

# Chat Transcript

I'm not able to connect via MS Remote Desktop this morning....

## Visitor Details

### #74240 Douglas Gordon

**Email:** drg@summitlaboratories.com ☎ (303) 435-5092

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Douglas Gordon I'm not able to connect via MS Remote Desktop this morning....

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

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

Douglas Gordon ok

*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 Doug

I will surely help you with this issue.

May I take the remote access of your local computer?

Douglas Gordon Yes

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

Douglas Gordon ok

Shashwat Verma <https://assist.acecloudhosting.com/join/6502625567>

Kindly Click on the link and open the downloaded file.

Kindly allow the remote access permission.

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

Issue resolved itself on remote session.

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate it if you could send me the same to 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/>)

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74647 winnie**

**Email:** winnie@mi-hq.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:** ANN ARBOR

**State:** Michigan

**Country:** UNITED STATES

### Chat Transcript

winnie Hello, I am your Acebuddy

Acebuddy Hello Winnie, 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, Please let us know.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74928 asst.audiobookadmin**

**Email:** asst.audiobookadmin@johnmarshallmedia.com

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

**Operator:** Rohan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 24 Secs

**City:** LA PAZ

**State:** Lanao Del Norte

**Country:** PHILIPPINES

### Chat Transcript

asst.audiobookadmin Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

asst.audiobookadmin Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

asst.audiobookadmin I'd like to report an Issue

Acebuddy Please select an option!

asst.audiobookadmin Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
asst.audiobookadmin	I recently set up my Outlook email account however, when attempting to set up my account on the browser, I encountered a prompt stating that my browser is unsupported or outdated, preventing me from connecting. I followed the instructions provided, but the issue persists.
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
asst.audiobookadmin	I followed the instructions to update or install Microsoft Edge, but despite Edge already being installed, the issue persists. I am unable to proceed past this prompt. By the way, I am using MAC. Please advise on what guidance would be greatly appreciated.
Rohan Prajapati	Hello, How are you doing today ?
asst.audiobookadmin	Hi Rohan
Rohan Prajapati	I will surely try to help you with this issue.  Kindly allow me 5-6 minutes to check the same.
	<i>9:53:01 PM asst.audiobookadmin is sharing a file with you <a href="#">image (1).jpeg</a> - (Size:30.93 KB)</i>
	<i>please advise on how to resolve this one. I am using mac by the way</i>
	May I take the remote access of your local computer?
asst.audiobookadmin	sure
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Copy and Paste the below link in any browser of your Local PC and Join the meeting.
	<a href="https://assist.acecloudhosting.com/join/1982115748">https://assist.acecloudhosting.com/join/1982115748</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote system. Kindly stay connected. If you have any other issues, please let us know. We will handle them as soon as possible. In the meantime, kindly do not disconnect the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, please let us know.
	<i>Ended due to chat idle timeout</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73712 jtavarez**

**Email:** jtavarez@sophelle.com  8574922029

**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:** 35 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

jtavarez Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

jtavarez Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

jtavarez I'd like to report an Issue

Acebuddy Please select an option!

jtavarez Other Issue

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

jtavarez Can't login to remote desktop

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 to

jtavarez thanks

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

jtavarez sophelle.myrealdatal.net

Shubham Yadav Can you please let me know since when are you facing the issue ?

jtavarez	today, but it happens every time I restart or turn off my computer  I can rarely connect without having to contact you guys
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Do you reboot the local computer ?
jtavarez	I restarted it not rebooted
Shubham Yadav	Sure
	Let me check
	May I take the remote access of your local computer?
jtavarez	yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
jtavarez	okay
	done
Shubham Yadav	Great Please allow me 2 minutes.  <a href="https://assist.acecloudhosting.com/join/5802322011">https://assist.acecloudhosting.com/join/5802322011</a>  Kindly Click on the link and open the downloaded file.
	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 further assistance is required.

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74274 Amy Strong**

**Email:** strongbookkeepers@gmail.com **Phone:** 12172594792

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** WINFIELD

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Amy Strong Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Amy Strong Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Amy Strong I'd like to report an Issue

Acebuddy Please select an option!

Amy Strong QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Amy Strong QuickBooks is Frozen

Acebuddy Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks

Was that helpful?

Amy Strong 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*

*Shivam Singh accepted the chat transfer request.*

*Shivam Singh is transferring the chat to Ashutosh Mishra.*

*Ashutosh Mishra accepted the chat transfer request.*

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

Amy Strong Hello

I was trying to open QB and it froze. I tried the utility to unfreeze it which worked but it's still sitting there and not opening. Can you help?

Ashutosh Mishra	I will surely help you with this issue.
	Kindly help me with your server name and user name?
Amy Strong	AmyS.NPre
Ashutosh Mishra	Are we still connected here?
Amy Strong	yes
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
Amy Strong	yes
Ashutosh Mishra	Please open QB again.
	Please login again on server and check for QB.
Amy Strong	ok
	It is opening it seems but the list of companies is all gone so I will have to manually open each or This is what it did earlier too. Just sat there.
Ashutosh Mishra	We have just reset Intuit profile, so you will have to open company files once so it is reflected in r
Amy Strong	ok
	It usually doesn't take this long.
Ashutosh Mishra	Try opening any different QB file.
	It appears this issue need to be handled by senior engineer as it is not working even after we hav We would like to schedule a callback for you regarding this issue. We request you to share your con time to contact you. Our dedicated Engineer would contact you and assist you with the best solut
Amy Strong	I have just lost 45 minutes of work messing with this. And now I need to leave. Will the server be possibly?
	I am going to leave for a couple of hours and will be remoting in later tonight to make up the wor 217-259-4792 is my phone number and I will be in my office by 8:15am Central time tomorrow m
Ashutosh Mishra	Yes, the server will be rebooted during night hours at 2AM PST.
Amy Strong	I will try it again tonight and if nothing is working, I will try again in the morning.
Ashutosh Mishra	Sure, try once after reboot. I will also email you if issue persists just reply back and we will call yo
Amy Strong	Ok. Thank you.
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end o
	You may end this chat now. Once you end this chat, you will receive an email from us regarding th 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

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/>)

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74698 Tracy Panchal**

**Email:** tpanchal@genesisokc.com ☎ 4052093434

**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:** EDMOND

**State:** Oklahoma

**Country:** UNITED STATES

### Chat Transcript

Tracy Panchal Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Tracy Panchal Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Tracy Panchal I'd like to report an Issue

Acebuddy

Please select an option!

Tracy Panchal QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Tracy Panchal QuickBooks Update

Acebuddy Quickbooks update related alerts can be caused due to various reasons. Although we manage the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due

If you're also getting an update popup, please grab a screenshot of the error message and share support@acecloudhosting.com. Our engineers will manually check and implement the patches if confirmation via email.

Do you need any further assistance on the topic?

Tracy Panchal Yes

Acebuddy Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

Tracy Panchal Payroll taxes are not calculated, Usually an update issue

*Chat request was not picked up by the operators*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73966 Kathleen Stern**

**Email:** kstern@cfitholdingcorp.com ☎ 17083345244

**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:** WILLOWBROOK

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Kathleen Stern	Hello, I am your Acebuddy
Acebuddy	Hello Kathleen Stern, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kathleen Stern	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kathleen Stern	I'd like to raise a Request
Acebuddy	Please select your request type.
Kathleen Stern	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and we will get back to 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, please feel free to contact us.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74744 Steven Skalman**

**Email:** steven@3dmoney.com

**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:** 29 Secs

**City:** PAYNESVILLE

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Steven Skalman	Hello, I am your Acebuddy
Acebuddy	Hello Steven Skalman, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Steven Skalman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Steven Skalman	I'd like to report an Issue
Acebuddy	Please select an option!
Steven Skalman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Steven Skalman	One of my co-workers has issues with how Quickbooks and Remote Desktop works on their multi-maximize button on the remote desktop window it maximizes across multiple screens.
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 to
Steven Skalman	hi
Anjainay Singh	Could you please let me know the user name who is facing issue with multiple screen
Steven Skalman	3DAccoutning3 and 3DAccoutning2
	Two co-workers are having the issue.
Anjainay Singh	Thankyou for update
Steven Skalman	3DAccounting3 and 3DAccounting2
	I spelled those wrong the first time. Typing too fast
Anjainay Singh	I have found the users name
	I will send you the new RDP file disabling the multi-screen option for both users and it will surely i
	I will send RDP files to you over an email .
Steven Skalman	ok. Thank you.
Anjainay Singh	Apart from this issue is there anything else I can assist you with ?
Steven Skalman	No. Have a great day.

Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of the session.
Steven Skalman	will do.
	can I end chat now?
Anjainay Singh	Please click on smile to give positive feedback
Steven Skalman	yes
<i>Steven Skalman has ended this chat session</i>	

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73881 Amy Strong

**Email:** strongbookkeepers@gmail.com **Phone:** 12172594792

**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:** 30 Secs

**City:** BLUE ISLAND

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

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

Please chose an option :

Amy Strong I'd like to report an Issue

Acebuddy Please select an option!

Amy Strong QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Amy Strong Other QB related issue

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

Amy Strong QB is being VERY slow to open and once it is open it is being VERY slow to even get to the home screen to get in to work. It has been nearly 10 minutes I've been trying.

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 is transferring the chat to Tushar Pharswan.*

*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 with your issue.

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

Amy Strong AmyS.NPre I believe is what you need?

Tushar Pharswan Yes, thank you for the details.

May I know which QuickBooks version is slow?

Amy Strong QB24

Tushar Pharswan Kindly allow me two minutes to check the same.

Thank you for waiting as you are on a shared server this sometimes happens with QuickBooks where the server goes down so that everything runs smoothly.

Amy Strong Ok.

I will get out.

I have to go run an errand and will be gone 20-30 minutes. I assume that the restart will be completed by then. Please let me know if there is anything else I can do for you.

Tushar Pharswan Yes, the reboot will initiate in next 5 minutes.

Once you are back kindly check and if the issue persists you can reach us out over a call session.

Is there anything else I may help you with ?

Amy Strong Ok. will do.

Nothing else today. Thank you!

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 the 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 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

**#74845 hanumeshqb**

**Email:** hanumeshqb@gmail.com ☎ 8142143613

**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:** 1 Min 26 Secs

**City:** CALICUT

**State:** Andhra Pradesh

**Country:** INDIA

### Chat Transcript

hanumeshqb Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

hanumeshqb	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hanumeshqb	I'd like to report an Issue
Acebuddy	Please select an option!
hanumeshqb	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
hanumeshqb	In my RDP Internet access not available
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sandeep Kumar accepted the chat transfer request.</i>
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.
	Hi Hanumesh, How are you doing today?
	<i>2:51:15 PM hanumeshqb is sharing a file with you</i>
	<i><a href="#">Screenshot 2025-03-29 145027.jpg</a> - ( Size:5.5 KB )</i>
	I will surely help you with this issue.
	Kindly allow me 5-7 minutes to check the same.
hanumeshqb	ya sure
Sandeep Kumar	Thank you for waiting.
	Have you tried accessing internet on your end? Just for testing purposes
hanumeshqb	no
Sandeep Kumar	Please try now. The internet seems to be working.
hanumeshqb	but its very slow to access my quickbooks
Sandeep Kumar	Can we reboot the server once? I have made some changes for the message
	Also, please inform Manish that we are rebooting the server.
hanumeshqb	Why Manish
Sandeep Kumar	As I see that Manish is active on the server alongside yourself, hence we need to inform him so that he can log off before we reboot the server. (Edited)
hanumeshqb	Okay Wait
	Sandeep Kumar If Reboot our server is any files may get issue or not?
Sandeep Kumar	No, nothing will be affected with within the files.
	Please log off from the server.
hanumeshqb	So you can reboot server

Sandeep Kumar	Ok, im rebooting the server and will let you know once its back up.
hanumeshqb	Ya usre
	Ya sure
Sandeep Kumar	The server is up now, you can log back in and check again.
hanumeshqb	Ya sure
Sandeep Kumar	Also inform Manish of the same.
hanumeshqb	ya sure
Sandeep Kumar	Is it all good on your end??
hanumeshqb	Yes
	Thank you
Sandeep Kumar	You are welcome!!
	Is there anything else I may help you with ?
hanumeshqb	Nothing
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 the 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 appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>hanumeshqb has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#73961 Nathan Urry

**Email:** techs@cr-t.com **Phone:** 13853251678

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 37 Secs

**City:** DRAPER

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Nathan Urry Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Nathan Urry Managed IT

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

*Acebuddy (bot) forwarded the chat request*

*Pradeep Kumar accepted the chat transfer request.*

Pradeep Kumar Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?

Nathan Urry case 657177

status update please?

Pradeep Kumar Alright, Let me Transfer the chat to the concerned Team.

Nathan Urry thank you

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

*Manish Singh accepted the chat transfer request.*

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

Nathan Urry thank you

status of remote printing case 657177?

Manish Singh I will surely help you with this issue.

Kindly allow me two minutes to check the same.

Nathan Urry ok

Manish Singh As I can check for the remote printing issue, we need to provide you with the possibility of VPN tunnel for that we need to move this ticket to the Escalation team (Edited)

Can you provide us with the contact number and preferred time so that our Escalation team can connect with you?

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 further assistance is required.

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74837 Ali Wynn**

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

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** SANTA BARBARA

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Ali Wynn Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ali Wynn Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Ali Wynn I'd like to raise a Request

Acebuddy Please select your request type.

Ali Wynn Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request and I will get back to you for further assistance.

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

Ali Wynn Yes, I'm facing issues with my server

Acebuddy Please select an option!

Ali Wynn QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Ali Wynn QuickBooks Login Issue

Acebuddy I understand that you are unable to login to your QuickBooks company file. The following steps may help you resolve the issue

Was that helpful?

Ali Wynn 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*

*Shivam Singh accepted the chat transfer request.*

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

Ali Wynn Hi Shivam! I'd like to request a remote desktop for a new employee with us

Shivam Singh Sure, could you please share the username.

For whom you want the RDP.

Ali Wynn She is a new user so she doesn't have a username yet. Her name is Nicole Herlihy

Shivam Singh Okay, I understand.

You are requesting for the new user addition request.

Right?

Ali Wynn yes please

Shivam Singh Okay you can do so by using the Myportal.

I will share the Link and the detailed article for the same over the email. So that account owner can add the user.

Ali Wynn ok thank you!

Shivam Singh That's great

Is there anything else I may help you with ?

Ali Wynn	no!
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding 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 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Shivam Singh has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73364 Wahono**

**Email:** wahono@wealthbuilderscpa.com

**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:** 46 Secs

**City:** MALAKA JAYA

**State:** Jawa Timur

**Country:** INDONESIA

### Chat Transcript

Wahono

	Hello, I am your Acebuddy
Acebuddy	Hello Wahono Handoyo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Wahono	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Wahono	I'd like to raise a Request
Acebuddy	Please select your request type.
Wahono	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and we will get back to you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Wahono	Restart
Acebuddy	Hello Wahono Handoyo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Wahono	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Wahono	I'd like to raise a Request
Acebuddy	Please select your request type.
Wahono	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired operating system.
Wahono	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access.
	Do you need any further assistance on the topic?
Wahono	Yes
Acebuddy	Please wait while we connect you to our 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.
Wahono	Hello
	how are you?

Anurag Sharma	Hello Wahono
Wahono	i am trying to setup ace cloud hosting and ace virtual server but having problem
Anurag Sharma	I am good, what about you?
	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?
Wahono	WealthBuilders.myrealdta.net
	Wahono.H
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
Wahono	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Wahono	ok
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/4662175013">https://assist.acecloudhosting.com/join/4662175013</a>
	Kindly paste this link in the browser of local computer and join the session.
Wahono	i did already
	are you able to access my computer now
	or not yet?
Anurag Sharma	We are not connected yet.
	I think it will get us connected in 1-2 minutes.
Wahono	it is saying another instance of zoho is running. click yes to close existing instance and continue
	are we connected
	?
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Please hold the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation.
Wahono	ok
Anurag Sharma	The issue seems to be resolved.
	Is there anything else I may help you with ?
Wahono	one more item.. can i copy this RDC to my mac OS computer
	and i will be able to access the server as well right?
Anurag Sharma	If you want to access the server from Mac then, you have to contact us again. As this rdp is only for windows.
Wahono	hmm...
	can we setup it right now?

Anurag Sharma We will help you with the application setup on your Mac

Wahono i do have my mac next to me..

Anurag Sharma Yes we can. But I would need to take the remote session of your Mac device

Wahono ok

can you provide me with the link

?

Anurag Sharma Okay, I am ending the previous remote session and sending you another link for your Mac device

Wahono ok

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

<https://assist.acecloudhosting.com/join/5882841891>

Kindly paste this link in the browser of local computer and join the session.

Wahono yes

it is establishing connection

Anurag Sharma We are connected on the remote session and will proceed with the troubleshooting on the remote the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirm

Please stay connected. I am still working on it.

Wahono it is weird..

are you able to see my password?

that is the password that i use for windows

Anurag Sharma No, I am sending you another link

<https://assist.acecloudhosting.com/join/7592803306>

Kindly paste this link in the browser of local computer and join the session.

Wahono you should be able to see it now

Anurag Sharma We are connected on the remote session and will proceed with the troubleshooting on the remote the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirm

<https://join.zoho.in/1462419496>

Please connect again on this link.

The previous remote session has ended.

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 further assistance is required.

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

Anurag Sharma has ended this chat session

## Chat Transcript

Hi I want to login lacert 2023, but it wont allow me to

### Visitor Details

**#73533 MINGWEI LI**

**Email:** lila@xlcpas.com ☎ 6264409511

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

**Operator:** Manish Singh

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

utm\_source=google&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Branded&utm\_term=acehosting&utm\_adgroup=BhBuEiwAvkzVZRjdyFYLO2EGDCWXbF0CIHKj6qz6RqKbVaRiMjuR\_Q8-ynMtvgT5UhoCD\_cQAvD\_BwE

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 59 Secs

**City:** LAS VEGAS

**State:** Maryland

**Country:** UNITED STATES

### Chat Transcript

MINGWEI LI Hi I want to login lacert 2023, but it wont allow me to

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

*Aayush Verma 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.

I will surely help you with this issue.

MINGWEI LI okay

*2:19:18 AMMINGWEI LI is sharing a file with you*

*1\_image.png - ( Size:9.74 KB )*

Manish Singh	May I know your business name associated with us.
MINGWEI LI	x&l cpas,llp\
Manish Singh	XLCPA.myrealdatal.net is this your server name?
MINGWEI LI	yes
Manish Singh	May I know the version name of Lacerte.
MINGWEI LI	2023
Manish Singh	Kindly logout all users for time being we will notify you once the update is done.
MINGWEI LI	logout 2023 lacerte?
Manish Singh	No, from the server please
MINGWEI LI	okay but i am chatting with you through server when you done the update, how could you notify me
Manish Singh	You can stay on the server for the time being but do not open Lacerte.
MINGWEI LI	got it
Manish Singh	Update is done need to reboot the server.
MINGWEI LI	we have all log out lacerte
Manish Singh	Shall I proceed with the reboot? (Edited)
MINGWEI LI	yes
Manish Singh	All set! kindly login once and check  As the session is disconnected but update is done.  As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call further assistance is required.

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#74283 Robert Zeitz

**Email:** rzeitz@centeredducation.org  17183062545  
**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:** 38 Secs  
**City:** BROOKLYN  
**State:** New York  
**Country:** UNITED STATES

### Chat Transcript

Robert Zeitz	Hello, I am your Acebuddy
Acebuddy	Hello Robert Zeitz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Zeitz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Zeitz	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Zeitz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Robert Zeitz	Need a change in the display settings for the remote desktop so the end user can see two sessions on one screen and here regular desktop on the other
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 with your issue.
Robert Zeitz	Good Morning
Manish Singh	I will surely help you with this issue.
	Good Morning, Robert
	Robert, would you like the RDP screen to dual monitor or single monitor?
Robert Zeitz	Andrea Beresford is the remote user and she would like single monitor so she can use one monitor to look up information on her computer

Manish Singh	Alright, I will share a remote session link kindly ask her to access that link on her local machine.
Robert Zeitz	sure
Manish Singh	<a href="https://assist.acecloudhosting.com/join/3392605837">https://assist.acecloudhosting.com/join/3392605837</a>
	Prior providing the access, I would suggest you to close any important documents at this time.
Robert Zeitz	I will confirm  are you connected?
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting once the issue is resolved. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and you can give your confirmation on this chat.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
Robert Zeitz	All good to go thank you'
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback and smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us containing a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. If you prefer, you can also send your feedback directly to quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> ).

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

**#73461 Tino McFarland**

**Email:** cperez@mcco-us.com  17042496513

**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:** 41 Secs

**City:** CHARLOTTE

**State:** North Carolina

**Country:** UNITED STATES

### Chat Transcript

Tino McFarland	Hello, I am your Acebuddy
Acebuddy	Hello Cindy Perez, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Tino McFarland	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tino McFarland	I'd like to report an Issue
Acebuddy	Please select an option!
Tino McFarland	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Tino McFarland	I need to create a user for Swati Seth, and I am getting an error
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Yash Ahi accepted the chat transfer request.</i>	
<i>Yash Ahi is transferring the chat to Manish Singh.</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Tino McFarland	hi
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you with your issue.
	I will surely help you with this issue.
	May I know what kind of issue you are facing?
Tino McFarland	We've been trying to grant access to user Swati Seth. on Friday 02/21 I did created her account and assigned her the role of Admin. But still she is not able to log in.

was able to log on. After that i don't know why but she wasn't able to access the clou

Today after a whole week of troubleshooting, i decided to delete her user and create if that resolve the issue. but i wasn't able to create a user

can you please create her profile?

Manish Singh

As I can check user Swati has been disabled via My Portal by Tino McFarland

Tino McFarland

correct i Tino Deleted the file today

Manish Singh

Alright, Noted

Please send us an email from the registered email address at support@acecloudhost we could proceed further with the request.

Also, the registered email for your account with us is : cperez@mcco-us.com

Tino McFarland

I sent the error message to support that i am getting on the screen when trying to cr for her

Manish Singh

Kindly email us with Username, contact number and Email ID of the user.

Is there anything else I may help you with ?

Tino McFarland

3

Swati Seth

sseth@mcco-us.com

Manish Singh

You have to mention it in email.

Cindy

Tino McFarland

i have already

and i got a guide to set it up, and then all of this happened

which email address should i send it to?

Manish Singh

Yes, I can understand your concern

Send it on support@acecloudhosting.com

Tino McFarland

Sent ticket id 652124

Manish Singh

Alright, Once the user is created we will notify you over the email. (Edited)

Is there anything else I may help you with ?

2:36:34 AM Tino McFarland is sharing a file with you

[FW\\_Ace Cloud Hosting - Swati Seth.pdf](#) - ( Size:260.72 KB )

Tino McFarland

did you receive the file?

Manish Singh

Yes, we got your email and the file.

We will notify you once the user is created.

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 by calling us at 1-888-415-5240 if any further assistance is required.

*Manish Singh has ended this chat session*

## Chat Transcript

help!

### Visitor Details

**#74603 Zachary Jensen**

**Email:** zack@taxwisecorp.com  18584371723

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** CARLSBAD

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Zachary Jensen help!

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

Zachary Jensen help server is slow

Rahul Hi Zack, how are your doing today?

Zachary Jensen help server is slow

Rahul I understand, let me check

Zachary Jensen

LMK ASAP

Rahul

Let me transfer you to support

have a nice day

Zachary Jensen

hurry

its still slow

we are loosing money

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

*Shashwat Verma accepted the chat transfer request.*

Shashwat Verma

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

Zachary Jensen

help server is slow

Shashwat Verma

Hello Zack

I will surely help you with this issue.

Kindly allow me two minutes to check the same.

Zachary Jensen

kindly hurry up

Shashwat Verma

Sure

Zachary Jensen

is it fixed yet?

Shashwat Verma

We are working on it, allow us 2 mins.

Looks like we have to reboot the server, shall we proceed with it?

Zachary Jensen

yes

Shashwat Verma

As your CPU usage is very high.

Zachary Jensen

got it reboot please

we need to reboot every night at 3am EST

is this being done?

Shashwat Verma

Yes we can

Sure, we have noted your request and will make the changes accordingly.

Kindly login to server now and check for the slowness issue.

*11:53:24 PM Shashwat Verma is sharing a file with you*

*[image.png](#) - ( Size:3.22 KB )*

*Looks like it's under control now*

Zack, Is it slowness issue resolved now?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74377 Jocelyn**

**Email:** jjsaccounting@gmail.com ☎ 12087095347

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 43 Secs

**City:** ISLAND PARK

**State:** Idaho

**Country:** UNITED STATES

### Chat Transcript

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

Jocelyn	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jocelyn	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Jocelyn	When I verified my payroll subscription, when I printed checks it says "incorrect license key". Evaluation. Expired" Contact your IT support desk
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>	
<i>Manish Singh is transferring the chat to Shivam Singh.</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and user ID.
Jocelyn	myrealdata JocelynJ.npre
Shivam Singh	Thanks for the information. Allow me 2 minutes to check the same.
	Are you getting this error while printing ?
Jocelyn	Yes
	And it's also on the payroll summary report
Shivam Singh	Thanks for the confirmation !
	Let me have a look at it.
Jocelyn	ok
Shivam Singh	Could you please check now.
	let me know if the issue still persists ?
Jocelyn	One sec
Shivam Singh	Sure. Take your time
	Have you checked?
Jocelyn	Checking
Shivam Singh	Okay. I will wait.
Jocelyn	The paychecks still have it on there
	Do I have to delete all the paychecks and rerun them?
Shivam Singh	Are you still getting "incorrect license key"?
Jocelyn	On the paychecks but not the payroll summary report

	Let me delete one paycheck and rerun it and see if that fixes it
Shivam Singh	Sure. If still you see the same, we have to take remote to ascertain the cause.
Jocelyn	It' didn't fix it
Shivam Singh	May I take the remote access of your local machine?
Jocelyn	Yes
Shivam Singh	Prior providing the access, I would suggest you close any important documents at yo
	Kindly paste this link in the browser of local computer and join the session.
Jocelyn	I did
Shivam Singh	<a href="https://assist.acecloudhosting.com/join/7442887212">https://assist.acecloudhosting.com/join/7442887212</a>
	We're currently connected through the remote session and will start troubleshooting placing the chat on hold while we work on the issue, so please don't disconnect. Once everything, just let me know here in the chat.
Jocelyn	pk
Shivam Singh	We have implemented the required changes to ensure it works properly.
	Is there anything else I may help you with ?
Jocelyn	Thank you for your help
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.

*Shivam Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74708 jacklyn.brinkley**

**Email:** jacklyn.brinkley@fyzical.com ☎ 5014705936

**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:** 44 Secs

**City:** HIGDEN

**State:** Arkansas

**Country:** UNITED STATES

## Chat Transcript

jacklyn.brinkley	Hello, I am your Acebuddy
Acebuddy	Hello Jacklyn.brinkley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jacklyn.brinkley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jacklyn.brinkley	I'd like to report an Issue
Acebuddy	Please select an option!
jacklyn.brinkley	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jacklyn.brinkley	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
jacklyn.brinkley	account reactivation
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 jacklyn
jacklyn.brinkley	hellp
	hello
Shashwat Verma	As checked your account is already in active state,
	Do you facing issue in login the server?
jacklyn.brinkley	thats great, when i am trying to process payroll it is giving me an error message saying my account needs to be reactivate my account
Shashwat Verma	Okay, so you are facing issue in QuickBooks payroll.

	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
jacklyn.brinkley	okay thank you!
Shashwat Verma	Jacklyn, as your on shared server, we will schedule the payroll update in night hours know one email for the same.
jacklyn.brinkley	And this will take care of the issue?
	I have to get payroll out asap. it was really supposed to go out today
Shashwat Verma	Yes, unfortunately on the shared server environment, we cannot do the payroll update server reboot which cause issue to other user.
	Nevertheless, we'll take care of the issue and inform you accordingly.
jacklyn.brinkley	If thats the only option, thank you.
Shashwat Verma	Thanks for understanding
	We'll let you know on email, when we are done.
	Is there anything else I may help you with ?
jacklyn.brinkley	Thats all, thanks
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can work. 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 website ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )
	<i>Shashwat Verma has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73989 scott**

**Email:** scott@aabs.tax ☎ 17205418788

**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

scott	Hello, I am your Acebuddy
Acebuddy	Hello Scott Jesnen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
scott	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
scott	I'd like to raise a Request
Acebuddy	Please select your request type.
scott	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you w once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
scott	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74568 Kim**

**Email:** catalystconstruction@comcast.net  2065187363

**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

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74470 happyhomecleaners96**

**Email:** happyhomecleaners96@yahoo.com ☎ 928-505-3403

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** LAKE HAVASU CITY

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

happyhomecleaners96 Hello, I am your Acebuddy

Acebuddy Hello Happyhomecleaners96, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

happyhomecleaners96 Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

happyhomecleaners96 I'd like to report an Issue

Acebuddy Please select an option!

happyhomecleaners96 QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

happyhomecleaners96 QuickBooks Login Issue

Acebuddy I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue

Was that helpful?

happyhomecleaners96	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Vignesh Arul accepted the chat transfer request.</i>	
<i>Vignesh Arul is transferring the chat to Yash Kalra.</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and use details.
happyhomecleaners96	Hello, I am chatting about ticket ID 662879. I was successful in resetting a password but when I try to open QB nothing happens
Yash Kalra	Kindly allow me two minutes to check the same.
happyhomecleaners96	thank you
Yash Kalra	May I take the remote access of your local computer? (Edited)
	Are we still connected here?
happyhomecleaners96	yes
Yash Kalra	May I take the remote access of your local computer?
happyhomecleaners96	yes you may
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at this time.
happyhomecleaners96	all set
Yash Kalra	Kindly Click on the link and open the downloaded file.
	<a href="https://assist.acecloudhosting.com/join/8252128833">https://assist.acecloudhosting.com/join/8252128833</a>
happyhomecleaners96	hello
Yash Kalra	Is there anything else I may help you with ?
happyhomecleaners96	I believe that would be all
	Thank you
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on the Smilies.
	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 summarizing the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!

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

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

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74780 Holly**

**Email:** contractor@vashoncustomhomes.com ☎ 2064087456

**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:** VASHON

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please select an option below
Holly	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for whom 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 help Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74483 Fenil Shah**

**Email:** tax@sktaxaddison.com  8473508121

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

**Operator:** Rohit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

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

Welcome to Ace Support.

Please chose an option :

Fenil Shah I'd like to report an Issue

Acebuddy Please select an option!

Fenil Shah Other Issue

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

Fenil Shah Excel Issue

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shubham Kataria accepted the chat transfer request.*

*Shubham Kataria is transferring the chat to Rohit Kumar.*

*Rohit Kumar accepted the chat transfer request.*

Rohit Kumar Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you with your issue.

May I know which user is facing the excel issue

Fenil Shah SKTA3

Rohit Kumar Thank You. Please allow me 2-3 minutes.

Fenil Shah 207.60.98.174

Rohit Kumar I would like to inform you that you have already removed the access for SKTA3

Fenil Shah I want to remove access from Hardik

Rohit Kumar Please let me know which user require access and which do not so we will provide them accordingly.

Fenil Shah Monika Darshak Fenil SKTA3

*12:30:08 PM Rohit Kumar is sharing a file with you  
[image.png](#) - ( Size:11.87 KB )*

Rohit Kumar as of now only 3 users have access to Excel.

Shall we proceed with Excel access for SKTA3

Fenil Shah Okay so can you please grant the access to SKTA3?

Yes

Rohit Kumar Sure, I would like to inform you that your multiple servers are running low on space. I would like to suggest you to increase the space on those servers if you want to increase space on those servers?

I am going to forward you an email to get your authority to provide Excel access to SKTA3. Once you receive your reply we will activate the access and send you the details.

Fenil Shah Sure

	Thank you
Rohit Kumar	May I know your response on space addition? (Edited)
Fenil Shah	Not now, I will let you know.
Rohit Kumar	Sure, I will send you an email in next 10 minutes. I request you to please approve the request on email.
	Is there anything else I may help you with ?
Fenil Shah	No Thank you
Rohit 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 with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. If you prefer, you can also provide feedback directly to us via email at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care 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/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> ).

*Darshak has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74898 Ingrith Serrato**

**Email:** admin@zebrarecovery.com  9199092364

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** SANFORD

**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

Ingrith Serrato	Hello, I am your Acebuddy
Acebuddy	Hello Ingrith Serrato, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ingrith Serrato	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ingrith Serrato	I'd like to report an Issue
Acebuddy	Please select an option!
Ingrith Serrato	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Ingrith Serrato	remote desktop no connecting
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you with your issue.
Ingrith Serrato	ok
Sanyam Madan	Hello
	I will be surely assisting you with this. Kindly help me with your server name and usage details.
Ingrith Serrato	ZebraRecovery
	IngrithS
Sanyam Madan	Kindly allow me two minutes to check the same.
Ingrith Serrato	ok
Sanyam Madan	are you not able to connect to the server? please confirm
Ingrith Serrato	correct
Sanyam Madan	May I take the remote access of your local computer?
Ingrith Serrato	sure
Sanyam Madan	Kindly paste this link in the browser of local computer and join the session.

<https://assist.acecloudhosting.com/join/2012928258>

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

Ingrith are you there ?

I am sending you a new RDP file, please login with your password and this will resolv  
connectivity issue

as discussed over the remote session, we are arranging a callback from our senior er  
minutes

Is there anything else I may help you with ?

Ingrith Serrato

no thank you

Sanyam Madan

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

You may end this chat now. Once you end this chat, you will receive an email from us  
conversation, along with a ticket number and survey feedback form.

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

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

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

*Sanyam Madan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74850 Yanko**

**Email:** info@homesteadfop.com ☎ 3057538042

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

**Operator:** Sandeep Kumar

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** BROOKLYN

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Yanko	Hello, I am your Acebuddy
Acebuddy	Hello Yanko Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Yanko	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Yanko	I'd like to report an Issue
Acebuddy	Please select an option!
Yanko	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Yanko	Server migration under Ticket ID 657521 I can't log in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sandeep Kumar accepted the chat transfer request.</i>
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you with your issue.
	Hi Yanko, How are you doing today?
Yanko	Doing good and how are you doing
Sandeep Kumar	I'm good too, thanks for asking!
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Yanko	okay
Sandeep Kumar	As I can check, we have shared new login details with you. Have you tried using the same?
	Yanko, are you there?
Yanko	yes says its unable to connect
Sandeep Kumar	May I take the remote access of your local computer to check the same on your end?

Yanko	yes
Sandeep Kumar	Prior providing the access, I would suggest you to close any important documents at
Yanko	okay. done
Sandeep Kumar	Please click on the link and open the downloaded file, and follow the instruction.
	<a href="https://assist.acecloudhosting.com/join/6782324237">https://assist.acecloudhosting.com/join/6782324237</a>
	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	As per discussion over the remote session, The issue is resolved now.
	Is there anything else I may help you with ?
Yanko	Thank you. All is resolved at this time. Thanks again
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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
	Note: You may change/reset your server password on your own by registering on our ( <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/know">https://www.acecloudhosting.com/know</a> )

*Sandeep Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74818 Tony Lee**

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

**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:** EL MONTE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Tony Lee

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74123 info**

**Email:** info@brkimcpa.com  9729724930

**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:** 45 Secs

**City:** CARROLLTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

	info	Hello, I am your Acebuddy
Acebuddy		Hello Jung Won Han, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	info	Technical Support (QB & App Hosting)
Acebuddy		Welcome to Ace Support.
		Please chose an option :
	info	I'd like to report an Issue
Acebuddy		Please select an option!
	info	QuickBooks Issue
Acebuddy		What type of QuickBooks Issue are you facing?
	info	QuickBooks Update
Acebuddy		Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when issue might get delayed due to unforeseen circumstances.
		If you're also getting an update popup, please grab a screenshot of the error message support@acecloudhosting.com. Our engineers will manually check and implement the be and share a confirmation via email.
		Do you need any further assistance on the topic?
	info	Yes
Acebuddy		Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	info	you are working on the update now, so and can we get in the server?
		<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 ass
		Hi Jung, has there been any official email from Ace to you regarding an ongoing upda aware of?
		maybe a ticket number that I may refer
	info	I do not have one.
		And I also can't check the email outside of the server
Sharath Kumar		understood, let me check if the update has been successful
	info	ACE just starts the updating QB and I want to know when can we connect the server
Sharath Kumar		could you confirm that the server name is -Bongryong.myrealdatal.net
		I can see the QuickBooks update were all completed, I have now restarted the server

	You are good to sign into the server now
	Please let me know if you require any further assistance
	Are we still connected here?
info	okay
	thank you
Sharath Kumar	Is there anything else I may help you with ?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling 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

**#74909 rlangford**

**Email:** rlangford@roistrategies.net  14046102218

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** ALPHARETTA

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

rlangford	Hello, I am your Acebuddy
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be ass

	Hello again, Rip
rlangford	yeah...we are still getting some latency issues on server. not horrendous but very annoyin
Sharath Kumar	I see
rlangford	quality of connection/service has gone down the last couple of months
Sharath Kumar	allow me a moment to check with the appropriate team
	Thank you for your patience.
	I got to know from the team that there was an issue at the location where your server appears to have been resolved
	may I ask how long ago did you sign into the server
	I see you and Lisa are currently signed in on the server, could you both please try signing back in
rlangford	10 mins ago when we were chatting last
Sharath Kumar	do use the log off icon provided on the desktop
rlangford	yes
Sharath Kumar	I have received confirmation that the issue has been resolved
	so logging out and signing back in should improve your server connectivity
rlangford	just did...still no better...actually even the two factor is slow
	i am only one on...would a server reboot help?
Sharath Kumar	sorry to hear that, let me inform the team concerned with this and check if anything
	one moment please, let me confirm the same
	could you allow me to take remote session of your local computer
rlangford	yes
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at
rlangford	ok
Sharath Kumar	<a href="https://assist.acecloudhosting.com/join/6002209296">https://assist.acecloudhosting.com/join/6002209296</a>
	Hello Rip, since I mentioned on the remote session that your server slowness issue is looked into, 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

**#74737 Joseph van Scheltema**

**Email:** joseph@africanenergy.com

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 27 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Joseph van Scheltema	Hello, I am your Acebuddy
Acebuddy	Hello Joseph Van Scheltema, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Joseph van Scheltema	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joseph van Scheltema	I'd like to report an Issue
Acebuddy	Please select an option!
Joseph van Scheltema	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Joseph van Scheltema	microsoft licence issue
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be a today.
Joseph van Scheltema	hello
	i am on ace and our microsoft seems to not be logged in anymore
Shubham Kataria	Hello Joseph
	I will surely help you with this issue.
	Kindly help me with your server name and user name. (Edited)
Joseph van Scheltema	uhm let me check
Shubham Kataria	Sure, please take your time
Joseph van Scheltema	how do i find my server name if i am on ace
Shubham Kataria	You can provide your business name which is associated with ACE
Joseph van Scheltema	African Energy
Shubham Kataria	Thank you for the information.
	Could you please confirm if you're receiving any error while login in Microsoft account
Joseph van Scheltema	yes.
	i also don't know what account to use
Shubham Kataria	It seems that you don't have the username or password
	right?
	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 (1-888-415-5240) if any further assistance is required.

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73797 emilie Wilkinson**

**Email:** emilie.wilkinson@peakecpa.com

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

**Operator:**

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

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

**City:** TALLAHASSEE

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

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

emilie Wilkinson VDI/DaaS Support

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

*Acebuddy (bot) forwarded the chat request*

*Pradeep Kumar accepted the chat transfer request.*

Pradeep Kumar Thank you for contacting acecloudhosting. My name is Pradeep how may I help you f

emilie Wilkinson Hello I have a open ticket I still need help with

653967

Pradeep Kumar Alright, Let me transfer the chat to the concerned team.

emilie Wilkinson THank you

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

*Sharath Kumar accepted the chat transfer request.*

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

emilie Wilkinson Hello

Sharath Kumar Hi Emilie, I am looking into the ticket for you

emilie Wilkinson I just need help resetting our server password....it keeps saying enter the old passwo

account do I need to put in? The , "User Change" "Ace Cloud- Admin", "ace Bryan Pea  
"acecloudhosting?

Sharath Kumar may I ask what is the username that you use to sign into the server?

emilie Wilkinson Ace - BryanPeake

<https://sharing.acecloudhosting.com/index.php/login>

Sharath Kumar Please allow me two more minutes to check the account details

Could you please confirm that you have access to all these accounts and use them o

emilie Wilkinson I have the passwords for all account yes I don't know how often we use them I keep ç  
server password is expiring in two days

Sharath Kumar may I take remote session of your local computer to check the settings on the Ace C

emilie Wilkinson Sure

Sharath Kumar thank you, let me send you a link so that I can take remote access

<https://assist.acecloudhosting.com/join/8422429338>

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

Emilie, since we figured out the user account that requires password reset

is there anything else that I may assist you with?

Are we still connected here?

Are we still connected here?

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

As there was no response, we are disconnecting the chat now. You may re-initiate the  
(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 -----

**#74112 RENEE RINI**

**Email:** renee.rini@irontoncapital.com **Phone:** 2166596889

**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:** 27 Secs

**City:** BROOMFIELD

**State:** Colorado

**Country:** UNITED STATES

**Chat Transcript** -----

RENEE RINI	Hello, I am your Acebuddy
Acebuddy	Hello Renee Rini, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
RENEE RINI	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
RENEE RINI	Restart
Acebuddy	Hello Renee Rini, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
RENEE RINI	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
RENEE RINI	I'd like to report an Issue
Acebuddy	Please select an option!
RENEE RINI	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
RENEE RINI	can't log into my portal
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 a

RENEE RINI

Hi, I am getting an error message when trying to log into my portal.

*9:25:00 PMRENEE RINI is sharing a file with you*

[1\\_image.png](#) - ( Size:92.34 KB )

unable to process request

Tushar Pharswan

Kindly use CID number in username section.

RENEE RINI

what is cid?

Tushar Pharswan

username for MyPortal: CID73443

Is there anything else I may help you with ?

RENEE RINI

can you hang on while i try to log in?

Tushar Pharswan

Sure, please take your time

*9:27:30 PMRENEE RINI is sharing a file with you*

[1\\_image.png](#) - ( Size:108.26 KB )

May I take the remote access of your local computer?

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

RENEE RINI

yes

Tushar Pharswan

<https://assist.acecloudhosting.com/join/1672214646>

Kindly Click on the link and open the downloaded file.

We are now connected.

May I know what you wanted to do from MyPortal if it is possible I will assist you with our end without getting in to MyPortal.

Like you wanted to create a new user/remove or reset the password some other user from back end.

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 (1-888-415-5240) if any further assistance is required.

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

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74452 Larry Murphy**

**Email:** larrym@rortax.com  612-822-7177

**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 28 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Larry Murphy	Hello, I am your Acebuddy
Acebuddy	Hello Larry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Larry Murphy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Larry Murphy	I'd like to raise a Request
Acebuddy	Please select your request type.
Larry Murphy	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you w once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Larry Murphy	Yes
Acebuddy	Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*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 with your server update.
Larry Murphy	I will be surely assisting you with this. Kindly help me with your server name and user name.
Tushar Pharswan	My user name is larrym@rortax.com. We need a Lacerte update.
Larry Murphy	Kindly let me know the Lacerte version.
Tushar Pharswan	2024
	In order to update it we will require all users to log off as it requires server reboot currently all assembly users are logged in.
	should we schedule this update for nighttime hours or are users going to log off?
Larry Murphy	They are logging out and we would like to do it now.
Tushar Pharswan	Okay as soon as all log off I will update the application and let you know over the email once completed.
	Is there anything else I may help you with ?
Larry Murphy	Do you show them logged off now?
Tushar Pharswan	Kindly allow me two minutes to check the same.
	Everyone is logged off now I will begin the update process.
Larry Murphy	Thank you
Tushar Pharswan	Thank you for waiting the application is updated.
	Is there anything else I may help you with ?
	Are we still connected here?
	This message has been deleted
	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 by calling us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Your application is updated.

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74843 Cindy Holloway**

**Email:** qualityquicktaxoffice@gmail.com ☎ 13346460662

**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:** 34 Secs

**City:** VALLEY

**State:** Alabama

**Country:** UNITED STATES

## Chat Transcript

Cindy Holloway	Hello, I am your Acebuddy
Acebuddy	Hello Qualityquicktaxoffice, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cindy Holloway	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cindy Holloway	I'd like to raise a Request
Acebuddy	Please select your request type.
Cindy Holloway	Password Reset
Acebuddy	Please select an option below
Cindy Holloway	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pa
	Do you need any further assistance on the topic?
Cindy Holloway	Yes
Acebuddy	Please wait while we connect you to our 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
Cindy Holloway	Hello I received an email with the log in name and password. The one I have will not work. I have tried it about 6 times typing very carefully but it will not work.
Shashwat Verma	I will surely help you with this issue.
	So you have password issue for CynthiaHolloway or CrystalPool?
Cindy Holloway	CynthiaHolloway
Shashwat Verma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Cindy Holloway	ok
Shashwat Verma	May I take the remote access of your local computer?
Cindy Holloway	yes tht is fine
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at this time. <a href="https://assist.acecloudhosting.com/join/5052202331">https://assist.acecloudhosting.com/join/5052202331</a>
	Kindly Click on the link and open the downloaded file.
Cindy Holloway	ok
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting of the issue. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly provide your confirmation on this chat.
	issue resolved on remote session by configuring the gateway.
	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 containing a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74188 mike**

**Email:** mike@backstoptax.com ☎ 6026867247

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 1 Sec

**City:** SEASIDE

**State:** Oregon

**Country:** UNITED STATES

## Chat Transcript

mike	Hello, I am your Acebuddy
Acebuddy	Hello Michael Meek, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
mike	Technical Support (QB & App Hosting)
Welcome to Ace Support.	
	Please chose an option :
mike	I'd like to report an Issue
Acebuddy	Please select an option!
mike	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
mike	username issue I think
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	

*Rohan Prajapati accepted the chat transfer request.*

Rohan Prajapati

Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be as:

Hello Michael, How are you doing today ?

mike

Good thank you. How are you?

Rohan Prajapati

That's Great. I'm good too, thanks for asking

mike

I can't log in via myreal data

Rohan Prajapati

I will surely help you with this issue.

Please use this one: MyrealdatalMichael.Me (Edited)

mike

So you're aware, I'm trying to log in to a remote computer. I've been trying that user

Rohan Prajapati

Kindly Copy and Paste this Username in your RDP file then try to login

mike

ok

It's rejected me twice

Rohan Prajapati

Kindly allow me 5-6 minutes to check the same.

mike

ok

Rohan Prajapati

Are you sure that you are entering the correct Password ?

mike

Let me try again

Yes...I can't get in. Everything works on another laptop I have but this is the one I nor

Rohan Prajapati

May I take the remote access of your local computer?

mike

Yes

Rohan Prajapati

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

mike

Ok, I'm ready

Do you need me to open up another browser or send a link?

Rohan Prajapati

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

<https://assist.acecloudhosting.com/join/6072766390>

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

Is there anything else I may help you with ?

mike

No thank you. It looks like it's working.

Rohan Prajapati

Thanks for the confirmation !

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

You may end this chat now. Once you end this chat, you will receive an email from us  
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 work on it. 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 website (<https://selfcare.acecloudhosting.com>).

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

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74364 spandya**

**Email:** spandya@raland.com  2243864117

**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:** 52 Secs

**City:** MCHENRY

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
spandya	I'd like to report an Issue
Acebuddy	Please select an option!
spandya	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
spandya	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
spandya	Can not log in to the QuickBooks Server
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 with your issue.
spandya	Ok. Do you want to call me at 224-386-4117?
Anjainay Singh	Sure we will arrange call back for you at provide number until then could you please provide user name and screenshot of error you are facing while logging into the server
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at this time.
spandya	Ok, give me few sec
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/2292735321">https://assist.acecloudhosting.com/join/2292735321</a>
spandya	Ok now
Anjainay Singh	Please copy this URL at your browser on local machine so that I can access your local system.

*Anjainay Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#74502 CHAI

**Email:** chai@storageblue.com  2017054536

**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:** 59 Secs

**City:** FT LEE

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

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

i need the administrator details we need to update the quicbook enterprise for Stor  
thank you

our IT was working earlier but my user chai\_g  
does not have the administrator capability

we need this ASAP please  
case number 663306

Manish Singh I will surely help you with this issue.

Kindly allow me two minutes to check the same.

CHAI thank you

Manish Singh Regarding the QuickBooks update we can update that for you and regarding Admin c  
share the disclaimer over the email kindly approve that so that we can proceed with

CHAI Ok, please update the quickbooks to enterprise 2024  
and please proceed on sending the admin credentials in email. thank you

Manish Singh Alright, as this update will take 20-25 minutes would you like to schedule this update

CHAI you can update now  
its fine  
i schedule this day for the update

Manish Singh Alright, we will email you when the update is done and will share the disclaimer over  
Is there anything else I may help you with ?

CHAI please  
we need the admin credentials of the account

Manish Singh For which user you need the Admin access?

Chai Gruna?

CHAI yes please  
chai gruna  
thank you

Manish Singh Alright, Noted

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

You may end this chat now. Once you end this chat, you will receive an email from us  
conversation, along with a ticket number and survey feedback form.

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

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

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

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73443 alison**

**Email:** alison@stevecuryconstruction.com  5613016505

**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:** 23 Secs

**City:** STANDISH

**State:** Maine

**Country:** UNITED STATES

### Chat Transcript

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

alison	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
alison	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
alison	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist
	<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 assis
	I will surely help you with this issue.
alison	Hi so Quickbooks froze, i tried your suggestions but now the Ace Cloud "Unfreeze" bu
	my screen
Manish Singh	Alright, let me check once.
	Is this issue occurring only for you, or are other users on the server also experiencing
alison	i think it just went away
Manish Singh	Okay, Is this the first time you are facing this issue. (Edited)
alison	i am the only one on the server
	first time this has ever happened!
Manish Singh	Alright, Is that resolved now?
alison	I was in the middle of entering data into quickbooks and it just froze
	i am logging back in now...
Manish Singh	Please try once.
alison	okay everything looks good, i am back in
	i only lost the line i was working on
Manish Singh	Alright
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
alison	that's it thank you!
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.

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

You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my managers can work on it. 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 website (<https://selfcare.acecloudhosting.com>).

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

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74312 Cesar Diaz**

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

**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:** ?

**State:** Honduras

**Country:** HONDURAS

### Chat Transcript

Cesar Diaz Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Cesar Diaz

Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Cesar Diaz I'd like to report an Issue

Acebuddy Please select an option!

Cesar Diaz Password Reset

Acebuddy Please select an option below

Cesar Diaz Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@acecloudhosting.com and mention the username for which 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 any further assistance kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73521 GLENN EITHIER**

**Email:** info@northeastmunicipal.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 26 Secs

**City:** NORTH ADAMS

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

GLENN EITHIER	Hello, I am your Acebuddy
Acebuddy	Hello Glenn Eithier, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
GLENN EITHIER	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
GLENN EITHIER	I'd like to raise a Request
Acebuddy	Please select your request type.
GLENN EITHIER	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
GLENN EITHIER	I'd like to report an Issue
Acebuddy	Please select an option!
GLENN EITHIER	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
GLENN EITHIER	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
GLENN EITHIER	Ticket ID 652478
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh accepted the chat transfer request.</i>
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and user name.
GLENN EITHIER	is it NEMunicipal.myrealdatal.net or can you tell me where to find this?
	my user name would be Travis
	but both user names QB's are not working
Ashutosh	Kindly allow me two minutes to check the same.
	I am able to open QuickBooks on my end.
	Please let me know are you able to login to the server?
GLENN EITHIER	I am on the server

Ashutosh	May I take the remote access of your server?
GLENN EITHIER	but still get the error-6175.0 error
	yes
Ashutosh	Kindly close all important tabs and documents for not to breach any security concern
GLENN EITHIER	ok
	done
Ashutosh	May I reboot the server to confirm few changes on the backend, It will take 5-10 minutes.
GLENN EITHIER	yes
Ashutosh	Please login to the server.
GLENN EITHIER	I am in
Ashutosh	I will be taking remote access again, please accept the prompt.
	Please enter the password.
GLENN EITHIER	done and appears to be working
	will you need to access Glenn's network ?
Ashutosh	We have made the required changes from the backend on the server so it will reflect
GLENN EITHIER	ok
Ashutosh	Is there anything else I may help you with ?
GLENN EITHIER	Thank you
Ashutosh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
GLENN EITHIER	we are trying the other computer to verify it is working
Ashutosh	Sure, please take your time
GLENN EITHIER	he is in also
Ashutosh	I understand the issue is resolved now.
	Is there anything else I may help you with ?
GLENN EITHIER	all set Thank you
Ashutosh	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 with a link to review 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 review it. 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 website ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).

*Ashutosh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74851 Campbell.electric**

**Email:** campbell.electric@outlook.com  18062502873

**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:** 29 Secs

**City:** FRIONA

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Campbell.electric	I'd like to report an Issue
Acebuddy	Please select an option!
Campbell.electric	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Campbell.electric	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps will help you with resolving the issue
	Was that helpful?
Campbell.electric	No
Acebuddy	No issues, please wait while I connect you to one of our support engineers who'd assist you.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sandeep Kumar accepted the chat transfer request.</i>	
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you with your issue.
	Hi Debra, How are you doing today? (Edited)
Campbell.electric	Thanks. I keep getting an "this requires administrator permissions" when attempting to open my company file
Sandeep Kumar	I will surely help you with this issue.
	Kindly allow me 3-5 minutes to check the same.
	Debra, I have made required changes to the server but we need to reboot the server for the changes to take effect.
Campbell.electric	ok
Sandeep Kumar	I'll let you know when we can try again. (Edited)
Campbell.electric	Approximately how long?
Sandeep Kumar	Like in next couple of minutes. (Edited)
Campbell.electric	oh ok. thanks
Sandeep Kumar	Ok, the server is back up now. You can log back in and check again.
Campbell.electric	Ok
	It's up. Thank you
Sandeep Kumar	QB is working fine??
Campbell.electric	Yes
Sandeep Kumar	Great!

Is there anything else I may help you with ?

Campbell.electric

No. Have a good day.

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

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

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

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

*Sandeep Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73807 John Lofquist**

**Email:** john@strategictaxsolutionsllc.com  320 4915748

**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:** COLD SPRING

**State:** Minnesota

**Country:** UNITED STATES

### Chat Transcript

John Lofquist

Hello, I am your Acebuddy

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74594 ilkamarsh**

**Email:** ilkamarsh@hotmail.com ☎ 7039630817

**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:** 57 Secs

**City:** ROCHESTER

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

ilkamarsh	Hello, I am your Acebuddy
Acebuddy	Hello Ilkamarsh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ilkamarsh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ilkamarsh	I'd like to raise a Request
Acebuddy	Please select your request type.
ilkamarsh	Password Reset
Acebuddy	Please select an option below
ilkamarsh	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which 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?
ilkamarsh	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you with your issue.
ilkamarsh	Hello, I messed up my log-in to the remote server. I had my password saved, but thought it was the correct one. For some reason, it did not work, though. Now I cannot log into the remote server.
	I also think I am locked out because I tried too many times.
Anjainay Singh	Please allow me two minutes so that I can observe the issue.
ilkamarsh	sure
Anjainay Singh	I am working on this issue.
ilkamarsh	Thank you
Anjainay Singh	I have unlock the account , please access the server once again.
ilkamarsh	okay
Anjainay Singh	and if you are unable to do so don't try it again otherwise it will be locked again.

ilkamarsh	Okay, I tried and it doesn't like the password I thought was my password. Can my password be reset please?
Anjainay Singh	Please send the authorisation email from authorised email address "[ilkamarsh@hotmail.com] (mailto:ilkamarsh@hotmail.com) to support@acecloudhosting.com so that we can reset your password
ilkamarsh	I just sent it.
	Is there a time limit on how long a password is good for? I haven't reset it in a while, I am getting any problems logging in while my password was saved...
Anjainay Singh	90 days is expiration date for password
ilkamarsh	I've not been getting any notifications to that effect, though. In the past, they told me to change the password after a certain time
Anjainay Singh	Could you please send the email once again as we have not received at our end
ilkamarsh	okay
Anjainay Singh	Please send at support@acecloudhosting.com
	We have received the email and once we reset it we will inform you over an email
ilkamarsh	I just sent it again. Showing two emails sent and received two emails saying that a new password has been created.
Anjainay Singh	We have received it , once we reset the password we will send it over an email
ilkamarsh	Okay, thank you. Will that be fairly soon? I need to do some work....
Anjainay Singh	Yes I will send you within 30 minutes
ilkamarsh	Great, thank you,
Anjainay Singh	You may end this chat if there is nothing else assist you with

*ilkamarsh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73859 Cordi Brewer**

**Email:** coverpro.cordi@gmail.com **Phone:** 8056464232

**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:** 24 Secs

**City:** OJAI

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Cordi Brewer	Hello, I am your Acebuddy
Acebuddy	Hello Coverpro.cordi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cordi Brewer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cordi Brewer	I'd like to report an Issue
Acebuddy	Please select an option!
Cordi Brewer	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Cordi Brewer	download
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 with your issue.
	Hello
Cordi Brewer	Hello. I was having trouble logging in early, so I restarted my computer. When I did this, my access to my portal on my desktop was gone. I searched my computer for ACE or QBKS. Nothing. I tried I also checked the website portal but it does not recognize my email or username.
Shashwat Verma	I will surely help you with this issue.
	Do you have the access of myportal?
	OR have access of coverpromatt@gmail.com?
Cordi Brewer	I was trying to log in on the myportal
	I work with Matt. I emailed him regarding my issue but he has not responded and I am still unable to log in.

	get into my quickbooks.
Shashwat Verma	No problem, we have another way out.
	May I take the remote access of your local computer?
Cordi Brewer	Thank you
	Yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at
Cordi Brewer	ok
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/8772045730">https://assist.acecloudhosting.com/join/8772045730</a>
	Kindly Click on the link and open the downloaded file.
Cordi Brewer	Did that work?
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	As per remote session, we have resolved RDP issue by re-configuring the RDP again, on remote session,you don't have any issue with myportal, hence we are closing this
	It would be great if you could share your feedback after this chat ends. Thanks in adv
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
	Note: You may change/reset your server password on your own by registering on our ( <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/know">https://www.acecloudhosting.com/know</a>
<i>Shashwat Verma has ended this chat session</i>	

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73914 Katherine Perez**

**Email:** info@serficonbusinessservices.com **Phone:** 15624167837

**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:** COFRADIA

**State:** Cortes

**Country:** HONDURAS

## Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73642 paulphil777**

**Email:** paulphil777@mailfence.com **Phone:** 6179994984

**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:** MANASSAS

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

paulphil777	Hello, I am your Acebuddy
Acebuddy	Hello Paul Phillips, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
paulphil777	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
paulphil777	I'd like to raise a Request
Acebuddy	Please select your request type.
paulphil777	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your issue. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option from the dropdown menu.
	As we haven't got any response from your end, We are closing this chat. If you still need help Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#73617 test

**Email:** test@gmail.com +16887849764  
**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:** MUMBAI  
**State:** Maharashtra  
**Country:** INDIA

### Chat Transcript

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

*test has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73725 Andy**  
**Email:** kcorrea@lokring.com 13104066663  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 34 Secs

**City:** LOS ANGELES  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Andy	Hello, I am your Acebuddy
Acebuddy	Hello Andy Steven, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Andy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andy	I'd like to report an Issue
Acebuddy	Please select an option!
Andy	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Andy	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Andy	Reboot QB please
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you with your issue.
Andy	Server Name: LokringWC.myrealdatal.net
	Username:myrealdatal\LWC_KathyC
Rohan Prajapati	Hello Andy , How are you doing today ?
Andy	Please reboot QB please
	Keeps freezing
Rohan Prajapati	I will surely help you with this issue.
	Thank you for Providing the informations.
	Is this the first time you are facing this issue?
Andy	No its happened before
Rohan Prajapati	Thanks for the confirmation !

	Is this issue affecting a single user or all users accessing the file?
Andy	but reboot fixes it
	Only one user
	KathyC
Rohan Prajapati	Does the freezing issue occur with one file or across multiple files?
Andy	all files
Rohan Prajapati	Thanks for the confirmation !
	At what specific point does the file freeze? (e.g., while using a particular functionality specific document)
Andy	Saving a document
	or printing a document
Rohan Prajapati	Thanks for the confirmation !
	As I checked you have the sufficient resources on the server.
	I have Signed off the user for now.
Andy	ok
Rohan Prajapati	Let me schedule a clean installation of the QuickBooks tonight and will check if that resolves the issue. (Edited)
Andy	okay thank you
	Meanwhile can you reboot now just as a quick fix ?
Rohan Prajapati	Yes I have already signed off the user. Please ask the user to login back again.
Andy	ok
Rohan Prajapati	Is it working fine now ?
	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 by calling us at (1-888-415-5240) if any further assistance is required.

*Rohan Prajapati has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73868 Fenil Shah**

**Email:** tax@sktaxaddison.com  8473508121

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Fenil Shah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Fenil Shah Managed IT

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

*Acebuddy (bot) forwarded the chat request*

*Shubham accepted the chat transfer request.*

Shubham Thank you for contacting Ace Cloud. My name is Shubham. I'll be assisting you today

Fenil Shah Server - SK TAx A2

Excel is not functional since past 5 days

Shubham Hi het sanghavi

Allow me to transfer this chat to the concern team. Please be stay connected on the

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

*Shubham Kataria accepted the chat transfer request.*

Fenil Shah Please do it ASAP

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be a today.
Fenil Shah	Excel is not functional since past 5 days
Shubham Kataria	I will be surely assisting you with this. Kindly allow me two minutes to check the sam
Fenil Shah	Server - SK TAX A2
	YES SURE
Shubham Kataria	Could you please confirm your username for server login
Fenil Shah	wait
Shubham Kataria	Sure, please take your time
Fenil Shah	SKTax Addison 8
Shubham Kataria	It seems to be a server name. Could you please confirm your username which you're server
	Or shall I take your remote session of your local computer to check (Edited)
Fenil Shah	ya sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at  <a href="https://assist.acecloudhosting.com/join/8062669596">https://assist.acecloudhosting.com/join/8062669596</a>
	Please join this link
	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	Thank you for your patience.
	As per our remote conversation, I found that user SKT.A don't have access of Excel or SKTaxAddison8
	Are we still connected here?
	As you're disconnected from the chat, we are ending the session now. You may re-init call us at (1-888-415-5240) if any further assistance is required.

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74499 Ryan Bailey**

**Email:** ryan@thecryptoaccountant.io

**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:** 32 Secs

**City:** MELBOURNE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

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

Ryan Bailey

Customer ID - 68291

Sharath Kumar

Hello Ryan, could you please let me know the error that you receive while signin

Ryan Bailey

Remote desktop can't fin the computer '207.60.105.95"

Sharath Kumar

Ryan, I tried both the customer ID and your email address but am unable to find

Is there a previous ticket number that I can reference

Ryan Bailey

Server name is Shurek-AT

no previous ticket

Sharath Kumar

Alright, that was helpful. thank you for your patience

let me quickly check the server to see if it is accessible to me

The server is up and running and I also see other users currently signed in on th

May I take the remote access of your local computer?

Ryan Bailey

got for it

Sharath Kumar

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

<https://assist.acecloudhosting.com/join/8032547219>

Please open the above link so that I can access your computer

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

So actually the RDP file was directing you to a different server/computer  
I have now saved the settings so that you directly connect to the appropriate se

Ryan Bailey

so i can login now?

Sharath Kumar

Yes sir

Ryan Bailey

another question if i bought a new computer, how do I install remote desktop there a tutorial you could send me?

Sharath Kumar

You may use the same RDP file that is on your desktop. You may copy it to a flash send it via email.

Ryan Bailey

sweet thank you, so just drag and drop the application to a flash drive?

Sharath Kumar

that is correct!

Ryan Bailey

cool thanks!

Sharath Kumar

all your credentials are already saved on the RDP file, all you will have to do is p

password and you will get connected to the server

Ryan Bailey awesome, again thank you!

Sharath Kumar may I end the remote desktop

Ryan Bailey yes

Sharath Kumar Is there anything else I may help you with ?

Ryan Bailey nope thank you, and have a great day!

Sharath Kumar I wish you the same

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback for your review.

I request you to kindly spare a moment to fill that out for me so that my manager can review it. You can do that by logging into our Self-care Portal or by sending an email to [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com). Thanks!

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

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

*Sharath Kumar has ended this chat session*

