

# Chat Trans

Hello, I am your Ac

## Visitor Details

### #83357 sbeltran

**Email:** sbeltran@goldingroup.biz ☎ 240-752-8841

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

**Operator:** Karan Bhattacharya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 32 Secs

**City:** ROCKVILLE

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

sbeltran	Hello, I am your Acebuddy
Acebuddy	Hello Sbeltran, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sbeltran	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sbeltran	I'd like to report an Issue
Acebuddy	Please select an option!
sbeltran	Password Reset
Acebuddy	Please select an option below
sbeltran	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
sbeltran	Yes
Acebuddy	Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Karan Bhattacharya accepted the chat transfer request.*

Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.
sbeltran	Hi Karan
	Thank you I need to resent a password i did sent an email 5v hrs ago and not answer and this is urgent
Karan Bhattacharya	ok, checking few details at backend, please allow me few minutes.
sbeltran	Ok. Those are the details from the client that need the password
	Client: Username: myreldata\SotoPLLC.pa Password: ADts@#24
	be careful that only be changed SOTOPLLC we have two more companies under the cloud
Karan Bhattacharya	Can you please confirm me your account name?
	Is it Soto Architecture and Urban design?
sbeltran	CID 66670
Karan Bhattacharya	ok
sbeltran	That works
	Server name Qblivepa.myreldata.net
Karan Bhattacharya	Through Myportal this account owner sergei@goldingroup.biz can reset your password as well as through selfcare also yo
sbeltran	Please help me to do this it is very urgent
Karan Bhattacharya	<a href="#">SelfCare (1) 1.pdf</a>
	Please check if you can access it.
sbeltran	It asks for some credentials that I don't have
Karan Bhattacharya	ok, give me a minute
sbeltran	Please
	myportal.acecloudhosting.com
	Is this the web?
Karan Bhattacharya	<a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a>
	please access this
sbeltran	But I don't have that password
Karan Bhattacharya	give your username there and it will ask for few questions
	that will be for enrollment
	let me access your server, give me a minute.
sbeltran	Hi sorry I lose you for a moment
	I try with sergei as user name and it is not working

Karan Bhattacharya	ok,let me check the detail at backend.
sbeltran	sergei@goldingroup.biz
	This is the user name that are supposed to handle the account
	hi
Karan Bhattacharya	hello
	this user account can reset your password [sergei@goldingroup.biz](mailto:sergei@goldingroup.biz) if incase your account
	Are we still connected?
sbeltran	yes
Karan Bhattacharya	for enrolling in self care please find the steps
	<a href="#">SelfCare Portal Enroll User Guide 1.pdf</a>
sbeltran	for this time can you do it.... the client need to work urgently in this server
	I ask you 4 hours ago for this through email and no answer yet
Karan Bhattacharya	I understand the urgency,let me share the password on email of yours
	Can you please share me the email subject line or ticket number related to it if possible?
sbeltran	Vishal Dharan 1:06 PM (4 hours ago) to me Dear Sandra SANDRA, Greetings from Ace Cloud! Ticket ID: 797449 Issue: Gold for the specified account shortly. You can expect an update within 1-2 hours. Please feel free to reach us if you need further instant chat support through Ace Cloud Hosting We would love to hear from you, please share your feedback at quality@acecloudhosting.com
Karan Bhattacharya	Thank you for that,allow me few minutes,we are sharing over the same.
sbeltran	Please
Karan Bhattacharya	Can you please confirm the username for which you are looking to reset the password?
	Is this the username myrealdata\SotoPLLC.pa?
sbeltran	sergei@goldingroup.biz
	SOTO is the company and that is the client need to be reset
Karan Bhattacharya	I can see the account name: <b>SOTO Architecture And Urban Design</b> with the CID number: <b>CID66735</b>
	and there is only user: <b>SotoPLLC.pa@myrealdata.net</b>
	<b>Would you like me to reset the password for same?</b>
sbeltran	yes please
Karan Bhattacharya	ok
sbeltran	We have 3 clients EWM, Soto and ACPS
	And we are the accounting firm so I don't know how it works
Karan Bhattacharya	We have sent the email for password reset,please check the same
	We have replied over the same mail of yours.

Are we still connected?

Are we still connected?

Are we still connected?

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

*Karan Bhattacharya has ended this chat session*

## Chat Trans

Hello, I am your Ac

### Visitor Details

#### #83611 LESLIE STEPHENS

**Email:** stephenshardwood@highland.net  14236632564

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

**Operator:** Sourav Chhikara

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** PINE KNOT

**State:** Kentucky

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please select your request type.
LESLIE STEPHENS	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
LESLIE STEPHENS	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
LESLIE STEPHENS	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
LESLIE STEPHENS	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
LESLIE STEPHENS	Unable to get in because license needs to be synced,
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sourav Chhikara accepted the chat transfer request.</i>
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.
	I understand your concern and I will surely assist you with this.
	Could you please share the screenshot of the error message?
LESLIE STEPHENS	Okay
	<i>9:13:14 PM LESLIE STEPHENS is sharing a file with you <a href="#">SCREENSHOT 11-13-25.pdf</a> - ( Size:245.87 KB )</i>
Sourav Chhikara	Thank you for sharing the screenshot.
LESLIE STEPHENS	Quickbooks tried to help me but it wouldn't let me sync.
Sourav Chhikara	As I checked your account details you have QuickBooks license from Intuit itself and it is expired as per the screenshot. W
	Did they share any new license details with you?
LESLIE STEPHENS	No. They said it does not renew until 4/21/2026
	And that syncing would make that go away/
Sourav Chhikara	Do you have your Intuit login credentials?
LESLIE STEPHENS	Yes
	leslie@stephenshardwood.com
Sourav Chhikara	May I take the remote access of your local computer?
LESLIE STEPHENS	Yes
Sourav Chhikara	Prior providing the access, I would suggest you to close any important documents at your end.

<https://assist.acecloudhosting.com/join/6292655535>

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

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.

We are making some changes and we will update you in next 45-60 mins.

I will be closing this chat for now and will drop an email.

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

Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and summary.

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

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

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

*Sourav Chhikara has ended this chat session*

## Chat Transcript

Hello, I am your Account Manager.

### Visitor Details

**#83629 Keith Wolff**

**Email:** kwolff@wolffurban.com  13106258184

**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:** 2 Mins 14 Secs

**City:** SAN FRANCISCO

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Keith Wolff	Hello, I am your Acebuddy
Acebuddy	Hello Keith Wolff, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Keith Wolff	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Keith Wolff	I'd like to report an Issue
Acebuddy	Please select an option!
Keith Wolff	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Keith Wolff	I re-instated a user and am getting an error when trying to login - it says group policy service failed
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 Keith
Keith Wolff	thank you
Shashwat Verma	I will surely help you with this issue.
Keith Wolff	I reinstated a User - Shana Kaplan - and I am getting an error when logging in
Shashwat Verma	Okay
Keith Wolff	thank you
Shashwat Verma	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to this account only?
Keith Wolff	Only this user that I am aware of]
Shashwat Verma	When the last time they were able to access the server? (Edited)
Keith Wolff	I will try now under my login... be right back
	I am able to log in under my login - just the Shana Kaplan login is not working
Shashwat Verma	Okay
	Kindly allow me two minutes to check the same.
Keith Wolff	thank you
Shashwat Verma	Could you please share me the remote access of ShanaKaplan (Edited)
	I'll share you the link you can just open the same on the affected pc.

	Is that possible?
Keith Wolff	yes - please send link and I can share my screen
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/8082594133">https://assist.acecloudhosting.com/join/8082594133</a>
	Kindly Click on the link and open the downloaded file.
Keith Wolff	are you in?
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting up the chat.
Keith Wolff	ok
Shashwat Verma	As per the remote session, we have resolved the group policy issue by resetting the profile of the affected user.  It would be great if you could share your feedback after this chat ends. Thanks in advance!  Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the details of the resolution.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Accountant.

### Visitor Details

#### #83550 Jacob LaCour

**Email:** jacob@expertbookkeeping.net  13372703513

**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:** 55 Secs

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Jacob LaCour	Hello, I am your Acebuddy
Acebuddy	Hello Jacob Lacour, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jacob LaCour	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jacob LaCour	I'd like to report an Issue
Acebuddy	Please select an option!
Jacob LaCour	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jacob LaCour	I have a program running on my server and it is not responding. I can not kill it.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Jacob LaCour	Thank you!
	<i>Shubham Maurya accepted the chat transfer request.</i>
	<i>Shubham Maurya is transferring the chat to Shashwat Verma.</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 Jacob
Jacob LaCour	good morning
	What information do you need from me?
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
Jacob LaCour	This is the 1st time.
Shashwat Verma	Okay

	Could you please confirm the application name?
Jacob LaCour	Drake 2022 Tax
Shashwat Verma	Kindly try now
Jacob LaCour	one second.
Shashwat Verma	Sure, please take your time
Jacob LaCour	That seems to take care of it.  I do I have one other issue. do I need to open another ticket or it is something you can assist with also.
Shashwat Verma	Let me know the same
Jacob LaCour	I am trying to extend my remotedesktop to a second display is that possible  extend have dual display
Shashwat Verma	Sure, Jacob, I can either share you the instruction or shall I show you the same on remote session?
Jacob LaCour	I would love to allow you to assist  do i need to get on remote?  how can I move this chat remotely
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.acecloudhosting.com/join/1182955427">https://assist.acecloudhosting.com/join/1182955427</a>
Jacob LaCour	I have nothing running
Shashwat Verma	Kindly Click on the link and open the downloaded file.
Jacob LaCour	Think i am in  so come here
Shashwat Verma	Kindly open this link in local pc  <a href="https://assist.acecloudhosting.com/join/4852387522">https://assist.acecloudhosting.com/join/4852387522</a>
	Issue resolved by removing the session from backend and also enable the multi-monitor option
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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 Trans

Hello, I am your Ac

## Visitor Details

**#83848 allison capron**

**Email:** allison.capron@gwtcpas.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 18 Secs

**City:** COSTA MESA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

allison capron	Hello, I am your Acebuddy
Acebuddy	Hello Allison Capron, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
allison capron	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
allison capron	I'd like to report an Issue
Acebuddy	Please select an option!
allison capron	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
allison capron	Need additional help with Ace support ticket with reference 802512
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*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.  I will surely help you with this.  Kindly allow me two minutes to check the same.
allison capron	thank you. also might need help with resetting password
Ashutosh Mishra	Hello Allison, may I know if the issue related to printing still persists? Are you able to print or save to pdf?
allison capron	yes issue still persists. i am not able to
Ashutosh Mishra	Please also let me know, are you able to access the server or password reset would be required right now?
allison capron	i can access the server now bc the password is saved. but yesterday i was given an RDP file and it asked for password and i forgot it
Ashutosh Mishra	Thank you for providing the details. Allison, we would need approval from Jack to reset the password, or he can also reset it for you.
allison capron	ok but will i need to type in a password for this issue or will my saved password work?
Ashutosh Mishra	When you will enter password in RDP there is a check box to save the password. Once you have checked the box it will not ask for password again.
allison capron	okay let me reset my password really quick
Ashutosh Mishra	Sure
allison capron	can you call me back?
Ashutosh Mishra	Would you like further assistance over the phone only as I can also remote in on your local computer to assist better with the issue?
allison capron	oh okay you can take control/do remote session while on call? if so, then yes that would be better
Ashutosh Mishra	Sure, if you prefer assistance over the call, I can also schedule that. The remote session can also be conducted over the phone.
	Kindly share your callback number, time zone and time frame and one of our senior engineers will reach out over the phone.
allison capron	great thanks. my phone # is +1 703-599-7905. time frame: Nov 20 11am EST-2pm EST
Ashutosh Mishra	Thank you for the details. We will contact you tomorrow at your preferred timeframe.
	Is there anything else I may help you with ?
allison capron	no thats fine. thanks!
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 of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of the discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Ashutosh Mishra has ended this chat session*

# Chat Trans

Hello, I am your Ac

## Visitor Details

### #83358 Mohita Chadha

**Email:** mohita@kaurtax.com  19097099000

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** BLOOMINGTON

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Mohita Chadha	Hello, I am your Acebuddy
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mohita Chadha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mohita Chadha	I'd like to report an Issue
Acebuddy	Please select an option!
Mohita Chadha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mohita Chadha	Hello - I would like to download Lacerte 2025. Can you please help with that?
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Abhay Kumar Saraswat accepted the chat transfer request.*

Abhay Kumar Saraswat

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

Sure.

Mohita Chadha

Thank you

Abhay Kumar Saraswat

Is this for account : **Kaur Tax PC** ?

Mohita Chadha

yes

Abhay Kumar Saraswat

Thanks for the confirmation !

Do you have the setup file of **Lacerte 2025?** (Edited)

Mohita Chadha

no

are you able to get that or do I need to do something on my end?

Abhay Kumar Saraswat

So, would you like to install us **Lacerte 2025** on your server?

Mohita Chadha

yes please

Abhay Kumar Saraswat

Okay, let me confirm with the team as it is recently launched application.

Kindly allow me two minutes to check the same.

I apologize for any delay. Thank you for your patience.

I just confirmed, please download the setup file on the server from your end, providing the required details (such as user ID and password) on your server.

Are we still connected here?

Mohita Chadha

yes

how do you download it?

Abhay Kumar Saraswat

No, we can't.

We'll install when we receive the setup file from you.

Mohita Chadha

sounds good

Abhay Kumar Saraswat

Is there anything else I may help you with ?

Mohita Chadha

that's it

thank you!

Abhay Kumar Saraswat

I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

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

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

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

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

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

*Abhay Kumar Saraswat has ended this chat session*

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## Chat Trans

Hello, I am your Ac

### Visitor Details

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**#83738 Brian Jarvis**

**Email:** bjarvis@jarvcpa.com  2816469088 X 102

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

**Operator:** Sujeept Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 14 Secs

**City:** DANA POINT

**State:** California

**Country:** UNITED STATES

### Chat Transcript

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

Brian Jarvis	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. Typically, the application update is performed overnight.
Brian Jarvis	Do you need any further assistance on the topic?
Acebuddy	Yes
Acebuddy	Please wait while we connect you to our Support Representative <i>Acebuddy (bot) forwarded the chat request</i>
Sujeet Kumar Suman	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
Brian Jarvis	Hello Brian
Brian Jarvis	Hello Sujeet
Sujeet Kumar Suman	How are you doing?
Brian Jarvis	I need to install Quickbooks on our cloud server
Sujeet Kumar Suman	Sure, I can help with that.
Brian Jarvis	i have the exe file ready
Sujeet Kumar Suman	To proceed with the QuickBooks application, we need authorization via email along with the QuickBooks application license key.
Brian Jarvis	Once the chat ends, we will send you an email for authentication and the details about the QuickBooks application.
Brian Jarvis	Okay, thank you
Sujeet Kumar Suman	Most welcome Brian.
Sujeet Kumar Suman	Is there anything else I may help you with ?
Brian Jarvis	Are we still connected here?
Brian Jarvis	nothing else needed, thank you
Sujeet Kumar Suman	Thanks for the confirmation !
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this conversation.
Sujeet Kumar Suman	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
Sujeet Kumar Suman	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
Sujeet Kumar Suman	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> )
Sujeet Kumar Suman	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
<i>Sujeet Kumar Suman has ended this chat session</i>	

# Chat Trans

Hello, I am your Ac

## Visitor Details

### #83709 Marcos Ponce

**Email:** office@bassettflooring.com ☎ 5305827428

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

**Operator:** Sourav Chhikara

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** TRUCKEE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Marcos Ponce	Hello, I am your Acebuddy
Acebuddy	Hello Marcos Ponce, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Marcos Ponce	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Marcos Ponce	I'd like to report an Issue
Acebuddy	Please select an option!
Marcos Ponce	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Marcos Ponce	Outlook email is not working properly.
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Sourav Chhikara accepted the chat transfer request.*

Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.
Marcos Ponce	Hello Sourav and thank you very much
Sourav Chhikara	My pleasure Marcos, could you please elaborate your concern a little. What exactly issue you are facing with outlook. (Edited)
	<i>10:40:13 PM Marcos Ponce is sharing a file with you <a href="#">image.png</a> - ( Size:6.57 KB )</i>
	Thank you for sharing the screenshot, please allow me a moment to check and confirm.
	I am checking some details from the backend please allow me sometime.
Marcos Ponce	Absolutely, take your time.
Sourav Chhikara	Thank you for understanding.
	May I take the remote access of your local computer?
	Are we still connected here?
Marcos Ponce	absolutely you may
Sourav Chhikara	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/2212852276">https://assist.acecloudhosting.com/join/2212852276</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the chat.
	Are we still connected here?
Marcos Ponce	yes
Sourav Chhikara	please log back into the server
Marcos Ponce	i just logged back in
Sourav Chhikara	okay, sending you the remote request
	please log in to outlook (Edited)
	please check outlook now
	Marcos, could you confirm if we can reboot the server?
	Every user needs to be logged out from server.
Marcos Ponce	yes we may reboot
Sourav Chhikara	I can see that Jason and Terry is also logged in right now.
	Could you please ask them to save their work as I will sign out and reboot the server.
Marcos Ponce	perfect, just asked and they are out
Sourav Chhikara	Thank you Marcos let me reboot the server.

<https://assist.acecloudhosting.com/join/6382250800>

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

Marcos Ponce in the ace cloud browser?

Sourav Chhikara No, local computer outside the server.

Just open your Chrome browser and paste the link, do not login to server for now.

We are connected now.

Marcos your outlook is working fine now?

Is there anything else I may help you with?

Marcos Ponce This was happening on every other user's cloud host as well. do you mind if i have them check as well?

Sourav Chhikara Yes Marcos, I am aware of this thing that's why I disconnected all the users and worked accordingly. Could you please ask

Please ask them to restart the app and check if error pops up or not.

Marcos Ponce theirs are working as well. Thank you so much!

Sourav Chhikara It shouldn't be the case btw as I have ran the updates on the server and I hope issue is resolved for everyone.

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

Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and sur

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

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

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

*Sourav Chhikara has ended this chat session*

## Chat Trans

Hello, I am your Ac

### Visitor Details

#83485 valeria

Email: valeria@cpagoveo.com ☎ 17877885505

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 12 Secs

**City:** TOA BAJA

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript

valeria	Hello, I am your Acebuddy
Acebuddy	Hello Valeria, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
valeria	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
valeria	I'd like to report an Issue
Acebuddy	Please select an option!
valeria	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
valeria	Hello, we cannot access the internet through the cloud. None of the webpages are loading. Server name is: GoveoAsociat
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	I deeply apologize for the inconvenience caused to you.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
valeria	Everyone had the same issue. Now it's working, I'm not sure what went wrong. Thank you anyways!
Abhay Kumar Saraswat	No worries.
	It might be some glitch or sudden network connectivity issue.
	Is there anything else I may help you with ?
valeria	That would be all thanks!
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

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

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

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

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

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

*Abhay Kumar Saraswat has ended this chat session*

## Chat Transcript

I cannot connect to RDP

### Visitor Details

#### #83176 Tasnim

**Email:** tasnim@columbiatax.com  2022390025

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

**Operator:** Shashwat Verma

**Website:** <https://www.acecloudhosting.com/thank-you/>

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** TEJGAON

**State:** Dhaka

**Country:** BANGLADESH

### Chat Transcript

Tasnim I cannot connect to RDP

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

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

Tasnim Hi Siddhan, I cannot connect to RDP

*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.
Tasnim	Hello Tasnim
Tasnim	Hi
Shashwat Verma	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
Tasnim	Only my problem
Shashwat Verma	Thanks for the confirmation !
	May I take the remote access of your local computer?
Tasnim	Yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/7782932238">https://assist.acecloudhosting.com/join/7782932238</a>
Tasnim	Ok
Shashwat Verma	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.
	Looks like you have just disconnected the session?
	Are we still connected here?
Tasnim	yes connected
Shashwat Verma	Shall we restart the session, or you would like to connect later?
Tasnim	Please tell me what to do?
Shashwat Verma	Tasnim, looks like you are using wrong password to login the server
	We recommend you to reset the password from selfcare portal, we can help you to do the same
	Are we still connected here?
Tasnim	Yes
Shashwat Verma	May I take the remote access of your local computer?
Tasnim	Yes
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/7992696837">https://assist.acecloudhosting.com/join/7992696837</a>
	Kindly Click on the link and open the downloaded file.
	As per the remote session issue resolved by reconfigure the rdp and resetting the password
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Shashwat Verma has ended this chat session*

# Chat Trans

Hello, I am your Ac

## Visitor Details

### #83753 Melissa Harbater

**Email:** harbater3@yahoo.com ☎ 13053108043

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

**Operator:** Luv

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Mins 3 Secs

**City:** BELLEVIEW

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Melissa Harbater	Hello, I am your Acebuddy
Acebuddy	Hello Melissa Harbater, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Melissa Harbater	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Melissa Harbater	I'd like to report an Issue
Acebuddy	Please select an option!
Melissa Harbater	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Melissa Harbater	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Melissa Harbater	When I print checks, Incorrect license key or demo evaluation period expired, prints across the checks

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shashwat Verma accepted the chat transfer request.*

*Shashwat Verma is transferring the chat to Luv.*

*Luv accepted the chat transfer request.*

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

how are you?

Melissa Harbater not good I can't print checks

Luv Okay, I will surely assist you with this, may I know your server name and account name?

Melissa Harbater Quickbooks FtMcCoy Food Store. Is this what you need

Luv Let me check, Kindly give me two minutes

Melissa Harbater ok

Luv Please stay connected, I am working on it

Melissa Harbater ok

Luv We are checking this on backend, allow me 5-10 minutes, thank you for your patience

Melissa Harbater ok

Luv It should be resolved, can you try printing again? (Edited)

Melissa Harbater It is working, thanks. Is there anything I can do in the future because this same thing happened last week? or do I have to

Luv Um is it fine If I take remote of your local system to check if you have Uniprint management console installed, there is sor

Try to search management console in the start menu

*9:23:35 PM Luv is sharing a file with you*

*[image.png](#) - ( Size:8.79 KB )*

it should look like this

Are you there? (Edited)

Melissa Harbater sorry i was looking, but im not understanding where to find that. I dont know much about computers.

Luv Okay, let me send you a zoho assist link on your email and I will see if it is installed for you.

Melissa Harbater ok thanks

Luv Just sent the link on this email please follow the instructions on it. harbater3@yahoo.com

So you just have the uniprint Client on your end, not the management Console, it is something that you will have to reach escalated futher in the future.

I have disconnected the remote session

Are you there?

due to no response I will be disconnecting the chat.

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

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

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

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

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

*Luv has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy.

### Visitor Details

#### #83428 diana

**Email:** diana@dmbkinc.com  4155778892

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

diana Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

diana Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

diana	I'd like to raise a Request
Acebuddy	Please select your request type.
diana	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

## Chat Trans

Hello, I am your Ac

### Visitor Details

#### #83719 Alexis Woodford Demko

**Email:** alexis@sandiegodemolition.com **Phone:** 16199772652  
**Department:** Support(QB & App Hosting)  
**Operator:** Abhay Kumar Saraswat  
**Website:** <https://www.acecloudhosting.com/support-chat-mail.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 43 Secs  
**City:** SAN DIEGO  
**State:** California  
**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alexis Woodford Demko	I'd like to report an Issue
Acebuddy	Please select an option!
Alexis Woodford Demko	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Alexis Woodford Demko	We are in a training process and require a user with access to the remote desktop who can authenticate to it. We don't wa
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	I will be surely assisting you with this.
Alexis Woodford Demko	Thank you
Abhay Kumar Saraswat	Is this for account: San Diego Demolition LLC?
Alexis Woodford Demko	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	Just to reconfirm—are you requesting <b>temporary access</b> to the remote desktop?
Alexis Woodford Demko	Yes
	We are in a training process and require a user with access to the remote desktop who can authenticate to it.
Abhay Kumar Saraswat	Thank you for the information.
	So, there is no way to create a user for a training purpose or temporary.
	Only you can create a user from <b>MyPortal</b> tool and can give the name to the user like "test user", "training user" etc.
	And whenever the training will be complete you can disable the user at the same time from the <b>MyPortal</b> tool by yourself
Alexis Woodford Demko	could you send me the portal
	link
Abhay Kumar Saraswat	Sure.
	<a href="https://myportal.acecloudhosting.com/login">https://myportal.acecloudhosting.com/login</a>
	Here is the <b>MyPortal</b> link.

Your username will be: **CID74071**

If you forget your **MyPortal** password or have never logged in before, please reset it by clicking on '**Forgot Password**' .

*1:29:39 AMAbhay Kumar Saraswat is sharing a file with you*

*[image.png](#) - ( Size:18.33 KB )*

Please let me know if you face any issue while logging in into the portal.

Alexis Woodford  
Demko

thank you

Abhay Kumar  
Saraswat

Is it working at your end?

*The visitor's name and email address were changed.*

Are we still connected here?

Alexis Woodford  
Demko

yes

cloud you please told how I can included the user I am Log in

Abhay Kumar  
Saraswat

I'm sorry, but I didn't catch that.

Are you facing any difficulties while creating a user?

Are we connected, **Alexis** ?

Are we still connected here?

Alexis Woodford  
Demko

Thank you

Abhay Kumar  
Saraswat

Please confirm.

Alexis Woodford  
Demko

Question

*1:43:01 AMAlexis Woodford Demko is sharing a file with you*

*[image.png](#) - ( Size:5.07 KB )*

What is the difference the this 2 options?

Abhay Kumar  
Saraswat

MFA is for the authentication and MS-Office is for the Excel, Word etc tools.

If you enable these two options, both new and existing users will gain access to Microsoft products and will be able to aut

Alexis Woodford  
Demko

Okay Ms Office if active this options How much the cost?

Abhay Kumar  
Saraswat

For **MS-Office** , price will be **\$5.99/user/month** .

Alexis Woodford  
Demko

If I dont active I dont have charge correct?

Abhay Kumar  
Saraswat

Yes, correct.

Alexis Woodford  
Demko

Is there anything else I may help you with ?

and how much for MFA

Abhay Kumar Saraswat	MFA cost is <b>\$10/user/month</b> .
Alexis Woodford Demko	okay thank you
Abhay Kumar Saraswat	Is there anything else I may help you with ?
	Are we still connected here?
Alexis Woodford Demko	no thank you for you help
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Abhay Kumar Saraswat has ended this chat session*

## Chat Trans

Hello, I am your Ac

### Visitor Details

#### #83418 Alan Miano

**Email:** alan@tcateamstore.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Alan Miano	Hello, I am your Acebuddy
Acebuddy	Hello Alan Miano, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	Welcome to Ace Support.
	Please chose an option :
Alan Miano	Technical Support (QB & App Hosting)
	I'd like to report an Issue
Acebuddy	Please select an option!
Alan Miano	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Alan Miano	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Alan Miano	Yes
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!

*Acebuddy has ended this chat session*

Chat Trans

Hello, I am your Ac

## Visitor Details

**#83553 Jennifer**

**Email:** jennifer@usstuccosupply.com ☎ 7045768799

**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:** CLOVER

**State:** South Carolina

**Country:** UNITED STATES

## Chat Transcript

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

## Chat Trans

Hello, I am your Ac

## Visitor Details

**#83491 craig**

**Email:** craig@enscpny.com  7188351978

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

**Operator:** Karan Bhattacharya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** EAST HAMPTON

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

craig	Hello, I am your Acebuddy
Acebuddy	Hello Craig, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
craig	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
craig	I'd like to report an Issue
Acebuddy	Please select an option!
craig	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
craig	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
craig	quickbooks is not opening
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Karan Bhattacharya accepted the chat transfer request.</i>	
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.
craig	quickbooks 2023 is not opening in my terminal'
Karan Bhattacharya	What is the error are you receiving?
craig	i am not receiving an error. I click on the app and nothing happens
Karan Bhattacharya	ok.please share your myreldata id.
craig	server name ESAssocInc
Karan Bhattacharya	your server login id ?
craig	user Craig
Karan Bhattacharya	ok

	let me check details at backend
	allow me few minutes
craig	ok
Karan Bhattacharya	is this the id EiermanICraig@myrealdata.net
craig	yes
Karan Bhattacharya	ok
	Over which quick books version are you facing the issue? (Edited)
	Are we still connected?
craig	2023
Karan Bhattacharya	ok
	Is it Quicbooks premier 2023 accountant edition?
craig	yes
Karan Bhattacharya	ok
	Shall I sign out the users from the server including you?
craig	who else is in the server at this time?
Karan Bhattacharya	HB2 and Kelly.V
craig	please allow me to ask them to close out of anything they are working on, so they do not lose any progress.
Karan Bhattacharya	ok
craig	evryone should be out
Karan Bhattacharya	let me check
	eiermanlseasonal2 is logged in there (Edited)
	shall I sign him out?
	eiermanljoan is also there
craig	ok let me contact them
Karan Bhattacharya	ok
craig	ok please go ahead
Karan Bhattacharya	ok
	I have started the qb updation,it will take some time
	Shall I email you once it's done then you can login and check whether issue exists or not?
craig	yes
Karan Bhattacharya	ok,I will be doing the same once updatation completes.
	Is there anything else I can help you with?

craig no  
Karan Bhattacharya ok,Thank you for your time and cooperation.

*craig has ended this chat session*

---

## Chat Trans

Hello, I am your Ac

### Visitor Details

**#83423 Miguel Falck**

**Email:** manager@blufoodgroup.com 17868363549

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 40 Secs

**City:** COLONIA SAN BENITO

**State:** San Salvador

**Country:** EL SALVADOR

### Chat Transcript

Miguel Falck	Hello, I am your Acebuddy
Acebuddy	Hello Manager, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Miguel Falck	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.

*Acebuddy (bot) forwarded the chat request*

*Priyanshu accepted the chat transfer request.*

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

Miguel Falck	I need information. I know we have a Power BI account; how can I deactivate it?
Priyanshu	can help me with your businessname and username
Miguel Falck	ok ok Hannah Distributor LLC :
Priyanshu	Thank you  It seems that your server is being managed by different team  Please let me transfer you chat request to the concerned team so that they may better assist you with your request
	<i>Priyanshu is transferring the chat to Support(QB &amp; App Hosting).</i>
Miguel Falck	ok  <i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
Miguel Falck	I need information. I know we have a Power BI account; how can I deactivate it?
Yash Kalra	Kindly allow me two minutes to check your account.
Miguel Falck	ok  <i>The visitor's name was changed from manager to Miguel Falck.</i>
Yash Kalra	Miguel, just to confirm, Is your request is to uninstall the Power BI application? (Edited)
Miguel Falck	Well, what I don't want is for them to charge me for it.
Yash Kalra	Sir, Power BI accounts are tied to Microsoft Entra ID (formerly Azure AD). To deactivate an account, you'll need to disable it. Steps (for Admins):  Go to Microsoft 365 Admin Center  1. Sign in with Global Admin credentials. 2. Go to Users → Active Users. 3. Select the user whose Power BI account you want to deactivate. 4. Choose Block sign-in or Delete user, depending on what you want: 5. Block sign-in = temporary deactivation (account remains but can't access Power BI). 6. Delete user = permanent removal (all data & licenses lost).
	If applicable, remove the Power BI Pro or Premium license: Go to Licenses and Apps → uncheck Power BI Pro. (Edited)
Miguel Falck	What you suggest, or what I wish, is that they no longer charge me for that service.
Yash Kalra	How to Stop Power BI Charges <b>Step 1: Identify who has paid licenses</b>

Go to the [Microsoft 365 Admin Center](#).

Sign in with **Global Administrator** or **Billing Administrator** credentials.

Navigate to **Billing → Licenses** (or \*Products → Licenses\*).

Look for:

**Power BI Pro**

**Power BI Premium Per User**

**Power BI Premium (capacity)**

Note how many are assigned.

---

## Step 2: Remove Power BI licenses from users

Go to **Users → Active Users**.

Select any user.

In the **Licenses and Apps** section, uncheck:

Power BI Pro

Power BI Premium Per User

Click **Save Changes**.

Do this for all users who shouldn't be billed.

Removing the license stops the per-user billing on your next invoice.

---

## Step 3: Cancel Power BI subscription entirely (if no one needs it)

If the client doesn't want *any* Power BI licenses:

In **Microsoft 365 Admin Center**, go to:

**Billing → Your products**

Select **Power BI Pro** (or whichever license you have).

Choose **Cancel subscription**.

Follow the prompts to confirm.

After cancellation, you will:

**Stop being billed after the current billing period.**

**Lose access to Power BI workspaces, dashboards, and reports hosted in the cloud.**

Sir, please follow these steps to avoid the charges for the Power Bi (Edited)

Are we still connected here?

Miguel Falck

I don't understand, isn't this done on the Ace platform?

Yash Kalra

Miguel, we don't provide Power Bi subscription, we have just installed this application on the server.

For Power Bi User Sign-in, your company must be tasking services from someone else.

Miguel Falck

ok

Yash Kalra

We really want to help you with the issue, but it does not come under our services.

Thank you understanding.

Is there anything else I may help you with ?

Are we still connected here?

Miguel Falck

But why do I have a monthly Power BI charge from you?

Yash Kalra	Sir that must be the application charge you must be paying for the extra application that are hosted on our environment.
	Sir, please confirm the amount you are being charged for the Power Bi application.
Miguel Falck	Where do I see that?
Yash Kalra	Sir you can check this amount in the monthly invoice you must getting.
	Sir, please allow me to transfer this chat to the Billing department they can assist you better with the Power BI charges.
	Please provide you confirmation so that I can transfer this chat to the Billing department
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Yash Kalra has ended this chat session*

## Chat Trans

Route 89 ventures CID74290 Please Lacerte, I have attempted with you a clients. The Entire program is not wo

### Visitor Details

#### #83283 Kevin saunders

**Email:** ksaunders@willsaccounting.com  4349777771

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

**Operator:** Shubham Maurya

**Website:** <https://www.acecloudhosting.com/contact-us/>

utm\_source=google&utm\_medium=cpc&utm\_campaign=Branded&utm\_term=ace+hosting&utm\_adgroup=Core\_Brand\_Terms&utm\_device=c&gad\_zFW9ae7gGX8tx1CmVEQYleT\_FCOjdZY2cVuhrr7VNngs\_-NbRYr6tuoAjYoEALw\_wcB

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 16 Secs

**City:** CHARLOTTESVILLE

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Kevin saunders	Route 89 ventures CID74290 Please fix our 2019 version of Lacerte, I have attempted with you and Lacerte to restore the
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.
<i>Aayush Verma is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Shubham Maurya accepted the chat transfer request.</i>	
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Kevin saunders	i have no idea
	Route 89 ventures CID74290 - Wills and associates
	ksaunders@willsaccounting.com
Shubham Maurya	Thanks for the details, we can see that you have a ticket number #795132 for this issue
	Please hold on let me check on this.
	May I take the remote access of your server to check this at your end?
Kevin saunders	sure
Shubham Maurya	Please accept the remote access prompt on server.
	Please can you ask Brock Ramaglia to logout from server for a while so that we can perform reboot?
Kevin saunders	ok
Shubham Maurya	Thanks, please do let me know once we can proceed.
Kevin saunders	proceed
	i will be leaving for lunch soon, can you do this without me?
Shubham Maurya	It's rebooted, please login and check if it's working now.
	If still you are facing issue then we might need some time to work on it in your presence.
Kevin saunders	yes
Shubham Maurya	Is it working good now?
Kevin saunders	no
Shubham Maurya	Alright, we need to check for further troubleshooting steps. Can we proceed now ? or if you want we can share you a ticket
Kevin saunders	Share it so when i get back
Shubham Maurya	Noted that, will share a ticket number for this issue on your email ID ksaunders@willsaccounting.com. Once this chat ends
	Is there anything else I may help you with ?
	Thanks for your patience with us while working on this Kevin.
	Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Shubham Maurya has ended this chat session*

## Chat Trans

Hello, I am your Ac

### Visitor Details

**#83253 pstapleton**

**Email:** pstapleton@tippfloor.com ☎ 12019838438

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

**Operator:** Karan Bhattacharya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** RIDGEFIELD

**State:** New Jersey

**Country:** UNITED STATES

### Chat Transcript

pstapleton Hello, I am your Acebuddy

Acebuddy Hello Pstapleton, I'm your Ace Buddy. I'll be happy to as

Whom Would You Like to Connect With?

pstapleton Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

pstapleton I'd like to report an Issue

Acebuddy Please select an option!

pstapleton	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
pstapleton	One of my users account has been restricted. I have just received an error message.
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Karan Bhattacharya accepted the chat transfer request</i>
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. How can I assist you today?
pstapleton	Hi Karan, great
Karan Bhattacharya	Please let me know the issue
pstapleton	A ticket was just opened on this issue, 796336. A user is unable to RDP in.
Karan Bhattacharya	ok,let me check the ticket,allow me few minutes.
pstapleton	They can't RDP in and when they go to the Self care site they are not able to log in.
	The user is based in Mexico
	They have been working without issue for some time.
Karan Bhattacharya	What's the error are they receiving when they are trying to log in?
pstapleton	Let me ask them, moment
Karan Bhattacharya	ok
pstapleton	Sorry, its taking some time
Karan Bhattacharya	ok,please take your time
pstapleton	it looks like the user is disabled
	Can you re-enable them?
	julio.r@myrealdatal.net
Karan Bhattacharya	The account owner can enable the same through mypc or by sending an email to pstapleton@tippfloor.com
	pstapleton@tippfloor.com
pstapleton	yes, that is me
Karan Bhattacharya	ok,then you have the access to re-enable them
pstapleton	let me check
	Moment
Karan Bhattacharya	However I can see the user is an active user
pstapleton	ok, it is resolved now...
Karan Bhattacharya	ok,glad to hear that the issue has been resolved

Is there anything else I can help you with?

pstapleton

No, Something is strange as I disabled 1 user on Saturday  
disabled...anyway, its good now

Karan Bhattacharya

Thank you for your cooperation

You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback.

I request you to kindly spare a moment to fill that out for us. We are working. I will appreciate that. or you may send your feedback to us. Thanks!

Note: You may change/reset your server password on your self-care portal (<https://selfcare.acecloudhosting.com>).

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

*Karan Bhattacharya has ended this chat session*

## Chat Transcript

Hello, I am your Account Manager.

### Visitor Details

#### #83700 anishkaredia

**Email:** akaredia@anishcpa.com **Phone:** 8328601238

**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:** 10 Secs

**City:** MIRA ROAD

**State:** Maharashtra

**Country:** INDIA

### Chat Transcript

anishkaredia	Hello, I am your Acebuddy
Acebuddy	Hello Anishkaredia, I'm your Ace Buddy. I'll be happy to Whom Would You Like to Connect With?
anishkaredia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
anishkaredia	I'd like to raise a Request
Acebuddy	Please select your request type.
anishkaredia	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance
	If you are facing any issue/problem with your server, Pl
anishkaredia	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
anishkaredia	Other Issue
Acebuddy	Please specify the issue you are facing before I connect
anishkaredia	need to talk agent
Acebuddy	Please wait while we connect you to a Support Represe
	<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
	Hello Anish
anishkaredia	can you plz check why i m unable to login with my pass
Shashwat Verma	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also your account only?
anishkaredia	no
	facing same issue sometimes
	why i dont know
	myrealdatalarif
Shashwat Verma	Okay
	May I take the remote access of your local computer?
anishkaredia	

	yes
Shashwat Verma	Prior providing the access, I would suggest you to close <a href="https://assist.acecloudhosting.com/join/5372386083">https://assist.acecloudhosting.com/join/5372386083</a>
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the task. At the same time, I am putting the chat on hold, please do not click on the message bar. Once the task is completed, I will give your confirmation on this chat.
anishkaredia	Thanks you
Shashwat Verma	As per the remote session, issue resolved by re-configuration of the server. Thank you for choosing ACE cloud Hosting, you have a great day ahead!
	You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback.
	I request you to kindly spare a moment to fill that out for us. We will be happy to work on it. I will appreciate that. or you may send your feedback to us via email. Thanks!
	Note: You may change/reset your server password on your own by visiting <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/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Account Manager.

### Visitor Details

**#83639 mdillc**

**Email:** mdillc@machlink.com **Phone:** 563-263-5057

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

**Operator:** Luv

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** MUSCATINE

**State:** Iowa

**Country:** UNITED STATES

### Chat Transcript

mdillc	Hello, I am your Acebuddy
Acebuddy	Hello Mdillc, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
mdillc	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mdillc	I'd like to report an Issue
Acebuddy	Please select an option!
mdillc	Other Issue
Acebuddy	Please specify the issue you are facing before I connect
mdillc	I need help with Mat Meeker's sign on
Acebuddy	Please wait while we connect you to a Support Represe
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Luv accepted the chat transfer request.</i>
Luv	Thank you for contacting Ace Cloud Hosting. My name
	could you please provide your account name or server
mdillc	Hello, we are having the same issue with Mat Meeker's meeker5farms@gmail.com to get into his computer
	MuscatinInvest
Luv	Kindly allow me two minutes to check the same.
mdillc	ok
	He is putting in his password but it's not taking it. Like help him out.
Luv	This is Julia right? okay I can assist matt and check the
mdillc	Yes
Luv	I checked on myportal his account is inactive at the mc time he signed in using the same?

mdillc	He hasn't been on for a while he said because he could
Luv	Okay, I am going to activate his account if i have your permission
mdillc	Yes you have my permission
Luv	give me a few, thank you for your patience
mdillc	No worries. thank you
Luv	Alright, It is up, have matt sign in into the server now
mdillc	His name is spelled Mat
	ok he's going to try
Luv	MattM@myrealdata.net this one right?
mdillc	yes
Luv	Okay, yeah it should work now
mdillc	He's checking
	<i>3:40:10 AMLuv is sharing a file with you <a href="#">MyPortal-v2.pdf</a> - ( Size:1.39 MB )</i>
	<i>For future reference I am sending you a myport</i>
Luv	let me know if it works
mdillc	I will
Luv	the account got locked, can you please ask if he is entered
mdillc	Let's just go ahead and reset the password.
	He can't get in
Luv	Okay is it fine if i remote into your device and guide you
mdillc	Can't you remote into his? We are not in the same room
Luv	Since you are the point of contact (POC), only you have to reset it using that platform.
mdillc	I can't though because he is down the hall from me and
Luv	Please send us an email from the registered email address we could proceed further with the request.
mdillc	Ok
Luv	once done I will share the password over an email to you
mdillc	Ok I sent it. Please ignore the first I used the wrong em
	Ok
Luv	alright I am checking it and resetting the password
	sending you same over the ticket

mdillc	ok
Luv	please allow me some time
	I just sent the password to you
mdillc	ok hang on a minute
Luv	Have Matt try and let me know if it works
	sure
mdillc	Hang on I'm going to take it to him
Luv	Sure, I am here take your time
mdillc	Ok that worked he is on thank you for the help.
Luv	No problem, is there anything else I can help you with?
mdillc	No that is it. Thank you again, you are much appreciated.
Luv	anytime, happy to help
	I would greatly appreciate if you could spare a minute to smileys at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback.
	I request you to kindly spare a moment to fill that out for us. We are working. I will appreciate that. or you may send your feedback directly to us. Thanks!
	Note: You may change/reset your server password on your control panel ( <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> ).

*Luv has ended this chat session*

## Chat Transcript

Hello, I am your Account Manager.

Visitor Details

**#83303 mitch.abernethy**

**Email:** mitch.abernethy@westerncpe.com ☎ 6612477880

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** ENNIS

**State:** Montana

**Country:** UNITED STATES

**Chat Transcript**

mitch.abernethy	Hello, I am your Acebuddy
Acebuddy	Hello Mitch.abernethy, I'm your Ace Buddy. I'll be happy to help you with your issue.
	Whom Would You Like to Connect With?
mitch.abernethy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mitch.abernethy	I'd like to report an Issue
Acebuddy	Please select an option!
mitch.abernethy	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mitch.abernethy	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
mitch.abernethy	Report will not export to Excel
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sumeet Suman. How can I assist you today?
	Hello Mitch
mitch.abernethy	Hello
Sujeet Kumar Suman	How are you doing?

	mitch.abernethy	I'm good
	Sujeet Kumar Suman	I need help with QB not exporting a report to Excel
	mitch.abernethy	I will be surely assisting you with this. Kindly help me with your details.
		Server name?
		Western CPE LLC ??
	Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to consider.
		Thank you for your patience.
		Could you please confirm if this is your first time exporting?
	mitch.abernethy	It is not my first time
	Sujeet Kumar Suman	If you're encountering an error while exporting, could you please provide the message? This will help us determine the issue more accurately.
	mitch.abernethy	No error message, just nothing happens
	Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
	mitch.abernethy	I have closed down QB and restarted, still no report will export.
	Sujeet Kumar Suman	As checked, QuickBooks has some pending updates. We need to update QuickBooks from the backend, so kindly close all tabs and documents for now and proceed with the update.
	mitch.abernethy	In the report, I got "Excel" on upper tool bar, select "Create New Worksheet" and "in a new workbook" is selected.
	Sujeet Kumar Suman	Thanks for letting us know. We are updating the application and it's completed.
	mitch.abernethy	ok
	Sujeet Kumar Suman	Thank you for your patience.
		We have now updated the QuickBooks application. Please try exporting the report from QuickBooks to Excel.
	mitch.abernethy	Still no excel report
	Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
		Could you please confirm if you're the only one experiencing this issue as well?
	mitch.abernethy	I am the only one that tries this
	Sujeet Kumar Suman	Thanks for all of the information's.
		May I take the remote access of your local computer?
	mitch.abernethy	ok
	Sujeet Kumar Suman	Kindly close all important tabs and documents for now.
		Kindly paste this link in the browser of local computer and share the screenshot.

<https://assist.acecloudhosting.com/join/9252452875>

We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not click give your confirmation on this chat.

mitch.abernethy

ok

Sujeet Kumar Suman

Thank you for your patience.

As per discussion over the remote session, The issue is

mitch.abernethy

The report worked, Thank you

Sujeet Kumar Suman

Thanks for the confirmation !

mitch.abernethy

Yes, thank you

Sujeet Kumar Suman

Is there anything else I may help you with ?

mitch.abernethy

That is all for now. thank you for your help!

Sujeet Kumar Suman

Most welcome Mitch.

I would greatly appreciate if you could spare a minute to add smileys at the end of this chat.

Thank you for choosing ACE cloud Hosting, you have a great day!

You may end this chat now. Once you end this chat, you can still continue the conversation, along with a ticket number and survey feedback.

I request you to kindly spare a moment to fill that out for us. We are working. I will appreciate that. or you may send your feedback. Thanks!

Note: You may change/reset your server password on your control panel (<https://selfcare.acecloudhosting.com>).

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

*Sujeet Kumar Suman has ended this chat session*

## Chat Transcript

Hello, I am your Account Manager.

Visitor Details

**#83867 Sara Swift**

**Email:** sswift@labbb.net

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** BURLINGTON

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

Sara Swift	Hello, I am your Acebuddy
Acebuddy	Hello Sara Swift, I'm your Ace Buddy. I'll be happy to as
	Whom Would You Like to Connect With?
Sara Swift	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sara Swift	I'd like to report an Issue
Acebuddy	Please select an option!
Sara Swift	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Sara Swift	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect
Sara Swift	We are having an issue with transaction pro. I'd like to
Acebuddy	Please wait while we connect you to a Support Represe
	<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
	Hello Sara
Sara Swift	Hi
	We have an open ticket if this helps: 804950
Shashwat Verma	I will surely help you with this issue.

Kindly allow me two minutes to check the same.

Sara Swift

Thanks!

Shashwat Verma

Sara, I have checked your issue and found that the error is specific issue as already informed over the email

We recommend you to first connect with application support so you can loop us in the same (Edited)

Kindly first try to have this check with application support as it is more of like application feature specific (Edited)

Sara Swift

Would that be someone with Ace Cloud Hosting or Transactional?

Shashwat Verma

This issue is best assisted by application support that is

We as a server hosting provider will help you if they receive the issue

Sara Swift

OK thanks

Shashwat Verma

However, we are pretty sure, that transaction problem can be resolved by our support team

Is there anything else I may help you with ?

Sara Swift

No that's it. Thanks for your help

Shashwat Verma

Let us know the status over email, once your issue is resolved

Thank you for choosing ACE cloud Hosting, you have a great experience with us

You may end this chat now. Once you end this chat, you can share the conversation, along with a ticket number and survey feedback with us.

I request you to kindly spare a moment to fill that out for us to work on it. I will appreciate that. or you may send your feedback to us via email. Thanks!

Note: You may change/reset your server password on your control panel (<https://selfcare.acecloudhosting.com>).

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

*Shashwat Verma has ended this chat session*

**Chat Trans**

Hello, I am your Ac

## Visitor Details

**#83822 sbhardwaj**

**Email:** sbhardwaj@hmgroupllp.com

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 27 Secs

**City:** GHAZIPUR

**State:** Delhi

**Country:** INDIA

## Chat Transcript

sbhardwaj	Hello, I am your Acebuddy
Acebuddy	Hello Shivam Bhardwaj, I'm your Ace Buddy. I'll be happy to help you with your issue.
	Whom Would You Like to Connect With?
sbhardwaj	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham accepted the chat transfer request.</i>
sbhardwaj	Hi Shubham
	I am facing issue with VDI. Can you please help me?
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. How can I assist you today?
	Let me transfer you to a specialist who can better address your issue.
	<i>Shubham Maurya is transferring the chat to VDI/DaaS Support.</i>
	<i>Shubham accepted the chat transfer request.</i>
Shubham	Hi Thank you for contacting Ace Cloud. My name is Shubham Maurya.
	Hi Shivam,
	How can i help you today.
	Surely, i can assit you with the VDI issue.

sbhardwaj	I am facing issue with VDI
Shubham	I am able to login to VDI but screen is coming blank
sbhardwaj	Before we proceed could you share with us your business details?
Shubham	sbhardwaj
sbhardwaj	Your full username for citrix login.
Shubham	Moreover, could you please also provide the account number?
sbhardwaj	can I share my email if
Shubham	id
sbhardwaj	all details are in VDI
Shubham	sbhardwaj@hmgroupllp.com
sbhardwaj	<i>Shubham is transferring the chat to Pradeep Kumar.</i>
Pradeep Kumar	<i>Pradeep Kumar accepted the chat transfer request.</i>
Shubham Maurya	shivam.b@myrealdata.net
Pradeep Kumar	Thank you for the details. I can see you are using Myre dedicated team as I am from VDI Department.
Shubham Maurya	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; S)</i>
Shubham Maurya	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya.
Shubham Maurya	Please confirm your account details, CID70703
Shubham Maurya	HartsteinMichael LLP
Shubham Maurya	Is it correct?
Shubham Maurya	Are we still connected here?
Shubham Maurya	Are we still connected here?
Shubham Maurya	Are we still connected here?
Shubham Maurya	As there was no response, we are disconnecting the call. Please call our support team at (1-888-415-5240) if any further assistance is required.
Shubham Maurya	<i>Shubham Maurya has ended this chat session</i>

# Chat Trans

Hello, I am your Ac

## Visitor Details

**#83581 Lionel**

**Email:** lsargent@cobbpllc.com  17046512670

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

**Operator:** Luv

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 8 Secs

**City:** CHARLOTTE

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Lionel	Hello, I am your Acebuddy
Acebuddy	Hello Lionel, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
Lionel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lionel	I'd like to raise a Request
Acebuddy	Please select your request type.
Lionel	Password Reset
Acebuddy	Please select an option below
Lionel	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below i
	Do you need any further assistance on the topic?
Lionel	Yes
Acebuddy	Please wait while we connect you to our Support Repr

*Acebuddy (bot) forwarded the chat request*

*Luv accepted the chat transfer request.*

Luv	Thank you for contacting Ace Cloud Hosting. My name
Lionel	Hi Luv
Luv	How are you? May I know if you are not able to receive number from selfcare portal?
Lionel	I Reset the password for our user Cobbpllc11 on our Co
	Error code: 0x3000066
Luv	Okay, can you please tell me what error message are you getting? I will check the status on our end
	Okay I see this user as inactive, try resetting the password again. Please give me a second
Luv	sure, take your time
Lionel	I'm in. Thanks
Luv	Glad it worked out, is there anything else i can assist you with?
Lionel	Yes, We need to clean up our disk but I don't have permission to delete old Quickbooks programs.
	User LionelS
	User LionelS
Luv	Okay, kindly allow me 3-4 minutes to check,
Lionel	ok
Luv	I have checked E drive, it has around 976mb free right space, you should have permission to delete files from this drive?
Lionel	No E. It tells me I need permission
Luv	Okay, can you tell me the files and folders that you want to delete?
Lionel	I can't right now. I logged in The cobbpllc11 use to help you
Luv	Okay, We will share more info over the email and attend to removing unnecessary files.
Lionel	Actually I do have a file
Luv	Please name it, I will try to remove it from my end
Lionel	I need to delete the QBE shortcut on the desktop for us
	It tells me I need permission to delete the short cut
Luv	okay let me check and try to delete that

I checked, and the QBE shortcut is visible to this user b makes it accessible to everyone. If you'd like me to ren should have access to the shortcut, and I can manually

Lionel Remove visibility for all users

Luv Okay just to make sure this for QBE 22.0 and QBE 24.0

Lionel NO!! just QBE 22

Luv Okay, just removed it from Public, please log off and lo thanks

Lionel ok I found an example on drive E: the file is located on is Cobbpllc and it is a QuickBooks company file. I think program files especially on this drive. I'm pretty good v wait on you guys when doing clean up. can you grant r

Luv May I know what user you mainly use while accessing t

Lionel LionelS

Luv Okay, can you sign in with this user, I will try to shadow you have on this account.

Lionel Im in

Luv Connecting now

May i take control?

Lionel yes

Luv I am working on it, appreciate your patience

Lionel ok

Luv Was this happening with you as well while making char

Lionel Have not used the file in a while

Luv can you try to delete any file on your end, just want to have?

Lionel I don't think thats my issue

Luv Okay.

Lionel now I'm stuck

Luv I mean try to delete any other file besides that one on

Try now, thank you

let me take a screenshot, wait

Lionel that's not a full file but I should be able to delete

Ok thanks

Luv I checked with the team, and since you're able to open

delete it. The reason it's not allowing deletion right now is because you are logged into the server and may have the file open or in use. Please try to log off and then attempt to delete the file again with only you logged in.

I do see 6 active users on your server currently.

Lionel: they are not using this file

should be able to delete

Luv: Kindly allow me two minutes to check the same.

Lionel: Ok but if we can't get it to work can we create a ticket and stop working

Luv: Oh yeah that is totally fine, and i can follow up with you once everybody logs off the server, does that work for you?

Lionel: Great! I forgot the command to see who is working and stop working. Can you remind me

Luv: yes, query session and then when it shows all the active sessions, you need to do this in command prompt (Edited)

Lionel: ok, thanks

Luv: no problem, Thank you for your patience throughout.

Thank you for choosing ACE cloud Hosting, you have a great day!

Lionel: thank you

Luv: I would greatly appreciate if you could spare a minute to leave some smileys at the end of this chat.

You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback.

I request you to kindly spare a moment to fill that out for us. We are always working. I will appreciate that. or you may send your feedback via email. Thanks!

Note: You may change/reset your server password on your control panel (<https://selfcare.acecloudhosting.com>).

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

*Luv has ended this chat session*

# Chat Trans

Hello, I am your Ac

## Visitor Details

**#83385 sabino**

**Email:** sabino@kevinbarry.com ☎ 8184471400

**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:** PANORAMA CITY

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

# Chat Trans

Hello, I am your Ac

## Visitor Details

**#83273 marcello**

**Email:** marcello@prothane.com ☎ 18014201081

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 55 Secs

**City:** CORONA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

marcello	Hello, I am your Acebuddy
Acebuddy	Hello Marcello, I'm your Ace Buddy. I'll be happy to assi
Whom Would You Like to Connect With?	
marcello	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
marcello	I'd like to raise a Request
Acebuddy	Please select your request type.
marcello	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscri
marcello	Setback
Acebuddy	Please select your request type.
marcello	

	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance
	If you are facing any issue/problem with your server, Pl
marcello	Restart
Acebuddy	Hello Marcello, I'm your Ace Buddy. I'll be happy to assi
	Whom Would You Like to Connect With?
marcello	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
marcello	I'd like to raise a Request
Acebuddy	Please select your request type.
marcello	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscri
marcello	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed th compatible on Windows Server Operating Systems :
	<ul style="list-style-type: none"> <li>• O365 E3</li> <li>• O365 E5</li> <li>• O365 Apps for Enterprise</li> </ul>
	If you already have any of the above mentioned subscr support@acecloudhosting.com so we can provision the
	If you do not have any of the above mentioned subscr plan to the one mentioned above or you may purchase
	Do you need any further assistance on the topic?
marcello	Yes
Acebuddy	Please wait while we connect you to our Support Repr
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name today.
marcello	I got the O365 from ACE hosting. I need help setting it
Shubham Maurya	I will be surely assisting you with this. Kindly help me w
marcello	Dee Engineering

	CID74951
	User Marcello
Shubham Maurya	Thanks for sharing details, You need to setup O365 for
marcello	yes
Shubham Maurya	Thanks for the confirmation, please hold on let me look
marcello	I received a ticket 792889
	With some links
Shubham Maurya	That ticket is already closed, We will share a new ticket confirmation mail on that ticket. MS 365 Apps for Enterprise - \$14.40/user/month * 1 us
marcello	I already accepted the price for 1 new user. ACE sent t how to set it up
	Username: admin@DeeEngineering1.onmicrosoft.com <a href="https://onetimepass.acecloudhosting.com/view/MMbU5">https://onetimepass.acecloudhosting.com/view/MMbU5</a> Marcello@DeeEngineering1.onmicrosoft.com Password <a href="https://onetimepass.acecloudhosting.com/view/1ObejC">https://onetimepass.acecloudhosting.com/view/1ObejC</a>
	It says:
	These accounts are now active and ready to use. Pleas respective users.
Shubham Maurya	User creation is different, that doesn't include Office 365 partner portal of Microsoft.
	Sure we will share login details with the users. Let me c creation on this.
marcello	Okay
	The title of the emails says:
	Summary: We've set up new Office 365 accounts for yo
Shubham Maurya	Thanks for the patience we have just checked that user is already having access of Office 365 on this account.
	Open any MS office application on server>>click on sic
marcello	Which email?
	One of the two emails listed above?
Shubham Maurya	Marcello@DeeEngineering1.onmicrosoft.com
	please login using this email.
marcello	The password
	Error This link has expired after 5 days. The link is no longer passed since it was created.

Shubham Maurya

We can see that you also have the user Admin@DeeEn to reset your password. Do you have the login credenti

Or if you want us to reset password please mail us on E POC email ID marcello@prothane.com so that we can c

marcello

Can we talk?

I dont know how to use the admin user to reset it

Shubham Maurya

Sure, please share a preferred callback number and tin Phone: 1-888-415-5240

If you want we can do it for you just mail the request M

marcello

Yes. I have time now. So I hope to get this working as s

Shubham Maurya

Thanks for sharing details Marcello, noted that and will min. once this chat ends so that we can forward your re

Is there anything else I may help you with ?

marcello

Okay, I will wait for your call.

Shubham Maurya

Thanks for the patience with us while working on it, yo with ticket number.

You may end this chat now. Once you end this chat, yo conversation, along with a ticket number and survey fe

I request you to kindly spare a moment to fill that out f working. I will appreciate that. or you may send your fe Thanks!

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

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

Thank you for choosing ACE cloud Hosting, you have a

*Shubham Maurya has ended this chat session*

# Chat Trans

Hello, I am your Ac

## Visitor Details

**#83538 tina**

**Email:** tina@dejenetax.com ☎ 13105694895

**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:** REDONDO BEACH

**State:** California

**Country:** UNITED STATES

## Chat Transcript

tina	Hello, I am your Acebuddy
Acebuddy	Hello Tina, I'm your Ace Buddy. I'll be happy to assist yo
Whom Would You Like to Connect With?	
tina	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tina	I'd like to report an Issue
Acebuddy	Please select an option!
tina	Other Issue
Acebuddy	Please specify the issue you are facing before I connect
	As we haven't got any response from your end, We are Kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Trans

Hello, I am your Ac

## Visitor Details

**#83427 Tony Lee**

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

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** EL MONTE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Tony Lee	Hello, I am your Acebuddy
Acebuddy	Hello Tony Lee, I'm your Ace Buddy. I'll be happy to ass
Whom Would You Like to Connect With?	
Tony Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tony Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Tony Lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect
Tony Lee	It says i am out of disk space. So I cannot update 2024 quickbook desktop 2022, 2023 lacerte tax planner, and disk space
Acebuddy	Please wait while we connect you to a Support Represe
<i>Acebuddy (bot) forwarded the chat request</i>	
Tony Lee	then help me update 2024 lacerte tax
<i>Abhay Kumar Saraswat accepted the chat transfer req</i>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name today.
	I will be surely assisting you with this.
Tony Lee	thanks

	server name CLaccounting.myrealdata.net
Abhay Kumar Saraswat	Is this for account: <b>CL Accounting Solutions Co ?</b>
Tony Lee	yes
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to c
	Thanks for confirming.
Tony Lee	let me know when its done
Abhay Kumar Saraswat	Sure, I'm checking few things on the server.
	Please stay with me.
	Thank you for your patience.
Tony Lee	so?
Abhay Kumar Saraswat	As I checked on the server, all the applications and soft Would you like me to uninstall QuickBooks as well?
Tony Lee	I want to uninstall 2022 quickbook desktop
	and uninstall 2023 lacerte tax planner, and 2024 lacert
	to free up more space
	then help me update 2024 lacerte tax software
Abhay Kumar Saraswat	Okay.
	I understood.
	Could you please send us an email at <b>[support@aceclou</b> <b>(mailto:support@acecloudhosting.com)</b> mentionin
	<b>Lacerte 24</b> at the earliest and uninstall the mentioned
	<b>[support@claccounting.tax](mailto:support@clc</b>
Tony Lee	you cannot do it now?
	i need it done asap so i can continue working
Abhay Kumar Saraswat	I apologize, but we need a written approval for the app
	Surely, I will take care of it as soon as I receive your em
Tony Lee	gone
	gone
	done*
Abhay Kumar Saraswat	Thank you.
	Allow me a minute and let me check.
	Thank you for your patience.

	Yes, we received your email.
Tony Lee	ok
Abhay Kumar Saraswat	Let me do it now.
	Please stay with me.
	It will take 5-10 minutes.
Tony Lee	let me know when its done
	make sure you update 2024 lacerte
Abhay Kumar Saraswat	Yes, I'm doing the same.
	Please wait for few more minutes.
	<i>3:25:09 AM Abhay Kumar Saraswat is sharing a file with <a href="#">image.png</a> - ( Size:82.1 KB )</i>
	<i>It is updating.</i>
	I'll inform you once it's completed.
	Thank you for your patience.
	<i>3:30:08 AM Abhay Kumar Saraswat is sharing a file with <a href="#">image.png</a> - ( Size:88.78 KB )</i>
	<i>Lacerte 24 has been updated.</i>
Tony Lee	thanks
Abhay Kumar Saraswat	And your mentioned applications has been uninstalled
	I also freed up some space from the backend to remove
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we connected, <b>Tony</b> ?
	Are we connected?
	As there was no response, we are disconnecting the ch (1-888-415-5240) if any further assistance is required.

Abhay Kumar Saraswat has ended this chat session

# Chat Trans

Hello, I am your Ac

## Visitor Details

**#83708 Iliana Santos**

**Email:** taxagent@taxwisecorp.com

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

**Operator:** Luv

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** FT WASHINGTON

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Iliana Santos	Hello, I am your Acebuddy
Acebuddy	Hello Iliana Santos, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
Iliana Santos	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Iliana Santos	I'd like to report an Issue
Acebuddy	Please select an option!
Iliana Santos	Other Issue
Acebuddy	Please specify the issue you are facing before I connect
Iliana Santos	Cant access RDP need to provide ip address
Acebuddy	Please wait while we connect you to a Support Represe
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Luv accepted the chat transfer request.</i>
Luv	Thank you for contacting Ace Cloud Hosting. My name

May I know what error are you getting while accessing  
thank you

Iliana Santos

Hello

It says USER account not listed and to provide IP addre

69.140.151.242 IS THE IP ADDRESS

Luv

Okay, when was the last time you were able to access  
and server name?

Iliana Santos

i wanna add this ip adress to this account

Today and tw\_Lilly and Tax Wise Financial

Luv

Kindly allow me two minutes to check the same.

Iliana Santos

ok

Luv

Thank you for your patience, this chat will create a tick  
reserve the ip that you gave me and the team should c

Iliana Santos

Okay thank you

Luv

Is there anything else I can assist you with at the mom

Iliana Santos

No Thank you

Luv

Thank you for choosing ACE cloud Hosting, you have a

I would greatly appreciate if you could spare a minute to  
smileys at the end of this chat.

You may end this chat now. Once you end this chat, you  
conversation, along with a ticket number and survey fe

I request you to kindly spare a moment to fill that out f  
working. I will appreciate that. or you may send your fe  
Thanks!

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

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

*Luv has ended this chat session*

# Chat Trans

Hello, I am your Ac

## Visitor Details

**#83295 shari**

**Email:** shari@jkservicesinc.com  18054079440

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** MERIDIAN

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you.
Whom Would You Like to Connect With?	
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shari	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
shari	QB enterprise contractor edition is not opening properly and won't maximize
Acebuddy	Please wait while we connect you to a Support Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Chat request was not picked up by the operators</i>	

# Chat Trans

Hello, I am your Ac

## Visitor Details

**#83296 cworthington**

**Email:** cworthington@bescosupply.net ☎ 18173322373

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** WILLS POINT

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

cworthington	Hello, I am your Acebuddy
Acebuddy	Hello Cworthington, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
cworthington	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
cworthington	I'd like to raise a Request
Acebuddy	Please select your request type.
cworthington	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com with the reason for server reboot and the support team will be happy to assist you.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Trans

Hello, I am your Ac

## Visitor Details

**#83338 Anthony Hart**

**Email:** anthony@rippleit.com

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

**Operator:** Karan Bhattacharya

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** PEACHTREE CITY

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Anthony Hart	Hello, I am your Acebuddy
Acebuddy	Hello Anthony Hart, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
Anthony Hart	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anthony Hart	I'd like to report an Issue
Acebuddy	Please select an option!
Anthony Hart	Other Issue
Acebuddy	Please specify the issue you are facing before I connect
Anthony Hart	We have connectivity to our Ace hosted Sage but no ot your end today?

Acebuddy Please wait while we connect you to a Support Represe

*Acebuddy (bot) forwarded the chat request*

*Gaurav kumar declined the transfer request.*

*Karan Bhattacharya accepted the chat transfer request*

Karan Bhattacharya Thank you for contacting Ace Cloud Hosting. My name today.

Hello

Anthony Hart

Hello!

Karan Bhattacharya

What is the issue are you facing?

Anthony Hart

We are connectivity issues to our cloud hosted Sage bu  
there any issues or outages on Ace's side today?

Karan Bhattacharya

Are you getting issues on connecting to server?

Anthony Hart

Yes and when we do connect we get disconnected after

Karan Bhattacharya

While disconnection do you receive any error or sometl

Anthony Hart

we do not, the connection just drops

Karan Bhattacharya

After disconnection do you directly land on your client i

Anthony Hart

yes

Karan Bhattacharya

ok,When does it start?

Anthony Hart

it's been a bit random, it doesn't seem tied to any spec  
after a few minutes

Karan Bhattacharya

Is it happening only today?

Anthony Hart

yes

Karan Bhattacharya

Are you only facing this issue or any other member also

Anthony Hart

I'm the only user

Karan Bhattacharya

oh sorry, one other user is having the issue but if it's ve  
ok,there is no such outage or something at our end,Cai  
the behaviour?

Anthony Hart

Yes I certainly can. Since there's not outage or anything  
or network. I'll work on it internally, thank you very mu

Karan Bhattacharya

ok,please monitor and let us know if you face issue.

Karan Bhattacharya

Is there anything else I can help you with?

Anthony Hart

no that's all thank you!

Karan Bhattacharya

Thank you for your cooperation

Karan Bhattacharya

You may end this chat now. Once you end this chat, yo

conversation, along with a ticket number and survey fe

I request you to kindly spare a moment to fill that out f  
working. I will appreciate that. or you may send your fe  
Thanks!

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

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

*Karan Bhattacharya has ended this chat session*

## Chat Trans

Hello, I am your Ac

### Visitor Details

**#83655 brittany**

**Email:** brittany@bbennettcpa.com ☎ 18134525404

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 52 Secs

**City:** VALRICO

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

brittany Hello, I am your Acebuddy

Acebuddy Hello Brittany, I'm your Ace Buddy. I'll be happy to assi:

Whom Would You Like to Connect With?

brittany Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
brittany	I'd like to report an Issue
Acebuddy	Please select an option!
brittany	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
brittany	When I try to login to the SVR it tells me The logon attempt failed my password and before I get to the change it allows me to log in multiple times a day
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
brittany	So right now I am trying to login, I am using the correct password and it is still failing.
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be surely assisting you with this. Kindly help me with the details.
brittany	brittany@bbennettcpa.com
	Brittany
	CID66282
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.
brittany	Now after 5 or 6 attempts it let me in.
	This is becoming a daily problem.
Ashutosh Mishra	Our apologies for the inconvenience. Allow me few minutes to check on your end.
	May I take the remote access of your local computer to check on your end?
brittany	Sure though it's happening here and when I use my company laptop it is working fine.
Ashutosh Mishra	Yes, I will check on your current computer to identify the issue.
brittany	Ok
Ashutosh Mishra	Kindly paste this link in the browser of local computer and click on it.
	<a href="https://assist.acecloudhosting.com/join/7342420785">https://assist.acecloudhosting.com/join/7342420785</a>
brittany	It says Initializing remote session
Ashutosh Mishra	Yes, make sure to accept and allow all permissions if you haven't done so already. We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not close this window until you receive confirmation from me.
	We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not close this window until you receive confirmation from me.

Are we still connected here?

Are we still connected here?

brittany yes

Ashutosh Mishra

Brittany, the RAM on your local machine is fully occupied more than two days. This can cause performance issues.

I would suggest rebooting your computer once every day or opening other applications on your computer.

brittany Ok thank you I will do so

Ashutosh Mishra

This would ensure performance is available to Ace server disconnections.

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

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Account Manager.

### Visitor Details

**#83556 Cody McDaniel**

**Email:** cody@groupcci.com

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Mins 6 Secs

**City:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

Cody McDaniel	Hello, I am your Acebuddy
Acebuddy	Hello Cody McDaniel, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Cody McDaniel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cody McDaniel	I'd like to report an Issue
Acebuddy	Please select an option!
Cody McDaniel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect
Cody McDaniel	Re:[## 800938 ##] Memory error exporting to Excel
Acebuddy	Please wait while we connect you to a Support Represe
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name today.
Cody McDaniel	User gets error "Not enough memory to use Excel. Try : trying to export report from QB to Excel
Shubham Maurya	I will be surely assisting you with this. Kindly help me w
Cody McDaniel	LLManagement.myrealdatal.net user: Eunice
Shubham Maurya	Thank you for the information, please allow few minute
	Thank you for your patience. We've checked the server available at the moment. Could you please confirm if the company file or with all files when exporting to Excel?
Cody McDaniel	I am not the user, I am contacting you on her behalf. She will be able to answer those type of questions easier
Shubham Maurya	Alright, let me check that on remote, please ask user to
Cody McDaniel	I let her know, she should be on the server shortly
	<i>10:13:51 PM Shubham Maurya is sharing a file with you <a href="#">image.png</a> - ( Size:77.48 KB )</i>

	<i>We are still waiting for user to download and</i>
Shubham Maurya	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the ch (1-888-415-5240) if any further assistance is required.
	<i>Shubham Maurya has ended this chat session</i>

## Chat Trans

Hello, I am your Ac

### Visitor Details

**#83508 arodriguez**

**Email:** arodriguez@tlainteriors.com  3139086015

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 30 Secs

**City:** ROYAL OAK

**State:** Michigan

**Country:** UNITED STATES

### Chat Transcript

arodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Arodriguez, I'm your Ace Buddy. I'll be happy to a
	Whom Would You Like to Connect With?
arodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

Please chose an option :

arodriguez I'd like to report an Issue

Acebuddy Please select an option!

arodriguez Other Issue

Acebuddy Please specify the issue you are facing before I connect you to our support team.

arodriguez I need to make sure no one has attempted to log in to my account.

Acebuddy Please wait while we connect you to a Support Representative.

*Acebuddy (bot) forwarded the chat request*

*Shubham Maurya accepted the chat transfer request.*

Shubham Maurya Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya and I am here to assist you today.

I will be surely assisting you with this. Kindly help me with your query.

arodriguez TLAInterior.myrealdata.net

arodriguez

Shubham Maurya Thank you for the information, please allow few minutes to process your request.

arodriguez Thank you

Shubham Maurya Thanks for the patience, Your business name is **TLA Interior**.

Could you please confirm whether you're referring to the server login details?

Please note, we can assist you with the server login details, you'll need to contact Intuit Support directly for further assistance.

arodriguez Oh, ok I was giving you the QuickBooks log in.

Can I ask another question?

Shubham Maurya Sure, please.

arodriguez Can someone log in to our QuickBooks without being on the Ace server?

Shubham Maurya No, it's not possible to access your QuickBooks from outside the network as it has been manually copied or shared outside the hosted environment.

All QuickBooks access for your account is securely restricted by our security measures. If someone needs to access QuickBooks remotely, they would need to establish a remote desktop connection (RDP) provided by Ace Cloud Hosting.

arodriguez Ok! This is good news. We are dealing with some potential security concerns. What were some thoughts they may try to log into QuickBooks?

Shubham Maurya We completely understand your concerns regarding potential security threats. In the QuickBooks environment, we can provide you with services to enhance security and prevent unauthorized access.

Additionally, you have the option to enable an extra layer of security through Two-factor Authentication (2FA), to further protect your account.

Please note, we also have a dedicated security team that monitors the security aspects of your organization.

We will keep this ticket open for a while if you want, and you can let us know when you would like to proceed.

arodriguez

Thank you. We should be ok for now. Please leave this ticket open.

Shubham Maurya

Noted that well ! we will keep this ticket open for next : understanding with us.

Is there anything else I may help you with ?

arodriguez

No Im all set

Shubham Maurya

I would greatly appreciate if you could spare a minute to chat.

You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback.

I request you to kindly spare a moment to fill that out for us. We will be working. I will appreciate that. or you may send your feedback directly to me. Thanks!

Note: You may change/reset your server password on your control panel at <https://selfcare.acecloudhosting.com>.

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

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

*Shubham Maurya has ended this chat session*

## Chat Transcript

Hello, I am your Account Manager.

### Visitor Details

**#83289 Jessica Jablonski**

**Email:** jessica@thejablonskigroup.com **Phone:** 4803301554

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

**Operator:** Karan Bhattacharya  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 32 Secs  
**City:** PHOENIX  
**State:** Arizona  
**Country:** UNITED STATES

## Chat Transcript

Jessica Jablonski	Hello, I am your Acebuddy
Acebuddy	Hello Jessica Jablonski, I'm your Ace Buddy. I'll be happy to help you with your issue.
	Whom Would You Like to Connect With?
Jessica Jablonski	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jessica Jablonski	I'd like to report an Issue
Acebuddy	Please select an option!
Jessica Jablonski	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to the appropriate support agent.
Jessica Jablonski	hello - I am not able to log onto the remote server
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
Jessica Jablonski	myrealdatalJessicaJa.Pa
	<i>Karan Bhattacharya accepted the chat transfer request</i>
Karan Bhattacharya	Hello
	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. How can I assist you today?
Jessica Jablonski	thank you
Karan Bhattacharya	Please let me know your issue
Jessica Jablonski	I am not able to log onto the remote server
	myrealdatalJessicaJa.Pa
Karan Bhattacharya	what is the error are you receiving?

Jessica Jablonski	let me try again
Karan Bhattacharya	ok
	12:52:34 AM <i>Jessica Jablonski is sharing a file with you <a href="#">image.png</a> - ( Size:84.53 KB )</i>
	ok, let me check few details at backend, allow me few m
	Are you giving this username JessicaJa.Pa@myrealdta
Jessica Jablonski	the user name is listed above in the screenshot
	actually i just got in
	so I am good to go
Karan Bhattacharya	ok, glad to hear that issue resolved
	Is there anything else I can help you with?
	Are we still connected?
	Are we still connected?
	Are we still connected?
	You may end this chat now. Once you end this chat, yo
	conversation, along with a ticket number and survey fe
	I request you to kindly spare a moment to fill that out f
	working. I will appreciate that. or you may send your fe
	Thanks!
	Note: You may change/reset your server password on y
	( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://w">https://w</a>
	as we didn't got the response therefore we are closing

*Karan Bhattacharya has ended this chat session*

## Chat Trans

Hello, I am your Ac

Visitor Details

**#83721 Jeanette Mercado**

**Email:** jmercado@baronhardware.com  6304799092

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

**Operator:** Karan Bhattacharya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 33 Secs

**City:** ITASCA

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Jeanette Mercado	Hello, I am your Acebuddy
Acebuddy	Hello Jeanette Mercado, I'm your Ace Buddy. I'll be hap
	Whom Would You Like to Connect With?
Jeanette Mercado	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jeanette Mercado	I'd like to report an Issue
Acebuddy	Please select an option!
Jeanette Mercado	Other Issue
Acebuddy	Please specify the issue you are facing before I connect
Jeanette Mercado	Regarding TICKET -803441
Acebuddy	Please wait while we connect you to a Support Represe
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Karan Bhattacharya accepted the chat transfer request</i>
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name today.
Jeanette Mercado	There is a ticket open already - 803441
Karan Bhattacharya	ok,let me check
Jeanette Mercado	thanks!
Karan Bhattacharya	Checking the same.
	Are we still connected?

Are we still connected?

Jeanette Mercado

yes

yes

hello?

Karan Bhattacharya

Hii

I was checking the details,nd and tlg are normally crea

Jeanette Mercado

what about the Quickbook company file

there are two, one date modified last in Aug. and the o

Karan Bhattacharya

let me check that

2:13:39 AM Jeanette Mercado is sharing a file with you

[ACECHAT.docx](#) - ( Size:84.17 KB )

*Can you get me an updated version of the screen*

Please give me 2 mins more.

It seems like someone made a copy of the file and may

I am getting the screenshot for you.

Jeanette Mercado

How can we tell? Is there a way you can? It seems as if had a restore back in June and required more assistanc

Thank you!

Karan Bhattacharya

let me check

2:33:27 AM Karan Bhattacharya is sharing a file with yo

[image.png](#) - ( Size:9.93 KB )

Jeanette Mercado

That doesn't say much

Karan Bhattacharya

Putting a screenshot for one of the user who accessed novembe

Jeanette Mercado

do you have a name>

Karan Bhattacharya

yes

It's Baron

Jeanette Mercado

That is us, we are Baron - that doesn't help.

Karan Bhattacharya

There is a user with user name Baron

Jeanette Mercado

Baron is our company name - that is shows last modifie

Both files created by ACE in a restore in June

Baron MFG is our company name

Karan Bhattacharya

Can you confirm me your CID?

Jeanette Mercado	CID?
	Did you not pull up the Ticket? All that information my be on the account.
Karan Bhattacharya	I have checked the details.
Jeanette Mercado	Sorry I don't understand what "CID," means
Karan Bhattacharya	Client ID number
	CID72720
Jeanette Mercado	Oh, where do I find that?
Karan Bhattacharya	It would have been in contract
	As per this example which I put here, the last date of account
Jeanette Mercado	I have never been asked that - unsure where to find that
	<i>2:45:10 AM Jeanette Mercado is sharing a file with you <a href="#">ACECHAT.docx</a> - (Size: 84.17 KB)</i>
Karan Bhattacharya	No issue, Is it possible if you can share your contact details so that we can schedule a call back with you
Jeanette Mercado	Please review - this shows within our Client Data folder
	yes - 630-479-9092
Karan Bhattacharya	ok, when would be the feasible time for connect?
	or any time window you can suggest? (Edited)
Jeanette Mercado	now works - what number should I look out for my phone?
Karan Bhattacharya	The support number is not constant and changes constantly
Jeanette Mercado	ok
Karan Bhattacharya	I am putting the case for call back, you will receive one.
Jeanette Mercado	ok
Karan Bhattacharya	For how long are you in shift now?
Jeanette Mercado	until 5 CST - if tomorrow works, please let me know. Has attachment I provided,
Karan Bhattacharya	So do you want a callback tomorrow?
	Are we still connected?
	Are we still connected?
	Are we still connected?
	As there was no response, we are disconnecting the call (1-888-415-5240) if any further assistance is required.

Karan Bhattacharya has ended this chat session

# Chat Trans

Hello, I am your Ac

## Visitor Details

**#83443 Muiris Bowler**

**Email:** info@bowlertaxservices.com  +14252838808

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** TACOMA

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Muiris Bowler	Hello, I am your Acebuddy
Acebuddy	Hello Muiris Bowler, I'm your Ace Buddy. I'll be happy to help you with your issue.
	Whom Would You Like to Connect With?
Muiris Bowler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Muiris Bowler	I'd like to report an Issue
Acebuddy	Please select an option!
Muiris Bowler	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to the appropriate support team.
Muiris Bowler	My application, Drake 2024, has frozen in Remote Des

Acebuddy

Please wait while we connect you to a Support Represe

*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

Muiris Bowler

Great

Ashutosh Mishra

Hello Muiris, I will be surely assisting you with this. Kindly provide your name?

Muiris Bowler

Username: CID74441

Server: BowlerTax.myrealdatal.net

Ashutosh Mishra

Thank you for providing the details. Let me check that

Is this the first time you are facing this issue?

Muiris Bowler

no it has happened before

Ashutosh Mishra

Is this issue occurring only for you, or are other users also facing this issue?

Are we still connected here?

Are we still connected here?

Are we still connected here?

We have applied changes from backend, kindly try once again.

As there was no response, we are disconnecting the chat session. You can call us at (1-888-415-5240) if any further assistance is required.

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Accountant.

### Visitor Details

#83799 Veronica Brown

Email: veronica@oliverbookkeeping.net ☎ 2068542211

**Department:** Support(QB & App Hosting)  
**Operator:** Abhay Kumar Saraswat  
**Website:** <https://www.acecloudhosting.com/support-chat-mail.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 37 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

### Chat Transcript

Veronica Brown	Hello, I am your Acebuddy
Acebuddy	Hello Veronica Brown, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Veronica Brown	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Veronica Brown	I'd like to report an Issue
Acebuddy	Please select an option!
Veronica Brown	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Veronica Brown	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Veronica Brown	Unable to log in to QB Online while on the cloud server.
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
Veronica Brown	My assistant is able to do so on her computer with her
	<i>Abhay Kumar Saraswat accepted the chat transfer request</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be happy to assist you today.
Veronica Brown	hi
Abhay Kumar Saraswat	Hello Veronica
	How are you doing today?

Veronica Brown

Ok...recovering from brain surgery, so a little slow :)

Abhay Kumar  
Saraswat

Wishing you a smooth and steady recovery!

Veronica Brown

Could you please share your assistant username?

Veronica Brown

KathyP I think

Abhay Kumar  
Saraswat

oliverbook.myreldata.net if you need that

Veronica Brown

Yes, I've your account details.

Veronica Brown

ok

Abhay Kumar  
Saraswat

Just to confirm, you're looking to access **QuickBooks** (

Veronica Brown

yes

Abhay Kumar  
Saraswat

Thanks for the confirmation !

Veronica Brown

Could you please share the screenshot you're seeing w

Veronica Brown

I don't know how to do that, can you help?

Abhay Kumar  
Saraswat

Sure.

Veronica Brown

May I take the remote access of your local computer?

Veronica Brown

HOLD on I got it

Abhay Kumar  
Saraswat

Thank you for sharing the screenshot with us.

Veronica Brown

Kindly allow me two minutes to check the update on th

Veronica Brown

ok

Abhay Kumar  
Saraswat

Thank you for your patience.

Veronica Brown

Could you please allow me to jump on your server and

Veronica Brown

Because this should be work on your end. (Edited)

Veronica Brown

ok

Abhay Kumar  
Saraswat

Prior providing the access, I would suggest you to close

<https://assist.acecloudhosting.com/join/2532921551>

Veronica Brown

Kindly paste this link in the browser of local computer a

Veronica Brown

We are connected on the remote session and will proce  
the time, I am putting the chat on hold, please do not c  
give your confirmation on this chat.

Veronica Brown

Are we still connected here?

I can't see your screen on remote.

Veronica Brown

yes

sorry, what do i need to do?

3:34:42 AMAbhay Kumar Saraswat is sharing a file with [image.png](#) - ( Size:48.43 KB )

*It is showing me "loading"*

Abhay Kumar Saraswat

You can join the same link which I shared above.

Veronica Brown

I closed the google tabs, maybe I disconnected on acci

Abhay Kumar Saraswat

Great.

I can see you on remote now.

<https://assist.acecloudhosting.com/join/3952930876>

Here is the new link.

Please join this from your local PC.

Prior providing the access, I would suggest you to close

We are connected on the remote session and will proce  
the time, I am putting the chat on hold, please do not c  
give your confirmation on this chat.

Thank you for your patience.

Is there anything else I may help you with ?

Are we still connected here?

Veronica Brown

yes

Abhay Kumar Saraswat

please connfirm.

Veronica Brown

All resolved, I just did the feedback as well

Abhay Kumar Saraswat

Thank you.

I would greatly appreciate if you could spare a minute t  
chat.

You may end this chat now. Once you end this chat, yo  
conversation, along with a ticket number and survey fe

I request you to kindly spare a moment to fill that out f  
working. I will appreciate that. or you may send your fe  
Thanks!

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

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

Thank you for choosing ACE cloud Hosting, you have a

*Abhay Kumar Saraswat has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy.

### Visitor Details

**#83286 KELLY BURNS**

**Email:** kburns@payrollprofessionalsomaha.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** OMAHA

**State:** Nebraska

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy

Please select an option below

As we haven't got any response from your end, We are  
Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Trans

Hello, I am your Ac

### Visitor Details

**#83772 Griselda Hernandez**

**Email:** info@pie-ventures.com ☎ 7244672058

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** IRVING

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Griselda Hernandez

Hello, I am your Acebuddy

Acebuddy

Hello Griselda Hernandez, I'm your Ace Buddy. I'll be ha

Whom Would You Like to Connect With?

Griselda Hernandez

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Griselda Hernandez

I'd like to raise a Request

Acebuddy

Please select your request type.

Griselda Hernandez

Server Resource Addition

Acebuddy	Please select the resource type you'd like to add
Griselda Hernandez	Restart
Acebuddy	Hello Griselda Hernandez, I'm your Ace Buddy. I'll be ha
	Whom Would You Like to Connect With?
Griselda Hernandez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Griselda Hernandez	I'd like to raise a Request
Acebuddy	Please select your request type.
Griselda Hernandez	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance
	If you are facing any issue/problem with your server, Pl
	As we haven't got any response from your end, We are Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Trans

Hello, I am your Ac

### Visitor Details

**#83574 cpasuchitasingh**

**Email:** cpasuchitasingh@gmail.com ☎ 17036254450

**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:** LAKE ORION

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

cpasuchitasingh	Hello, I am your Acebuddy
Acebuddy	Hello Cpasuchitasingh, I'm your Ace Buddy. I'll be happy to help you with anything you need.
	Whom Would You Like to Connect With?
cpasuchitasingh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
cpasuchitasingh	I'd like to raise a Request
Acebuddy	Please select your request type.
cpasuchitasingh	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please let us know and we will assist you.
cpasuchitasingh	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

*Acebuddy has ended this chat session*

## Chat Transcription

Hello, I am your Acebuddy

### Visitor Details

**#83819 Zulma Argueta**

**Email:** zulma@gemultiservicesnc.com

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

**Operator:** Sourav Chhikara

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** CHARLOTTE

**State:** North Carolina

**Country:** UNITED STATES

### Chat Transcript

Zulma Argueta	Hello, I am your Acebuddy
Acebuddy	Hello Zulma Argueta, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Zulma Argueta	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Zulma Argueta	I'd like to raise a Request
Acebuddy	Please select your request type.
Zulma Argueta	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance
	If you are facing any issue/problem with your server, Pl
Zulma Argueta	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Zulma Argueta	Other Issue
Acebuddy	Please specify the issue you are facing before I connect
Zulma Argueta	access cloud files
Acebuddy	Please wait while we connect you to a Support Represe
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sourav Chhikara accepted the chat transfer request.</i>
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name
Zulma Argueta	Hi I currently have this cloud device Western Digital an files, I was wondering if you would be able to assist me
	<i>8:11:17 PMZulma Argueta is sharing a file with you <a href="#">image.png</a> - ( Size:25.62 KB )</i>
Sourav Chhikara	Please allow me a moment to check.
Zulma Argueta	ok

Sourav Chhikara	Could you confirm if anything related to this device is c
Zulma Argueta	no
	:-)
Sourav Chhikara	I wish I could help you with this but this is something o understandings here.
Zulma Argueta	ok thank y ou
	you
Sourav Chhikara	Is there anything else I may help you with ?
	Are we connected?
	Are we connected?
	Are we connected?
	As there was no response, we are disconnecting the ch (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a

*Sourav Chhikara has ended this chat session*

## Chat Trans

Hello, I am your Ac

### Visitor Details

**#83724 Jamie**

**Email:** stinagoransson.alligo.com@gmail.com ☎ 16787674531

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

**Operator:** Luv

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** HOWARD BEACH

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Jamie	Hello, I am your Acebuddy
Acebuddy	Hello Jamie, I'm your Ace Buddy. I'll be happy to assist you.
Whom Would You Like to Connect With?	
Jamie	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representatives.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Siddhant accepted the chat transfer request.</i>	
Jamie	hi
Siddhant	Hi Jamie. This is Siddhant from solutions team at Ace Cloud Hosting.
Jamie	i need you to change my sever password
Siddhant	Sure. Let me transfer this chat to the support team. They will help you with that.
<i>Siddhant is transferring the chat to Support(QB &amp; App Integration)</i>	
Jamie	okay
<i>Luv accepted the chat transfer request.</i>	
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv.
How are you?	
Jamie	I am trying to change a password out of my server but not sure how to do it. Can you help me with that?
I need you to change my sever password	
Luv	Okay May I know your account and server name?
Jamie	Username : myrealdata\KINC_Jamie_Staff3 Password Link : <a href="https://otp.acecloudhosting.com/s/Pkzlt0jbsTgEKINYUSj">https://otp.acecloudhosting.com/s/Pkzlt0jbsTgEKINYUSj</a>
Username : myrealdata\KINC_Jamie_Staff3	
Password Link : <a href="https://otp.acecloudhosting.com/s/Pkzlt0jbsTgEKINYUSj">https://otp.acecloudhosting.com/s/Pkzlt0jbsTgEKINYUSj</a>	
Luv	Kindly allow me two minutes to check the same.
Jamie	okay
Luv	Please send us an email from the registered email address so that we could proceed further with the request.
Jamie	i did that already
Luv	Do you have the ticket number?
Jamie	no reponse

Luv	Okay let me check, please wait
	That was on 1st as I can see from the previous ticket, please reset the password and send it to you
Jamie	kindly send me the email to write and get fast result
Luv	Please reset the password for this user, I approve the support ticket [support@acecloudhosting.com](mailto:support@acecloudhosting.com)
	Are you there?
Jamie	message sent
	check again and see
Luv	Thanks, sending the password over email, stay connected
Jamie	okay waiting
Luv	I just sent the password, can you please check if its working
	Also sending you the myportal guide which you can use to login to your account. These are a POC.
	<i>2:42:19 AMLuv is sharing a file with you</i> <a href="#"><u>MyPortal-v2.pdf</u></a> - (Size:1.39 MB )
Jamie	okay
Luv	Yeah, were you able to login into the server?
Jamie	i will check later
	just want to confirm the password have been changed
Luv	yes, it has been changed and sent to you, is there anything else you need help with?
	Are you there?
	Due to no response I will be closing this chat.
	Thank you for choosing ACE cloud Hosting, you have a great experience with us.
	You may end this chat now. Once you end this chat, you can always come back to this conversation, along with a ticket number and survey feedback.
	I request you to kindly spare a moment to fill that out for us. We are always working. I will appreciate that. or you may send your feedback to us via email. Thanks!
	Note: You may change/reset your server password on your 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> ).
<i>Luv has ended this chat session</i>	

# Chat Trans

Hello, I am your Ac

## Visitor Details

**#83248 jessica squire**

**Email:** jessica.squire@agsolutions.us  3523034429

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** LAKE PANASOFFKEE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

jessica squire	Hello, I am your Acebuddy
Acebuddy	Hello Jessica.squire, I'm your Ace Buddy. I'll be happy to help you with your issue.
	Whom Would You Like to Connect With?
jessica squire	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jessica squire	I'd like to report an Issue
Acebuddy	Please select an option!
jessica squire	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jessica squire	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to the appropriate support team.
jessica squire	Unable to email report

Acebuddy	Please wait while we connect you to a Support Represe
	<i>Acebuddy (bot) forwarded the chat request</i>
Abhay Kumar Saraswat	<i>Abhay Kumar Saraswat accepted the chat transfer requ</i>
	Thank you for contacting Ace Cloud Hosting. My name today.
	I deeply apologize for the inconvenience caused to you
	I will be surely assisting you with this.
	Is this for account: <b>ASG Solutions LLC</b> ?
jessica squire	Yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	Is this issue occurring only for you, or are other users o
jessica squire	Another coworker had the same issue earlie
	Im not sure if anyone else has tried to email a report
	<i>2:54:03 AMjessica squire is sharing a file with you <a href="#">image.png</a> - ( Size:7.54 KB )</i>
	Thats the error message Im getting
Abhay Kumar Saraswat	Thank you for sharing the image.
	And since when have you been experiencing this issue'
jessica squire	Today
	I was able to email reports last week, not sure what da
Abhay Kumar Saraswat	Okay.
	Thank you for the information.
	May I take the remote access of your local computer?
jessica squire	yes
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close <a href="https://assist.acecloudhosting.com/join/8102473846">https://assist.acecloudhosting.com/join/8102473846</a>
	Kindly paste this link in the browser of local computer a
	We are connected on the remote session and will proce the time, I am putting the chat on hold, please do not c give your confirmation on this chat.
	Are we still connected on remote session?
	Let me update you here as well.

QB and O365 updates are in process.

I'll update you once it's completed.

3:43:34 AMAbhay Kumar Saraswat is sharing a file with [image.png](#) - ( Size:75.79 KB )

3:58:55 AMAbhay Kumar Saraswat is sharing a file with [image.png](#) - ( Size:39.5 KB )

Updates has been completed.

Thank you for your patience.

As we checked, even after updating **QuickBooks** and i  
Please give us a call and share the ticket number that I  
resolving this issue tomorrow, as you are about to leav

Thank you for choosing ACE cloud Hosting, you have a

*Abhay Kumar Saraswat has ended this chat session*

## Chat Trans

Hello, I am your Ac

### Visitor Details

#### #83359 Troy Wells

**Email:** troy@skygroupacct.com

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 23 Secs

**City:** TUCSON

**State:** Arizona

**Country:** UNITED STATES

### Chat Transcript

Troy Wells

	Hello, I am your Acebuddy
Acebuddy	Hello Troy Wells, I'm your Ace Buddy. I'll be happy to as
	Whom Would You Like to Connect With?
Troy Wells	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Troy Wells	I'd like to report an Issue
Acebuddy	Please select an option!
Troy Wells	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative
Troy Wells	Drake 2024 Tax not showing on server desktop was on
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be surely assisting you with this. Kindly help me with the details.
Troy Wells	GCRCorp.myrealdata.net
	UN: Troy Wells
Yash Kalra	Kindly allow me two minutes to check the same.
	Please stay connected while we are making some changes.
Troy Wells	Sounds good
Yash Kalra	Troy, as I check from the backend on your server you are using Drake 2024.
Troy Wells	We have had 2024 up until today.
	Today when we logged in the 2024 verison was gone.
	Which is the version that still has work in progress returned.
Yash Kalra	Please allow me a moment to check for the Drake 2024.
	Troy, we have made some changes from the backend. Please check if the Drake 2024 is accessible now? (Edited)
	Troy, Is the issue resolved now ? (Edited)
Troy Wells	All set thanks Yash
Yash Kalra	Is there anything else I may help you with ?
Troy Wells	No, that's all I needed

Yash Kalra

I would greatly appreciate if you could spare a minute to smileys at the end of this chat.

Thank you for choosing ACE cloud Hosting, you have a

*Yash Kalra has ended this chat session*

## Chat Trans

Hello, I am your Ac

### Visitor Details

**#83735 Angelia White**

**Email:** awhite@alwtax.com  706-744-6711

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** NEWNAN

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy

Please drop an email to support@acecloudhosting.com  
technicians will connect with you for further assistance

If you are facing any issue/problem with your server, Pl

Angelia White

No, That'll be all!

Acebuddy

Thank you for contacting Ace Support, Have a nice day

*Acebuddy has ended this chat session*

## Chat Trans

Hello, I am your Ac

### Visitor Details

**#83425 Rasheem Finley**

**Email:** rfinley@dieselpartsdirect.com

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

**Operator:** Karan Bhattacharya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 52 Secs

**City:** BATON ROUGE

**State:** Louisiana

**Country:** UNITED STATES

### Chat Transcript

Rasheem Finley

Hello, I am your Acebuddy

Acebuddy

Hello Rasheem Finley, I'm your Ace Buddy. I'll be happy

Whom Would You Like to Connect With?

Rasheem Finley

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Rasheem Finley I'd like to report an Issue

Acebuddy Please select an option!

Rasheem Finley Other Issue

Acebuddy Please specify the issue you are facing before I connect

Rasheem Finley Re:[## 798043 ##] Diesel Parts Direct: set up WebDAV

Acebuddy Please wait while we connect you to a Support Representat

*Acebuddy (bot) forwarded the chat request*

*Karan Bhattacharya accepted the chat transfer request*

Karan Bhattacharya Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya today.

Are we still connected?

Rasheem Finley hi

yes we are

I need assistance with my folder again

I submitted the ticket for you to be able to search issues

Karan Bhattacharya 798043 -Is this the one?

Rasheem Finley yes

Karan Bhattacharya let me check once,allow me few minutes.

What is the issue are you facing?

Rasheem Finley I cant sign in the folders

Karan Bhattacharya I will be sharing you a request for remote session,please share that,

Rasheem Finley ok

Karan Bhattacharya please share your email id.

Rasheem Finley rfinley@dieselpartsdirect.com

Karan Bhattacharya <https://assist.acecloudhosting.com/join/6052068767>

please access this

As we haven't got any response from your end, We are Kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Trans

Hello, I am your Ac

## Visitor Details

**#83767 tina scott**

**Email:** tscott@degol.com ☎ 18149417777

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

**Operator:** Luv

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

**Operating System:** Chrome OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** ALTOONA

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

tina scott Hello, I am your Acebuddy

Acebuddy Hello Tina Scott, I'm your Ace Buddy. I'll be happy

Whom Would You Like to Connect With?

tina scott Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

tina scott Setback

Acebuddy Hello Tina Scott, I'm your Ace Buddy. I'll be happy

Whom Would You Like to Connect With?

tina scott Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

tina scott I'd like to report an Issue

Acebuddy Please select an option!

tina scott Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to a Support Representative!
tina scott	Connection issue
Acebuddy	Please wait while we connect you to a Support Representative!
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Luv accepted the chat transfer request.</i>	
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv.
	how are you?
tina scott	Hi - My name is Tina... I work with the DeGol Organization. We use your woodpro ACUITY software..
	our company server was hacked...
	We would like to connect but I don't have the connection details. Can you provide me with the CLOUD account the verification code is sent to my email?
Luv	Okay, Kindly allow me two minutes to check the details.
tina scott	Ok thanks... my name is Tina Scott
	my corrupt email is tscott@degol.com
Luv	Alright, I see that email as the main one on the CRM. Can you please provide me with the email ID you do not have access to this email?
tina scott	Nope but my ace account ID is CID74915
Luv	Okay, Bare with me for a few minutes.
tina scott	thank you
Luv	Do you remember your server password?
tina scott	give me a second to find it
Luv	Sure, let me know if you find, you dont have to tell me.
tina scott	yes, I have it
Luv	Okay, I am going to try and send you the RDP link to your device.
tina scott	GReat, thank you
Luv	DEGOL_tscott@myrealdatalink.net this must be user ID and password.
tina scott	yes
Luv	Do you have any other email where i can send the RDP file?
tina scott	That is it but it's not connecting
	I will get in touch with our IT dept
Luv	Since its not the RDP file, I am not able to send it to you.

supported, hence the email so I can send it to you

tina scott oh ok... try uneekstuf@aol.com

can you send the RDP for all users to my email un

Luv let me check

I sent you the file, let me know if you received and

I am going to send the created ticket to a dedicate  
update the registered email address so you can ac  
RDP files from there.

tina scott ok thank you... having trouble opening it... I will ge

Luv Okay, do you want me to remote into your device

tina scott hold on a sec if you can

Luv Yeah I can sending you an email for zoho assist se:  
(mailto:uneekstuf@aol.com) (Edited)

Are you there?

tina scott yes... this is a chromebook... I grabbed another lap

Luv okay, please check the above email uneekstuf@ac

tina scott my login failed

Luv login for what ? can you please elaborate

tina scott using the RDP .. connecting to Acuity..

password failed

Luv Okay, its probably because of a wrong password, I  
moment, I am going to connect you with the dedic  
registered email and after that I can go ahead res

tina scott sounds good, thanks

Luv no worries, Is there anything else I can assist you w

tina scott just the password reset for now

Luv Sure thing, I will move the created ticket as soon as

Thank you for choosing ACE cloud Hosting, you ha

I would greatly appreciate if you could spare a min  
clicking on smileys at the end of this chat.

You may end this chat now. Once you end this cha  
regarding this conversation, along with a ticket nu

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

Note: You may change/reset your server password  
Portal (<https://selfcare.acecloudbhosting.com>).

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

*Luv has ended this chat session*