

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 1

**#72408 BINITA ADHIKARI**  
**Email:** abctaxllc@outlook.com 📞 12025319519  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 47 Secs  
**City:** OVERLAND PARK  
**State:** Kansas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 35 M

BINITA ADHIKARI	Hello, I am your Acebuddy	12 F
Acebuddy	Hello Binita Adhikari, I'm your Ace Buddy. I'll be happy to assist you!	1
	Whom Would You Like to Connect With?	1
BINITA ADHIKARI	Technical Support (QB & App Hosting)	1
Acebuddy	Welcome to Ace Support.	1
	Please chose an option :	1
BINITA ADHIKARI	I'd like to raise a Request	1
Acebuddy	Please select your request type.	1
BINITA ADHIKARI	Other Request	1
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1
BINITA ADHIKARI	Yes, I'm facing issues with my server	1
Acebuddy	Please select an option!	1
BINITA ADHIKARI	Other Issue	1
Acebuddy		

	Please specify the issue you are facing before I connect you to an available support representative!	1
BINITA ADHIKARI	AGENT	1
Acebuddy	Please wait while we connect you to a Support Representative	1
	<i>Acebuddy (bot) forwarded the chat request</i>	1
	<i>Sharath Kumar accepted the chat transfer request.</i>	1
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	1
	Hi Binita, how may I assist you today	1
BINITA ADHIKARI	HEY, MY CLOUD SPACE IS VERY LOW	1
	CAN YOU CHECK WHAT'S GOING ON	1
	CAN YOU DELETE THE CACHE FILE ANY JUNK FILE	1
Sharath Kumar	certainly, one moment while I sign into your server	1
BINITA ADHIKARI	CAN YOU UNINSTALL DRAKE TAX ALL YEAR FROM THE SERVER	1
Sharath Kumar	Sure, I can do that	1
BINITA ADHIKARI	hwy man are you there	1
Sharath Kumar	my apologies, am just having some tough time getting to the server	1
	allow me 2 more minutes while I find a workaround to access your server	1
	Alright, Binita. I'm in	1
	checking what is taking too much space on the server	1
BINITA ADHIKARI	okay	1
Sharath Kumar	cleaning some junk files	1
	I was able to free up 1.75 G of space on the server	1
BINITA ADHIKARI	can you tell, which application takes space	1
Sharath Kumar	All version of Drake (including Drake accounting) adds up to 5.64 GB	1
	To uninstall/remove Drake an email request will be required from you	1
BINITA ADHIKARI	only left drake accounting 2025, and remove all	1
Sharath Kumar	To uninstall/remove Drake an email request will be required from you	1
BINITA ADHIKARI	i'll do that, and also tell me an unused application	1
Sharath Kumar	55 GB is Windows files (this cannot be altered)	1
	Adobe is taking a lot of space. around 15 GB	1
BINITA ADHIKARI	remove that one too	1
Sharath Kumar	User data is 17 GB	1
BINITA ADHIKARI	i'll send you the email real quick	1

Sharath Kumar	Ma'am, to add or remove any application we require an email request	1
BINITA ADHIKARI	wait one sec. I'm writing	1
Sharath Kumar	Thank you, I will have the appropriate team to work on your request and have them set your ticket as a priority since the server currently has very low storage space	1
	anything else that I may assist you with at this moment?	1
BINITA ADHIKARI	i sent an email	1
	please check it	1
Sharath Kumar	checking	1
BINITA ADHIKARI	639635 ticket number	1
Sharath Kumar	got it, Thank you	1
	could you allow us some time to get the applications removed	1
BINITA ADHIKARI	sure	1
Sharath Kumar	as mentioned earlier, I will be making your ticket a priority and will reach out to you as soon as this is done	1
BINITA ADHIKARI	okay i'll wait you email	1
	thank you	1
Sharath Kumar	anything else that I may assist you with?	1
BINITA ADHIKARI	No, thank you	1
Sharath Kumar	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1
	<i>Sharath Kumar has ended this chat session</i>	1

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb,

#72340 ShruthiS

Email: shruthis@norwintechologies.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 12 Secs

City: BANGALORE

State: Karnataka

Country: INDIA

Chat Transcript

Chat Duration : 27 M

ShruthiS	Hello, I am your Acebuddy	12
Acebuddy	Hello Shruthis, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
ShruthiS	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
ShruthiS	I'd like to raise a Request	
Acebuddy	Please select your request type.	
ShruthiS	Setup Ace Server	
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	
ShruthiS	Microsoft Windows	
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	
	Do you need any further assistance on the topic?	
ShruthiS	Yes	
Acebuddy	Please wait while we connect you to our Support Representative	
	<i>Acebuddy (bot) forwarded the chat request</i>	
	<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar		

	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
ShruthiS	I need folder access to Folder - D:\Subs\ACCSCIENT Shared Folder\Checks\Appridat\2025
Sharath Kumar	Hi Shruthi, allow me one moment while I check some details
ShruthiS	635213
Sharath Kumar	The ticket you mentioned appears to be for a different folder access
ShruthiS	yes this is the new request
Sharath Kumar	Actually, I see Priya had mentioned in the email to provide you with access for both the folders
	allow me couple of minutes to provide you with the appropriate access
ShruthiS	oky
	If you want mail from Priya then i can say her
	Now i want access to D:\Subs\ACCSCIENT Shared Folder\Checks\Appridat\2025
Sharath Kumar	not required
	just one more moment please
ShruthiS	okay
Sharath Kumar	try reopening the folder and let me know if you are able to access it
ShruthiS	okay
	Yes now i am able to open it
Sharath Kumar	glad to hear that
	anything else that I may assist you with?
ShruthiS	Only that much as of now. Thank you
Sharath Kumar	my pleasure
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb,

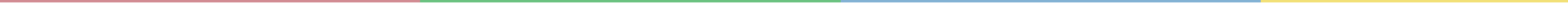
**#72543 ricky pais**  
**Email:** ricky@brannanhessel.cpa  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 13 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 4 M

ricky pais	Hello, I am your Acebuddy	14
Acebuddy	Hello Ricky Pais, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
ricky pais	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
ricky pais	I'd like to report an Issue	
Acebuddy	Please select an option!	
ricky pais	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
ricky pais	I am trying to reach Sumeet Sachdeva who tried to call me about slow speeds issues.	
Acebuddy	Please wait while we connect you to a Support Representative	
	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 Ricky
ricky pais	Hello, i am trying to reach Sumeet Sachdeva about a technical issues they were trying to reach me about...
Shashwat Verma	Sure, kindly share your direct number so that we can arrange a callback
ricky pais	352-528-6558 I will answer as soon as i see the call come in.
Shashwat Verma	Sure
	Is there anything else I may help you with ?
ricky pais	no, that is all i need, my boss just wanted the issue resolved tonight, thank you!
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p><i>Shashwat Verma has ended this chat session</i></p>



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 19 Feb,

**#72817 Divya Verma**  
**Email:** divya.verma@lpctax.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 31 Secs



**City:** SAN JOSE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 12 M

Divya Verma	Hello, I am your Acebuddy	19
Acebuddy	Hello Divya Verma, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Divya Verma	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Divya Verma	I'd like to report an Issue	
Acebuddy	Please select an option!	
Divya Verma	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
Divya Verma	Lacerte	
Acebuddy	Please wait while we connect you to a Support Representative	
	Acebuddy (bot) forwarded the chat request	
	Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	
Divya Verma	Hello. I am unable to open Lacerte. It is giving me a pop up message that I need admin privileges to perform the update	
	I had the same issue last week	
Manish Singh	If you need Admin Access we will share the Disclaimer, kindly approve that Disclaimer so that we can proceed with the request.	
	Need approval from joe.collett@lpctax.com	
	<a href="#">Joseph Collet</a>	1
	As this is a reoccurring issue, we have noted your request.	1
	Is there anything else I may help you with ?	1
Divya Verma	How can he approve? Can you share the disclaimer with his email?	1
Manish Singh	Yes	1
	I will share the Disclaimer via email.	1



	Is there anything else I may help you with ?	1
Divya Verma	He said he has not received the email yet	1
Manish Singh	We will share the email after this chat ends.	1
Divya Verma	Okay. Nope that is all. Thank you.	1
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p><i>Manish Singh has ended this chat session</i></p>	1



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb,

#71887 Bryan Kochis

Email: [webmaster@brewingscience.com](mailto:webmaster@brewingscience.com) 📞 719-650-4602

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 21 Secs

City: WOODLAND PARK

State: Colorado

Country: UNITED STATES

Bryan Kochis	Hello, I am your Acebuddy	4 Feb
Acebuddy	Hello Bryan, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Bryan Kochis	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Bryan Kochis	I'd like to report an Issue	
Acebuddy	Please select an option!	
Bryan Kochis	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
Bryan Kochis	Outlook user issue	
Acebuddy	Please wait while we connect you to a Support Representative	
	Acebuddy (bot) forwarded the chat request	
	Shubham Yadav accepted the chat transfer request.	
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	
	I will be surely assisting you with this. Kindly help me with your server name and user name?	
Bryan Kochis	Hi. So we got an email last night about a Microsoft audit that was done on our Ace remote server and you offered us some options for moving forward. I can copy that email here if it's not in your file.	
Shubham Yadav	Sure Bryan	
Bryan Kochis	<p>Here is the email ... Dear Bryan, Greetings from Ace Cloud! Ticket ID: 624086 Issue: BSI: Microsoft Product Compliance I hope this message finds you well. During our recent Microsoft Compliance audit, we identified that Microsoft Office Professional Plus 2016 is installed on your server BSI and is currently accessible by the following users: 1. Chris Corbett 2. Theresa Tucker However, as per our records, you’re being billed for a different product Microsoft Outlook for 2 users. We kindly request that you review your requirements and confirm whether you would like to: 1. Continue with Microsoft Office Professional Plus 2016 at \$19.99/user/month for the current users, or 2. Opt for Excel 2016 only at \$5.99/user/month, if additional applications like Word, Outlook, PowerPoint, or Access are not required, or 3. Opt for Microsoft 365 Apps for Enterprise at \$12/user/month, if additional applications are required. Additionally, please review the user list and let us know if you’d like to add or remove access for any users. This will help us adjust permissions and update your billing accordingly. Should you have any questions or need further clarification, please don’t hesitate to reach out. Your prompt response will ensure seamless service and accurate billing adjustments. Please feel free to reach us if you need further assistance. You may contact us on our 24/7 helpline on 888-415-5240 (toll-free) or you may reach us on our instant chat support through Ace Cloud Hosting We would love to hear from you, please share your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Best regards, Aankit Sharma</p> <p>So here is where we are ... Our 2 users who need Outlook are as above. This has not changed. 1. Chris Corbett 2. Theresa Tucker However since we got this email last night, one of our 2 users has been knocked out of Outlook entirely (Chris Corbett). If he clicks the Outlook icon on his desktop he gets a permissions error (Only administrators have permission to add, remove, ....). So he can't get into his Outlook and therefore QuickBooks cant access it either. This is the FIRST problem we need to get fixed.</p>	

Shubham Yadav	Bryan I surely understand your concern about this. We will resolve this issue.
Bryan Kochis	Second to this, if moving to "3. Opt for Microsoft 365 Apps for Enterprise at \$12/user/month" means Office & Outlook apps, then this is the best deal for us based on the options provided, so would like more info on how we can transfer to this option to keep out Outlook app up to date.
	keep *our* Outlook
Shubham Yadav	Bryan we can provide you the license for this per user as per your need. Every Microsoft application will be there to use in O365.
Bryan Kochis	Okay good. Then when we do that, we can cancel the Office 2016 & additional Outlook subscriptions the audit email mentions. That should clean up our account and also reduce our costs a bit (based on my reading).
Shubham Yadav	Yes Bryan you can opt for Microsoft 365 Apps for Enterprise at \$12/user/month.
	Please just mail us for the same so that we can proceed further and install the application with credentials to you
Bryan Kochis	"Mail us"? You mean email? What email address do I have to send this from? You should have bryan@mountainearth.org as a registered email address correct?
Shubham Yadav	Yes Bryan we need this for approval over mail
Bryan Kochis	Alright I'll just reply to that email I pasted from support@acecloudhosting.com then.
	What about fixing the first problem?
Shubham Yadav	Sure
	The moment we receive the mail we will start working on it and will provide you with the O365 on server
Bryan Kochis	Oh okay ... Then I'll get on that right now.
Shubham Yadav	Sure Bryan
	We will work on it.
	Is there anything else I may help you with ?
	Are we still connected here?
Bryan Kochis	We are. Email just sent.
	You can do this overnight (for us). Just want to make sure our 2 users then have Outlook again in the morning.
Shubham Yadav	Sure Bryan
	We will do that for you.
Bryan Kochis	Thanks. I'll disconnect for now.
	Have a good day.

*Bryan has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Feb,

**#72695 Jeremy.primus**  
**Email:** jeremy.primus@novaflexled.com ☎ 320-407-0925  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 54 Secs  
**City:** MADISON  
**State:** Minnesota  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 28 M

Jeremy.primus	Hello, I am your Acebuddy	18
Acebuddy	Hello Jeremy Primus, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Jeremy.primus	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Jeremy.primus	I'd like to report an Issue	
Acebuddy	Please select an option!	
Jeremy.primus	Password Reset	
Acebuddy	Please select an option below	
Jeremy.primus	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 and we'll share an update once the request is processed.	
	Do you need any further assistance on the topic?	
Jeremy.primus	Yes	
Acebuddy	Please wait while we connect you to our Support Representative	

	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jeremy.primus	Hello Shubham
Shubham Yadav	Hey jeremy
Jeremy.primus	One of my user's Arbie keeps getting a pop up about her password being expired
	Nobody else has ever had that pop up here at Marco
Shubham Yadav	Thanks for the confirmation
Jeremy.primus	lol Marco
	I meant Nova Flex
	Are we able to prevent this from happening
Shubham Yadav	Jeremy password gets reset every 90 days.
	You can mail us for the password reset and we will be sharing you a new password.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.
Jeremy.primus	Sorry not a single user that has worked at Nova Flex has had to reset their password
	Also when she tries she gets an error. The specified network password is not correct
	Even though she is typing it in correctly
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Jeremy server's password are set to be expired every 90 days for security reasons. (Edited)
Jeremy.primus	Then how come the rest of my user's haven't had to change their password yet.
Shubham Yadav	Jeremy can you please share a screen shot for the error ?
	Are we still connected here?
Jeremy.primus	Hello Sorry
	<i>3:30:47 AMJeremy.primus is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:132.13 KB )
Shubham Yadav	Jeremy I would like to inform you that password should meet the requirements for password policy.
Jeremy.primus	What is it having issues meeting?
Shubham Yadav	Jeremy does the password having any actual word ?
Jeremy.primus	one second
Shubham Yadav	Sure jeremy

	Jeremy 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) if any further assistance is required.
Shubham Yadav has ended this chat session	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb,

#72550 admin

Email: admin@consultingctx.com 📞 17609568500

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: APPLE VALLEY

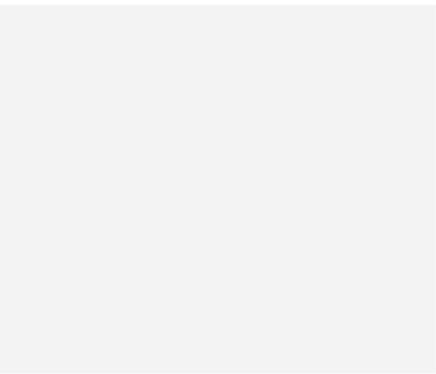
State: California

Country: UNITED STATES

Chat Transcript		Chat Durat
admin	Hello, I am your Acebuddy	14
Acebuddy	Hello Norma Moreno, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
admin	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	

admin	I'd like to raise a Request
Acebuddy	Please select your request type.
admin	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
admin	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
admin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
admin	I disconnected from my network and I cant connect
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
admin	Hello, I am Norma
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
admin	Client ID – CID72524
	Laura Romero and Norma Moreno
Tushar Pharswan	Kindly allow me two minutes to check the same.
admin	ok
Tushar Pharswan	The session for Laura was in disconnected state so I manually removed it from the task manger.
	Kindly try to login again.
admin	ok
Tushar Pharswan	Is the issue resolved ?
admin	yes
	Thank you :D
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!





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

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

Tushar Pharswan has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb,

**#71896 Dan Segawa**  
**Email:** dsegawa@armdynamics.com 📞 3102935861  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 42 Secs  
**City:** TORRANCE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 46 M

Dan Segawa	Hello, I am your Acebuddy	4 Feb
Tushar Pharswan	I deeply apologize for the inconvenience caused to you.	
Dan Segawa	no worries...	
Tushar Pharswan	I saw you need assistance with application upgrade.	
Dan Segawa	yes, and i have tickets that i opened a while ago	
	can you remote to hlozano, and i can show you the file needed..	
Tushar Pharswan	Kindly allow me two minutes to check the same.	

Dan Segawa	take your time...
Tushar Pharswan	Thank you for waiting is this regarding ticket #633732 Transaction Pro Syncing Issue.
Dan Segawa	yes...
	they gave me 2 updates to run, so far only 1 has been installed
	can you assist with the second one/
Tushar Pharswan	Sure.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
Dan Segawa	yes i shall, thank you
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/2542489985">https://assist.acecloudhosting.com/join/2542489985</a>
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Dan Segawa	understood
Tushar Pharswan	Kindly wait as the application is being installed.
Dan Segawa	thank you, can you ensure that the TPI is the correct version and correctly installed?
Tushar Pharswan	Kindly relogging and check if the issue persists or not.
	Yes.
	Transaction pro 8.4.1 is installed correctly.
Dan Segawa	thank you for confirmation
Tushar Pharswan	Is the issue resolved?
Dan Segawa	No
	Not Responding
Tushar Pharswan	Thats unfortunate. What we can do is now that we suggest you get connected with TPI support over a chat or call session as well as email us with your contact number and time with time zone mention so that we can assist you better regarding the issue.
Dan Segawa	I am chatting with them now...
	can you remote to HLozano
	I will have TPI also in there
Tushar Pharswan	Kindly connect with them over a call session and call us as well at <b>1-888-415-5240</b> .
Dan Segawa	they are unable to phone, can you stay on text document on desktop for chat
	she is on,

	HLozano
	Priyanka is the TPI tech
Tushar Pharswan	Kindly initiate a call with us at *1-888-415-5240 a*nd one of our senior team member will assist you with the issue.
	Once they pick kindly let us know.
Dan Segawa	I am on hold... :(
Tushar Pharswan	Kindly wait they will pick there might be call flow at moment.
	May I know the number by which you are calling ?
Dan Segawa	The one you gave me
Tushar Pharswan	Your number I wanted to know.
Dan Segawa	310 293 5861
Tushar Pharswan	Are you connected now?
Dan Segawa	i am connected by phone
Tushar Pharswan	Good I'm going to end this chat session so they can see our chat transcript as well.
Dan Segawa	thank you
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>

*Tushar Pharswan has ended this chat session*

#73126 Larry Garcia

Email: larry@standardus.com 📞 6302899500

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 23 Secs

City: DES PLAINES

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 M

Larry Garcia	Hello, I am your Acebuddy	25
Acebuddy	Hello Larry Garcia, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Larry Garcia	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Larry Garcia	I'd like to report an Issue	
Acebuddy	Please select an option!	
Larry Garcia	QuickBooks Issue	
Acebuddy	What type of QuickBooks Issue are you facing?	
Larry Garcia	QuickBooks Login Issue	
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	
	Was that helpful?	
Larry Garcia	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		
Manish Singh accepted the chat transfer request.		
Manish Singh is transferring the chat to Shubham Yadav.		
Shubham Yadav accepted the chat transfer request.		
Larry Garcia	All of us can not still get into QuickBooks. This has been happening since Friday 2/21/225	
Shubham Yadav		

	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Larry Garcia	All of us can not still get into QuickBooks. This has been happening since Friday 2/21/225
	Read our file this was expedited to a 3rd level engineer.
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Larry as I checked with the escalation engineer. He will reach you out shortly for the resolving the issue.
	Are we still connected here?
Larry Garcia	No because AI must be talking to QuickBooks.
Shubham Yadav	Larry our engineer will call you soon.
	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) if any further assistance is required.
Shubham Yadav has ended this chat session	



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 13 Feb,

#72441 David Weinstein

Email: david@davidweinsteincpa.com ☎ 19149071180

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 41 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

David Weinstein	Hello, I am your Acebuddy	13
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
David Weinstein	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
David Weinstein	I'd like to report an Issue	
Acebuddy	Please select an option!	
David Weinstein	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
David Weinstein	The server is slow	
Acebuddy	Please wait while we connect you to a Support Representative	
	Acebuddy (bot) forwarded the chat request	
	Shubham Yadav accepted the chat transfer request.	
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	
David Weinstein	The keys feel like they are sticking	
	Email writes slow	
	why?	
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?	
David Weinstein	DavidWein (just saw a blue circle)	
	David@davidweinsteincpa.com	
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	
	David since when are you facing the issue ?	
	Are we still connected here?	
David Weinstein	2 weeks or so	
	I just tried to type a number in excel and hit the tab button, took 30 seconds or so to go to the next cell	
Shubham Yadav	Thanks for the confirmation	
	As I can check Ram consumption is 80 % right now.	
David Weinstein	what does that mean	

	swap space is 16%
Shubham Yadav	Multiple web browsers are taking memory consumption on the server
	Yes also only 16% storage is free out of 100% storage, which is affecting performance of the server.
	Kindly delete unwanted files from desktop, documents and downloads. Or you can upgrade the storage plan
David Weinstein	I'm way above 10%, why eould that affect the speed
	Does microsoft onedrive slow it donw?
	down?
Shubham Yadav	David, this could contribute to the server slowness. To be on the safe side, we recommend keeping at least 20 percent of the storage free.
	Yes David Microsoft OneDrive consumes memory
David Weinstein	how much?
Shubham Yadav	David it depends on the usage
	Right now Slack, Google Drive, Firefox, Microsoft Edge Webview2 are consuming 80 percent RAM
David Weinstein	can you remove the onedrive davidweinsteincpa
Shubham Yadav	Sure David
David Weinstein	and google drive
	not delete them of course
Shubham Yadav	We will require an email for the removal of the applications
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.
	Do you want to remove it from the server or close it for now
David Weinstein	Yes remove the onedrive and the google drive or tell me how to do it
Shubham Yadav	David do you have the admin rights on the server ?
David Weinstein	yes I sent the email
Shubham Yadav	Thanks for the confirmation
	Can you please confirm do you have the admin rights ?
David Weinstein	Yes I'm the admin David Weinstein
	Davidwein
	its my biz
Shubham Yadav	David, I meant on the server—do you have the rights to install and uninstall applications?
David Weinstein	yes
	we all do because you need admin rights to run cs workpapers
Shubham Yadav	Thanks for the confirmation



	Do you want us to remove the application or you will be removing them ?
	David are you there ?
	Are we still connected here?
David Weinstein	yes
	can you remove them?
Shubham Yadav	Sure
	I am removing them
David Weinstein	thank you
	how much speed will i get?
Shubham Yadav	I am processing right now
	Please wait for a moment
David Weinstein	ok
Shubham Yadav	David I have uninstalled both the applications from the server.
	Memory Consumption is now 70%
	Are we still connected here?
David Weinstein	so only 10% difference?
Shubham Yadav	David, after a reboot, you may notice a difference.
David Weinstein	How many gigs to get over 20%
Shubham Yadav	David if you close the chrome browsers it might have the reflect
David Weinstein	I/m using firefox
	ok, I'll see on the next reboot
Shubham Yadav	Yes please close firefox applications and then re open
	Sure David
	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) if any further assistance is required.

*Shubham Yadav has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Feb,

**#72425 Jennifer Andrew**  
**Email:** andrewjennifer@me.com 📞 15597068626  
**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:** PEYTON  
**State:** Colorado  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 42 M

Jennifer Andrew	Hello, I am your Acebuddy	13
Acebuddy	Hello Andrewjennifer, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Jennifer Andrew	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Jennifer Andrew	I'd like to report an Issue	
Acebuddy	Please select an option!	
Jennifer Andrew	Password Reset	
Acebuddy	Please select an option below	
Jennifer Andrew	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 and we'll share an update once the request is processed.	
	Do you need any further assistance on the topic?	

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

Ended due to chat idle timeout



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Feb, 1

**#72973 Alex R Uvalles**  
**Email:** alex@mcavoycpa.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 14 Secs  
**City:** RIVERBANK  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 4 M

Alex R Uvalles	Hello, I am your Acebuddy	22 F
Acebuddy	Hello Alex R Uvalles, I'm your Ace Buddy. I'll be happy to assist you!	1
	Whom Would You Like to Connect With?	1
Alex R Uvalles	Technical Support (QB & App Hosting)	1
Acebuddy	Welcome to Ace Support.	1
	Please chose an option :	1
Alex R Uvalles	I'd like to report an Issue	1
Acebuddy	Please select an option!	1
Alex R Uvalles	Other Issue	1

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1
Alex R Uvalles	I've requested assistance through e-mail because one of our apps, TaxDome, in our network stopped working. Brian, the account admin, re-added the app and it's working now. Please ignore or close case. Re:[## 645746 ##] Lost TaxDome app	1
Acebuddy	Please wait while we connect you to a Support Representative	1
	<i>Acebuddy (bot) forwarded the chat request</i>	1
	<i>Shashwat Verma accepted the chat transfer request.</i>	1
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1
	Hello Alex	1
Alex R Uvalles	hi	1
Shashwat Verma	So you would like to close the case under 645746	1
Alex R Uvalles	yes	1
Shashwat Verma	Sure, we have noted your request.	1
	You'll soon get the closing ticket update (Edited)	1
	Is there anything else I may help you with ?	1
	Are we still connected here?	1
Alex R Uvalles	no that was all. thank you	1
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p><i>Shashwat Verma has ended this chat session</i></p>	1

Visitor Details

7 Feb,

#72159 **eduardocantore**  
**Email:** eduardocantore@hotmail.com 📞 17877917090  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 1 Min 6 Secs  
**City:** ROSARIO  
**State:** Santa Fe  
**Country:** ARGENTINA

Chat Transcript

Chat Duration : 32 M

eduardocantore	Hello, I am your Acebuddy	7 Feb
Acebuddy	Hello Eduardocantore, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
eduardocantore	Managed IT	
Acebuddy	Please wait while we connect you to an available Representative.	
	Acebuddy (bot) forwarded the chat request	
	Om accepted the chat transfer request.	
	Om is transferring the chat to Support(QB & App Hosting).	
	Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	
eduardocantore	Hi, Manish	
	I try to log into selfcare, when I try to reset the password an email appears that is not mine	
	9:27:51 PMeduardocantore is sharing a file with you <a href="#">1.png</a> - ( Size:33.52 KB )	
	user: CID68287	
Manish Singh	I will surely help you with this issue.	
	Kindly allow me two minutes to check the same.	
eduardocantore	ok. thanks	
Manish Singh	May I know your username?	
eduardocantore		

	user: CID68287
Manish Singh	The one who would like the password reset email issue?
eduardocantore	my email: eduardocantore@hotmail.com
Manish Singh	What is your username on Server?
eduardocantore	myrealdata\Admin_MNA
Manish Singh	May I take the remote access of your local computer?
eduardocantore	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/5352278162">https://assist.acecloudhosting.com/join/5352278162</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
eduardocantore	ok, im here
Manish Singh	Is there anything else I may help you with ?
eduardocantore	no thank i excuseme for my error.
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p><i>Manish Singh has ended this chat session</i></p>

#72434 lewis

Email: lewis@engleservices.com 📞 205-612-2977

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: SYLACAUGA

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 M

lewis	Hello, I am your Acebuddy	13
Acebuddy	Hello Lewis, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
lewis	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
lewis	I'd like to report an Issue	
Acebuddy	Please select an option!	
lewis	QuickBooks Issue	
Acebuddy	What type of QuickBooks Issue are you facing?	
lewis	Other QB related issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
lewis	Re: 639418	
Acebuddy	Please wait while we connect you to a Support Representative	
	Acebuddy (bot) forwarded the chat request	
	Sharath Kumar accepted the chat transfer request.	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	
lewis	Hello, this in regards to ticket 639418. I was told I would be called in 30 minutes, over an hour ago. Can you assist me with this please	
Sharath Kumar	Sure, Lewis. let me quickly look into the ticket	
lewis	Thank you	



Sharath Kumar	Lewis, my colleague who was supposed to call you for this issue is currently in a meeting.
	let me try resolving your concern over the chat
lewis	Ok, I understand
	Can we reschedule for 9am tomorrow morning? Would that be better?
Sharath Kumar	totally upto you
	I see Rohit just got out of the meeting
lewis	Oh ok great
Sharath Kumar	I can have him call you in a few minutes
lewis	Greatly appreciated
Sharath Kumar	alright, I will let him know and call you shortly
	anything else that I may assist you with right now?
lewis	no thank you
Sharath Kumar	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p><i>Sharath Kumar has ended this chat session</i></p>



# Chat Transcript

Hello, I am your Acebuddy

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

Chat Transcript

Chat Duration : 42 M

Shawn Lawton	Hello, I am your Acebuddy	24
Acebuddy	Hello Shawn William Lawton, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Shawn Lawton	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Shawn Lawton	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Shawn Lawton	Change in Users	
Acebuddy	Please select your desired option!	
Shawn Lawton	User Removal	
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	
	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

Visitor Details

3 Feb,

**#71831 William Mays**  
**Email:** it@grafbro.com 📞 17404643070  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 49 Secs  
**City:** SOUTH SHORE  
**State:** Pennsylvania  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 11 M

William Mays	Hello, I am your Acebuddy	3 Feb
Acebuddy	Hello It, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
William Mays	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
William Mays	I'd like to report an Issue	
Acebuddy	Please select an option!	
William Mays	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
William Mays	We are receiving an error stating the C drive is full on our server.	
Acebuddy	Please wait while we connect you to a Support Representative	
	<i>Acebuddy (bot) forwarded the chat request</i>	
	<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	
William Mays	Hello Manish, our server name is GrafBrothers.myrealdata.net:54369 we are receiving an error stating the C: drive is full	
Manish Singh	I will surely help you with this issue.	
	let me clear some junk files and let you know.	
William Mays	thank you	

Manish Singh	We have successfully cleared up to 5 GB space.
	Now the free space is 11.58 GB in C:/ drive
William Mays	Thank you.
Manish Singh	But as the space is still below18%
	<i><b>Plan 1 = 200 GB : \$120/mo</b></i> <i><b>Plan 2 = 100GB : \$60/mo</b></i> <i><b>Plan 3 = 80 GB : \$50/mo</b></i> <i><b>Plan 4 = 60 GB : \$40/mo</b></i> <i><b>Plan 5 = 40 GB : \$28/mo</b></i>
	You can choose any plan to upgrade space.
	Are we still connected here?
William Mays	Sorry received a message that took me away from this
	I will see if we need to upgrade and contact you guys back with the same
Manish Singh	Sure
	Is there anything else I may help you with ?
William Mays	That's it. thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p><i>it has ended this chat session</i></p>

Visitor Details

4 Feb,

#71871 Darla Worden

Email: accounting@wildwoodpools.com 📞 15593014665

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 M

Darla Worden	Hello, I am your Acebuddy	4 Feb
Acebuddy	Hello Darla Worden, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb,

#71880 Dan Segawa

Email: dsegawa@armdynamics.com 📞 3102935861

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

**Device:** Desktop  
**Average Response Time:** 45 Secs  
**City:** TORRANCE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 8 M

Dan Segawa	Hello, I am your Acebuddy	4 Feb
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	
	Hello Dan	
Dan Segawa	Hello, can you please install a program on server? I tried on user account but maybe no rights?	
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	
Dan Segawa	<a href="https://tprosupport.rightworks.com/kb/article/581-installation-files-for-rightworks-transaction-pro-importer/">https://tprosupport.rightworks.com/kb/article/581-installation-files-for-rightworks-transaction-pro-importer/</a>	
	advancedarmprod	
Anurag Sharma	Thanks for the confirmation !	
	Dan, after this chat. I will send you an email you can just revert back to that email with an approval from the primary contact which is you (dsegawa@armdynamics.com). Once we will receive the approval from your end. We will start with the installation.	
	Also please make sure to download the setup file of the application on the server. And kindly share us the location of that setup file. So that we can install the application.	
	Is there anything else I may help you with ?	
Dan Segawa	i haven't received email yet...	
	location is this PC downloads under hlozano	
Anurag Sharma	After this chat I will send you the email.	
	You just need to revert back to that email with an approval.	
Dan Segawa	ok, thank you that will be alo	
	all	
Anurag Sharma	Thanks for the confirmation !	
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	

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

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

Anurag Sharma has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Feb,

**#72440 Norris Mary**

**Email:** maryn@southernwoodframing.com ☎ 3016438661

**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:** MARBURY

**State:** Maryland

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 42 M

Norris Mary	Hello, I am your Acebuddy	13
Acebuddy	Hello Norris Mary, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Norris Mary	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Norris Mary	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Norris Mary	Other Request	



Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate 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.

Ended due to chat idle timeout



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Feb,

**#72729 cgasser**  
**Email:** cgasser@charliebravogroup.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 9 Secs  
**City:** GLENMOORE  
**State:** Pennsylvania  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 22 M

cgasser	Hello, I am your Acebuddy	18
Acebuddy	Hello Chip Gasser, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
cgasser	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
cgasser		

	I'd like to report an Issue
Acebuddy	Please select an option!
cgasser	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
cgasser	Users can't access the RDP site.
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
cgasser	Thanks, our users are trying to access (HESSigndbaY.myrealdata.net) and it's failing to connect.
Manish Singh is transferring the chat to Anjainay Singh.	
Anjainay Singh accepted the chat transfer request.	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	I deeply apologize for the inconvenience caused to you.
	Please share your CID number or Account name
cgasser	Sure, CID62475
Anjainay Singh	Just provide me 30 seconds and let me pull your account
	May I take the remote access of your local? (Edited)
cgasser	I'm not onsite, sorry.
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/5292056685">https://assist.acecloudhosting.com/join/5292056685</a>
cgasser	I'm just the IT guy reporting the issue. Can you confirm that the site is accessible otherwise?
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/529205668">https://assist.acecloudhosting.com/join/529205668</a>
	Please let us know the user name who is not able to access the RDP link
cgasser	Two different users are reporting the same issue. ChadE and JamiePlt
7:38:24 PMcgasser is sharing a file with you	
<a href="#">Error1.png</a> - ( Size:154.68 KB )	
Anjainay Singh	We have sign off the users as they were in disconnected state , please try to sign into server after two minutes and let us know whether server is accessible or not
cgasser	can do!
Anjainay Singh	Please confirm whether users are able to login into servers
cgasser	both are reporting in, thanks

Anjainay Singh has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Feb,

**#72611 Clif Hodder**  
**Email:** clif@hoddertax.com ☎ 3072344985  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 39 Secs  
**City:** CASPER  
**State:** Wyoming  
**Country:** UNITED STATES

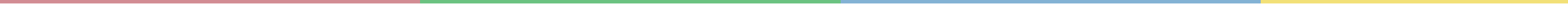
Chat Transcript

Chat Duratic

Clif Hodder	Hello, I am your Acebuddy	16
Acebuddy	Hello Clif Hodder, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Clif Hodder	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Clif Hodder	I'd like to report an Issue	
Acebuddy	Please select an option!	
Clif Hodder	QuickBooks Issue	
Acebuddy	What type of QuickBooks Issue are you facing?	
Clif Hodder	Other QB related issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
Clif Hodder		

	I am trying to restore an accountants copy. When I restore, QB says it encountered an error and has to restart
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Clif
Clif Hodder	Hello, thanks for your help this evening
Anurag Sharma	Could you please elaborate your issue?
Clif Hodder	Yes my client sent an accountants copy transfer file for a QB Enterprise 2024 file
	when I restore, it tells me I need to update the password
	so I update the password, then I get a window that says there was an error and QuickBooks needs to restart
	so I restart and try again and it does the same thing. It's stuck in a loop
	I tried the file doctor, changing the filename to remove special characters, and saving to a different folder. None seem to work
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Clif Hodder	Username is hoddertax and user name is Clif H I believe
	sorry, server name is hoddertax and username is Clif H
Anurag Sharma	Okay
	Thankyou for the information.
	Kindly allow me 2-3 minutes to check the same.
Clif Hodder	Thank you
Anurag Sharma	May I take the remote access of your server?
Clif Hodder	Yes please
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Clif Hodder	They are closed
Anurag Sharma	Please accept the remote session request on the server.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Clif Hodder	Ok thanks
	Thanks again for your help tonight
Anurag Sharma	Clif I would request you to please try logging into the company file using your admin credentials when you have

	them.
	And please connect to us again, if you still face the same issue.
	Is there anything else I may help you with ?
Clif Hodder	Will do, thank you. That is everything. Have a good evening.
Anurag Sharma	Thankyou so much Clif. A very good evening to you too.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>
<i>Anurag Sharma has ended this chat session</i>	



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Feb,

**#72025 erin**

**Email:** erin@advocate-accounting.com ☎ 12062164629

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 15 Secs

**City:** OLYMPIA

**State:** Washington

**Country:** UNITED STATES

erin	Hello, I am your Acebuddy	6 Feb
Acebuddy	Hello Erin Louis, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
erin	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
erin	I'd like to report an Issue	
Acebuddy	Please select an option!	
erin	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
erin	Whoever installed my ATX apps for myself and my two employees mistakenly installed the software as standalone stations instead of using the ATX network set up. I need ACE to correct this so that our ATX applications are set up on a newtorked basis	
Acebuddy	Please wait while we connect you to a Support Representative	
	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 Erin	
	Shashwat Verma is transferring the chat to Sharath Kumar.	
	Sharath Kumar accepted the chat transfer request.	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	
erin	hi	
Sharath Kumar	Hello again, Erin	
	let me check the settings on the server for you, one moment please	
erin	thank you.	
Sharath Kumar	I was hoping there will be some settings that can be done on the application so that there will be no need to reinstall. but unfortunately that is not the case	
	the application will have to be reinstalled	
	may I schedule this for our afterhours team?	
erin	Maybe? I have a lot of questions on that	
Sharath Kumar		

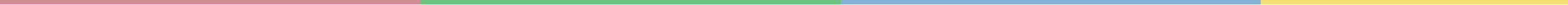
	it takes a while to get the application setup for network use
erin	first of all, we've already done a lot of work and have pending e-files so I don't want to disrupt my filings or lose work
Sharath Kumar	understood
erin	second, I'm concerned about losing access to the software for work I need to be doing
	Do you have to reinstall for all users? or just the two that can't access? Anis & Lisa (server 2 and 3, I am one)
Sharath Kumar	ATX is currently setup as standalone for all three servers
erin	Can you also tell me why this wasn't done in the first place?
	I explicitly asked, and ask every single year, for it to be setup for networked use
	Can you please add the new tax year of ATX Max and ATX Payroll applications to my server for all three users on my account? These programs should be set up for simultaneous user / network use, the same way you have the 2023 software set up.
	This is the email I send to ACE on Dec 1st
Sharath Kumar	noted!
erin	This also happened last year that it was not installed the way requested. This is costing us a ton of time each year. how can we resolve next year so I don't have to shut down my entire business in the middle of tax season
	ATX should always be installed as a network. it's the only reason we use ACE
	if we weren't using network, we wouldnt need ACE
Sharath Kumar	I see it now, whoever, did it previously must have selected the wrong option
erin	how long are we shut down for this time?
Sharath Kumar	I'll get this sorted tonight, Erin
erin	I need more specifics on this. Becausae of all of these tech issues, I have to work until like midnight
	I need to know when I can access my softwaer and when I cant
	and I need confirmation that I am not giong to lose all the work we've already done
	and I need confirmation that this will not affect our pending e-filed returns
Sharath Kumar	I request you to give us today's time and we will have the application ready for you by tomorrow morning.
	I'll make sure the application is installed for network use. All three servers
erin	I have probably lost a total of 36 hours to ACE tech issues, and my employees have been unable to access at all for over a month
	so you need my entire day and night for this? we are shut down for entire day?
	Also still need confirmation on my concerns
Sharath Kumar	nothing wil be lost. we backup our servers every night. We will get you your data.
erin	ok
	but we can do no work for almost 24 hours?



	and will have to work on the weekend I guess
	Why does it take so long?
	I can't do the work I should be doing today tomorrow because I have other work tomorrow
	can it be done any quicker so I can work tonight?
	Id rather work all night long tonight than have to work on the weekend
Sharath Kumar	apologies, that is not what I meant. Just let us know when you would like us to start, it will take 3-4 hours to get the application setup on all three servers. Prior to this, we will also be taking a backup of those servers
erin	Please do it now. We needed access when we requested it in Dec so we cannot wait any longer
	sorry that sounded harsh, please do it now if possible
	I can't be shut down until tomorrow
Sharath Kumar	Sure, I will start working on this. Do make sure to let others know not to sign in
erin	well none of them can sign in because of this so it's moot
	they have been trying to sign in since Jan
Sharath Kumar	I see
	requesting 4 more hours. I will keep you posted.
erin	okay, and you have that full email with all of the details for what user is on which server and all that?
	the one I copied a piece of and send to you earlier in this chat
Sharath Kumar	I do, yes!
erin	okay one second please
	okay, I have logged off, you are good to initiate re-install. Please notify me as soon as it is done so I can ensure I have access, can return to work, and notify my team that they can try to access new correctly intalled apps
	is there anything I can do next year to ensure we don't have this issue for a 3rd year in a row?
	How can I tell upon initial installation if ACe installed it correctly? I didn't discover this until a tech support with ATX this morning
	It would be helpful if Iknew how to check after install if it was installed the correct way as requested
	that way we can fix this much earlier, and before tax season has started
Sharath Kumar	For sure!
	just put the requirement in your email title that this is for NETWORK INSTALLATION
erin	I did that
	oh you mean in the subject line
	I can do that, but how can i confirm it was done correctly
Sharath Kumar	we will share you the screenshot of the application details, where it shows whether the application is installed as a standalone version or network version

erin	can you just tell me where to view those details, frankly I dont trust I will receive that
	this has cost us so much valuable time for something so simple, and explicitly requested. Im just trying to figure out how I can get this smoother next year because we shouldnt have ahd to spend so much time on this / this shouldn't have been an issue to begin with
	I need a way to determine way sooner if we have an issues so I can start to resolve sooner, as opposed to unexpected huge blocks of time lost
Sharath Kumar	go to start and then type appwiz.cpl it will show you all the installed applications on the server
	there you will see what type of installation is done for ATX
erin	thank you! I will be sure to double check this next year, it just didn't even occur to me that this would be the problem since we explicitly requested network install
	I will save this note for nextyear, and I will keep an eye on me email in the meantime to ensure I can immediately get back to work when possible.
	thanks for all your help
Sharath Kumar	My pleasure. anything else that I may assist you with?
	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) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Feb,

#72848 Mohita Chadha

Email: mohita@kaurtax.com ☎ 19097099000

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

**Average Response Time:** 20 Secs  
**City:** LAS VEGAS  
**State:** Nevada  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 19 M

Mohita Chadha	Hello, I am your Acebuddy	20
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Mohita Chadha	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Mohita Chadha	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Mohita Chadha	Other Request	
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	
	If you are facing any issue/problem with your server, Please select the appropriate option below :	
Mohita Chadha	Restart	
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Mohita Chadha	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Mohita Chadha	I'd like to report an Issue	
Acebuddy	Please select an option!	
Mohita Chadha	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
Mohita Chadha	Hello - My Lacerte 2023 needs to be updated. Can you please help with this?	
Acebuddy	Please wait while we connect you to a Support Representative	
	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 Mohita
	I will surely help you with this issue.
	Shall I schedule the update in night hour or proceed with it now as it requires server reboot?
Mohita Chadha	can you please reboot now as my team works at night
Shashwat Verma	Sure
	We'll do the update in 15mins and will let you know on email.
	Is that work for you?
Mohita Chadha	are you able to reboot it now or is anyone logged into the server?
Shashwat Verma	No problem, will do the rest from our side.
Mohita Chadha	sounds good, so you are able to do the reboot now?
Shashwat Verma	Yes
	Will do the update in 15mins.
	Is there anything else I may help you with ?
Mohita Chadha	sorry the update will take 15 mins?
	or you will do it in 15 mins?
	i need to do a few things in lacerte, so trying to understand when i can log back in
Shashwat Verma	Yes we are proceeding now, it will take around 10-15 mins including server reboot time.
Mohita Chadha	oh perfect, okay sounds good
	please let me know when it is completed
Shashwat Verma	Will update you on email, you can login then.
Mohita Chadha	thank you
Shashwat Verma	Is there anything else I may help you with ?
Mohita Chadha	yes, one more thing
Shashwat Verma	Yes, Please
Mohita Chadha	how can i update my settings, so that i can choose when i want the remote desktop to be used for both my monitors
	it automatically does that
	and it sometimes makes it difficult to access certain files that i have on computer
Shashwat Verma	Sure, let me show you the multiple monitor setting on remote session.
	May I take the remote access of your local computer?
Mohita Chadha	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.

Mohita Chadha	sounds good, i have done that
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/8802961489">https://assist.acecloudhosting.com/join/8802961489</a>
	Kindly Click on the link and open the downloaded file.
Mohita Chadha	can you see my screen?
Shashwat Verma	It's still loading, allow me 1 min.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	As per the remote session, we have helped you to check the setting of multiple monitors, also we'll let you know about Lacerte 2023 update, when we are done on email.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>
	<i>Shashwat Verma has ended this chat session</i>



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72054 Kristin D Cooper

Email: kristin@kristincoopertaxprep.com 📞 3605099456

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

6 Feb,

**Average Response Time:** 35 Secs  
**City:** PORT HADLOCK  
**State:** Washington  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 25 M

Kristin D Cooper	Hello, I am your Acebuddy	6 Feb
Acebuddy	Hello Kristin D Cooper, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Kristin D Cooper	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Kristin D Cooper	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Kristin D Cooper	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?	
Kristin D Cooper	Yes	
Acebuddy	Please wait while we connect you to our Support Representative	
	Acebuddy (bot) forwarded the chat request	
Kristin D Cooper	Hoping to chat with Tushar	
	Tushar Pharswan accepted the chat transfer request.	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	
	Hello Kristin.	
Kristin D Cooper	Hello. Thank you for installing ATX 2024. I cannot open it, however. It won't launch.	
Tushar Pharswan	The application was installed in 10 minutes, but the activation code was causing the problem but it's now working.	
Kristin D Cooper	I don't think I provided the activation code to you	
	I assumed that I would enter the code	
Tushar Pharswan	You did send us.	
	8:11:44 AMTushar Pharswan is sharing a file with you <a href="#">image.png</a> - ( Size:28.99 KB )	

Kristin D Cooper	Oh I already forgot I did that. Oops!
Tushar Pharswan	Kindly log of from the server I will reboot it so that the changes take place after that it should work fine.
Kristin D Cooper	okay
Tushar Pharswan	Okay I will reboot it now.
	It is rebooted, kindly login and let me know if everything is working as expected.
Kristin D Cooper	okay one moment
Tushar Pharswan	Sure, please take your time
	I see the application is open on the server is it working as expected?
	Are we still connected here?
Kristin D Cooper	Yes, the application opened but I may need more assistance. Would it be possible for you to give me just a moment?
Tushar Pharswan	Sure.
Kristin D Cooper	The 2024 ATX requires MFZ. I have scanned the QR code and have the MFA code but there is no way to bypass the initial set up screen. I think the bottom may be cut off. Can you remote in?
	Sorry, requires *MFA
Tushar Pharswan	I can remote in.
	Prior providing the access, I would suggest you to close any important documents at your end.
Kristin D Cooper	Thank you, there are no documents open
	So should I move to the remote desktop now?
Tushar Pharswan	Yes, login to remote desktop I will share a popup kindly accept that.
Kristin D Cooper	how did you do that?
	I tried to drag it, and it wouldn't move
Tushar Pharswan	I did the same it let me.
Kristin D Cooper	I'm going to go back and try again
Tushar Pharswan	IT happens sometimes on my side too.
	Sometime the system doesn't register our mouse click.
Kristin D Cooper	Well now it won't take my code
Tushar Pharswan	It might have expired kindly try again.
Kristin D Cooper	I've tried three times after it refreshed
Tushar Pharswan	Kindly try once more by closing the application and trying again.
Kristin D Cooper	okay
	Nope, won't work
Tushar Pharswan	



	You will now have to contact ATX support regarding this.
Kristin D Cooper	Okay I will. thank you.
	I might have to try to remove the authenticator and re-install it
Tushar Pharswan	IF they ask for any server-side changes kindly reach us out again.
Kristin D Cooper	Okay I will
Tushar Pharswan	Okay.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p><i>Tushar Pharswan has ended this chat session</i></p>



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Feb,

**#72702 Gloria Medlin**

**Email:** gloria@crabtreebookkeeping.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:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Gloria Medlin	Hello, I am your Acebuddy	18
Acebuddy	Hello Gloria Medlin, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	
Ended due to chat idle timeout		



# Chat Transcript

Hello, I am your Acebuddy

**#73212 Nicole Kohler**  
**Email:** nicole@briteav.com ☎ 8329281055  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 44 Secs  
**City:** EUGENE  
**State:** Oregon  
**Country:** UNITED STATES

Nicole Kohler	Hello, I am your Acebuddy	26 F
Acebuddy	Hello Nicole Kohler, I'm your Ace Buddy. I'll be happy to assist you!	1
	Whom Would You Like to Connect With?	1
Nicole Kohler	Technical Support (QB & App Hosting)	1

Acebuddy	Welcome to Ace Support.	1
	Please chose an option :	1
Nicole Kohler	I'd like to report an Issue	1
Acebuddy	Please select an option!	1
Nicole Kohler	Other Issue	1
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1
Nicole Kohler	I'm trying to connect to my VPN, but then once I connect, it's saying it's signing out. Has been for about 30 minutes	1
Acebuddy	Please wait while we connect you to a Support Representative	1
	<i>Acebuddy (bot) forwarded the chat request</i>	1
	<i>Shubham Yadav accepted the chat transfer request.</i>	1
	<i>Shubham Yadav is transferring the chat to Support(QB &amp; App Hosting).</i>	1
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	1
Nicole Kohler	Hi! Thank you!	1
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?	1
Nicole Kohler	Yes, please let me know how to find out those names	1
Shubham Yadav	Thank you for the information.	1
	I am transferring this chat to the concern team for this.	1
	<i>Shubham Yadav is transferring the chat to Support(QB &amp; App Hosting).</i>	1
	<i>Anurag Sharma accepted the chat transfer request.</i>	1
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1
Nicole Kohler	Hi, thank you!	1
Anurag Sharma	Nicole, you can find that in your invoice.	1
Nicole Kohler	Nicole_BAV	27 F
Anurag Sharma	Thanks for the confirmation !	1
	May I take the remote access of your local computer?	1
Nicole Kohler	Yes	1
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	1
Nicole Kohler	ok	1
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/1072895921">https://assist.acecloudhosting.com/join/1072895921</a>	1
	Kindly paste this link in the browser of local computer and join the session.	1
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation	1

	on this chat.	
Nicole Kohler	ok	1
Anurag Sharma	The issue seems to be resolved.	1
	Is there anything else I may help you with ?	1
Nicole Kohler	Yes, thank you!	1
	I appreciate it	1
Anurag Sharma	Thanks for the confirmation !	1
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	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 that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
Anurag Sharma has ended this chat session		1



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Feb,

**#72210 Stacy Wells**  
**Email:** stacy@alivelychef.com ☎ 208-389-9600  
**Department:** Support(QB & App Hosting)  
**Operator:** Sandeep Kumar  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 37 Secs

**City:** BOISE  
**State:** Idaho  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 17 M

Stacy Wells	Hello, I am your Acebuddy	9 Feb
Acebuddy	Hello Stacy Wells, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Stacy Wells	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Stacy Wells	I'd like to report an Issue	
Acebuddy	Please select an option!	
Stacy Wells	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
Stacy Wells	Locked out of sign in	
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>	
Stacy Wells	Hi Verma	
	<i>Shashwat Verma is transferring the chat to Sandeep Kumar.</i>	
	<i>Sandeep Kumar accepted the chat transfer request.</i>	
	Hi Sandeep	
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.	
Stacy Wells	Hi Sandeep	
Sandeep Kumar	Hi Stacy , How are you doing today?	
Stacy Wells	I am well. Thank you for asking. How are you?	
Sandeep Kumar	Im good too.	
Stacy Wells	Good to hear.	
Sandeep Kumar	Thanks for asking!	
Stacy Wells	My pleasure	
Sandeep Kumar	I will surely help you with this issue.	

Stacy Wells	Tara Erickson received her portal access instructions
	and clicked on the password link too many times.
	TaraEri.nent1
Sandeep Kumar	Okay, and she did not make a note of the password and now she cant log back in??
Stacy Wells	That correct
	Yes.
Sandeep Kumar	Ok. So we just need to create a new password for her.
Stacy Wells	Yes. Please. Thank you.
Sandeep Kumar	Stacy, Please email us from the registered email address at support@acecloudhosting.com so that we could proceed further with creating the new password for her and share the same.
Stacy Wells	Just sent the email
	Please let me know if you have received it.
Sandeep Kumar	Kindly allow me two minutes to check the same.
	I see your email, and I'm creating the new password. Please stay connected.
Stacy Wells	Thank you
Sandeep Kumar	Thank you for your patience.
	I have shared the new password over the email.
	Please check.
Stacy Wells	Checking
	I see it.
	One moment please. Thank you.
Sandeep Kumar	Please take your time.
	Also I would highly recommend that Tara should complete the enrollment into our Self-Care portal.
	The details are in the same email.
	And she will be able to manage her server password.
Stacy Wells	Thank you! appreciate that. I will pass along the information.
Sandeep Kumar	You are welcome!!
	Is there anything else I may help you with ?
Stacy Wells	No. That is it, I believe. Thank you.
	Have a lovely rest of your weekend.
Sandeep Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.

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

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

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

Sandeep Kumar has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Feb,

**#71835 Test Account**  
**Email:** test@test.com 📞 +917878787878  
**Department:** Support(QB & App Hosting)  
**Operator:** ACH Staging (Vishal)  
**Website:** <https://vishaldharan.me/chatbot/chatbot.html>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** NEW DELHI  
**State:** Delhi  
**Country:** INDIA

Chat Transcript

Chat Duratic

Test Account	Hello, I am your Acebuddy	3 Feb
ACH Staging (Vishal)	Hello Test Readonly, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Test Account	Chamber of Secrets	
ACH Staging (Vishal)	Please describe your issue in a few words. (eg: QuickBooks Issue, Server not connecting, Password expired etc)	
Test Account	test	



ACH Staging (Vishal)	I'm sorry. I couldn't find any resource to answer you.
Test Account	Try again
ACH Staging (Vishal)	Please describe your issue in a few words. (eg: QuickBooks Issue, Server not connecting, Password expired etc)
Test Account	how to update payroll
ACH Staging (Vishal)	Do you need any further assistance on the topic?
Test Account	No
ACH Staging (Vishal)	Thank you for contacting Ace Support. Have a nice day!
ACH Staging (Vishal) has ended this chat session	



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Feb,

**#71989 Stephanie Howe**  
**Email:** stephaniehowe2019@gmail.com 📞 16098902888  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 25 Secs  
**City:** MORRISVILLE  
**State:** Pennsylvania  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 31 M

Stephanie Howe	Hello, I am your Acebuddy	5 Feb
Acebuddy	Hello Stephanie Howe, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Stephanie Howe	Technical Support (QB & App Hosting)	

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephanie Howe	I'd like to report an Issue
Acebuddy	Please select an option!
Stephanie Howe	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stephanie Howe	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue
	Was that helpful?
Stephanie Howe	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Stephanie Howe	Where can I find the server name?
Shubham Yadav	Please let me know your account name ?
	<i>8:59:27 PMStephanie Howe is sharing a file with you</i> <a href="#">Screenshot 2025-02-05 at 10.28.34 AM.png</a> - ( Size:366.68 KB )
	Thank you for the information and allow 2 minutes to check the same.
	Stephanie can you please let me know since when are you facing the issue ?
Stephanie Howe	We had QB Enterprise added to our server (which you did last night) and this morning no one can get in to QB Pro...we get the following message:
	<i>9:04:21 PMStephanie Howe is sharing a file with you</i> <a href="#">Screenshot 2025-02-05 at 10.32.44 AM.png</a> - ( Size:361.23 KB )
Shubham Yadav	Thanks for the confirmation
	May I take the remote access of your local computer?
Stephanie Howe	Of course
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
Stephanie Howe	I'm ready
Shubham Yadav	<a href="https://assist.acecloudhosting.com/join/5982386770">https://assist.acecloudhosting.com/join/5982386770</a>
	Kindly Click on the link and open the downloaded file.

	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Stephanie as I can check
	Both QB Enterprise 2024 and QB Premier 2024 are installed on the server, leading to a conflict between their services.
	We want some time to fix this issue as this will be done from the back end.
Stephanie Howe	So we will be able to access both programs when you do work on the back end?
Shubham Yadav	Yes stephanie you will be able to have the access for both the application.
Stephanie Howe	Great!
Shubham Yadav	For the smooth process it can be done in off hours so that it does not affect any data.
Stephanie Howe	It's payroll day, so we need to get into QB Pro today.
Shubham Yadav	Alright Stephanie let me check.
	Stephanie we will be doing this in the on hours then, we will update you on the mail for the same after completing it.
	Is that okay ?
Stephanie Howe	Yes, thank you!!
Shubham Yadav	Welcome Stephanie
	Is there anything else I may help you with ?
Stephanie Howe	Nope that's it....I'll await an email from you :)
Shubham Yadav	Sure Stephanie, I will be doing this for you as soon as possible
	Is there anything else I may help you with ?
Stephanie Howe	Thank you SO much....nope just this problem is all I need fixed!
Shubham Yadav	Alright Stephanie we are working on this it might take 2 hours.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>

*Shubham Yadav has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Feb,

**#72864 Gita Faust**  
**Email:** gita@fasttracconsulting.com 📞 na  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 50 Secs  
**City:** CHALFONT  
**State:** Pennsylvania  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 25 M

Gita Faust	Hello, I am your Acebuddy	20
Acebuddy	Hello Gita Faust, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Gita Faust	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Gita Faust	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Gita Faust	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?	

Gita Faust	Restart
Acebuddy	Hello Gita Faust, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gita Faust	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gita Faust	I'd like to report an Issue
Acebuddy	Please select an option!
Gita Faust	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Gita Faust	App is not working
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.
Gita Faust	User Max Zed Axis is not installed. We had requested to install on all user
Anjainay Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Gita Faust	SICB or Groff user name Max....
Anjainay Singh	Thanks for the confirmation !
	As we are able to check that Zed Axis is already installed on server
Gita Faust	it is not working. says we do not have permission to install
Anjainay Singh	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
	As it is already installed
Gita Faust	Do you want me to log in
Anjainay Singh	Yes please
Gita Faust	take over
Anjainay Singh	When was the last time users were able to access the application without any issue?
Gita Faust	We could not access it on this user.
	Kathleen user is working fine. I have not tested it on Ana yet
Anjainay Singh	We need to provide the Admin Access to user Max to resolve this issue.
	We will share the Disclaimer via email once this chat is done.

Gita Faust	What ever - This user always have issue with apps.
	Why do we need admin access?
Anjainay Singh	As we can check all your users has Admin access so that they can access the application seamlessly except user Max.
Gita Faust	oh OK. please do so.
	Does Kathleen have to approve?
Anjainay Singh	So kindly approve the Disclaimer so that we can provide the admin access to user Max.
	kathleen@stayincocoabeach.com Yes
	We will add her in CC of the email.
	Is there anything else I may help you with ?
Gita Faust	Send an email to Kathleen... she needs to change her email. Please send instructions on how to change her email.
Anjainay Singh	Noted, kindly share the new email address of Kathleen (Edited)
Gita Faust	kathleen@happypalmstays.com
Anjainay Singh	Thanks for the response.
	We will assist you regarding this matter too.
	Is there anything else I may help you with ?
Gita Faust	No thanks
Anjainay Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>

*Anjainay Singh has ended this chat session*

Hello, I am your Acebuddy

Visitor Details

12 Feb,

**#72380 Sue Anne Huber**  
**Email:** sue.huber@bouldercrest.org 📞 540-454-5734  
**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:** LEESBURG  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 36 M

Sue Anne Huber	Hello, I am your Acebuddy	12
Acebuddy	Hello Sue.huber, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	
Ended due to chat idle timeout		



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Feb, 1

**#71854 Carolina Williams**  
**Email:** carolina@ellemar.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS



**Browser:** Apple Safari  
**Device:** Desktop  
**City:** POMPANO BEACH  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 2 M

Carolina Williams	Hello, I am your Acebuddy	3 F
Acebuddy	Hello Carolina Williams, I'm your Ace Buddy. I'll be happy to assist you!	1
	Whom Would You Like to Connect With?	1
Carolina Williams	Technical Support (QB & App Hosting)	1
Acebuddy	Welcome to Ace Support.	1
	Please chose an option :	1
Carolina Williams	I'd like to raise a Request	1
Acebuddy	Please select your request type.	1
Carolina Williams	Other Request	1
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1
Carolina Williams	No, That'll be all!	4 F
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	1
	Acebuddy has ended this chat session	1



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Feb, 1

**#72624 Michelle Olayvar**  
**Email:** michelle@abairbags.com ☎ 760-268-1000

**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:** OCEANSIDE

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 33

Michelle Olayvar	Hello, I am your Acebuddy	17 F
Acebuddy	Hello Michelle Olayvar, I'm your Ace Buddy. I'll be happy to assist you!	1
	Whom Would You Like to Connect With?	1
Michelle Olayvar	Technical Support (QB & App Hosting)	1
Acebuddy	Welcome to Ace Support.	1
	Please chose an option :	1
Michelle Olayvar	I'd like to raise a Request	1
Acebuddy	Please select your request type.	1
Michelle Olayvar	Other Request	1
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1
Michelle Olayvar	Restart	1
Acebuddy	Hello Michelle Olayvar, I'm your Ace Buddy. I'll be happy to assist you!	1
	Whom Would You Like to Connect With?	1
Michelle Olayvar	Technical Support (QB & App Hosting)	1
Acebuddy	Welcome to Ace Support.	1
	Please chose an option :	1
Michelle Olayvar	I'd like to raise a Request	1
Acebuddy	Please select your request type.	1
Michelle Olayvar	Server Resource Addition	1
Acebuddy	Please select the resource type you'd like to add	1
Michelle Olayvar	Restart	1

Acebuddy	Hello Michelle Olayvar, I'm your Ace Buddy. I'll be happy to assist you!	1
	Whom Would You Like to Connect With?	1
	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.	1
	Ended due to chat idle timeout	1



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb,

**#72517 kelly**  
**Email:** kelly@mccordcpa.com 📞 NA  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 37 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 M

kelly	Hello, I am your Acebuddy	14
	Please escalate this issue	
	I have been trying to get a phone call all day	
	My phone number is 310 373 0143	
	ticket 641094	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	
	allow me 2 minutes to look into your concern	

	Kelly could you let me know the issue that you are having?
	since we have not heard from you in a while, I am closing this chat
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Sharath Kumar has ended this chat session	



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Feb,

**#72114 Kendall DuFour**  
**Email:** faithwayfinancial@gmail.com 📞 5154086237  
**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:** OXFORD  
**State:** Michigan  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 45 M

Kendall DuFour	Hello, I am your Acebuddy	7 Feb
Acebuddy	Hello Kendall Dufour, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Kendall DuFour	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Kendall DuFour	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Kendall DuFour		

	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate 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.
Ended due to chat idle timeout	



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Feb,

#72918 Gloria Ye

Email: gloria@besstestlab.com ☎ 408-988-0101

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: RICHMOND

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 M

Gloria Ye	Hello, I am your Acebuddy	21
Acebuddy	Hello Gloria Ye, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Gloria Ye	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	

Gloria Ye	I'd like to report an Issue
Acebuddy	Please select an option!
Gloria Ye	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Gloria Ye	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb, 1

**#71859 Kandi Harper**  
**Email:** officemanager.harper@gmail.com 📞 8596231127  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 10 Secs  
**City:** NICHOLASVILLE  
**State:** Kentucky  
**Country:** UNITED STATES

Kandi Harper	Hello, I am your Acebuddy	4 F
Acebuddy	Hello Kandi Harper, I'm your Ace Buddy. I'll be happy to assist you!	1
	Whom Would You Like to Connect With?	1
Kandi Harper	Technical Support (QB & App Hosting)	1
Acebuddy	Welcome to Ace Support.	1
	Please chose an option :	1
Kandi Harper	I'd like to report an Issue	1
Acebuddy	Please select an option!	1
Kandi Harper	Other Issue	1
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1
Kandi Harper	We currently have two servers for our company. One is Tosha Locke the other and more used one is Kandi harper. however we are needing both servers to mirror each other if that makes sense. whatever one person does in one server we need it to show up in	1
Acebuddy	Please wait while we connect you to a Support Representative	1
	<i>Acebuddy (bot) forwarded the chat request</i>	1
Kandi Harper	both servers	1
	<i>Sharath Kumar accepted the chat transfer request.</i>	1
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	1
Kandi Harper	ok	1
Sharath Kumar	Hello Kandi, for this purpose, could you please send a request to support@acecloudhosting.com	1
Kandi Harper	I did it said I could click the instant chat button as well.	1
Sharath Kumar	are you using any particular application for this purpose?	1
	how may I assist you further?	1
Kandi Harper	We are using ATX software	1
Sharath Kumar	noted, so you want the ATX files to mirror each other, did I get that right?	1
Kandi Harper	yes please	1
	we also are going to start using quickbooks in the server can these mirror each other as well?	1
Sharath Kumar	we will have to check if that is possible	1
Kandi Harper	ok	1
Sharath Kumar	Do send us an email request for this, our team will do the rest and keep you informed	1



	Is there anything else I may help you with ?	1
Kandi Harper	no	1
Sharath Kumar	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p><i>Sharath Kumar has ended this chat session</i></p>	1

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Feb, 1

#73069 Debbie

Email: [debbie@itdistributorsinc.com](mailto:debbie@itdistributorsinc.com) 📞 15164571439

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 36 Secs

City: LAKE WORTH

State: Florida

Country: UNITED STATES

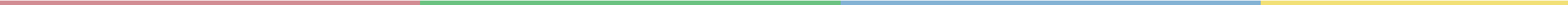
Chat Transcript

Chat Duration : 8 M

Debbie	Hello, I am your Acebuddy	25 F
Acebuddy		

	Hello Debbie, I'm your Ace Buddy. I'll be happy to assist you!	1
	Whom Would You Like to Connect With?	1
Debbie	Technical Support (QB & App Hosting)	1
Acebuddy	Welcome to Ace Support.	1
	Please chose an option :	1
Debbie	I'd like to report an Issue	1
Acebuddy	Please select an option!	1
Debbie	QuickBooks Issue	1
Acebuddy	What type of QuickBooks Issue are you facing?	1
Debbie	QuickBooks is Frozen	1
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1
	Was that helpful?	1
Debbie	No	1
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1
	<i>Acebuddy (bot) forwarded the chat request</i>	1
	<i>Anurag Sharma accepted the chat transfer request.</i>	1
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1
	Hello Debbie	1
Debbie	I am frozen in the server, my quickbooks is frozen, i can't log off of the server and i can't do anything	1
	every 2 weeks i have another problem	1
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	1
	Debbie are you the only one facing this issue on the server?	1
Debbie	i am the only one that uses my quickbooks	1
Anurag Sharma	Thank you so much for the confirmation.	1
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1
Debbie	i need to have this fixed immmediately	1
	cid # 72391	1
Anurag Sharma	Thank you for the information.	1
	Kindly allow me two minutes to check the same.	1
Debbie	it is obvious that the server needs to be reset - this is what happens every 2 weeks - they try to fix it and then they have to reset the server after wasting my time for over 40 minutes	1
Anurag Sharma	I can really understand the problem you are facing. I will make sure it doesn't happens again. (Edited)	1

Debbie	First it aborted me	1
	I am trying to log in again	1
	I am in again - thanks but this is definitely becoming annoying	1
Anurag Sharma	I will be escalating this issue now. As we don't want our customers to suffer at any cost.	1
	Debbie, please confirm if you are now able to work on the server ?	1
Debbie	Yes i am working - thank you - i have to work now. good bye	1
debbie has ended this chat session		1



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72010 Alexis Willett**  
**Email:** alexisw@sentryusa.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 39 Secs  
**City:** WATERTOWN  
**State:** South Dakota  
**Country:** UNITED STATES

5 Feb, 1

## Chat Transcript

Chat Duration : 18 M

Alexis Willett	Hello, I am your Acebuddy	5 F
Acebuddy	Hello Alexis Willett, I'm your Ace Buddy. I'll be happy to assist you!	1
	Whom Would You Like to Connect With?	1
Alexis Willett	Technical Support (QB & App Hosting)	1
Acebuddy	Welcome to Ace Support.	1

	Please chose an option :	1
Alexis Willett	I'd like to report an Issue	1
Acebuddy	Please select an option!	1
Alexis Willett	QuickBooks Issue	1
Acebuddy	What type of QuickBooks Issue are you facing?	1
Alexis Willett	Setback	1
Acebuddy	Please select an option!	1
Alexis Willett	Restart	1
Acebuddy	Hello Alexis Willett, I'm your Ace Buddy. I'll be happy to assist you!	1
	Whom Would You Like to Connect With?	1
Alexis Willett	Managed Security	1
Acebuddy	Please wait while we connect you to an available Representative.	1
	<i>Acebuddy (bot) forwarded the chat request</i>	1
	<i>Priyanshu accepted the chat transfer request.</i>	1
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?	1
Alexis Willett	Hello Priyanshu, i am attempting to log into Ace but i am getting a pop up that says "the remote computer could not be authenticated due to problems with its security certificate. it may be unsafe to proceed.	1
	I have the option to connect anyway and ignore the security risk. however i want to be cautious.	1
Priyanshu	Thank you for sharing the details with us.	1
	Alexis, it seems that your server is being managed by different team. Please let me transfer you this chat request to the concerned team who can better assist you on this.	1
	<i>Priyanshu is transferring the chat to Support(QB &amp; App Hosting).</i>	1
Alexis Willett	sounds good	1
	thanks	1
	<i>Shashwat Verma accepted the chat transfer request.</i>	1
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1
	Hello Alexis	1
Alexis Willett	Hello	1
Shashwat Verma	Could you please elaborate your issue?	1
Alexis Willett	When I attempt to log in to Ace a security notification pops up alerting me "the certificate is not from a trusted certifying authority"	1
Shashwat Verma	We really appreciate your active participation in ensuring security practices on server.	1
	I will surely help you with this issue.	1

Alexis Willett	We had recent issues with hacking so I am hesitate to select the option to connect anyway	1
Shashwat Verma	May check this from your end (Edited)	1
	May I take the remote access of your local computer?	1
Alexis Willett	yes	1
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	1
	<a href="https://assist.acecloudhosting.com/join/5792279137">https://assist.acecloudhosting.com/join/5792279137</a>	1
	Kindly Click on the link and open the downloaded file.	1
Alexis Willett	Done	1
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1
	Issue resolved itself on remote session.	1
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	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 that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1
	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>Shashwat Verma has ended this chat session</i>	1



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 13 Feb,

**#72435 Erica Martin**  
**Email:** erica@dejenetax.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 7 Secs

**City:** IRVINE

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 9 M

Erica Martin	Hello, I am your Acebuddy	13
Acebuddy	Hello Erica Martin, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Erica Martin	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Erica Martin	I'd like to report an Issue	
Acebuddy	Please select an option!	
Erica Martin	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
Erica Martin	Remote Connection not working on both monitors	
Acebuddy	Please wait while we connect you to a Support Representative	
	<i>Acebuddy (bot) forwarded the chat request</i>	
	<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	
	Hello Erica	
Erica Martin	Hi, my physical PC is set up with dual (2) monitors. When I log into my remote connect, it won't work on both monitors. Only connexts to 1 monitor	
Shashwat Verma	I will surely help you with this issue.	
	May I take the remote access of your local computer?	
Erica Martin	yes	
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	
Erica Martin	done	
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/1472983372">https://assist.acecloudhosting.com/join/1472983372</a>	

	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Erica Martin	sorry i accidentally closed it
Shashwat Verma	Kindly open it again
	with the same file
Erica Martin	it says it expired
Shashwat Verma	Okay, let me share the new one
	<a href="https://assist.acecloudhosting.com/join/4212873403">https://assist.acecloudhosting.com/join/4212873403</a>
	Kindly Click on the link and open the downloaded file.
	Issue resolved on remote session
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>
	<i>Shashwat Verma has ended this chat session</i>



# Chat Transcript

Hello, I am your Acebuddy



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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** HICKORY HILLS

**State:** Illinois

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 43 M

MARGARITA SALGADO	Hello, I am your Acebuddy	12
Acebuddy	Hello Margarita Salgado, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
MARGARITA SALGADO	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
MARGARITA SALGADO	I'd like to report an Issue	
Acebuddy	Please select an option!	
MARGARITA SALGADO	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
MARGARITA SALGADO	I CAN DONT HAVE LACERTE ON MY DESKTOP LIKE MY BOSS	
Acebuddy	Please wait while we connect you to a Support Representative	
	Acebuddy (bot) forwarded the chat request	
	Shubham Yadav accepted the chat transfer request.	
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	
MARGARITA SALGADO	HELLO	
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?	
	Hello Margarita	
	Margarita are you there ?	
MARGARITA SALGADO	STEVEN2.MYREALDATA	
Shubham Yadav	Margarita can you please let me know since when are you facing the issue ?	

	Are we still connected here?
MARGARITA SALGADO	yes
Shubham Yadav	Margarita can you please specify issue ?
MARGARITA SALGADO	i dont have lacerte on my computer
Shubham Yadav	May I take the remote access of your local computer?
MARGARITA SALGADO	yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/1112339352">https://assist.acecloudhosting.com/join/1112339352</a>
	Kindly Click on the link and open the downloaded file.
	As per remote session, we are setting up Lacerte 2024 remote app on server steve2 and will update you over the mail once it's done.
	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) if any further assistance is required.

Shubham Yadav has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Feb,

**#73166 Alvaro Claros**  
**Email:** aclaros@alceservices.com ☎ 15202728023  
**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:** TUCSON  
**State:** Arizona  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 36

Alvaro Claros	Hello, I am your Acebuddy	26
Acebuddy	Hello Alvaro Claros, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Alvaro Claros	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Alvaro Claros	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Alvaro Claros	Other Request	
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	
	If you are facing any issue/problem with your server, Please select the appropriate 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.	

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Feb,

**#73288 Zach Hollman**  
**Email:** zach@alphaprimeusa.com ☎ 19547565945  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php

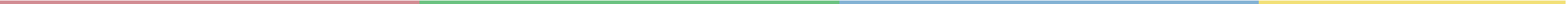
**Operating System:** Mac OS  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**City:** FT LAUDERDALE  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 35 M

Zach Hollman	Hello, I am your Acebuddy	28
Acebuddy	Hello Zach Hollman, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Zach Hollman	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Zach Hollman	I'd like to raise a Request	
Acebuddy	Please select your request type.	
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Feb, 1

**#73317 Quynp.ca**  
**Email:** quynp.ca@gmail.com ☎ 5066884681  
**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:** MONCTON  
**State:** New Brunswick  
**Country:** CANADA

Chat Transcript

Chat Duratic

Quynp.ca	Hello, I am your Acebuddy	28 F
Acebuddy	Hello Quy Nguyen, I'm your Ace Buddy. I'll be happy to assist you!	1
	Whom Would You Like to Connect With?	1
Quynp.ca	Technical Support (QB & App Hosting)	1
Acebuddy	Welcome to Ace Support.	1
	Please chose an option :	1
Quy Nguyen has ended this chat session		1



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Feb,

**#72239 Lauren Bakken**  
**Email:** lauren@thebeaconadvisors.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:** PLYMOUTH  
**State:** Massachusetts  
**Country:** UNITED STATES

Chat Transcript

Chat Duratic

Lauren Bakken	10
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	Hello, I am your Acebuddy
Acebuddy	Hello Lauren Bakken, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lauren Bakken	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lauren Bakken	I'd like to raise a Request
Acebuddy	Please select your request type.
Lauren Bakken	Password Reset
Acebuddy	Please select an option below
Lauren Bakken	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 and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Lauren Bakken	Restart
Acebuddy	Hello Lauren Bakken, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lauren Bakken	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lauren Bakken	I'd like to raise a Request
Acebuddy	Please select your request type.
Lauren Bakken	Password Reset
Acebuddy	Please select an option below
Lauren Bakken	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?
Lauren Bakken	Setback
Acebuddy	Please select an option below
Lauren Bakken	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 and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?

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

Ended due to chat idle timeout



# Chat Transcript

We are unable to add users to our QuickBooks account. It's stating that users already exists

Visitor Details

28 Feb,

#73294 Zach Hollman

Email: zach@alphaprimeusa.com 📞 19547565945

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

Website: https://www.acecloudhosting.com/tax-software-hosting/?utm\_source=google&utm\_medium=cpc&utm\_campaign=Tax\_Software\_Hosting&utm\_term=&utm\_adgroup=Dynamic\_Tax&gad\_source=1&gclid=CjvBhBcEiwA8Kp0CejLgr-hvyUukIjdPe1ISw82lsMiFsah09bUE0o-NM6WYfD2IDXwmRoCbggQAvD\_BwE

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 2 Mins

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 M

Zach Hollman	We are unable to add users to our QuickBooks account. It's stating that users already exists	28
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.	
	Dev Dubey is transferring the chat to Support(QB & App Hosting).	
	Dev Dubey is transferring the chat to Support(QB & App Hosting).	
	Tushar Pharswan accepted the chat transfer request.	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	
Zach Hollman	ok	



Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Zach Hollman	AlphaPrime.myrealddata.net
Tushar Pharswan	Kindly allow me two minutes to check the same.
Zach Hollman	Also, we need our files to be backed up daily. We have a group of new employees with limited knowledge of how QuickBooks Works and strange things are happening
Tushar Pharswan	Thank you for waiting.
	We already back up the whole server associated to you and we can always provide back up of last 45 days.
Zach Hollman	Daily?
	Our Datafiles
Tushar Pharswan	Regarding the adding the users to your QuickBooks account by this do you mean to add user profile to login to the server or you want to create profile inside the QuickBooks application?
Zach Hollman	APplication
Tushar Pharswan	The files which are on your D drive like client data folder and the user profiles c drive which include desktop document and download folders.
Zach Hollman	Great are they backed up daily
Tushar Pharswan	Yes they are backed up daily.
Zach Hollman	Thank you
	Can you remote into my session and watch what I am talking about when we are trying to add a user
Tushar Pharswan	regarding the QuickBooks application user profile I will need your remote access.
	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end.
Zach Hollman	Sure, I am on ap.ad@.. account
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/9472790603">https://assist.acecloudhosting.com/join/9472790603</a>
	Kindly Click on the link and open the downloaded file.
Zach Hollman	Can you send me another download
	I was on my machine not the server
Tushar Pharswan	sure
	<a href="https://assist.acecloudhosting.com/join/6092985860">https://assist.acecloudhosting.com/join/6092985860</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Zach Hollman	ok
Tushar Pharswan	As discussed over the remote session we will update the QuickBooks after that you will try to create the new user profile and see if the issue still persists or not if it does then we suggest you contact Intuit support.

Zach Hollman	ok
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>

Tushar Pharswan has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Feb, 9:22:2

#71841 anewtonmanda

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

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** RIVERVIEW

**State:** Florida

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 17

anewtonmanda	Hello, I am your Acebuddy	3 Feb, 9:22:3
Acebuddy	Hello Amanda Newton, I'm your Ace Buddy. I'll be happy to assist you!	9:22:3

	Whom Would You Like to Connect With?	9:22:30
anewtonmanda	Technical Support (QB & App Hosting)	9:22:40
Acebuddy	Welcome to Ace Support.	9:22:40
	Please chose an option :	9:22:40
anewtonmanda	I'd like to raise a Request	9:22:40
Acebuddy	Please select your request type.	9:22:40
anewtonmanda	Office 365 Addition	9:22:50
Acebuddy	Please specify if you already have an Office365 subscription	9:22:50
anewtonmanda	I already have O365 license	9:23:00
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	9:23:00
	<ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul>	9:23:00
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	9:23:00
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	9:23:00
	Do you need any further assistance on the topic?	9:23:00
anewtonmanda	Yes	9:26:30
Acebuddy	Please wait while we connect you to our Support Representative	9:26:30
	<i>Acebuddy (bot) forwarded the chat request</i>	9:26:30
	<i>Manish Singh accepted the chat transfer request.</i>	9:27:20
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:27:30
anewtonmanda	Thanks Manish - I think I clicked the wrong button, but can you let me know how much it costs to add basic microsoft to our server?	9:28:00
Manish Singh	Excel Standalone - \$5.99 per user Word Standalone - \$5.99 per user Office Standard 2016 - \$14.99 per user Office Pro Plus 2016 - \$19.99 per user O365 Apps for Enterprise - \$12 per user O365 E3 - \$23 per user O365E5 - \$38 per user	9:28:30
anewtonmanda	thank you!	9:29:00
Manish Singh	Is there anything else I may help you with ?	9:29:40
anewtonmanda	that's all for now	9:30:00
Manish Singh	This message has been deleted	9:30:30

	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.	9:30:41
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:30:42
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	9:30:43
	<i>Manish Singh has ended this chat session</i>	9:30:44

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Feb, 8:15:00

**#72733 Jonas Tiania**  
**Email:** [jonas@allaboutacctg.com](mailto:jonas@allaboutacctg.com) 📞 +639055585913  
**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:** SAN ANTONIO VALLEY I  
**State:** National Capital Region  
**Country:** PHILIPPINES

Chat Transcript

Chat Duration : 31 Mins 34

Jonas Tiania	Hello, I am your Acebuddy	18 Feb, 8:15:00
Acebuddy		

	Hello Jonas Tiana, I'm your Ace Buddy. I'll be happy to assist you!	8:15:10
	Whom Would You Like to Connect With?	8:15:10
Jonas Tiana	Technical Support (QB & App Hosting)	8:15:10
Acebuddy	Welcome to Ace Support.	8:15:10
	Please chose an option :	8:15:10
Jonas Tiana	I'd like to report an Issue	8:15:20
Acebuddy	Please select an option!	8:15:20
Jonas Tiana	Password Reset	8:15:20
Acebuddy	Please select an option below	8:15:20
Jonas Tiana	Not Enrolled to Selfcare Portal	8:15:30
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	8:15:30
	Do you need any further assistance on the topic?	8:15:30
	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.	8:46:40
	<i>Ended due to chat idle timeout</i>	8:46:40

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72479 Byron Jolma

Email: [bjolma@jolmadesign.com](mailto:bjolma@jolmadesign.com) 📞 13607031577

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: BATTLE GROUND

State: Washington

Country: UNITED STATES

13 Feb, 9:44:20

Chat Transcript

Chat Duration : 44 Mins 37

Byron Jolma	Hello, I am your Acebuddy	13 Feb, 9:44:29
Acebuddy	Hello Byron Jolma, I'm your Ace Buddy. I'll be happy to assist you!	9:44:29
	Whom Would You Like to Connect With?	9:44:29
Byron Jolma	Technical Support (QB & App Hosting)	9:44:30
Acebuddy	Welcome to Ace Support.	9:44:30
	Please chose an option :	9:44:30
Byron Jolma	I'd like to raise a Request	9:44:40
Acebuddy	Please select your request type.	9:44:40
Byron Jolma	Password Reset	9:44:50
Acebuddy	Please select an option below	9:44:50
Byron Jolma	Not Enrolled to Selfcare Portal	9:45:00
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:45:00
	Do you need any further assistance on the topic?	9:45:00
	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.	10:29:00
	Ended due to chat idle timeout	10:29:00

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 2:20:54 PM

#72368 maryrosedemdam

Email: maryrosedemdam@gmail.com 📞 7185985151

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 10 Secs  
**City:** SAN ANTONIO  
**State:** Laguna  
**Country:** PHILIPPINES

Chat Transcript

Chat Duration : 6 Mins 26 Secs

maryrosedemdam	Hello, I am your Acebuddy	12 Feb, 2:20:56 PM
	Thank you for addressing my ussue last time sorry I was disconnected	2:21:12 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	2:21:29 PM
	It's okay.	2:21:46 PM
	Is the issue resolved.	2:23:26 PM
	Are we still connected here?	2:24:15 PM
	Are we still connected here?	2:25:23 PM
	Are we still connected here?	2:26:38 PM
	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) if any further assistance is required.	2:27:38 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:27:40 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	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 that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:27:41 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Tushar Pharswan has ended this chat session	2:27:45 PM





