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.
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<https://selfcare.acecloudhosting.com/>)
For self-help, check out our Knowledge Base (<https://www.acecloudhosting.com/knowledgebase/>)
Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shubham Maurya has ended this chat session

Chat

Hello, I

Visitor Details

#83842 mlankford

Email: mlankford@mbopartners.com ☎ 13038184009

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Hello, I

Visitor Details

#83354 bramaglia

Email: bramaglia@willscpas.com

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 54 Secs

City: CHARLOTTESVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

bramaglia Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

bramaglia Managed IT

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

Acebuddy (bot) forwarded the chat request

Priyanshu accepted the chat transfer request.

bramaglia Hi I need to connect my computer to our network printer - I cannot figure out how to do that

Priyanshu Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?

Could you please help me with your businessname and username?

bramaglia bramaglia Wills & Associates

Priyanshu Is it Wills & Associates

your businessname?

bramaglia yes

bramaglia is my username

| | |
|---|---|
| Priyanshu | Thank you for sharing the details could you please help me with your complete username |
| | Is it with myrealdata.net |
| bramaglia | my username for Wills & Associates is bramaglia I do not know anything about myrealdata.net |
| Priyanshu | Actually, I could not find any businessname associated with Wills & Associates Do you have the customer ID |
| bramaglia | route 89 ventures, LLC |
| Priyanshu | Thank you It seems that your server is being managed by different team, please let me transfer your this chat request to the concerned team. |
| bramaglia | Thanks |
| <i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i> | |
| <i>Karan Bhattacharya accepted the chat transfer request.</i> | |
| Karan Bhattacharya | Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today. |
| bramaglia | Hi I need to connect my computer to our network printer - I cannot figure out how to do that |
| Karan Bhattacharya | I will be surely assisting you with this. Can you please let us know what is the error are you getting while doing the same? |
| bramaglia | I am just not able to locate it it says it cant find any printer it is because its a network printer so I am not sure how to get it added |
| Karan Bhattacharya | Do you have the printer server url? |
| bramaglia | I am not sure what that is other users in the office are connected to it - can you look on their profiles and find it maybe? |
| Karan Bhattacharya | Are you trying to access or locate it from your local machine or server? |
| bramaglia | I would like to print from it |
| Karan Bhattacharya | Do you want to print it from your local machine? Are we still connected? |
| bramaglia | yes I want to print from my laptop to the printer that is in the office it is a network printer, so when I am in the office, I would like the ability to print to the network printer |
| Karan Bhattacharya | ok, If you want to access your network printer from your local machine then you will have to connect to your local IT team |

| | |
|--------------------|---|
| bramaglia | ACE is our IT Team |
| | we do not have a local IT team, it is completely managed by ACE Cloud Hosting |
| Karan Bhattacharya | ok,let me check some details allow me few minutes. |
| | Just need to confirm, would you want to print something from the ACE server to your network printer? |
| bramaglia | No, I just want my computer/laptop to print to the printer that we have in the office (it is a network printer) a network printer meaning it is on our Wifi I believe and is a large printer, not a small wifi connected printer For example, I go to Start>Printers & Devices and I do not have the printer as an option. I want to add so that when I go to |
| Karan Bhattacharya | Are you in office? |
| bramaglia | yes |
| Karan Bhattacharya | Okay. |
| | May I take the remote access of your local computer? |
| bramaglia | yes |
| Karan Bhattacharya | Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/7462371721 Kindly paste this link in the browser of local computer and join the session. |
| | Please click on the above link and join the remote session. |
| | 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) |

Karan Bhattacharya has ended this chat session

Chat

Hello, I

Visitor Details

#83566 tamistombaugh

Email: tamistombaugh@gmail.com

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 36 Secs

City: ANKENY

State: Iowa

Country: UNITED STATES

Chat Transcript

| | |
|-----------------|---|
| tamistombaugh | Hello, I am your Acebuddy |
| Acebuddy | Hello Tamistombaugh, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| tamistombaugh | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| tamistombaugh | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| tamistombaugh | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| tamistombaugh | Cannot login to remote desktop |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sourav Chhikara accepted the chat transfer request.</i> |
| Sourav Chhikara | Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today. |
| tamistombaugh | I have a terrible time getting connected to your remote desktop. I have restarted my computer when all else fails - which |
| Sourav Chhikara | I will surely help you with this issue. |
| | Could you confirm if you are getting any error message while accessing the server? |
| tamistombaugh | It either goes directly to "There was a problem - ask your network admin" OR it stops after initiating.. I just tried it again to |
| Sourav Chhikara | This might be a temporary network issue. But I can make certain changes at your end. |
| | May I take the remote access of your local computer? |
| tamistombaugh | yes |
| Sourav Chhikara | |

| | |
|-----------------|---|
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| tamistombaugh | Done |
| Sourav Chhikara | https://assist.acecloudhosting.com/join/2922314645 |
| | Kindly paste this link in the browser of local computer and join the session. |
| | We are connected now, let me proceed with the troubleshooting. |
| | I ran some command from my end in order to fix the issue and it doesn't seem to be a problem now. But just in case if there is any issue I have disconnected the remote session. |
| tamistombaugh | ok - it is very frustrating - it happens daily. |
| Sourav Chhikara | I deeply apologize for the inconvenience caused to you. As the changes have been implemented I believe the issue should be resolved. |
| tamistombaugh | Thank you - enjoy your day |
| Sourav Chhikara | However, I will be keeping case in observation for few days. Is there anything else I may help you with ? Are we connected? Are we connected? Are we connected? |
| | 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) |

Sourav Chhikara has ended this chat session

Chat

Hello, I

Visitor Details

#83267 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 56 Secs

City: ANAND

State: Gujarat

Country: INDIA

Chat Transcript

| | |
|----------------|---|
| krisika | Hello, I am your Acebuddy |
| Acebuddy | Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| krisika | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| krisika | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| krisika | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| krisika | Hi |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Abhishek Rakwal declined the transfer 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. |
| krisika | Hi |
| | Quickbook not open in all users |
| Shubham Maurya | Hi krisika, sure let me check it please. |
| | Have you tried running "QBreset" from taskbar to unfreeze quickbooks? |
| krisika | No |
| Shubham Maurya | Please run this tool to reset Quickbooks and check if it's working then. |
| krisika | Quickbook working very slow in all pc |
| | U can proceed the server reboot |
| Shubham Maurya | Alright, thanks for the confirmation please hold one let us proceed. |
| krisika | Okay |

| | |
|----------------|---|
| Shubham Maurya | Thanks for the patience, It's done please login and check if it's working fine now. |
| krisika | Quickbook working fine now in all user |
| | Thank you |
| Shubham Maurya | You are most welcome ! |
| | Is there anything else I may help you with ? |
| krisika | No |
| | Thank you |
| Shubham Maurya | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Shubham Maurya has ended this chat session

Chat

Hello, I

Visitor Details

#83424 mike

Email: rtf@grafixsi.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: KANNAPOLIS

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat

Hello, I

Visitor Details

#83549 donaldsmith44

Email: donaldsmith44@outlook.com  17249913701

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: BUTLER

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| donaldsmith44 | Hello, I am your Acebuddy |
| Acebuddy | Hello Donaldsmith44, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| donaldsmith44 | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| donaldsmith44 | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| donaldsmith44 | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| donaldsmith44 | The remote connection has been lost more than 5 times in a row. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shubham Maurya accepted the chat transfer request.</i> |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| donaldsmith44 | DonaldSm CID67916 |
| Shubham Maurya | Thank you for the information. We can see that you're currently logged into the server along with other users. Could you please let me know if you are experiencing any network issues? |
| donaldsmith44 | It might be working now but its slow |
| | We are remote. I can not confirm |
| Shubham Maurya | Alright, please let me check if any network issue is there on your local system. |
| | May I take the remote access of your local computer? |
| | Are we still connected here? |
| | Are we still connected here? |
| donaldsmith44 | Sorry I don't have time to play with this this morning. I will try later. Have a great day. |
| Shubham Maurya | We completely understand the urgency of your work. No worries we'll continue monitoring the server performance from time to time. |
| | 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)

Shubham Maurya has ended this chat session

Chat

Hello, I

Visitor Details

#83530 Kari Floyd

Email: kari@newcitycompanies.com  17272880444

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: PALM HARBOR

State: Florida

Country: UNITED STATES

Chat Transcript

Kari Floyd Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Kari Floyd Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Kari Floyd I'd like to report an Issue

| | |
|--|--|
| Acebuddy | Please select an option! |
| Kari Floyd | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Kari Floyd | My Ace cloud hosting after an hour if not in use keeps closing I need to set more time if it is in idle |
| Acebuddy | Please wait while we connect you to a Support Representative |
| <p><i>Acebuddy (bot) forwarded the chat request</i></p> | |
| <p><i>Shubham Gupta declined the transfer request.</i></p> | |
| <p><i>Yash Kalra accepted the chat transfer request.</i></p> | |
| 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? |
| Kari Floyd | Where do I find that? |
| | NCC |
| | NewCityConst.myrealdatal.net |
| Yash Kalra | Thank you for the server's name. |
| Kari Floyd | User: KriFloyd |
| | KariFloyd |
| Yash Kalra | Please stay connected while we are making the desired changes from the backend. |
| Kari Floyd | Ok I just want my settings or ACE to be logged in all day without disconnecting every hour |
| | I work on a lot of things and go back and forth all day |
| Yash Kalra | Kari, will it be okay if we set the time to 6 hours. |
| Kari Floyd | 8 hours would be better |
| Yash Kalra | Kari, we are pleased to inform you that we have set the ideal session time out to 8 hours. (Edited) |
| | Is there anything else I may help you with ? |
| Kari Floyd | Perfect thank you so much :-) |
| Yash Kalra | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Yash Kalra has ended this chat session

Chat

Hello, I

Visitor Details

#83623 Sharon McBroome

Email: smcbroome@westernshastarcd.org  15302628068

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: TURLOCK

State: California

Country: UNITED STATES

Chat Transcript

| | |
|-----------------|--|
| Sharon McBroome | Hello, I am your Acebuddy |
| Acebuddy | Hello Sharon Mcbroome, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Sharon McBroome | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Sharon McBroome | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Sharon McBroome | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Sharon McBroome | When we try to log in we are receiving error code 0x3, extended error code 0x9 saying "The connection was denied because the account has been disabled by an administrator." |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Gaurav kumar declined the transfer request.</i> |
| | <i>Luv accepted the chat transfer request.</i> |

| | |
|-----------------|--|
| Luv | Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today. |
| Sharon McBroome | Hello. |
| Luv | Could you please let me know when you were last able to log in? |
| Sharon McBroome | Yesterday |
| Luv | Okay, and have you changed your password recently? |
| Sharon McBroome | No |
| Luv | Thanks for the info, kindly allow me two minutes to check your account status |
| Sharon McBroome | Ok\ |
| Luv | okay, your account is active on myportal, may I take remote access of your device to further troubleshoot the issue? |
| Sharon McBroome | Yes |
| Luv | Thanks, I will be sending you a zoho assist invite on this email smcbroome@westernshastarc.org Please follow the instructions on it so we can connect. Please enter the most recent password |
| Sharon McBroome | Here or in the login? |
| Luv | I am going to check the group permissions of your account on the server, this will take some kindly stay connected login |
| | It seems like a permission issue, I am checking it stay connected and allow me some time |
| Sharon McBroome | Ok |
| Luv | appreciate your patience on this |
| | Still working on it, will take a few more minutes |
| Sharon McBroome | Ok |
| Luv | Please try again |
| | Bare with me I am working on it |
| | Try now it should work |
| Sharon McBroome | Great. Should the other two users be able to log in now as well? |
| Luv | please confirm if everything is working fine?? |
| | yeah they should be able to login now just fine, if you want i can hold on till you check that as well |
| Sharon McBroome | Mine seems to be working. Let me check at least on other log in |
| Luv | Okay sure I will wait |
| | please check and confirm |
| Sharon McBroome | Looks like it is working. |
| Luv | Glad, Is there anything else i can assist you with right now? |

| | |
|-----------------|--|
| Sharon McBroome | Nope, that was it. Thank you for your help. |
| Luv | Really appreciate your patience, happy to help anytime |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of 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. |
| | 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/) |

Luv has ended this chat session

Chat

Hello, I

Visitor Details

#83641 Eduardo

Email: corporateit@sdf-itc.com  15125169214

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: 21 Secs

City: MEXICO CITY

State: Ciudad De Mexico

Country: MEXICO

Chat Transcript

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

| | |
|--------------------|--|
| Eduardo | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. Please chose an option : |
| Eduardo | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Eduardo | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Eduardo | Not able to connect to remote server |
| Acebuddy | Please wait while we connect you to a Support Representative <i>Acebuddy (bot) forwarded the chat request</i> |
| Sujeet Kumar Suman | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. |
| Eduardo | Hello Edurdo |
| Eduardo | Hello Sujeet |
| | Server name: SDF Internation trading company |
| | Not able to connect to the remote server |
| Sujeet Kumar Suman | Thank you for the information. I deeply apologize for the inconvenience caused to you. Let me look into it for you. |
| Eduardo | Thanks |
| Sujeet Kumar Suman | Thank you for your patience. As checked multiple users have reported the same. Our team has identified that the server is currently experiencing a tec |
| | We will provide an update within the next 1 hour. |
| | Are we still connected here? |
| Eduardo | Noted, them just wait? |
| | Can you please confirm by email once is working. |
| Sujeet Kumar Suman | Sure, we will. |
| Eduardo | thanks |
| Sujeet Kumar Suman | On your email corporateit@sdf-itc.com. Most welcome Eduardo. |
| | Is there anything else I may help you with ? |
| Eduardo | yes, please |

That will be for now

Sujeet Kumar Suman

Thanks for the confirmation !

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

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

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

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

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

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

Sujeet Kumar Suman has ended this chat session

Chat

Hello, I

Visitor Details

#83582 Shari Gaines

Email: sgaines@nsigs.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: DUNEDIN

State: Florida

Country: UNITED STATES

Chat Transcript

Shari Gaines

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

| | |
|--------------|--|
| Shari Gaines | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Shari Gaines | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Shari Gaines | Password Reset |
| Acebuddy | Please select an option below |
| Shari Gaines | 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-set. |
| | Do you need any further assistance on the topic? |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. |

Ended due to chat idle timeout

Chat

Hello, I

Visitor Details

#83528 shannon

Email: shannon@deyoungmw.com ☎ 7133766700

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: 1 Min 34 Secs

City: FRESNO

State: Texas

Country: UNITED STATES

Chat Transcript

| | |
|----------------------|--|
| shannon | Hello, I am your Acebuddy |
| Acebuddy | Hello Shannon, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| shannon | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| shannon | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| shannon | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co |
| | If you are facing any issue/problem with your server, Please select the appropriate option below : |
| shannon | Yes, I'm facing issues with my server |
| Acebuddy | Please select an option! |
| shannon | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| shannon | i need to enable ms outlook to send emails from one of my users, so they dont have to put in ms365 email password ever |
| 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. |
| shannon | thanks |
| Abhay Kumar Saraswat | I will be surely assisting you with this. |
| | Is this for account: DeYoung Machine Works ? |
| shannon | yes and the use is mandy |
| Abhay Kumar Saraswat | Thanks for the confirmation ! |
| | Could you please confirm whether anyone is using Outlook on the server to send emails? |
| shannon | no |
| | we only have 3 users on qb |
| | she sends out all the pos and invoices |
| | i dont know that i need outlook on the server but i do know that i need her to not have to put in her email pw everytime s |
| | i think what i need is for qb to not send via webmail but to send via outlook |

| | |
|----------------------|---|
| Abhay Kumar Saraswat | Just to confirm, do you need her to configure Outlook so that emails can be sent from QuickBooks via Outlook ? |
| shannon | im not sure. i just need qb to not ask for an email password everytime she tries to send an invoice. so in order for that to happen, i dont know how to get there. i just need to get there. |
| Abhay Kumar Saraswat | Okay. Let me grab the details in this and will update you in next 4-5 minutes with complete process. |
| shannon | ok thanks |
| Abhay Kumar Saraswat | No worries. Please stay with me. Thank you for your patience. |
| | I'd like to ask if Mandy is available to provide remote access to her laptop so I can check the possible ways to enable Out |
| shannon | yes you can she is at her desk what do you need |
| Abhay Kumar Saraswat | Please provide me her email and let me send her the link to join remote session. |
| shannon | mandy@deyoungmw.com she is ready and wathibng for email |
| Abhay Kumar Saraswat | Let me send her invite. I just sent her the invite on her given email. Please ask her to join the session. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti |
| shannon | ok cool |
| Abhay Kumar Saraswat | Hello Shannon Mandy is now able to send emails without entering her password. She confirmed this during the remote session. |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Shannon, are you there? |
| shannon | yes im here. but i am good and she is good. |
| Abhay Kumar Saraswat | Great. This message has been deleted |
| | 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 cooperation.

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

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

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

Abhay Kumar Saraswat has ended this chat session

Chat

Hello, I

Visitor Details

#83447 itsupport

Email: itsupport@advancefinserv.com  918887771848

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 27 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript

itsupport Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

itsupport Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

| | |
|----------------|--|
| | Please chose an option : |
| itsupport | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| itsupport | 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? |
| itsupport | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anjainay Singh accepted the chat transfer request.</i> |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. |
| itsupport | Hi i am shashi |
| Anjainay Singh | Hello Shashi , how are you ? |
| itsupport | 797192 please check this ticket number and please let me know what is the status of our new qb enterprise license.?? |
| Anjainay Singh | Sure , please allow me two minutes to check the same. |
| itsupport | I have already spent more time to take this license, please try to understand it's more important for us... |
| | Sure, please take your time |
| Anjainay Singh | Yes I truly understand your concern. |
| | As I have checked and found that credit card information was updated on Friday and our billing department has emailed the payment details to the intuit. |
| itsupport | So, why I am not get the license yet..? |
| Anjainay Singh | As earlier our billing department send the request to purchase the license however the purchase was declined due to incorrect credit card information. |
| | So we updated the new credit card details and emailed the intuit to purchase the license on Friday. |
| itsupport | Please let me know how much take you time to complete this process?? |
| | If you will need any other information from my side please let me know I will be happy to provide them... |
| Anjainay Singh | Sure Shashi. |
| | I will try to make it complete it within 1-2 days or earlier as well. |
| | Our billing team is available in night hours IST, once they are available today I will prioritize the request and get it completed. |
| itsupport | Thank you |
| Anjainay Singh | Is there anything else I may help you with ? |
| itsupport | No thank you if I need anything else I will surely reach out to you. |
| Anjainay Singh | Thankyou for your cooperation. I will take the ownership of getting it resolved urgently. |

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

Anjainay Singh has ended this chat session

Chat

Hello, I

Visitor Details

#83382 Emily Cuellar

Email: ecuellar@starchase.com

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: 37 Secs

City: OAK BROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

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

| | |
|-----------------|--|
| Emily Cuellar | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Emily Cuellar | I'm unable to send an email and an error says due to network connection |
| 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> |
| | <i>Shashwat Verma is transferring the chat to Ashutosh Mishra.</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. |
| Emily Cuellar | Hello |
| Ashutosh Mishra | Yes |
| | We are still connected |
| | Hello Emily, I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Emily Cuellar | username is emily.c1@myreldata.net |
| | im not sure of the server name but it might me starchase@myreldata.net |
| | starchasellc.myreldata.net |
| Ashutosh Mishra | Thank you for providing the details. |
| | Is this issue occurring only for you, or are other users on the server also experiencing it? |
| Emily Cuellar | only for me |
| Ashutosh Mishra | Is this the first time you are facing this issue? |
| Emily Cuellar | yes |
| Ashutosh Mishra | May I take the remote access of your server? |
| Emily Cuellar | yes |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end. |
| | Are you using Outlook? |
| Emily Cuellar | no, I'm sending an invoice through quickbooks |
| Ashutosh Mishra | Currently you are using a webmail service. Please check if the email ID is correct. |
| Emily Cuellar | its correct |
| Ashutosh Mishra | We can setup the email ID again as it is not able to communicate with the email provider. |
| Emily Cuellar | okay |
| Ashutosh Mishra | Please enter the password. |

| | |
|-----------------|---|
| | Please try now. |
| Emily Cuellar | its works now |
| Ashutosh Mishra | Thanks for the confirmation ! |
| Emily Cuellar | thank you |
| Ashutosh Mishra | Is there anything else I may help you with ? |
| Emily Cuellar | thats it |
| Ashutosh Mishra | 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 copy of this transcript. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Ashutosh Mishra has ended this chat session

Chat

Hello, I

Visitor Details

#83573 AGUSTIN GARCIA

Email: agustin@agtaxaccounting.com  12068670623

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| AGUSTIN GARCIA | Hello, I am your Acebuddy |
| Acebuddy | Hello Agustín Garcia, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| AGUSTIN GARCIA | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| AGUSTIN GARCIA | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| AGUSTIN GARCIA | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| AGUSTIN GARCIA | Lacerte 2024 Update was not done, I need it asap please |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Adarsh Singh accepted the chat transfer request.</i> |
| Adarsh Singh | Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today. |
| AGUSTIN GARCIA | Hello Adarsh, |
| | Thank you |
| Adarsh Singh | I will surely assist you with this issue. |
| AGUSTIN GARCIA | Please thank you |
| Adarsh Singh | Could you please confirm if you are referring to server - AGTAX.myrealdatal.net ? |
| AGUSTIN GARCIA | YES |
| | I have the software open right now and I am logged in. |
| | Let me know if you need me to share screen |
| Adarsh Singh | As i can check your previous case details Lacerte 2024 was updated. Could you please confirm if you are getting any error |
| AGUSTIN GARCIA | let me check |
| | I cannot open 2024 lacerte, I do get an error |
| | It says there is version available |
| Adarsh Singh | No worries. |
| AGUSTIN GARCIA | Can you verify? |
| Adarsh Singh | To update the application, we need everyone out from the server for next 10-15 minutes. |

| | |
|----------------|---|
| AGUSTIN GARCIA | Thank you |
| Adarsh Singh | As i can see there are 3 users are already logged in to the server. Could i please request you to ask them to save their work. |
| AGUSTIN GARCIA | Okay, give a couple of minutes so that I can tell them |
| Adarsh Singh | Sure take your time. |
| AGUSTIN GARCIA | Thank you, they are both out. do you need me to log off too? |
| | I will get disconnected since I am using the remote connection for this chat |
| Adarsh Singh | Thanks for the confirmation. I would request you to please initiate a chat from your local PC which will be connected to my local network. |
| AGUSTIN GARCIA | No, go ahead and do the update, I will log off. Please email me when you are finished with the update. My email is agustir.garcia@acecloudhosting.com |
| | Thank you |
| Adarsh Singh | Sure. |
| | I will update you over email once we finish the update. |
| | Is there anything else I may help you with ? |
| AGUSTIN GARCIA | Thank you no |
| | I am logging off |
| Adarsh Singh | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Adarsh Singh has ended this chat session

Chat

Hello, I

Visitor Details

#83440 XYZ

Email: xyz@gmail.com  +1112

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

| | |
|--|--|
| XYZ | Hello, I am your Acebuddy |
| Acebuddy | Hello Xyz, I'm your Ace Buddy. I'll be happy to assist you! |
| Whom Would You Like to Connect With? | |
| XYZ | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| XYZ | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| XYZ | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| XYZ | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| XYZ | QuickBooks Version upgrade |
| Acebuddy | Please wait while we connect you to a Support Representative |
| <i>Acebuddy (bot) forwarded the chat request</i> | |
| <i>Anjainay Singh declined the transfer request.</i> | |
| <i>Anjainay Singh has ended this chat session</i> | |

Chat

Hello, I

Visitor Details

#83829 Jennifer Snyder

Email: jsnyder@saratogaconstruction.net  15185870100

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: SARATOGA SPRINGS

State: New York

Country: UNITED STATES

Chat Transcript

| | |
|-----------------|---|
| Jennifer Snyder | Hello, I am your Acebuddy |
| Acebuddy | Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Jennifer Snyder | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Jennifer Snyder | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Jennifer Snyder | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Jennifer Snyder | 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? |
| Jennifer Snyder | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

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

Hello Jennifer

Jennifer Snyder Username: myrealdata\JenniferSn.q14

I can not log in to one of my company files

Shashwat Verma Are you able to access the server?

I will surely help you with this issue.

Could you please share a screenshot of the prompt that appears when you click on it?

9:35:13 PM Jennifer Snyder is sharing a file with you

[image.png](#) - (Size:8.83 KB)

As checked the username you would like to use to open company file is getting used by any other user of your account (E

Kindly ask others users to close the same so that you can access the same

Jennifer Snyder there is no one else here

Shashwat Verma Let me check

Kindly try again to access the file now

Jennifer Snyder ok

It works

thank you

Shashwat Verma Is there anything else I may help you with ?

Jennifer Snyder no, all set

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

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

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

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

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

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

Shashwat Verma has ended this chat session

Chat

Hello, I

Visitor Details

#83490 Michael Hines

Email: mike@dejenetax.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: REDONDO BEACH

State: California

Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|---|
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Michael Hines | DejeneAInc.myrealdata.net username is michael.h@myrealdata.net |
| Yash Kalra | Kindly allow me two minutes to check the same. |
| Michael Hines | Can you please restart my user desktop? Its frozen and cannot see the bottom toolbar are you still there? |
| Yash Kalra | Yes, we are still connected Please stay connected while we are making desired changes from the backend. |
| Michael Hines | ok |
| Yash Kalra | Michael, please try to login to the server now and check if the issue is resolved ? (Edited) |
| Michael Hines | one moment |
| Yash Kalra | Sure, please take your time |
| Michael Hines | it works thank you |
| Yash Kalra | Is there anything else I may help you with ? |
| Michael Hines | no thats it |
| Yash Kalra | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Yash Kalra has ended this chat session

Chat

Hello, I

Visitor Details

#83737 Shawna Johnson

Email: sljcpa@sljohnson-assoc.com  2155913979

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: BOSTON

State: Massachusetts

Country: UNITED STATES

Chat Transcript

| | |
|--|--|
| Shawna Johnson | Hello, I am your Acebuddy |
| Acebuddy | Hello Shawna Johnson, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Shawna Johnson | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Shawna Johnson | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Shawna Johnson | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Shawna Johnson | I cannot log into my server. The error message reads that my remote desktop disconnected because there are no Remote |
| Acebuddy | Please wait while we connect you to a Support Representative |
| <i>Acebuddy (bot) forwarded the chat request</i> | |
| <i>Anjainay Singh accepted the chat transfer request.</i> | |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. |
| | I understand your concern and assure you the best possible resolution. |
| | Could you please confirm since when you are facing this issue ? |
| Shawna Johnson | It has been at least a week |
| Anjainay Singh | Could you please also share the screenshot for the issue ? |
| <i>7:39:52 AM Shawna Johnson is sharing a file with you</i> | |
| <i>Screenshot (6).png - (Size:532.67 KB)</i> | |
| <i>7:40:13 AM Shawna Johnson is sharing a file with you</i> | |
| <i>Screenshot (6).png - (Size:532.67 KB)</i> | |
| | I really apologize for issue you are facing at your end. |
| | I am working on this issue from backend. |
| | Please remain connected. |

| | |
|----------------|--|
| | Thankyou for your patience , I am working from backend . |
| | We have checked the issue and this issue needs to be escalated to senior engineers. |
| | We need 4-5 hours to resolve this completely so that this does not occurs again. |
| Shawna Johnson | OK |
| Anjainay Singh | Once it is resolved we will inform you over an email Shawna. |
| | We have created the ticket for this issue. |
| | 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) |

Anjainay Singh has ended this chat session

Chat

Hello, I

Visitor Details

#83294 Bossvac

Email: kmriley1@yahoo.com ☎ 4042594159

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 25 Secs

City: BROWNSVILLE

State: Texas

Country: UNITED STATES

Chat Transcript

| | |
|---|--|
| Bossvac | Hello, I am your Acebuddy |
| Acebuddy | Hello Bossvac, I'm your Ace Buddy. I'll be happy to assist you! |
| Whom Would You Like to Connect With? | |
| Bossvac | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Bossvac | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Bossvac | Password Reset |
| Acebuddy | Please select an option below |
| Bossvac | 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-set. |
| | Do you need any further assistance on the topic? |
| Bossvac | Yes |
| Acebuddy | Please wait while we connect you to our 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. |
| | I will be surely assisting you with this. |
| Bossvac | I sent a request over 3 hours ago for a password change. I have not had a response yet |
| Abhay Kumar Saraswat | I deeply apologize for the inconvenience caused to you. |
| | Could you please confirm me your email address by which you have sent an email to us? |
| Bossvac | Kmriley1@yahoo.com |
| Abhay Kumar Saraswat | Kindly allow me two minutes to check the same. |
| | Thank you for your patience. |
| | Is this for user: KarenR.Pre ? |
| | 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

Hello, I

Visitor Details

#83667 Tee Von Ahn

Email: tee.vonahn@phoenixdisplay.com  14809570787

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: GILBERT

State: Arizona

Country: UNITED STATES

Chat Transcript

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

Chat

Hello, I

Visitor Details

#83352 Kelly Jo Porter

Email: creeksidebookkeepingllc@outlook.com  15416609841

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: 40 Secs

City: WHITE SULPHUR SPRINGS

State: Montana

Country: UNITED STATES

Chat Transcript

| | |
|-----------------|---|
| Kelly Jo Porter | Hello, I am your Acebuddy |
| Acebuddy | Hello Kelly Jo Porter, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Kelly Jo Porter | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Kelly Jo Porter | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Kelly Jo Porter | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Kelly Jo Porter | Other QB related issue |

| | |
|-----------------|---|
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Kelly Jo Porter | Can you please tell me if someone is currently making any changes or adjustments to my server? Both myself & another person are getting errors. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shubham Kataria accepted the chat transfer request.</i> |
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. |
| | hello Kelly |
| | Let me check with the team, if someone is working on your server or not. |
| | Kindly provide me your server name and username |
| Kelly Jo Porter | my user name is Kporter, server is Creekside or maybe CPBLLC ??? |
| Shubham Kataria | Thank you for the information. |
| | Kindly confirm if only the QB app only shuts down after receiving the error |
| Kelly Jo Porter | Yes that all that shut down. It was weird that we both were sitting here together & it happened to both of us in different computers. |
| Shubham Kataria | alright, do you remember the error message, as I checked with our team. we are not making any changes on the server. |
| | or could you both try to use QB now and let me know if encounter any error while accessing it. |
| Kelly Jo Porter | s |
| | It was something about a connection issue. We both are back in there at this time and haven't experienced any other problems. |
| Shubham Kataria | May be it was related to the network problem |
| | We can do one thing, we will keep your ticket open for next 24 hours |
| | If you face any issue again, please don't hesitate to revert over the same email. |
| Kelly Jo Porter | Earlier I was on my computer & it appeared that someone logged into my laptop via TeamViewer and I could see my mouse cursor. |
| Shubham Kataria | I understand your concern. However, I would like to inform you that TeamViewer cannot be installed on the server, and we can only start after you grant permission. |
| Kelly Jo Porter | That's what I was thinking. Thank you for that confirmation. I will let you know if I experience any other concerns or problems. |
| Shubham Kataria | Without your permission, we cannot take a remote session on either your local computer or the server. |
| | Sure, we will be happy to assist you. |
| Kelly Jo Porter | Ok thank you |
| Shubham Kataria | You may contact us anytime for any issue. we will be happy to assist. |
| | you're welcome |
| | Is there anything else I may help you with ? |
| Kelly Jo Porter | Not at this time. Thanks |
| Shubham Kataria | You're welcome |

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

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

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

Shubham Kataria has ended this chat session

Chat

Hello, I

Visitor Details

#83615 taxadmin

Email: taxadmin@silversfs.com

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 51 Secs

City: SANTO NINO

State: Davao Del Sur

Country: PHILIPPINES

Chat Transcript

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

| | |
|----------------|--|
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| taxadmin | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| taxadmin | Setup Ace Server |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System |
| taxadmin | 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 https://assist.acecloudhosting.com/join/3432588672 |
| | Do you need any further assistance on the topic? |
| taxadmin | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shubham Maurya accepted the chat transfer request.</i> |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. |
| taxadmin | Hello, Shubham. It's Elaine again |
| Shubham Maurya | Hello Elaine, We were just reviewing the update on your ticket #801581. Our concerned team is still working on the issue. |
| | Please stay connected for a few more minutes. I'll share the confirmation here as soon as I receive an update, likely within 24 hours. |
| taxadmin | Sure, thank you |
| | I should have the same static IP address since I am on the same place using the same internet. |
| Shubham Maurya | Sure, please hold on let me check if the same IP was there in the database or not. |
| taxadmin | ok, thank you |
| Shubham Maurya | Let me check at your local system as the IP got whitelisted. |
| | May I take the remote access of your local computer? |
| taxadmin | sure |
| Shubham Maurya | https://assist.acecloudhosting.com/join/3432588672 |
| | Kindly paste this link in the browser of local computer and join the session. |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| | Kindly login to server. |
| | Try to login now. |
| | 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 appri

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

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

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

Shubham Maurya has ended this chat session

Chat

Hello, I

Visitor Details

#83837 Emily Meneses

Email: emeneses@thebulldoggroupllc.com

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

| | |
|---------------|---|
| Emily Meneses | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Emily Meneses | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Emily Meneses | 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? |
| Emily Meneses | 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>Luv accepted the chat transfer request.</i> |
| Luv | Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today. |
| | how are you Emily? |
| Emily Meneses | Hello |
| | I am ok |
| | I am trying to login to one of the companies in QB but it is giving me an error. |
| Luv | oh okay, could you please provide your server name? |
| Emily Meneses | where do i find that? |
| Luv | It should be on the top where you see the minimize and close icons |
| Emily Meneses | thebulldog.myrealdatal.net |
| Luv | Kindly allow me two minutes to check the same. |
| | Okay, I am going to shadow your remote session to check the error, kindly approve the request when it comes |
| | This message has been deleted |
| | Okay please show me the error now, thank you |
| | Enter the username and password, I am testing something at this moment |
| Emily Meneses | Can I do it again? |
| Luv | yeah sure. |
| | just open the file from your desktop |
| Emily Meneses | it might be Conseg 1 |
| Luv | Try to open it from the location we opened Conseg iv |
| | what drive is it? |
| Emily Meneses | q |

| | |
|---------------|---|
| Luv | Bare with me. I am working on it this will take some time |
| Emily Meneses | ok. |
| Luv | Okay, I think i get the issue now, did you enable the redirect network sharing from your local device to the server? As far as i understand if you copy it it will create a duplicate of the original qb file which will be different so i will suggest you copy the entire folder to your local device and then share it with me |
| Emily Meneses | I didn't do anything. But i access all the companies from that driver and so does everyone else. I don't want it duplicated/copied because it makes things messy |
| | I had this issue on Monday with BD Distribution and they were able to fix it without creating a copy |
| Luv | Okay let me check your previous tickets bare with me |
| | I checked the previous ticket #803257 and Ran the database manager on my end it still does not fix the issue, I am going to escalate this to our DBA team |
| Emily Meneses | no |
| Luv | Okay, thank you for your patience on this, please share your best Cb number and appropriate time so someone from the DBA team can look into this |
| Emily Meneses | 240-770-1669 |
| Luv | Okay, I will escalate the issue right away thank you for your patience on this Have a nice rest of your day. |
| | Thank you for choosing ACE cloud Hosting. |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat session |
| | 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. |
| | 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/) |

Luv has ended this chat session

Chat

Hello, I

Visitor Details

#83751 Sandy Guthrue**Email:** sandy@adgs.net  12036101500**Department:** Support(QB & App Hosting)**Operator:** Adarsh Singh**Website:** <https://www.acecloudhosting.com/support-chat-mail.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 2 Mins 6 Secs**City:** ORANGE**State:** Connecticut**Country:** UNITED STATES**Chat Transcript**

| | |
|---------------|--|
| Sandy Guthrue | Hello, I am your Acebuddy |
| Acebuddy | Hello Sandy Guthrue, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Sandy Guthrue | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Sandy Guthrue | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Sandy Guthrue | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Sandy Guthrue | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Sandy Guthrue | "License Expired" watermark is appearing on any invoices printed from QB |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Adarsh Singh accepted the chat transfer request.</i> |
| Adarsh Singh | Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today. |
| | I understand that you are getting licenses expired watermark on the invoices from the QuickBooks. Could you please let r |
| | Could you please share me snapshot of the watermark as well so i can check the details at my end ? |
| Sandy Guthrue | one moment |

8:55:36 PM Sandy Guthrue is sharing a file with you
[image.png](#) - (Size:98.89 KB)

server is QBNXTPRE.myrealdata.net

Adarsh Singh Thanks for providing the details please allow me 2-3 minutes while i check the details for you.

It is taking longer time than i expected please allow me 4-5 more minutes. Thanks for your patience.

Sandy Guthrue this is a shared server, so i think it would be affecting more than just our account

Adarsh Singh Yes Sandy, I am with you we are checking the details from the backend.

Could you please check now as we have made some changes from the backend.

Are we connected?

Sandy Guthrue hi ther

one moment

Adarsh Singh Take your time thanks.

Sandy Guthrue users are testing now

I am told the issue is fixed!

Adarsh Singh Glad to know that please let me know if you do have any additional questions. I would love to assist you with that.

Sandy Guthrue has ended this chat session

Chat

Hello, I

Visitor Details

#83409 Joseph Breglia

Email: jbreglia@alliedrandc.com ☎ 12033216169

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: SMITHTOWN

State: New York

Country: UNITED STATES

Chat Transcript

| | |
|----------------|--|
| Joseph Breglia | Hello, I am your Acebuddy |
| Acebuddy | Hello Joseph Breglia, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Joseph Breglia | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Joseph Breglia | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Joseph Breglia | Password Reset |
| Acebuddy | Please select an option below |
| Joseph Breglia | 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? |
| Joseph Breglia | No |
| Acebuddy | Thank you for contacting Ace Support. Have a nice day! |

Acebuddy has ended this chat session

Chat

Hello, I

Visitor Details

#83468 orders

Email: orders@encompass-usa.com

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: ANN ARBOR

State: Michigan

Country: UNITED STATES

Chat Transcript

| | |
|--------------------|--|
| orders | Hello, I am your Acebuddy |
| Acebuddy | Hello Orders, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| orders | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| orders | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| orders | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| orders | I still cannot login! |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| orders | You guys setup this account, troubleshooted it for hours with our administrator and it still doesn't work! |
| | <i>Karan Bhattacharya accepted the chat transfer request.</i> |
| Karan Bhattacharya | Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today. |
| | Hello |
| | Are we still connected? |
| | Are we still connected? |
| orders | Yes |
| | Hello |
| Karan Bhattacharya | Please let me know the issue you are facing. |
| orders | I am unable to log on to my remote desktop |
| | User: Jeff M |

| | |
|--------------------|--|
| Karan Bhattacharya | What is the error are you receiving? |
| orders | [Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your r 11/10/25 03:52:19 PM Press Ctrl+C to copy. |
| Karan Bhattacharya | ok |
| | Please confirm me your myrealdata email id? |
| orders | jeff.m@myrealdata.net |
| Karan Bhattacharya | ok,Was there any ongoing case/ticket related to that? (Edited) |
| orders | There was but it was closed |
| | Ticket 799565 |
| Karan Bhattacharya | ok,let me check |
| | I see that it is not closed yet and currently awaiting your response over it. |
| orders | Well the email says to have me try to login and that everything is all set |
| Karan Bhattacharya | Did you try reset the password through Myportal? |
| orders | No |
| Karan Bhattacharya | ok |
| orders | If that needs to happen, then I need myportal access, we cannot afford to have our administrator do all this work all the ti |
| | I need to be able to troubleshoot this and login myself |
| | Nothing less is acceptable, we are tired of all the trouble from your systems |
| Karan Bhattacharya | I understood that you are facing the issue currently,allow me a minute |
| orders | She's been on the phone, our business owner has been on the phone, this is a massive waste of time and we will be force |
| Karan Bhattacharya | Let me check at the backend. |
| | Is it possible to connect with you on call right now? |
| orders | Yes |
| Karan Bhattacharya | ok,Can you share your contact details once? |
| orders | 734 834 1977 |
| Karan Bhattacharya | ok,You will be receiving a call just now in 1-2 minutes. |
| | It would be from our senior engineer. |
| | Is there anything else I can help you with? |
| | Are we still connected? |
| | Are we still connected here? |
| | I am closing this chat,as senior engineer has connected with you now.Thank you for your cooperation. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |

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

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

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

Karan Bhattacharya has ended this chat session

Chat

Hello, I

Visitor Details

#83408 libby

Email: libby@protaxky.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 32 Secs

City: DANVILLE

State: Kentucky

Country: UNITED STATES

Chat Transcript

libby Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

libby Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

libby I'd like to report an Issue

| | |
|--|--|
| Acebuddy | Please select an option! |
| libby | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| libby | I am working remotely today on my Mac Book. My boss send me the link to sign into Ace so I can access of Quickbook file |
| Acebuddy | Please wait while we connect you to a Support Representative |
| <p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Deepak Taneja declined the transfer request.</i></p> <p><i>Ashutosh Mishra accepted the chat transfer request.</i></p> | |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. |
| libby | Hey, thank you! |
| Ashutosh Mishra | Hello Libby, I will be surely assisting you with this. Kindly help me with your server name and user name? |
| libby | The server name is LibbyEl@myrealdata.net user name should be Libby Elliott |
| Ashutosh Mishra | Thank you for providing the details. |
| | May I take the remote access of your local computer to assist with the server setup? |
| libby | Yes |
| Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at your end. |
| libby | Ok |
| Ashutosh Mishra | Kindly paste this link in the browser of local computer and join the session. |
| | https://assist.acecloudhosting.com/join/6312475709 Please accept all the prompts and permission requests to successfully connect the remote session. |
| libby | did that work? |
| | Do you have access? |
| Ashutosh Mishra | The session has been connected however I am not able to see the screen yet. |
| libby | ok, let me see what I can do |
| Ashutosh Mishra | Sure |
| libby | I'm not sure why it's not showing you my screen. is there another option? |
| Ashutosh Mishra | Let's try another link, else I can also send you instructions how to setup the server. Kindly paste this link in the browser of local computer and join the session. |
| | https://assist.acecloudhosting.com/join/8822387367 |
| | It seems the session got disconnected, we regret the inconvenience caused due to this. |
| | I am sending the instructions on how to setup Ace server on a Mac computer. |

We can also arrange a callback from one of our senior engineers to promptly assist with this.

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

Hello, I

Visitor Details

#83855 Mary Jouett

Email: mary@jouettholdings.com  12627646092

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: PLEASANT PRAIRIE

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Mary Jouett Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Mary Jouett Sales & Solutions

Acebuddy Please wait while we connect you to one of our Sales Representative.

Acebuddy (bot) forwarded the chat request

Akash accepted the chat transfer request.

Akash Hi Mary, How can I help you ?

Mary Jouett Good Afternoon.. not sure if I am in the right place, but I am looking to see if there is an option to get into our remote serv Hosting for our Quickbooks needs

Akash Sure, let me transfer you to support team for that.

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

Mary Jouett Thank you

Luv accepted the chat transfer request.

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

how are you Mary?

Mary Jouett I am good.. how are you?

Luv I am good as well.

let me check, give me 2 minutes

Mary Jouett Fabulous to hear. I don't know if you can see my message to sales/ solutions

Luv May I know if you are using ipad or an android Tablet?

Mary Jouett I need to buy one, but most likely an android is what I will purchase

I wanted to make sure the remote server would work before I purchase

Luv Okay, I am going to share you an SOP that you can use to use the RDP on the tablet.

Mary Jouett Awesome... thank you- this will make my traveling much nicer!!!

Luv you need to download the windows app on it and follow the instructions in the SOP to configure.

Yeah, you can reach out if you have any issues.

Mary Jouett Thank you for your help... greatly appreciated. Have a great day

Luv kindly give me a few minutes.

3:04:48 AMLuv is sharing a file with you

[Windows_App_Setup_Guide.pdf](#) - (Size:3.16 KB)

Just replace the server name with yours and username/password accordingly.

JouettHoldings.myrealdatal.net This will be your server name

Are you there?

are you there?

Are you there?

Due to no response, I will be disconnecting the chat.

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

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

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

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/>)

Luv has ended this chat session

Chat

Hello, I

Visitor Details

#83889 Deb

Email: deb@haamail.com

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

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

| | |
|--|--|
| | Please chose an option : |
| Deb | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Deb | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Deb | Adobe is no longer on my Ace screen |
| Acebuddy | Please wait while we connect you to a Support Representative |
| <i>Acebuddy (bot) forwarded the chat request</i> | |
| <i>Luv accepted the chat transfer request.</i> | |
| Luv | Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today. |
| | how are you Deb? |
| Deb | Hello for some reason my short cut for Adobe is gone, and I can't open my adobe documents |
| Luv | Okay, I will surely assist you with this. |
| Deb | I think I might be missing a couple more |
| Luv | Can you please help me out with your server name? |
| | Couple more apps? |
| Deb | Yes I can't remember but there are gaps where icons were yesterday |
| | where would I find my server name? |
| Luv | Let me check for you, give me 2 minutes |
| Deb | hartmannassoc.myrealdatal.net? |
| Luv | HartmannAssoc.myrealdatal.net yes that's the server name |
| | I am logging into the server to check, please stay connected |
| Deb | yes |
| Luv | You need adobe acrobat |
| | ? |
| Deb | yes |
| Luv | Okay bare with me |
| Deb | When I go to start it is there but It will not open |
| | A running instance of acrobate has caused an error message just popped up |
| <i>11:12:11 PM Deb is sharing a file with you image.png - (Size:7.77 KB)</i> | |
| Luv | Check now, is it showing up for you? |

Deb This is the message I am getting, about 4 times since I have tired about tha many times

Luv Okay let me check

There you go.

Deb what happened?

There is also a couple of more but I cant remember what they are

Luv it had like multiple sessions opened in the background thats why it was not working, I had to close them one by one.

let me know and I can check which ones you need

Deb That seems to be the issue with a couple of programs

Did you go in to Task manager to find that?

sorry I was on the phone when you did what you did

Luv Yeah in your session i had to close it from my end

Deb Correct

OK I will check that first next time the same issue with my cowork with another program the other day

Luv Yeah and moved the adobe shortcut to public as it was missing for you

Deb is there any other short cuts to private?

like snipit

Luv Sure and if you remember any of the program that is missing you can always reach out to us, is there anything else i can

let me check

no its not installed

Deb Ok maybe it was on my home screen

Thanks I will try to remember what else is missing

thank you for the help

you can log this ticket

Luv No worries, anytime have a nice rest of your day.

Deb you too

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

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

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

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

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

Luv has ended this chat session

Chat

Hello, I

Visitor Details

#83277 megan

Email: megan@martinenterprisesheatingandac.com ☎ 8474381203

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 35 Secs

City: BARRINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

| | |
|----------|---|
| megan | Hello, I am your Acebuddy |
| Acebuddy | Hello Megan, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| megan | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| megan | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| megan | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| megan | 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? |
| megan | 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>Karan Bhattacharya accepted the chat transfer request.</i> | |
| megan | Hello, day two of not being able to get into Quickbook's. |
| Karan Bhattacharya | Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today. please let me know the issue you are facing? |
| megan | Cannot get into Quickbook's. |
| Karan Bhattacharya | what's the error are you receiving? |
| megan | Don't have required permissions. c Contact system admin. Can you please take a look at everything. This is the second day in a row having issues. |
| Karan Bhattacharya | ok,can you share the screenshot of error? |
| megan | Martin_2 |
| Karan Bhattacharya | Is this the user id who is facing the issue? Are we still connected? |
| megan | I got it. If you can please take a look so I don't have issues again, I would appreciate. |
| Karan Bhattacharya | yes,checking few details at beckend,allow me few minutes Hello Are we still connected? Are we still connected? Are we still connected? As we are not getting any response from your end therefore closing the chat now. |

Karan Bhattacharya has ended this chat session

Visitor Details

#83552 Kevin Burnett

Email: kevin@hbastax.com  16144362735

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: LEWIS CENTER

State: Ohio

Country: UNITED STATES

Chat Transcript

| | |
|---------------|--|
| Kevin Burnett | Hello, I am your Acebuddy |
| Acebuddy | Hello Kevin Burnett, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Kevin Burnett | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Kevin Burnett | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Kevin Burnett | Server Resource Addition |
| Acebuddy | Please select the resource type you'd like to add |
| | 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> |

Visitor Details

#83632 ngalicia

Email: ngalicia@watsonrice.com ☎ 3322520386

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: ISELIN

State: New Jersey

Country: UNITED STATES

Chat Transcript

| | |
|--------------------|---|
| ngalicia | Hello, I am your Acebuddy |
| Acebuddy | Hello Ngalicia, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| ngalicia | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| ngalicia | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| ngalicia | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| ngalicia | Remote desktop |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Karan Bhattacharya accepted the chat transfer request.</i> |
| Karan Bhattacharya | Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today. |
| ngalicia | Hello. |
| | Do you need any information from me? |
| Karan Bhattacharya | Please let us know the issue you are facing? |

| | |
|--|--|
| ngalicia | I have a user who is encountering an error message when she logs into her remote desktop. |
| Karan Bhattacharya | What is the error is she receiving? |
| ngalicia | The error message states "Remote Desktop can't connect to the remote computer for one of these reasons: Remote access to the server is not enabled The remote computer is turned off The remote computer is not available on the network." The remote computer is turned on and connected to the network, and that remote access is enabled. |
| Karan Bhattacharya | Let me transfer you to a specialist who can better address your concern. |
| ngalicia | Okay |
| <p><i>Karan Bhattacharya is transferring the chat to VDI/DaaS Support.</i></p> | |
| <p><i>Shubham accepted the chat transfer request.</i></p> | |
| <p><i>Shubham is transferring the chat to Priyanshu.</i></p> | |
| <p><i>Priyanshu accepted the chat transfer request.</i></p> | |
| Priyanshu | Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you? |
| ngalicia | I have a user who is getting an error message when connecting to her remote desktop |
| | The error message states Remote Desktop cannot connect to the remote computer for one of these reasons. |
| | Remote access to the server is not enabled The remote computer is turned off The remote computer is not available on the network. |
| Priyanshu | Could you please let me know the name of the user who is facing this issue |
| ngalicia | Persula Kaya |
| Priyanshu | Please allow me a minute |
| ngalicia | Okay |
| Priyanshu | Could you please confirm me your businessname as well |
| | along with your username |
| ngalicia | Business name is WatsonRice LLP |
| | The username is PersulaK |
| Priyanshu | Thank you |
| | Just checking the details, please allow me a minute |
| ngalicia | Okay. No problem. |
| Priyanshu | As checked, I could not find any user associated with your account |
| ngalicia | Your looking at WatsonRice LLP right? |
| Priyanshu | Apologies, let me recheck once |
| | Thank you, I can find the user now |
| ngalicia | Okay. |
| Priyanshu | It seems that server is being managed by different team, please let me transfer your this chat request to the concerned team. |
| ngalicia | Okay. Thank you. |

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

Adarsh Singh accepted the chat transfer request.

| | |
|--------------|---|
| Adarsh Singh | Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today. |
| ngalicia | Hello |
| Adarsh Singh | I understand that a user is not able to sign in to the ACE server with the provided error. Could you please let me know use |
| ngalicia | One moment. |
| | Approximately 2 weeks ago. The users email address is pkaya@watsonrice.com |
| Adarsh Singh | Thanks is Persula Kaya available with you so i can assist Persula over a remote session ? |
| ngalicia | She is not with me physically, but I can instruct her to do a remote session with you. |
| Adarsh Singh | Would you like me to provide the remote session link to you so you can share with me or let me know if she will be connec |
| ngalicia | Yes please. |
| | Provide the remote session link with me. |
| Adarsh Singh | Prior providing the access, I would suggest you to please ask her to close any important documents at her end. |
| ngalicia | Okay. One moment. |
| Adarsh Singh | https://assist.acecloudhosting.com/join/3772787636 |
| | Please ask her to open above link to connect with me. |
| ngalicia | Okay |
| | Connecting now. |
| | Installing the app. |
| Adarsh Singh | Thanks for the update |
| ngalicia | Data is a bit lagging. Install is now at 57% |
| | Zoho assist is initializing remote session |
| Adarsh Singh | Perfect awaiting for a popup in my remote tool thanks. |
| ngalicia | The bar on the initializing remote session is still in the middle....it slowly moving. |
| | 75% almost there. |
| Adarsh Singh | We are going good thanks for the update. |
| ngalicia | Clicked join. |
| | Are you online? |
| | Can you see her screen? |
| Adarsh Singh | Yes i am connected with her |
| ngalicia | The error is there. Its just a screenshot |
| Adarsh Singh | We are able to connect with the server now |

| | |
|--------------|---|
| ngalicia | I see it. |
| | So was there anything you did? |
| Adarsh Singh | I did noting from the backend . Sometimes unstable network or slow local PC can cause this error. |
| ngalicia | I see. |
| | Okay. So we are good then. Thank you. |
| Adarsh Singh | Yes if you face any such issues do not hesitate to connect with us. Please let me know if you do have any additional quest |
| ngalicia | No we are good. Thank you very much. I appreciate the assistance. |
| Adarsh Singh | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |

Adarsh Singh has ended this chat session

Chat

Hello, I

Visitor Details

#83834 Ali Wynn

Email: ali.wynn@montesanogroup.com  18056981608

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: SANTA BARBARA

State: California

Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| Ali Wynn | Hello, I am your Acebuddy |
| Acebuddy | Hello Ali.wynn, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Ali Wynn | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Ali Wynn | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Ali Wynn | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Ali Wynn | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Ali Wynn | I need help with my display settings for my remote desktop. It is taking up both monitor screens when I'd rather have one |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shubham Maurya accepted the chat transfer request.</i> |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Ali Wynn | server: MontesanoGroup.myrealdatal.net |
| | username: maria.a1@myrealdatal.net |
| Shubham Maurya | Thank you for the information, please allow few minutes to check the same. |
| | Thanks for the patience, please follow below steps to remove all monitors from RDP files. |
| | Right-click the RDP file and select Edit . |
| | Go to the Display tab. |
| | Uncheck the box Use all my monitors for the remote session . |
| | Save the changes and reconnect. |
| | Then Your RDP file will only use single screen at a time. |
| Ali Wynn | I don't see the edit option? |
| Shubham Maurya | Are you using windows 11? |
| Ali Wynn | I believe so? How do I check that? |
| | <i>10:54:30 PM Shubham Maurya is sharing a file with you</i> |

[image.png](#) - (Size:69.33 KB)

First you need to click on "show more options" in windows 11

Oh I got it! Thank you so much!

Shubham Maurya Most welcome ! Please check and let me know if your single screen mode is working after disabling it and reconnecting th

Are we still connected here?

Are we still connected here?

Please do let us know if the issue is resolved or you still need help on this Ali.

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shubham Maurya has ended this chat session

Chat

Hello, I

Visitor Details

#83206 Khair Muhammad

Email: finance.uniquebuilders@gmail.com ☎ 93777755701

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: 51 Secs

City: SMYRNA

State: Tennessee

Country: UNITED STATES

Chat Transcript

Khair Muhammad

Hello, I am your Acebuddy

Acebuddy

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

| | |
|-----------------|---|
| | Whom Would You Like to Connect With? |
| Khair Muhammad | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Khair Muhammad | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Khair Muhammad | Password Reset |
| Acebuddy | Please select an option below |
| Khair Muhammad | 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 reset. |
| | Do you need any further assistance on the topic? |
| Khair Muhammad | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Khair Muhammad | UBCC.myreldata.net |
| | Khairm |
| Ashutosh Mishra | Thank you for providing the details. |
| | As I have checked the account was disabled and we have forwarded your earlier request to the relevant team. |
| Khair Muhammad | It has been three days I did not receive any response. so, Still I'm waiting |
| Ashutosh Mishra | I completely understand your perspective however due to weekend the team is not available, rest assured the relevant team member will reach out to you at the earliest with further assistance. |
| Khair Muhammad | Ok, |
| Ashutosh Mishra | Thank you for understanding, is there any other query I can assist with? |
| Khair Muhammad | No, thank you, just to access my account. |
| Ashutosh Mishra | Yes, rest assured the relevant team member will reach out to you at the earliest with further assistance. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |

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

Ashutosh Mishra has ended this chat session

Chat

Hello, I

Visitor Details

#83381 Rasheem Finley

Email: rfinley@dieselpartsdirect.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 37 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

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

| | |
|----------------|---|
| Rasheem Finley | [## 791158 ##] Diesel Parts Direct: Webdav issue |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shubham Maurya accepted the chat transfer request.</i> |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. |
| Rasheem Finley | ok thanks you |
| Shubham Maurya | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Rasheem Finley | DPD_Rasheem@myrealdata.net |
| Shubham Maurya | Thank you for the information, please allow few minutes to check the same. |
| | Thanks for the patience, we can see that the ticket number you shared regarding Webdav issue is resolved. Are you still |
| Rasheem Finley | yes the issue came back on today |
| Shubham Maurya | Alright, please hold on let me check the changes made on last ticket. |
| | May I take the remote access of your local computer? |
| Rasheem Finley | yes |
| Shubham Maurya | https://assist.acecloudhosting.com/join/2472290489 |
| | Kindly paste this link in the browser of local computer and join the session. |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| | Please enter your password |
| Rasheem Finley | Rf2025@# |
| Shubham Maurya | Please check it now, your password was working it's just the drive folder was not mapping so we switched the folder https://selfcare.acecloudhosting.com/ |
| Rasheem Finley | Ok thanks |
| Shubham Maurya | You are most welcome and thanks for your patience with us. |
| | Is there anything else I may help you with ? |
| Rasheem Finley | no thanks |
| Shubham Maurya | 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. |
| | 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/) |
| | <i>Shubham Maurya has ended this chat session</i> |

Chat

Hello, I

Visitor Details

#83736 Angelia White

Email: awhite@alwtaxandfinancialsvcs.com ☎ 16784319236

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEWNAN

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Hello, I

Visitor Details

#83525 KEITH

Email: ks.partsfast@gmail.com  7133203009

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 26 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

KEITH Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

KEITH Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

KEITH I'd like to report an Issue

Acebuddy Please select an option!

KEITH Other Issue

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

KEITH NEED HELP SETTING A NEW OUTLOOK UP TO WORK WITH QUICKBOOKS 2 FACTOR AUTHENTICATION

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

| | |
|-----------------|--|
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. |
| KEITH | PARTSFAST.MYREALDATA.NET |
| Shubham Kataria | Thank you for the information |
| KEITH | USER IS PARTS3 |
| Shubham Kataria | Please allow me two minutes to check the same. |
| KEITH | PARTS 3. YOU MOST LIKELY HAVE TO TAKE OVER |
| Shubham Kataria | Yes, currently I'm checking from backend if the user have enabled for 2 factor authentication or not Kindly confirm if you would like to set up two factor authentication while log on to the server? As currently user don't have the access to TFA |
| KEITH | YES. I BELIEVE THATS THE ISSUE. I THOUGHT GMAIL REQUIRES IT. SEEMS LIKE WE HAD TYO DO THIS A FEW YEARS BACK |
| Shubham Kataria | Alright, if you prefer we can connect over the remote session and check the issue first |
| KEITH | OK THATS FINE |
| Shubham Kataria | Thank you May I take the remote access of your server? |
| KEITH | YES |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at your end. |
| KEITH | PARTTS 3 OK WE ARE GOOD |
| Shubham Kataria | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting |
| KEITH | this is what is currently popping up |
| Shubham Kataria | Thank you for your patience. As per the remote conversation your issue has been resolved. |
| | Is there anything else I may help you with ? |
| KEITH | no we are good |
| Shubham Kataria | that's great I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |

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

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

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

KEITH yes sir

Shubham Kataria has ended this chat session

Chat

Hello, I

Visitor Details

#83656 info

Email: info@brkimcpa.com  9729724930

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

| | |
|----------|--|
| | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| info | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| info | Restart |
| Acebuddy | Hello Info, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| info | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| info | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| info | 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 : |
| info | Yes, I'm facing issues with my server |
| Acebuddy | Please select an option! |
| info | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| info | QuickBooks Update |
| Acebuddy | Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at |
| | If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh |
| | Do you need any further assistance on the topic? |
| info | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| info | Hello, Could you update the QB today midnight? |
| | <i>Luv accepted the chat transfer request.</i> |
| Luv | Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today. |
| | May I know what exact update error are you getting? |
| info | QB update |
| | not error I couldn't find the correct option. |

| | |
|------|---|
| Luv | Okay May I have your account name and server name? |
| info | Server name : Bongryong.myreldata.net. is account name username? |
| Luv | That should work, let me check a few details kindly allow me two minutes |
| | Bongryong Kim CPA this is the account name and I do see qb 2023 accountant installed on your server, is it giving any up |
| info | no. we usually update per 15th and EOM |
| Luv | Oh okay, give me a few minutes, thank you for your patience |
| | All right, we can update your QB if you want us to update it right now, every user will have to log out of the server or we c |
| info | no not now |
| | I'd like to update today midnight. |
| Luv | Allright, this chat will create a ticket, I will go ahead and schedule the Qb update for overnight, is there anything else i car |
| info | no that was all. |
| Luv | happy to help, you have a beautiful rest of your day. |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr |
| | 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/) |

Luv has ended this chat session

Chat

Hello, I

Visitor Details

#83308 shylesh viswanathan

Email: shylesh@rockstarbookkeeping.com  13108506091

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: REDONDO BEACH

State: California

Country: UNITED STATES

Chat Transcript

| | |
|---------------------|--|
| shylesh viswanathan | Hello, I am your Acebuddy |
| Acebuddy | Hello Shylesh Viswanathan, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| shylesh viswanathan | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| shylesh viswanathan | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| shylesh viswanathan | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| shylesh viswanathan | Following up on Ticket 796505 |
| 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 Sujeeet Kumar Suman. I will be assisting you today. |
| | Hello Shylesh |
| shylesh viswanathan | Hi, I wasn't able to respond to the questions on this ticket. Can I log in and launch the app I have having issues with? |
| | The app is Juno |
| Sujeet Kumar Suman | Sorry for the inconvenience. Sure, I will help you with that. Could you please provide the ticket number so we can assist you? |
| shylesh viswanathan | 796505 |
| Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to check the same. |
| | Thank you for your patience. |
| | Upon checking, we found that we have already replied to your email. |

| | |
|--------------------|--|
| shy whole | Yes, but I am having the issue. Can I logon to the server and show you the issue? |
| Sujeet Kumar Suman | Yes ,please. |
| | May I take the remote access of your local computer? |
| shy whole | yes |
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern. |
| | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8402466519 |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting Thank you for your patience. |
| | As per discussion over the remote session, The issue is resolved. |
| shy whole | Ok, I think you have fixed the problem. I will test out and connect if I have any further issues. |
| Sujeet Kumar Suman | Most welcome Shy whole. |
| | Is there anything else I may help you with ? |
| shy whole | No. Thanks. |
| Sujeet Kumar Suman | Thanks for the confirmation ! |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Sujeet Kumar Suman has ended this chat session

Chat

I can't login to the s

Visitor Details

#83567 Christine Han**Email:** alin@salutron.com ☎ 5107952876**Department:** Support(QB & App Hosting)**Operator:** Luv**Website:** <https://www.acecloudhosting.com/>?

utm_source=google&utm_medium=cpc&utm_campaign=Branded&utm_term=ace+cloud+hosting&utm_adgroup=Core_Brand_Terms&utm_device=1bCdK0e_8GHdmfbNn9QyVRjRicI8A4FeYRoCyD8QAvD_BwE

Operating System: Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 53 Secs**City:** SAN FRANCISCO**State:** California**Country:** UNITED STATES**Chat Transcript**

| | |
|---|--|
| Christine Han | I can't login to the server. Salutron.myrealdata.net |
| Akash | Thank you for contacting ACE. My name is Akash. I will be assisting you further. |
| <i>Akash is transferring the chat to Support(QB & App Hosting).</i> | |
| Christine Han | It keep saying "The logon attempt failed". |
| <i>Luv accepted the chat transfer request.</i> | |
| Luv | Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today. |
| Christine Han | I just notice the name is Christine Han. Sorry. my name is Amy Lin. The account is myrealdata\AmyL myrealdata\AmyL |
| Luv | I understand, may I know if you changed your password recently and what application are you using to login into the serv |
| Christine Han | The last password change was in Aug. |
| Luv | Its totally fine, Hi Amy I will surely assist you with this. |
| <i>Okay, is it fine if I take remote of your local session?</i> | |
| Christine Han | Until yesterday I can click to login, no need to type the password. |
| <i>Sure.</i> | |
| <i>1833298836</i> | |
| Luv | Kindly allow me two minutes. What is your company name, can you please share that as well? |
| Christine Han | Salutron |
| <i>remote computer is Salutron.myrealdata.net</i> | |
| <i>RD Gateway server is rdg.myrealdata.net</i> | |
| Luv | Thank you for the information, I am sending you an email on this alin@salutron.com for local |

| | |
|---------------|---|
| | please follow the instruction on it, so i can remote in, thank you. |
| | Please enter the last known password |
| Christine Han | done |
| Luv | it worked, this time, let us try again. |
| Christine Han | Thank you! |
| Luv | All right, that should work, I have saved the password for you, just remember to log off when you are disconnecting from the system. |
| Christine Han | I always sign out with the icon "log off" the red button |
| | But now, thank you very much! |
| Luv | That is best practice, it seems to be working fine right now, I am also sending you a guide for myportal which you can use to log in. |
| | <i>12:24:02 AMLuv is sharing a file with you MyPortal-v2.pdf - (Size:1.39 MB)</i> |
| Christine Han | Sure. I will follow. |
| | Thank you! |
| Luv | no problem, thank you for your patience on this, is there anything else i can help you with at the moment? |
| Christine Han | That's it. I can start working. |
| Luv | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our interaction. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Luv has ended this chat session

Chat

Hello, I

Visitor Details

#83393 info

Email: info@brkimcpa.com ☎ 9729724930

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: 11 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

| | |
|----------|--|
| info | Hello, I am your Acebuddy |
| Acebuddy | Hello Info, I'm your Ace Buddy. I'll be l |
| | Whom Would You Like to Connect Wit |
| info | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| info | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| info | Other Request |
| Acebuddy | Please drop an email to support@ace technicians will connect with you for t |
| | If you are facing any issue/problem w |
| info | Yes, I'm facing issues with my server |
| Acebuddy | Please select an option! |
| info | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are yc |
| info | QuickBooks Update |
| Acebuddy | Quickbooks update related alerts can application updates at the backend ai might get delayed due to unforeseen |
| | If you're also getting an update popu |

support@acecloudhosting.com. Our e
be and share a confirmation via emai

Do you need any further assistance o

info Yes

Acebuddy Please wait while we connect you to c

Acebuddy (bot) forwarded the chat re

Gaurav kumar declined the transfer re

info If the Quickbook is not fully updated,

Shashwat Verma accepted the chat tr

Shashwat Verma is transferring the ch

Yash Kalra accepted the chat transfer

Yash Kalra Thank you for contacting Ace Cloud H

Sure, I will schedule this task for the f

info thank you.

Yash Kalra Is there anything else I may help you

info nope. thank you.

Yash Kalra I would greatly appreciate if you could
smileys at the end of this chat.

Thank you for choosing ACE cloud Ho

Yash Kalra has ended this chat session.

Chat

Hello, I

Visitor Details

#83328 Carol A Patton

Email: cpatton@pillarhouseusa.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: ELK GROVE VILLAGE

State: Illinois

Country: UNITED STATES

Chat Transcript

Carol A Patton

Hello, I am your Acebuddy

Acebuddy

Hello Carol A Patton, I'm your Ace Buc

Whom Would You Like to Connect Wit

As we haven't got any response from
Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat

Hello, I

Visitor Details

#83187 itsupport

Email: itsupport@advancefinserv.com ☎ 918887771848

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 41 Secs

City: MALKA GANJ

State: Delhi

Country: INDIA

Chat Transcript

itsupport Hello, I am your Acebuddy

Acebuddy Hello Shashi, I'm your Ace Buddy. I'll t

Whom Would You Like to Connect Wit

itsupport Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

itsupport I'd like to raise a Request

Acebuddy Please select your request type.

itsupport Application Version Upgrade

Acebuddy Please select the application you wou

itsupport ProSeries

Acebuddy Kindly download the ProSeries setup f desktop.

Once done, Please email us at suppor via email.

Generally, application upgrades are c do specify if you need the request prc

Do you need any further assistance o

itsupport Yes

Acebuddy Please wait while we connect you to c

Acebuddy (bot) forwarded the chat re

Shubham Maurya accepted the chat t

Shubham Maurya Thank you for contacting Ace Cloud H today.

itsupport Hi shubham I'm shashi

Shubham Maurya Hello Shashi, how are you.

itsupport As we discussion regarding our quickl

Shubham Maurya Yes, I do remember that your ticket n

itsupport Please subscribe the lincese for us if yo response

Yes

It is very evry urgent for us...

Please help...

I will pay again for that

Because I'm unable to see where I go

?

Shubham Maurya

I completely understand the urgency
this case.

itsupport

Owtherwise you guide me

And you can connect my computer vi

I have zoho assist...

Please sir

Shubham Maurya

We will surely help you with the best |

itsupport

Sure please take your time

Shubham Maurya

What we can offer is either to **provide**
arrange a three way call with Intu

Please note that if you choose to proc
upgrade your QuickBooks company
previous **QuickBooks 2024 Pro Plus**

Are we still connected here?

As we are already connected on anot

Thank you for choosing ACE cloud Ho

Shubham Maurya has ended this chat

Chat

i cannot print che

Visitor Details

#83533 alex mizan

Email: amizan@audiobeam.com ☎ 16462864332

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: <https://www.acecloudhosting.com/pricing/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

alex mizan i cannot print check properly from qui

Aayush Verma Thank you for contacting ACE. My nar

Aayush Verma is transferring the chat

Yash Kalra accepted the chat transfer

Yash Kalra is transferring the chat to :

Shubham Kataria accepted the chat t

Shubham Kataria Thank you for contacting Ace Cloud H
today.

Hello Alex

I will be surely assisting you with this.

alex mizan alexander mizan

am2 corporation

AlexanderM is my username i think

Shubham Kataria Thank you for the information.

Please confirm whether printing in Qu
specific printing issue.

alex mizan it sends the check to my printer but n
before and someone told me to adjus

i don't remember what they did or sh

Shubham Kataria Alright, we will help you out with this.

May I take the remote access of your

alex mizan yes

Shubham Kataria Prior providing the access, I would su

alex mizan ok

Shubham Kataria <https://assist.acecloudhosting.com/join>

Kindly paste this link in the browser o

We are connected on the remote sess
the time, I am putting the chat on hol
give your confirmation on this chat.

Thank you for your patience.

As per the remote conversation your

Is there anything else I may help you

alex mizan ok great thank you for your hlep. issu

Shubham Kataria You're welcome

I would greatly appreciate if you coulc
smileys at the end of this chat.

Thank you for choosing ACE cloud Ho

You may end this chat now. Once you
conversation, along with a ticket num

I request you to kindly spare a mome
working. I will appreciate that. or you
Thanks!

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

For self-help, check out our Knowledg

Shubham Kataria has ended this chat

Chat

Hello, I

Visitor Details

#83244 Andy

Email: kcorrea@lokring.com ☎ 13104066663

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 46 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

| | |
|-----------------|--|
| Andy | Hello, I am your Acebuddy |
| Acebuddy | Hello Andy, I'm your Ace Buddy. I |
| | Whom Would You Like to Connect |
| Andy | Technical Support (QB & App Hos |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Andy | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Andy | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue a |
| Andy | QuickBooks is Frozen |
| Acebuddy | Hmm, That doesn't sound good. I |
| | Was that helpful? |
| Andy | No |
| Acebuddy | No issues, please wait while I cor |
| | further. |
| | <i>Acebuddy (bot) forwarded the ch</i> |
| | <i>Shubham Kataria accepted the c</i> |
| Shubham Kataria | Thank you for contacting Ace Clo |
| | you today. |
| | Hello andy |
| Andy | Server Name: LokringWC.myreal |
| | Username : myrealdata\SandraFi |
| | Can I get my server rebooted ple |
| Shubham Kataria | I will surely assist you with the se |

| | |
|-----------------|---|
| | why you are rebooting the server |
| Andy | packing slip isnt printing properly |
| Shubham Kataria | alright, please allow me two minutes |
| | Kindly inform LWC_kathyc to save the file |
| | Are we still connected here? |
| Andy | okay |
| | yes |
| Shubham Kataria | Thank you, please let me know if you need any further assistance |
| Andy | yes please proceed |
| Shubham Kataria | Thank you, I have rebooted the server. Kindly confirm if its running. |
| Andy | ok |
| Shubham Kataria | Thank you for your patience. |
| | Server is up now. |
| Andy | thank you so much! |
| Shubham Kataria | You're welcome. Please use the search bar to find what you're looking for |
| | Kindly confirm if its working fine |
| | Are we still connected here? |
| | As You're disconnected from the chat or call us at (1-888-415-524) |

Shubham Kataria has ended this conversation.

