

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74991 Jeni Chen**  
**Email:** jeni@montesanogroup.com 📞 18056981608  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 56 Secs  
**City:** SANTA BARBARA  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

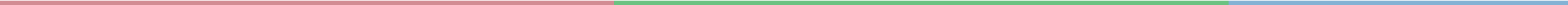
Jeni Chen	Hello, I am your Acebuddy
Acebuddy	Hello Ali, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jeni Chen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jeni Chen	I'd like to report an Issue
Acebuddy	Please select an option!
Jeni Chen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jeni Chen	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jeni Chen	Hi! Is it possible to get an email with instructions on how to set up the remote desktop from home? we have a new emplo (nicole.herlihy@montesanogroup.com)
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Ali, How are you doing today?
	The visitor's email address was changed to jeni@montesanogroup.com.
Jeni Chen	Hi! I'm doing well
	Is it possible to get an email with instructions on how to set up the remote desktop from home? we have a new employee
Rohan Prajapati	That's Great
	I will surely help you with this issue.
	Kindly allow me 3-4 minutes to check the same.
Jeni Chen	OK
Rohan Prajapati	May I know the usernames for whom you need the RDP file ?
Jeni Chen	nicole.h1@myrealdata.net
Rohan Prajapati	Thanks for the confirmation !
	We will send the new RDP file for this user nicole.h1 to this email address "[nicole.herlihy@montesanogroup.com](mailto:nicole.herlihy@montesanogroup.com)"
	Is there anything else I may help you with ?
Jeni Chen	No that'll be it! thank you!
Rohan Prajapati	We'll share it once the chat is disconnected
Jeni Chen	thank you! have a great day
Rohan Prajapati	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 survey link to provide feedback on your experience.
	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. You can reach me at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Rohan Prajapati has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75980 Evelin Nelson**  
**Email:** evelin@lariosaccounting.com ☎ 13366093515  
**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:** 17 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript

Evelin Nelson	Hello, I am your Acebuddy
Acebuddy	Hello Evelin Nelson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Evelin Nelson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Evelin Nelson	I'd like to report an Issue
Acebuddy	Please select an option!
Evelin Nelson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Evelin Nelson	OUTLOOK ISSUES
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 understand you have Outlook Issues. (Edited)
	May i know the exact issue you are facing?
Evelin Nelson	ITS SLOW AND WHEN I OPEN A DOCUMENT IT FREEZES
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Ashutosh Mishra has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75754 PRATIK.G

Email: pratik.g@myrealddata.net.rdp

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

PRATIK.G	Hello, I am your Acebuddy
Acebuddy	Hello Pratik.g, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?

PRATIK.G	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
PRATIK.G	I'd like to report an Issue
Acebuddy	Please select an option!
PRATIK.G	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
PRATIK.G	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
PRATIK.G	Hi, this is in regards to issue - ticket id 679615. I was told by a tech that new user id needs to be created and it will go thr for this.. thank you!
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	Kindly allow me two minutes to check the same.
PRATIK.G	Okay, no problem pls take your time
Ashutosh Mishra	As per the ticket it is about QuickBooks update, do you want to add a user in the account?
PRATIK.G	I mean he might have created another ticket.. but at last what he said was - the last resort is to create a user from your e access it
	I think his name was Shashwat..
Ashutosh Mishra	I see, I have checked now within 30 minutes Aiko will receive the email for approval after which user will be created.
PRATIK.G	Awesome so once she approves it, I can have the access correct?
Ashutosh Mishra	Yes, that is correct.
PRATIK.G	Thank you :)
Ashutosh Mishra	Great
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Ashutosh Mishra has ended this chat session</i>



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75367 Savanna Krauch**  
**Email:** savanna@smartbookkeepingllc.com ☎ 19703028517  
**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:** DENVER  
**State:** Colorado  
**Country:** UNITED STATES

## Chat Transcript

Savanna Krauch	Hello, I am your Acebuddy
Acebuddy	Hello Savanna Krauch, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Savanna Krauch	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Savanna Krauch	I'd like to report an Issue
Acebuddy	Please select an option!
Savanna Krauch	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Savanna Krauch	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76046 duane**  
**Email:** duane@cartercpatax.com ☎ 19703907348  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 3 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

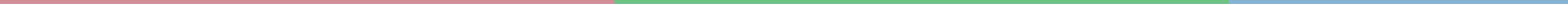
## Chat Transcript

duane	Hello, I am your Acebuddy
Acebuddy	Hello Duane, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
duane	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
duane	I'd like to report an Issue
Acebuddy	Please select an option!
duane	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
duane	Hi-my atx tax software requires admin rights to update the program
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

	<i>Rohan Prajapati accepted the chat transfer request.</i>
	<i>Rohan Prajapati is transferring the chat to Tushar.</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
duane	the server name is CarterCPAATX2.myrealdata.net
Tushar	Thank you for the details kindly log of from the server and relog in.
duane	ok, it will disconnect this chat
	i'll let you know if there's more issues
Tushar	Okay what we can do is
	After you relog in I will share a remote session on the server kindly accept that and we update the application that way.
duane	ok, logging out now
Tushar	Okay.
	Disconnecting this chat session as client will get disconnected as chat is initiated from server end.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Tushar has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75034 Tayler Lopez**  
**Email:** tayler@soleilfloors.com ☎ 5122180400  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 53 Secs  
**City:** WILMINGTON



**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Tayler Lopez	Hello, I am your Acebuddy
Acebuddy	Hello Tayler, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tayler Lopez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tayler Lopez	I'd like to report an Issue
Acebuddy	Please select an option!
Tayler Lopez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tayler Lopez	Microsoft.NET Framework pop up
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Tayler Lopez	thank you
Sharath Kumar	Hi Tayler, could you please provide a screenshot of the pop up
	<i>6:38:20 PMTayler Lopez is sharing a file with you</i> <a href="#">Capture.PNG</a> - ( Size:12.53 KB )
	are there others that are experiencing the same error
Tayler Lopez	I'm not sure. i'm the only one here
	no one else is logged in yet
Sharath Kumar	ok, let me quickly make a minor change on the server and that should make this pop up go away
	changes have been made
	please sign out and sign back in if the pop up is still there
	Are we still connected here?
Tayler Lopez	It's still there
Sharath Kumar	I see, in that case, you will have to sign out and sign back in

Tayler Lopez	I just did
Sharath Kumar	You must be closing the server connection from the top bar, instead, use the logoff icon provided on your desktop,
	Could you please check if it is working fine now at your end?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Sharath Kumar has ended this chat session	



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76347 Craig Lewis

Email: craig@wpvc.org 📞 14076005197

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 SMYRNA BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

Craig Lewis	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 Lewis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

	Please chose an option :
Craig Lewis	I'd like to raise a Request
Acebuddy	Please select your request type.
Craig Lewis	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 :
Craig Lewis	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
Acebuddy has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75623 maryros1347

Email: maryros1347@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: LAHORE CANTONMENT

State: Punjab

Country: PAKISTAN

Chat Transcript

maryros1347	Hello, I am your Acebuddy
Acebuddy	Hello Mary Rose, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?

maryros1347	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
maryros1347	I'd like to raise a Request
Acebuddy	Please select your request type.
maryros1347	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75307 Russell Guyer**  
**Email:** rginvest.17@gmail.com 📞 18605055537  
**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:** 8 Secs  
**City:** VOLCANO  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Russell Guyer	Hello, I am your Acebuddy
Acebuddy	Hello Rusell Guyer, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Russell Guyer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Russell Guyer	I'd like to report an Issue
Acebuddy	Please select an option!
Russell Guyer	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Russell Guyer	im not able to log in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Rusell
Russell Guyer	ok
	hello
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Russell Guyer	ok
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/8992881575">https://assist.acecloudhosting.com/join/8992881575</a>
	Kindly Click on the link and open the downloaded file.
	Are you able to connect?
	Are we still connected here?
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
	as per remote session, we have assisted you to resolve the RDP issue.
	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 v
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!

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

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

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75994 marcello**  
**Email:** marcello@prothane.com 📞 18014201081  
**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:** LONDON  
**State:** Utah  
**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75800 Maddie Lewis**  
**Email:** maddie@bbccconstruction.net 📞 14156524866  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** TRAVIS AFB  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

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

Ended due to chat idle timeout

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75728 Corne Hugo**  
**Email:** corne@pribio.co.za 📞 0810190672  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 2 Secs  
**City:** ATTERIDGEVILLE  
**State:** Gauteng  
**Country:** SOUTH AFRICA

## Chat Transcript

Corne Hugo	Hello, I am your Acebuddy
Acebuddy	Hello Corne Hugo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Corne Hugo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Corne Hugo	I'd like to report an Issue
Acebuddy	Please select an option!
Corne Hugo	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Corne Hugo	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resol
	Was that helpful?



Corne Hugo	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Corne, what is the error message that you are receiving
Corne Hugo	Good day. All of us is receiving same error message: Administrator Permissions Needed.
Sharath Kumar	Understood, this usually happens incase the service for QB did not start properly
	Kindly allow me two minutes to check the same.
Corne Hugo	Thank you
Sharath Kumar	Thank you for your patience.
	I have just restarted its service, Could you please try again and let me know the result
Corne Hugo	Ok we will try quickly
Sharath Kumar	Sure!
Corne Hugo	Hi no we all restarted the application and we receive same message
Sharath Kumar	strange! is that happening with a particular company file or are you able to access other company files
Corne Hugo	We cannot open any file
Sharath Kumar	understood, the QB service was again stopped due to some reason
	I have now set it to start automatically even if it fails to start at first
	this should surely resolve your concern, could you please check and confirm
Corne Hugo	Ok thank you we will try
Sharath Kumar	my pleasure!
Corne Hugo	Hi no still not working Sharath
Sharath Kumar	sorry to hear that
	May I restart the server
Corne Hugo	Yes you may please
Sharath Kumar	restarting now, should be back up and running in a minute
Corne Hugo	Thanks
Sharath Kumar	you may sign in to the server now and I have ensured the QB service is running
Corne Hugo	Ok we will try
	Still no luck. This is very strange.
Sharath Kumar	strange indeed, could you allow me an hour's time to figure out why the service for QuickBooks keeps stopping.

	I will keep you posted via email once I am done with my troubleshooting
Corne Hugo	Ok thank you
Sharath Kumar	anything else that I may assist you with in the meantime?
Corne Hugo	No thanks. Will be waiting for your feedback asap
Sharath Kumar	thank you! I will try my best to get this resolved at the earliest.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	My apologies, but if you are still connected on the chat, please let me know the location of the company file
Corne Hugo	prohibo myrealdata. Hope this is the answer you are looking for
Sharath Kumar	let me share your screen, I will check the location of the file myself
Corne Hugo	Ok
Sharath Kumar	let me know once you are connected to the server session and I will send you the request
	Prior providing the access, I would suggest you to close any important documents at your end.
	as discussed over remote, we freed up some space on E drive and you were able to access QuickBooks
	Is there anything else I may help you with ?
Corne Hugo	No this is all thank you
Sharath Kumar	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75936 Johnny Jiayi Song**  
**Email:** songsgroupinc@yahoo.com ☎ 17162933171  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**Average Response Time:** 23 Secs  
**City:** JACKSON HEIGHTS  
**State:** New Jersey  
**Country:** UNITED STATES

## Chat Transcript

Johnny Jiayi Song	Hello, I am your Acebuddy
Acebuddy	Hello Johnny Song, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Johnny Jiayi Song	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Johnny Jiayi Song	I'd like to report an Issue
Acebuddy	Please select an option!
Johnny Jiayi Song	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Johnny Jiayi Song	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Johnny Jiayi Song	Restart
Acebuddy	Hello Johnny Song, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Johnny Jiayi Song	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Johnny Jiayi Song	I'd like to report an Issue
Acebuddy	Please select an option!
Johnny Jiayi Song	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Johnny Jiayi Song	Can't login to server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Johnny Jiayi Song	Hello, we can't login to our server and use quickbooks
	Is there something wrong with your server?
Sharath Kumar	Hello Johnny, Sorry to hear about the inconvenience
	let me quickly sign into the server and check why that is happening
	I see two servers for United Songs of America Corp
	USAC.myrealddata.net, USACNew.myrealddata.net Which one are you unable to sign into?
Johnny Jiayi Song	One minute please
Sharath Kumar	sure!
	I checked and found that both servers are currently active and reachable. On the USACNew, I see two users already logge
Johnny Jiayi Song	Can login to server, but not Quickbooks. There is an error
Sharath Kumar	understood, it is also giving me an error about a pending update
	is that the same error that you are also getting?
Johnny Jiayi Song	Yes
	<i>5:09:38 PMJohnny Jiayi Song is sharing a file with you</i> <a href="#">c5d3fc7b17d0243ce4fce6af154af9e9.jpeg</a> - ( Size:183.45 KB )
Sharath Kumar	thank you!
	working on it now
Johnny Jiayi Song	Ok, thank you
Sharath Kumar	almost done!

	Could you ask the users to sign out as the update requires a server reboot
Johnny Jiayi Song	Ok
Sharath Kumar	thank you!
	IF there's nothing to be saved by the users, I can proceed with the server reboot.
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	I have restarted the server so you can now sign in and proceed with accessing QB
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76132 Nate Rockwell**  
**Email:** nate@bluetreedental.com ☎ 14357704128  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 11 Secs  
**City:** RENO  
**State:** Nevada  
**Country:** UNITED STATES

## Chat Transcript

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

	Whom Would You Like to Connect With?
Nate Rockwell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nate Rockwell	I'd like to report an Issue
Acebuddy	Please select an option!
Nate Rockwell	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nate Rockwell	I haven't been able to log in to the server all mornting.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name? (Edited)
Nate Rockwell	RDGATL.myrealddata.net
	cppr.myrealddata.net
	Is what you mean?
Shivam Singh	thanks
	Kindly allow me two minutes to check the same.
Nate Rockwell	thanks
	Also, none of my other team members have been able to access the server either.
Shivam Singh	David.coo has access and right now using the server.
Nate Rockwell	OK. Thanks
Shivam Singh	Let me check for your access
	May I take the remote access of your local computer?
Nate Rockwell	yes
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/8492921699">https://assist.acecloudhosting.com/join/8492921699</a>
	Kindly paste this link in the browser of local computer and join the session.
Nate Rockwell	I did that
Shivam Singh	have you provided the access after downloading it.
Nate Rockwell	I downloaded a ZA Connect file

	It doesn't do anything when I click on this file?
Shivam Singh	let me send you a fresh one try with this one
	<a href="https://assist.acecloudhosting.com/join/6882497675">https://assist.acecloudhosting.com/join/6882497675</a>
Nate Rockwell	I just got it fixed by one of my workers. Thanks.
	I have access now.
nate has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75581 Claire Speake

Email: claire@sgwfresno.com 📞 15593479965

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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



	Please chose an option :
Claire Speake	I'd like to report an Issue
Acebuddy	Please select an option!
Claire Speake	Password Reset
Acebuddy	Please select an option below
Claire Speake	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Claire Speake	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Claire Speake	How do I find those/
Sanyam Madan	Claire what do you want to find?
Claire Speake	Im signed into Quickbooks everything works but I cannot send out emails, when I enter my credentials it says "incorrect".
Sanyam Madan	Kindly allow me two minutes to check the same.
Claire Speake	Thank you.
Sanyam Madan	can you please check once again and confirm weather it is working now or not ?
Claire Speake	Yes Give me One Second
Sanyam Madan	sure Claire
Claire Speake	Sanyam, now I can't sign in at all.
Sanyam Madan	you cant sign in to the server ?
Claire Speake	So I have an account with Username: Operations And Password:SGWFresno#1
	And Now I cant sign into this one.
Sanyam Madan	May I take the remote access of your local computer?
Claire Speake	Yes thats good with me.
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.
Claire Speake	Got it.
Sanyam Madan	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/2512157491">https://assist.acecloudhosting.com/join/2512157491</a>



Claire Speake	Is it working
Sanyam Madan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
	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)
Sanyam Madan has ended this chat session	



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76122 josh**  
**Email:** josh@rchomesinc.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 39 Secs  
**City:** FULLERTON  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
josh	I'd like to report an Issue
Acebuddy	Please select an option!
josh	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
josh	I'm unable to log into my remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
josh	I believe the server is RCHomesInc.myrealddata.net
	user name is Josh_RC
	<i>9:51:55 PMjosh is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:19.09 KB )
	I get this when I try to login:
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	I have made some changes from backend please try logging again.
josh	Still the same message
Ashutosh Mishra	I see, may i take remote access of your local computer?
josh	Sure
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
josh	I'm ready
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/9622160053">https://assist.acecloudhosting.com/join/9622160053</a>
josh	I think I'm in
Ashutosh Mishra	Yes we are connected now.
	As per discussion over the remote session, The issue is resolved by using the IP address instead of the server name in RD
	I will send the new RDP for the users if the issue persists,
	Since you informed to close the session over the remote session, i am proceeding to end the chat.

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

Ashutosh Mishra has ended this chat session

# Chat Transcript

One of our logins is now requiring a password.

## Visitor Details

**#75047 Allan Kitterman**  
**Email:** allan.kitterman@anandascientific.com 📞 13852241395  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** https://www.acecloudhosting.com/ace-support/?utm\_source=google&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Branded&utm\_term=ace+cloud+hosting&utm\_adgroup=Primary&gad\_31BPf7SehqKpYYTSj8qOUHIIOPT0WiMXiPC0RQgjt2Fos6bSD5UQ7BoCW-AQAvD\_BwE  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 49 Secs  
**City:** OREM  
**State:** Utah  
**Country:** UNITED STATES

## Chat Transcript

Allan Kitterman	One of our logins is now requiring a password.
	Accounting Staff is the login.
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.
	Aayush is transferring the chat to Support(QB & App Hosting).
	Rohan Prajapati accepted the chat transfer request.
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Allan, how are you doing today ?
Allan Kitterman	good.
Rohan Prajapati	That's Good

Allan Kitterman	I have several clients that use my Ananda account. The one that is having issues is Utah Valley Landscaping.
	We have a login that is Accounting Staff.
	When she tries to connect, it is now asking for a password.
	<i>9:03:40 PMRohan Prajapati is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:8.92 KB</i> )  <i>Please note that under this account "Utah Valley Landscaping LLC"</i> <i>These two users are active, please confirm the username for which you need the new Password ?</i>
	Accounting Staff
	The one that is listed as Alex Hansen. We need to change that as she is no longer here.
Rohan Prajapati	So, you need the Password for user "Alex Hansen" right ?
Allan Kitterman	yes
Rohan Prajapati	Thanks for the confirmation !
Allan Kitterman	On her screen it says that the user name is AccountingStaff.
Rohan Prajapati	Maybe that's the reason you are facing this issue
	Please change the username in the RDP file (Edited)
	Kindly enter this user name in her RDP file "AHansen@myrealddata.net"
Allan Kitterman	what is the password?
Rohan Prajapati	Kindly allow me two minutes to check the same.
	Thank you for your patience. I have checked this and you have multiple accounts which is why it was taking longer to find
	Please do not change the username. Upon checking, this user (*AccountingStaff*) is already enrolled on the Self-Care Port (Edited)
Allan Kitterman	How do I do this?
Rohan Prajapati	If you still would like us to reset the password for this user, please send us an email from your registered email address re
Allan Kitterman	send the email to whom?
Rohan Prajapati	This is our email "support@acecloudhosting.com"
Allan Kitterman	sent
	<i>9:24:38 PMRohan Prajapati is sharing a file with you</i> <a href="#"><i>Password Reset Steps.pdf</i></a> - ( <i>Size:844.59 KB</i> )  <i>I have attached the instructions for resetting the password.</i>
Rohan Prajapati	We have sent the new Password.
	Please do not change the username in her RDP file
	Just try to login with the new Password, I have shared with you.
	Is it good now ?

	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
<i>Rohan Prajapati has ended this chat session</i>	

# Chat Transcript

Setting up of CH

Visitor Details

**#76275 vasudha.s**  
**Email:** vasudha.s@myrealddata.net 📞 6900168752  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/ace-support/?utm\_source=google&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Branded&utm\_term=ace+cloud+hosting&utm\_adgroup=Primary&gad\_<div>Operating System: Microsoft Windows</div><div>Browser: Google Chrome</div><div>Device: Desktop</div><div>Average Response Time: 41 Secs</div><div>City: BANGALORE</div><div>State: Karnataka</div><div>Country: INDIA</div>

Chat Transcript

vasudha.s	Setting up of CH
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
vasudha.s	CCH some issue
<i>Akash is transferring the chat to Support(QB &amp; App Hosting).</i>	
	Account Name: CID71023
<i>Anurag Sharma accepted the chat transfer request.</i>	

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Vasudha
vasudha.s	Hi Anurag
Anurag Sharma	How can I help you Vasudha?
vasudha.s	facing some issue with setting up of CCH
	can you take remote access
Anurag Sharma	I will surely assist you with this.
	May I take the remote access of your server?
vasudha.s	ok
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
vasudha.s	ok
Anurag Sharma	Please accept the remote session request on the server.
	Are we still connected here?
vasudha.s	yes
	I did not get
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it on hold, kindly give your confirmation on this chat.
vasudha.s	ok
	yes
Anurag Sharma	Vasudha, after this chat I will send you an email. Please revert back to that email with an approval from the primary contact and will inform you via email once it is completed .
	Is there anything else I may help you with ?
vasudha.s	can we not do it now
	what is the issue
Anurag Sharma	I am sorry, but we would need the approval from the primary contact in order to install the application on the server.
vasudha.s	who is the Primary Contact here
Anurag Sharma	Please provide us the same so that we can proceed with the request.
vasudha.s	ok, send me a mail,
Anurag Sharma	david@davidweinsteincpa.com
vasudha.s	which mail id you will be sending
	I think its approved
Anurag Sharma	David is the primary contact. Please ask him to provide us the approval to the mail we will send after this chat.
vasudha.s	I think its done

	can you see the mail
Anurag Sharma	Could you please share me the ticket ID?
vasudha.s	I dont see the ticket # in the mail
Anurag Sharma	I would like to inform you that, I can't see the mail in which the primary contact has provided the email.
vasudha.s	I thhink its installed in VPS
Anurag Sharma	But there is no problem in that, I will be sending you along with the primary contact the email after this chat.
vasudha.s	I just need to login
	just let me know whether it is the same icon in the server
Anurag Sharma	Vasudha as I can check in control panel. There is already an application installed with the name of CCH Axxess Tax
	Are you referring to the same application?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Anurag Sharma has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76099 mandy

**Email:** mandy@deyoungmw.com 📞 7133766700  
**Department:** Support(QB & App Hosting)  
**Operator:** Ankit Kumar  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 56 Secs  
**City:** MISSOURI CITY  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript -----

mandy	Hello, I am your Acebuddy
Acebuddy	Hello Mandy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mandy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mandy	I'd like to report an Issue
Acebuddy	Please select an option!
mandy	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mandy	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The help you with resolving the issue
	Was that helpful?
mandy	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi declined the transfer request.</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
	<i>Sharath Kumar is transferring the chat to Ankit.</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assistir



		Hello Mandy.
	mandy	Hello
		The admin on our account did an upgrade on her computer and now I'm not able to login.
	Ankit	I deeply apologize for the inconvenience caused to you.
		I will be surely assisting you with this. Kindly help me with your server name and IP.
	mandy	MandyBa-DeYoung.myrealdata.net
		user name is Mandy
	Ankit	Thank you for the details.
		Kindly allow me 2-3 minutes to check the same.
		Thank you for waiting.
		Mandy, may I take the remote access of your server screen?
	mandy	yes
	Ankit	Thanks for the confirmation !
		We are connected on the remote session and will proceed with the troubleshooting. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will give you a call. Please give your confirmation on this chat.
		<i>8:03:11 PM</i> Ankit is sharing a file with you <a href="#">QuickBooks Company File Upgrade.pdf</a> - ( Size:352.62 KB )
		Mandy, This might take another 5-10 min.
		I have the remote access of other user Shannon.
	mandy	looks like you got it :)
		great - thanks for your help
	Ankit	Thank you so much
		Is there anything else I may help you with ?
	mandy	no all good thx
	Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my management can be working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
		Note: You may change/reset your server password on your own by registering at <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> )

mandy	you too
Ankit	
Ankit has ended this chat session	

# Chat Transcript

Trying to reach Ashutosh

## Visitor Details

**#76201 mike**  
**Email:** mike@backstoptax.com 📞 6026867247  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/ace-support/  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 22 Secs  
**City:** BEAVERTON  
**State:** Oregon  
**Country:** UNITED STATES

## Chat Transcript

mike	Trying to reach Ashutosh
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting yc
	Hello Mike
mike	Hello
Dikshant Yadav	Are you looking for support?
mike	Yes
Dikshant Yadav is transferring the chat to Support(QB & App Hosting).	
Ashutosh Mishra accepted the chat transfer request.	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I wil

		As you have rejoined the session. We will continue from previous chat session.
	mike	ok
	Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
		<a href="https://assist.acecloudhosting.com/join/2902099177">https://assist.acecloudhosting.com/join/2902099177</a>
		As per discussion over the remote session, The issue is resolved by updating C application and also deleting some unwanted cache and cookies form the Chro
	mike	Thanks again
	Ashutosh Mishra	Is there anything else I may help you with ?
	mike	No thank you. Very helpful.
	Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable fee chat.
		You may end this chat now. Once you end this chat, you will receive an email fi conversation, along with a ticket number and survey feedback form.  I request you to kindly spare a moment to fill that out for me so that my mana working. I will appreciate that. or you may send your feedback at quality@acec Thanks!  Note: You may change/reset your server password on your own by registering o (https://selfcare.acecloudhosting.com).  For self-help, check out our Knowledge Base (https://www.acecloudhosting.com

Ashutosh Mishra has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75923 Bill Cohn**  
**Email:** wcohn@hersheys.com ☎ 18326939686  
**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:** 23 Secs  
**City:** ASHBURN  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript -----

Bill Cohn	Hello, I am your Acebuddy
Acebuddy	Hello William Cohn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bill Cohn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bill Cohn	I'd like to report an Issue
Acebuddy	Please select an option!
Bill Cohn	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Bill Cohn	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Althou application updates at the backend and apply the necessary patches as and w might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error m support@acecloudhosting.com. Our engineers will manually check and implem be and share a confirmation via email.
	Do you need any further assistance on the topic?
Bill Cohn	Yes
Acebuddy	Please wait while we connect you to our 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 wil
	Hello Bill (Edited)
Bill Cohn	Hello
	Question: I launch QB and in left edge menu it says Service has expired.
Shashwat Verma	

		I will surely help you with this issue.
		May I take the remote access of your server?
	Bill Cohn	qblivepre.myrealdata.net
		Yes
	Shashwat Verma	Sure
		Prior providing the access, I would suggest you to close any important docume
	Bill Cohn	closed. proceed.
	Shashwat Verma	may I know the username you are using to access the server? (Edited)
		We are connected on the remote session and will proceed with the troubleshoc the time, I am putting the chat on hold, please do not disconnect it. Once the i give your confirmation on this chat.
		The prompt you are facing is due to using an older version of QuickBooks, whic supported by Intuit for application-related support.
	Bill Cohn	is the newer version included in our monthly fee?
	Shashwat Verma	No
		If you want, you have to purchase the same (Edited)
	Bill Cohn	We are not actively using this instance. It is saved for audit purposes only. We and run reports on the current version?
		Will we.
	Shashwat Verma	In that case, you can use the same, but in case of data loss or support related available.
	Bill Cohn	What is the cost for updated version?
	Shashwat Verma	We only sell QB enterprise version, nevertheless, help you out for any other to
	Bill Cohn	okay, thank you for the information.
	Shashwat Verma	Enterprise base version are Starting at <b>\$1,362/year</b> , for single user.
		Shall I connect you to with sales team?
	Bill Cohn	No, not at this time. Thank you.
	Shashwat Verma	Sure
		Is there anything else I may help you with ?
	Bill Cohn	Not at this time. Good to close ticket.
	Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks
		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 fi conversation, along with a ticket number and survey feedback form.

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

Note: You may change/reset your server password on your own by registering a new account (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 Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75683 shreen**  
**Email:** shreen@soleilfloors.com ☎ 15122180400  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 54 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript

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

		Please chose an option :
	shreen	I'd like to report an Issue
	Acebuddy	Please select an option!
	shreen	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	shreen	My main email using outlook is not syncing or maintaining the password with g
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I wil
	shreen	Thank you,
		My main email using outlook is not syncing or maintaining the password with g
	Ashutosh Mishra	I see, i will surely check for this issue.
		Kindly help me with your server name and user name?
	shreen	server name is Soleil Floors, my user name is ShreenWh
		Is there something else you need?
	Ashutosh Mishra	Thanks for the confirmation !
		Kindly allow me two minutes i am checking from the backend.
	shreen	Hi, how is it going? it's been more than two minutes. I need to get back to worl how long this will take. I do appreciate your help!
	Ashutosh Mishra	Thank you for your patience.
		I am still checking from the backend, i will inform you in few minutes.
		Let me transfer you to a specialist who can better address your concern.
		<i>Ashutosh Mishra is transferring the chat to Rohan Prajapati.</i>
		<i>Rohan Prajapati accepted the chat transfer request.</i>
	Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will onwards.
		I will surely try to help you with this issue.
		May I take the remote access of your server?
	shreen	Okay, what do you need?
	Rohan Prajapati	I will send the remote session request to your user and will check the issue in t
		Prior providing the access, I would suggest you to close any important docume
	shreen	I already have

Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once the i give your confirmation on this chat.
	Is there anything else I may help you with ?
shreen	Not at this time. thank you
Rohan Prajapati	Thanks for the confirmation !
	I would request you to please give your Valuable feedback after ending 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 for conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our website (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

*Rohan Prajapati has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76350 duane**  
**Email:** duane@cartercpatax.com ☎ 19703907348  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 46 Secs  
**City:** WILMINGTON  
**State:** Delaware



Country: UNITED STATES

Chat Transcript -----

duane	Hello, I am your Acebuddy
Acebuddy	Hello Duane, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
duane	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
duane	I'd like to report an Issue
Acebuddy	Please select an option!
duane	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
duane	please update the 2024 Payroll ATX app with the current forms-requires admin updates
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will
	Hello Duane
duane	hi Anurag- the server name is carterCPAATX2.myrealdata.net
Anurag Sharma	Could you please provide us the username?
duane	amanda
Anurag Sharma	Thanks for the confirmation
duane	THANK YOU
Anurag Sharma	Duane we can surely provide you the admin rights on the server. But we would from the primary contact for the same on the email.
	After that you can yourself update the ATX payroll 2024.
duane	i just need the updates applied for now. I've requested access multiple times b support everytime an update is issued. I'll have to deal with it later.
Anurag Sharma	Once you will get the admin rights on the server, you will no longer require to c update.
	You will be able to do that on your own.

	duane	i think i just haven't received it for this app on this server, will do it later
		thanks for the infor
		info
	Anurag Sharma	Okay no problem
		Duane I need to provide you the temporary admin rights on the server so to up
		For that I need to log you out from the server for a while.
		Can I proceed?
	duane	ok, can you look this ticket up 1st: Ticket ID: 686243 Issue: CarterCPAATX2: Se
		it's running low on memory. I want to add 6gb
	Anurag Sharma	As I can understand, you want to split the 40 GB of space in your all servers rig
	duane	i think that makes more sense that adding 6gb every year-don't you have a be
		do you have a better solutions
	Anurag Sharma	Yes we can do that.
	duane	can it replace the 4gb I added last summer?
		6gb
	Anurag Sharma	Yes we can do that too.
		If you want
	duane	that's assume-what do I need to do to add the 40gb across all 3 servers
		spread across the 3-can I allocate the memory?
	Anurag Sharma	After this chat, I will send you an email. You can just revert back to that email v
		the primary contact. Once we will get the approval. We will proceed with the re
	duane	like 15gb to carter1, 15gb to carter2, 10gb to carter3?
	Anurag Sharma	You can mention your request on the email and we will allocate the memory ac
	duane	perfect, thank you Anurag
	Anurag Sharma	Is there anything else I may help you with ?
	duane	do you want me to log out now so you can update the app?
	Anurag Sharma	I would recommend you to get the admin rights on the server as ATX needs cre
		won't be able to enter ourself.
		I will send you the email for the admin rights, you can revert back to that emai
		the same.
	duane	ok, not sure I understand but will figure it out OR deal with it tomorrow.
		thanks for your help
	Anurag Sharma	Incase you face any issues. You can re-initiate another chat anytime. And we w

		you.
		Is there anything else I may help you with ?
	duane	i'm good for now, have a great day
	Anurag Sharma	Thanks for the confirmation !
		I would greatly appreciate if you could spare a minute to give your valuable feedback on this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my management can be working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
		Thanks!
		Note: You may change/reset your server password on your own by registering on our website (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
		<i>Anurag Sharma has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75312 AIFinancedone**  
**Email:** aifinancedone@outlook.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 31 Secs  
**City:** LOHGARH  
**State:** Chandigarh  
**Country:** INDIA

Chat Transcript

AlFinancedone	Hello, I am your Acebuddy
Acebuddy	Hello Aifinancedone, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
AlFinancedone	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
AlFinancedone	I'd like to report an Issue
Acebuddy	Please select an option!
AlFinancedone	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
AlFinancedone	I am not able to connect RDP
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
AlFinancedone	Sure please
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will
AlFinancedone	I am not able to connect my RDP
Rohan Prajapati	Hello , how are you doing today?
	I will surely help you with this issue.
	Kindly allow me 5-6 minutes to check the same.
	<i>8:55:43 PM</i> AlFinancedone is sharing a file with you <a href="#">RDP.PNG</a> - ( Size:403.74 KB )
	Would you please try to login again ?
AlFinancedone	Same issue
Rohan Prajapati	May I take the remote access of your local computer?
AlFinancedone	Sure
	Please do asap
Rohan Prajapati	Prior providing the access, I would suggest you to close any important docume
AlFinancedone	Sure
Rohan Prajapati	

	Kindly Copy and Paste the below link in any browser of your Local PC and Join t
	<a href="https://assist.acecloudhosting.com/join/4002811415">https://assist.acecloudhosting.com/join/4002811415</a>
AlFinancedone	Are you able to see my screen
Rohan Prajapati	No not yet. Please download the file and double click on the downloaded file
	We are connected on the remote session and will proceed with the troubleshoc the time, I am putting the chat on hold, please do not disconnect it. Once the i give your confirmation on this chat.
	I'm not able to control anything on your PC. I think its frozen
	I think you have disconnected your remote session.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initia (1-888-415-5240) if any further assistance is required.

*Rohan Prajapati has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75731 sharath.kumar**  
**Email:** sharath.kumar@myrealddata.in  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** NEW DELHI  
**State:** Delhi  
**Country:** INDIA

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75563 Marco  
**Email:** marco@mrmaccounting.net ☎ 16123153385  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 35 Secs  
**City:** ST PAUL  
**State:** Minnesota  
**Country:** UNITED STATES

Chat Transcript

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

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Marco	I'd like to report an Issue
	Acebuddy	Please select an option!
	Marco	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	Marco	I need to ask about uploading link
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will l
	Marco	Hi, I have the current weblink to be able to upload stuff but it doesnt seem to b
		different link?
		sharing.acecloudhosting.com
	Sharath Kumar	alright, checking sir
	Marco	nevermind I think i found the one i need to use
		acecloudhosting.wetransfer.com
	Sharath Kumar	try this instead, <a href="https://acecloudhosting.wetransfer.com/">https://acecloudhosting.wetransfer.com/</a>
		that is correct
	Marco	I need to transfer a copy of my quickbooks file
	Sharath Kumar	it has a file size capacity of 200 GB
	Marco	how do I find the file on my ace hosting site?
	Sharath Kumar	the company files are usually located under Client data in D drive
	Marco	is the file actually on my pc?
		looks like c:program files:intuit
	Sharath Kumar	I am sorry but I don't understand the question. Are you trying to send the com
	Marco	server to another computer?
		I guess first: where is my company file that ACE uses>
		Is the company file on my pc?
	Sharath Kumar	that should be on the D drive under the folder name - Client data
		may I take your remote session and help you with this
	Marco	I fond it
		its n the C drive

Sharath Kumar	I see.
	Once you upload the files, we transfer will create a link that you can use to acc remote server or on your other PC
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initi (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76150 Roberts**  
**Email:** shane.roberts.cpa@outlook.com ☎ 4357605161  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 41 Secs  
**City:** HERRIMAN  
**State:** Utah  
**Country:** UNITED STATES

## Chat Transcript

Roberts	Hello, I am your Acebuddy
Acebuddy	Hello Shane.roberts.cpa, I'm your Ace Buddy. I'll be happy to assist you!



		Whom Would You Like to Connect With?
	Roberts	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Roberts	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Roberts	Password Reset
	Acebuddy	Please select an option below
	Roberts	Not Enrolled to Selfcare Portal
	Acebuddy	Please drop an email on support@acecloudhosting.com and mention the usern password needs to be reset and we'll share an update once the request is proc
		Do you need any further assistance on the topic?
	Roberts	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shivam Singh accepted the chat transfer request.</i>
	Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will b
	Roberts	Hi Shivam. I need to reset my password
		Hello?
	Shivam Singh	Hi there
		WE found that your account was locked, and we have unlocked it.
		Kindly use the old password, it should work.
	Roberts	Our server wasn't working this morning, so they took off my "remember me" a just think I need to create a new password.
	Shivam Singh	Yes, that has been taken care of earlier today.
		Do you remember your old password ?
	Roberts	No, that is the issue
	Shivam Singh	Well then, we need to have the authorization over the email from the account reset
	Roberts	I just sent an email. Can it be done now? I have not been able to work for the li server wouldn't work.
	Shivam Singh	Could you please share the ticket number of the email
	Roberts	684094
	Shivam Singh	

		Thanks for the email, let me quickly send the authorization email looping in the email
		Ask the account owner to provide the authorization email
	Roberts	Am I not the account owner?
	Shivam Singh	registered owner email is : nate@bluetreedental.com
	Roberts	He is responding now
	Shivam Singh	great
		I'm waiting for the reply.
		Are we still connected here?
	Roberts	He said he is replying
	Shivam Singh	okay
		So as soon as I receive the reply, I will share the password .
	Roberts	okay
	Shivam Singh	Is there anything else I may help you with ?
	Roberts	No, I just need to be able to login ASAP so I can work. I have wasted the entire day waiting for the reply.
	Shivam Singh	I am still waiting for the reply
		Once I receive it, I will share the password with you.
	Roberts	he just responded
	Shivam Singh	Yes, just received.
		On my way to share the password.
		Password has been shared
		Please check and confirm
	Roberts	That worked. Thank you.
	Shivam Singh	great
		I would greatly appreciate if you could spare a minute to give your valuable feedback. Please provide your feedback by clicking on the smileys at the end of this chat.
		You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my management can be aware of your feedback and working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
		Note: You may change/reset your server password on your own by registering a new account (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76270 andy.monarrez**  
**Email:** andy.monarrez@nuwavecom.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 21 Secs  
**City:** LONG BEACH  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

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

andy.monarrez	I got a new laptop and am trying to connect it to the remote apps, but am stru assistance.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be
andy.monarrez	Hello Shivam
Shivam Singh	Hi Andy.
andy.monarrez	I got a new laptop and am trying to install the remote app of QBs on this new l pls
Shivam Singh	I get your concern; I will share the RDP along with instruction to access the ser
andy.monarrez	Yes please\
Shivam Singh	I will share the email right after the chat.
	Anything else I may assist you with apart from the RDP.
andy.monarrez	that is really about it
Shivam Singh	Great.
	I would greatly appreciate if you could spare a minute to give your valuable fee smileys at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email fi conversation, along with a ticket number and survey feedback form.  I request you to kindly spare a moment to fill that out for me so that my mana working. I will appreciate that. or you may send your feedback at quality@acec Thanks!  Note: You may change/reset your server password on your own by registering o (https://selfcare.acecloudhosting.com).  For self-help, check out our Knowledge Base (https://www.acecloudhosting.com

*Shivam Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

**#75386 Jarrett Lassig**  
**Email:** jarrett.lassig@gmail.com 📞 19562455850  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 31 Secs  
**City:** PORT MANSFIELD  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript -----

Jarrett Lassig	Hello, I am your Acebuddy
Acebuddy	Hello Jarrett Lassig, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jarrett Lassig	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jarrett Lassig	I'd like to report an Issue
Acebuddy	Please select an option!
Jarrett Lassig	Password Reset
Acebuddy	Please select an option below
Jarrett Lassig	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your ser
	Do you need any further assistance on the topic?
Jarrett Lassig	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will
	Hello Jarrett

	Jarrett Lassig	Hello
	Anurag Sharma	How can I help you?
	Jarrett Lassig	I logged into the remote desktop and it said my password needed to be reset. I tried to log into the desktop. After I logged off, when I went to log in again I inputted the new password but I received an error with the password
	Anurag Sharma	I deeply apologize for the inconvenience caused to you.
		I will be surely assisting you with this. Kindly help me with your server name and IP
	Jarrett Lassig	SoTex Ag Services LLC
		jarrettl.nent
	Anurag Sharma	Thanks for the confirmation !
		May I take the remote access of your local computer?
	Jarrett Lassig	yes
	Anurag Sharma	Prior providing the access, I would suggest you to close any important documents and applications
	Jarrett Lassig	all done
	Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/3362477160">https://assist.acecloudhosting.com/join/3362477160</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. As I am on the remote session the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will give your confirmation on this chat.
		<i>The visitor's phone number was changed to 19562455850.</i>
	Jarrett Lassig	ok
	Anurag Sharma	Due to multiple attempts on Myportal. We cannot reset the password from it till 24 hours.
	Jarrett Lassig	ok
	Anurag Sharma	So if you want I can help you with the password reset
		But for that I would need an approval email from the primary contact.
	Jarrett Lassig	ok
		I am the primary
	Anurag Sharma	Okay, so after this chat I will send you an email. You can just revert back to that email for the approval. Once We will receive the approval. Then I will send you the new password
		Is there anything else I may help you with ?
	Jarrett Lassig	sounds good
	Anurag Sharma	Thanks for the confirmation !
		I would greatly appreciate if you could spare a minute to give your valuable feedback on this chat.

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

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

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

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

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

Anurag Sharma has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75453 Seth Nolt**  
**Email:** sethnolt@brownplus.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 36 Secs  
**City:** WRIGHTSVILLE  
**State:** Pennsylvania  
**Country:** UNITED STATES

## Chat Transcript

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

	Seth Nolt	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Seth Nolt	I'd like to report an Issue
	Acebuddy	Please select an option!
	Seth Nolt	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Seth Nolt	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	Seth Nolt	We are unable to open client Cornerstone Youth Center on server BSSFEnterpri are all getting the following error message when attempting to open the comp an installed version of QuicksBooks that is compatible"
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I wil
	Seth Nolt	Hello
	Ashutosh Mishra	I understand you are not able to open a company file on the server.
	Seth Nolt	Yes, our president is trying to access a company file but is receiving an error m
	Ashutosh Mishra	I will surely help you with this issue.
		<i>3:35:59 AM</i> <i>Seth Nolt is sharing a file with you</i> <i><a href="#">error.png</a> - ( Size:37.83 KB )</i>
		Kindly allow me two minutes to check the same.
	Seth Nolt	I also sent an email but because it's our president, I need to get this resolved A
	Ashutosh Mishra	May I take the remote access of your server?
	Seth Nolt	yes
	Ashutosh Mishra	Please share your username.
	Seth Nolt	EricLe
	Ashutosh Mishra	Prior providing the access, I would suggest you to close any important docume
	Seth Nolt	done
	Ashutosh Mishra	I have sent a message on the server please accept that.
	Seth Nolt	ok
		Did you get it working?



Ashutosh Mishra	I am working with user on the server, however they don't have correct password now.
Seth Nolt	Our president left the office and was heading home. Let me see if I can reach c
Ashutosh Mishra	Sure, i have showed the user how to open the file. Once you enter correct password file.
Seth Nolt	so you think the issue is resolved?
Ashutosh Mishra	I would suggest opening the file after signing into the QuickBooks application, you to open the file. (Edited)
	Yes the issue should be resolved as we get no errors, and the file is asking for t
	Once you have received the password just try it yourself and if any issue persists further.
Seth Nolt	ok thank you
Ashutosh Mishra	Is there anything else I may help you with ?
Seth Nolt	no thank you
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Seth Nolt	sure
Ashutosh Mishra has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75468 Daniel Deriscavage**  
**Email:** dan@bladeequip.com ☎ 19199896660  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** CLAYTON

**State:** North Carolina

**Country:** UNITED STATES

Chat Transcript

Daniel Deriscavage	Hello, I am your Acebuddy
Acebuddy	Hello Dan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Daniel Deriscavage	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Daniel Deriscavage	I'd like to report an Issue
Acebuddy	Please select an option!
Daniel Deriscavage	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Daniel Deriscavage	I can't log in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I wil
	Hello Dan
Daniel Deriscavage	hello
Shashwat Verma	I will surely help you with this issue.
	Is this the first time you are facing this issue and is the issue faced by other us
Daniel Deriscavage	all users can not log in
	Are you still there?
Shashwat Verma	Dan, Have you had a chance to review the last email we sent?
Daniel Deriscavage	About payment? I've paid it I keep getting that email. How do we resolve this A my accounting
Shashwat Verma	I will surely help you out.
	Kindly allow me two minutes to check the same.
Daniel Deriscavage	Are you still there?

	Shashwat Verma	Yes, dan
		Allow me 4-5 mins
		Let me check from billing team
		Dan, we are connected with billing team, continuously reviewing your details, i
	Daniel Deriscavage	OK Thank You
	Shashwat Verma	Do you have any payment proof, as the payment is not yet reflected.
	Daniel Deriscavage	I can look into that I need to get up and running. I will pay again and get you p
		payment later if thats ok?
		Can we also set this up on auto pay?
	Shashwat Verma	Dan,
		I'm sorry, but we won't be able to grant server access without a valid proof of p
		For that we can check that by the billing team.
	Daniel Deriscavage	OK let me pay now please
	Shashwat Verma	Okay, once you get the payment done, you can connect us.
		Is there anything else I may help you with ?
	Daniel Deriscavage	how do i submit payment
		Hello
	Shashwat Verma	Yes
		Dan, we are the technical team, let me check for the same from billing team.
		Dan, we'll share you the fresh link for payment and the instruction for auto pay
		email. (Edited)
		Is that work for you?
	Daniel Deriscavage	OK Thanks
	Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email fi
		conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my mana
		working. I will appreciate that. or you may send your feedback at quality@ace
		Thanks!
		Note: You may change/reset your server password on your own by registering c
		(https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com
		<i>Shashwat Verma has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75260 Luis**  
**Email:** luis@lanetechnologiesolutions.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 2 Mins 31 Secs  
**City:** KISSIMMEE  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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

		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shivam Singh accepted the chat transfer request.</i>
	Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be
		I will be surely assisting you with this. Kindly help me with your server name and
	Luis	Hi
		I have this ticket number: 672410
	Shivam Singh	Thanks for the information
		Please allow me some time to check the same.
	Luis	The company owner approved a few minutes ago
		We need the excel add-on asap please
	Shivam Singh	Hi Luis, as checked please note that the approval we have received is from - jim@lanetechnologysolutions.com, however we want it from the registered Accounting accounting@lanetechnologysolutions.com
		We hope you understand that we have security protocols in place to ensure that all requests are handled through the account owner for safety and accuracy.
	Luis	Jim is the owner of the company, mailbox accounting can not send emails, only jim@lanetechnologysolutions.com
		Can you call to the valid contact to confirm, Please we need this be running on time before 1 pm
	Shivam Singh	I do understand that, but the approval needs to come through the registered POC.
	Luis	We need another way, can you please help us resolve this issue.
	Shivam Singh	If you want, we can add another email to the list of POC.
	Luis	Please add jim@lanetechnologysolutions.com
	Shivam Singh	I understand and let me check my resources. Allow me sometime.
	Luis	OK, if it helps As I said earlier he owns Lane Technology Solutions
	Shivam Singh	Thanks for the information, please allow me sometime.
	Luis	ok, thanks
	Shivam Singh	We are still in the process of getting this fixed, Stay connected
	Luis	ok
	Shivam Singh	thanks for the patience.
	Luis	Still here
		Please email Jim and me ( luis@lanetechnologysolutions) when is done
		thanks
	Shivam Singh	Sure, I will do it

	I have let the concerned department know about the issues, they are on it.
	As soon as I receive the confirmation. I will share the email with you and Jim.
	They will soon connect with Jim.
	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 (1-888-415-5240) if any further assistance is required.

Shivam Singh has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75011 eriggs**  
**Email:** eriggs@zukermanassoc.com ☎ 7574733777  
**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:** VIRGINIA BEACH  
**State:** Virginia  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
eriggs	I'd like to raise a Request
Acebuddy	Please select your request type.
eriggs	Password Reset
Acebuddy	Please select an option below
eriggs	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the usern password needs to be reset and we'll share an update once the request is proc
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you Kindly re-initiate the chat.
Ended due to chat idle timeout	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75884 pnyland**  
**Email:** pnyland@midwestintegrated.com ☎ 18159338376  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 44 Secs  
**City:** BRADLEY  
**State:** Illinois  
**Country:** UNITED STATES

## Chat Transcript

	pnnyland	Hello, I am your Acebuddy
	Acebuddy	Hello Paige Nyland, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	pnnyland	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	pnnyland	I'd like to report an Issue
	Acebuddy	Please select an option!
	pnnyland	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	pnnyland	I am having constant issues connecting to the server
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Anjainay Singh accepted the chat transfer request.</i>
	Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will I
	pnnyland	Hello
		How are you?
	Anjainay Singh	I am good , thankyou for asking .
		Please allow me one minute so that I can fetch your account details.
	pnnyland	Okay
	Anjainay Singh	May I take the remote access of your local computer?
		Prior providing the access, I would suggest you to close any important docume
		<a href="https://assist.acecloudhosting.com/join/5072419850">https://assist.acecloudhosting.com/join/5072419850</a>
	pnnyland	I'd like to try to discuss the issue beforehand. I'm getting an error daily when I usually happens 2 or 3 times and then I am able to connect.
		This is the error: "Remote Desktop can't find the computer "CITCALLC.myreald: mean that "CITCALLC.myrealddata.net" does not belong to the specified network name and domain that you are trying to connect to."
	Anjainay Singh	Please copy this URL at your local machine browser so that I can access it
		Please allow me access so that I can look into it.
		Hello Paige .
		Is there anything else I may help you with ?
	pnnyland	No, that was all. Thank you very much



Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback.
	After you disconnect the chat you will receive the survey and by clicking on smiley face you can provide the positive feedback.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
pnyland	I'll do that, thank you
	Have a great day!
Anjainay Singh has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75203 iyecaleb101**  
**Email:** iyecaleb101@gmail.com 📞 2348101590736  
**Department:** Support(QB & App Hosting)  
**Operator:** Saurabh Surana  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 1 Min 50 Secs  
**City:** LAGOS  
**State:** Ondo  
**Country:** NIGERIA

## Chat Transcript

iyecaleb101	Hello, I am your Acebuddy
Acebuddy	Hello Iyecaleb101, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
iyecaleb101	Technical Support (QB & App Hosting)

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	iyecaleb101	I'd like to report an Issue
	Acebuddy	Please select an option!
	iyecaleb101	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	iyecaleb101	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. The help you with resolving the issue
		Was that helpful?
	iyecaleb101	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Saurabh Surana accepted the chat transfer request.</i>
	iyecaleb101	Hello surana
	Saurabh Surana	Thank you for contacting Ace Cloud Hosting. My name is Saurabh Surana. I will
	iyecaleb101	Am not happy with the way we have been treated
		How payment was due
		And payment has been made
		To restore service is now and issue
	Saurabh Surana	I apologize for the inconvenience.
		Kindly allow me 2-3 minutes to look into this, I will definitely try to resolve this
	iyecaleb101	Okay.. Please my manage is furious with this process
		Waiting
	Saurabh Surana	Thank you for your patience on this chat, I understand you concern here,
		I am escalating this to concern update your account status. Once done you will server.
		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-initia (1-888-415-5240) if any further assistance is required.
		<i>Saurabh Surana has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76158 analia.fernandez**  
**Email:** analia.fernandez@dispartilaw.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 29 Secs  
**City:** BOYDTON  
**State:** Virginia  
**Country:** UNITED STATES

## Chat Transcript

analia.fernandez	Hello, I am your Acebuddy
Acebuddy	Hello Analia.fernandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
analia.fernandez	Managed IT
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>
analia.fernandez	Hi, ticket: 668085. I need you to reboot the server
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I wil
	I will be surely assisting you with this.

analia.fernandez	thank you
Ashutosh Mishra	Kindly allow me two minutes to check the same.
analia.fernandez	sure
Ashutosh Mishra	Currently users are logged in, should i proceed with reboot?
analia.fernandez	yes please
Ashutosh Mishra	I have started reboot.
	Is there anything else I may help you with ?
analia.fernandez	no, thank you
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback on this chat.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us with details of this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my management can improve my service. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a></p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our self-care portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a>)</p>
	<i>Ashutosh Mishra has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76096 Roberts**  
**Email:** shane.roberts.cpa@outlook.com ☎ 4357605161  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome

**Device:** Desktop  
**Average Response Time:** 21 Secs  
**City:** HERRIMAN  
**State:** Utah  
**Country:** UNITED STATES

Chat Transcript -----

Roberts	Hello, I am your Acebuddy
Acebuddy	Hello Shane Roberts, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Roberts	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Roberts	I'd like to report an Issue
Acebuddy	Please select an option!
Roberts	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Roberts	I can't connect to our remote server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will l
Roberts	Hi Sharath, we can't connect to our remote server.
Sharath Kumar	Hello Shane, sorry to hear about that. Let me quickly sign into the server and c
	Since there was nobody signed into the server, I have restarted it and am hopi your concern
	The server is back up and running now, could you please try signing in once a the result.
Roberts	It still won't let me login
Sharath Kumar	let me take remote of your computer and check a few settings in the RDP file
	<a href="https://assist.acecloudhosting.com/join/6622342904">https://assist.acecloudhosting.com/join/6622342904</a>
	This is the link you'll need to provide me the remote acess
	Prior providing the access, I would suggest you to close any important docume

we got disconnected as you restarted the computer. I will follow up with you on  
initiate the chat

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75291 jessicaroy

Email: jessicaroy.ceo.uk@gmail.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: CHAK 184 GB

State: Punjab

Country: PAKISTAN

Chat Transcript

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

jessicaroy	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropri
jessicaroy	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
jessicaroy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
jessicaroy	Please share your price details.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
jessicaroy	Ok
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I wi today.
	Are we still connected here?
	As you're disconnecting from the chat hence we are ending the session. You m call us at (1-888-415-5240) if any further assistance is required.
	<i>Shubham Kataria has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75525 Todd Amstein**  
**Email:** t\_amstein@kingmarketing.net ☎ 17046822673  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome

**Device:** Desktop  
**Average Response Time:** 31 Secs  
**City:** STATESVILLE  
**State:** North Carolina  
**Country:** UNITED STATES

Chat Transcript

Todd Amstein	Hello, I am your Acebuddy
Acebuddy	Hello T_amstein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Todd Amstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Todd Amstein	I'd like to report an Issue
Acebuddy	Please select an option!
Todd Amstein	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Todd Amstein	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Todd Amstein	I get an error message when trying to create a new company data file saying "Windows administrator permissions" and when I choose "continue" it then give QuickBooks encountered a problem when opening the company
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be
Todd Amstein	ok
Manish Singh	I will surely help you with this issue.
	Is this issue occurring only for you, or are other users on the server also experi
Todd Amstein	I have no idea. We have three users but I am the primary user setting everythi anyone else logs in to use it
Manish Singh	Alright
	Kindly try to create a company file now.
Todd Amstein	ok. will take a minute i logged out previously but logging back in now



	Manish Singh	Please take your time.
	Todd Amstein	Same result. when I click through ok, ok, etc I eventually get to a Quick Setup 1 with my company name in the name box but no suitable location options.
		I carefully navigated to client data and created a folder "QuickBooks Data Files for this specific company data file
	Manish Singh	May I take the remote access of your server?
	Todd Amstein	but even then it eventually comes back with requiring Administrator priveledge  yes, you may take control
	Manish Singh	Prior providing the access, I would suggest you to close any important docume
	Todd Amstein	ok, done
	Manish Singh	We are connected on the remote session and will proceed with the troubleshoc the time, I am putting the chat on hold, please do not disconnect it. Once the i give your confirmation on this chat.
		This message has been deleted
	Todd Amstein	hello im back in the chat
	Manish Singh	Is there anything else I may help you with ?
	Todd Amstein	Not for now. I should be ok
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable fee smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Todd Amstein	ok, thanks for your help
	Manish Singh	You may end this chat now. Once you end this chat, you will receive an email fi conversation, along with a ticket number and survey feedback form.  I request you to kindly spare a moment to fill that out for me so that my mana working. I will appreciate that. or you may send your feedback at quality@acec Thanks!  Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com).  For self-help, check out our Knowledge Base (https://www.acecloudhosting.com
		<i>Manish Singh has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75529 lisa**  
**Email:** lisa@cortextax.com ☎ 4802258447  
**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:** NORTH BEND  
**State:** Washington  
**Country:** UNITED STATES

## Chat Transcript

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

Ended due to chat idle timeout

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74997 spandya**  
**Email:** spandya@raland.com 📞 2243864117  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 40 Secs  
**City:** MCHENRY  
**State:** Illinois  
**Country:** UNITED STATES

## Chat Transcript

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

spandya	I can not minimize to partially to view side by side
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 as
	I will be surely assisting you with this. Kindly help me with your server name a
spandya	Hi Yash
	are you still there?
Yash Kalra	Hello spandya, Yes I am here to assist you
	Kindly help me with your server name and user name?
	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-initia (1-888-415-5240) if any further assistance is required.
	<i>Yash Kalra has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75712 Debra Acosta**  
**Email:** alyssae@liftt.org ☎ 14066061761  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 39 Secs  
**City:** BILLINGS

**State:** Montana  
**Country:** UNITED STATES

Chat Transcript -----

Debra Acosta	Hello, I am your Acebuddy
Acebuddy	Hello Alyssa Everett, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Debra Acosta	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Debra Acosta	I'd like to report an Issue
Acebuddy	Please select an option!
Debra Acosta	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Debra Acosta	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Debra Acosta	Unable to export reports to excel (I have excel on the desktop)
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will
	Hello Alyssa
Debra Acosta	Hey
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name a
Debra Acosta	give me just a moment to pull that
Anurag Sharma	Sure, please take your time
Debra Acosta	LIFTT.myrealdata.net
	AlyssaEverett
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Debra Acosta	

		Of course, thank yo
	Anurag Sharma	Alyssa as I can check the mentioned user does not currently have an Excel lice server.
		Which is why you are experiencing this issue.
		The leasing charges for an Excel license on the server are \$5.99 per user per n know if you would like to lease an Excel license for the user so we can proceed
	Debra Acosta	Let me check with our Executive Director. Thank you.
	Anurag Sharma	Okay
		Is there anything else I may help you with ?
	Debra Acosta	No, thank you for your assistance.
	Anurag Sharma	Thank you so much Alyssa for such a wonderful chat session.
		I would greatly appreciate if you could spare a minute to give your valuable fee 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 fi conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my mana working. I will appreciate that. or you may send your feedback at quality@acec Thanks!
		Note: You may change/reset your server password on your own by registering o ( <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">https://www.acecloudhosting.com</a>

Anurag Sharma has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#76135 Jorge Cuadros

Email: jcuadros@uscapglobal.com ☎ 14157285905

**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Mins 15 Secs  
**City:** MEERUT CITY  
**State:** Uttar Pradesh  
**Country:** INDIA

Chat Transcript -----

Jorge Cuadros	Hello, I am your Acebuddy
Acebuddy	Hello Gagan Garg, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jorge Cuadros	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jorge Cuadros	I'd like to raise a Request
Acebuddy	Please select your request type.
Jorge Cuadros	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly s Operating System
Jorge Cuadros	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the A on your Windows PC
	Do you need any further assistance on the topic?
Jorge Cuadros	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Jorge Cuadros	hi
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I wil
Jorge Cuadros	my ticket number is 683931
	can we work upon same ticket?

	Ashutosh Mishra	I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
	Jorge Cuadros	sure
	Ashutosh Mishra	I understand as per ticket recently the password reset was performed for IshaC
		Do you require RDP to connect to server for the same user? (Edited)
	Jorge Cuadros	I have
		but I am unable to login
		can you take access of my computer and help me logging in?
	Ashutosh Mishra	Sure, we can do that. Also please let me know if other users are also facing the is affected.
	Jorge Cuadros	only mine
	Ashutosh Mishra	Okay, Prior providing the access, I would suggest you to close any important d
	Jorge Cuadros	sure go ahead
	Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
		<a href="https://assist.acecloudhosting.com/join/1152950670">https://assist.acecloudhosting.com/join/1152950670</a>
	Jorge Cuadros	you got the access?
		<i>The visitor's email address and phone number were changed.</i>
	Ashutosh Mishra	As per discussion over the remote session, i assisted you setting up My Portal & for the user.
	Jorge Cuadros	Done
		Thank you for help
	Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable fee chat.
	Jorge Cuadros	sure
	Ashutosh Mishra	You may end this chat now. Once you end this chat, you will receive an email fi conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my mana working. I will appreciate that. or you may send your feedback at quality@ace Thanks!
		Note: You may change/reset your server password on your own by registering & (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com
		<i>Ashutosh Mishra has ended this chat session</i>



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75733 Ravi Shah**  
**Email:** ravi@yourtaxadvisor.com ☎ +1 9739609951  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 45 Secs  
**City:** AHMEDABAD  
**State:** Gujarat  
**Country:** INDIA

## Chat Transcript

Ravi Shah	Hello, I am your Acebuddy
Acebuddy	Hello Ravi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ravi Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ravi Shah	I'd like to report an Issue
Acebuddy	Please select an option!
Ravi Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Ravi Shah	I am not able to open the RDC on logging in. On entering the password, the RD I am not able to access it.
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anjainay Singh accepted the chat transfer request.

Anjainay Singh

Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will l

May I take the remote access of your local computer?

5:16:25 PMRavi Shah is sharing a file with you

[Capture.PNG](#) - ( Size:10.67 KB )

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

Ravi Shah

Yes you can

Anjainay Singh

I understand your concern so in order to assist you in better way it would be gr  
access of your local machine .

<https://assist.acecloudhosting.com/join/4242061184>

Please copy this URL at your local machine.

Ravi Shah

Done

You may proceed

Anjainay Singh

I am not able to see your local machine interface.

Ravi Shah

Now?

Anjainay Singh

Allow me a few minutes .

Ravi Shah

Yeah sure

Anjainay Singh

I am sharing the URL again , please copy it at your local browser.

<https://assist.acecloudhosting.com/join/6322389733>

Ravi Shah

Done

Anjainay Singh

I am still not able to access your local machine in between I am sending you ne  
the server and try to access the server and let me know if it resolves your issu

5:27:12 PMRavi Shah is sharing a file with you

[Capture1.PNG](#) - ( Size:8.82 KB )

Ravi Shah

It shows that the session is been already started

Anjainay Singh

I have just send you an email .

with new RDP file attached.

Please let me know when you reboot the machine

Anjainay Singh has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75811 Laura Palker**  
**Email:** accounting@tssolutioncenter.com ☎ 16313935079  
**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:** EAST NORTHPORT  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#75022 Gift Iheukwumere**  
**Email:** giheukwumere@cphing.org ☎ 2349095862225  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 10 Secs  
**City:** LAGOS  
**State:** Lagos  
**Country:** NIGERIA

## Chat Transcript

Gift Iheukwumere	Hello, I am your Acebuddy
Acebuddy	Hello Gift, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gift Iheukwumere	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gift Iheukwumere	I'd like to report an Issue
Acebuddy	Please select an option!
Gift Iheukwumere	Password Reset
Acebuddy	Please select an option below
Gift Iheukwumere	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your ser
	Do you need any further assistance on the topic?

	Gift Iheukwumere	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Anjainay Singh accepted the chat transfer request.</i>
	Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will I
	Gift Iheukwumere	Hi Singh,
		My name is gift
	Anjainay Singh	Please confirm whether you would like to reset your password ?
	Gift Iheukwumere	My portal ID is CID67170
		And i have two issues.
		1: My email has been hacked
		2: The reset OTP is not dropping on my registered phone number
		Request: Can i share my new email ID and can it be changed on all platforms, : drop on the new email and phone details
	Anjainay Singh	Sure please allow me two minutes I am looking into the issue .
		Sure please share your new email ID and phone number .
	Gift Iheukwumere	giheukwumere@cphing.org
	Anjainay Singh	You want to reset your email address and phone number on Self care portal so code to reset your password ?
	Gift Iheukwumere	Yes
	Anjainay Singh	Just allow me two minutes .
		May I take the remote access of your local computer?
	Gift Iheukwumere	How do i do that
		my phone number is 09095862225
	Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/3222274200">https://assist.acecloudhosting.com/join/3222274200</a>
		Please copy this URL to your local browser so that we can take access of your I
	Gift Iheukwumere	i should just click?
	Anjainay Singh	Yes just click on URL
		and allow us access to your local
	Gift Iheukwumere	I have done that
		ZA_Connect.exe
		this is what is loading
		it is okay?

	Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/9922312902">https://assist.acecloudhosting.com/join/9922312902</a>
		Please copy this URL and and paste it in your local browser
		<i>4:31:30 PM</i> Gift Iheukwumere is sharing a file with you <a href="#">02.04.2025_12.01.06_REC.png</a> - ( Size:61.54 KB )
	Gift Iheukwumere	This is what is showing
	Anjainay Singh	Please click on Agree and Download
	Gift Iheukwumere	it downloaded ZA_Connect.exe
	Anjainay Singh	As we have checked and found that you are not enrolled in Self care
	Gift Iheukwumere	CID67170 so what do i do now
		Because i can still look for my old mail when we were going back and forth on
	Anjainay Singh	Please confirm do you remember your old password .
		We will sent you an email to enroll in Self care through which you can add ema number .
		Are we connected here ?
	Gift Iheukwumere	yes
		Confirm am in the session
	Anjainay Singh	Please confirm whether you remember your old password for logging into the s
		We will send you an self care portal guide to enroll in SC over an email.
	Gift Iheukwumere	QQ#@9900
		This is what i can remember
	Anjainay Singh	Thankyou for your confirmation
	Gift Iheukwumere	it is long i used it
		Can i leave the zoho assist window?
		or can we have a call session,
	Anjainay Singh	We will send you an self care portal guide through which you will be able to en your old password .
		Yes you can leave the zoho assist session , we will send you guide over an ema enroll in Self care .
	Gift Iheukwumere	Okay
	Anjainay Singh	Apart from this issue is there anything else through which I can assist you with
	Gift Iheukwumere	I need to reset for some of the users. but if i can set up sucessfully the self can seamlessly?
	Anjainay Singh	Every users has separate self care account so no other users can reset the pas however admin of account can change the password from My Portal

	Using self care portal every users can reset their own password
Gift Iheukwumere	Admin of account is it from your end?
	Okay, sent me a mail, let me share the user reset i need
Anjainay Singh	[ Elizabeth Shoyemi](https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&id=23102000008702334) is your registered account owner Portal through she can change password for users.
	Sure we will send you an email
	Apart from this issue is there anything else I can assist you with .
	If your issue is addressed properly you may end this chat.
Gift Iheukwumere	Please share your email
	<i>5:02:14 PMAnjainay Singh is sharing a file with you</i> <i><a href="#">SelfCare Portal User Guide (1) (1) 1.pdf</a> - ( Size:848.32 KB )</i>  <i>We have attached the guide to enroll in Self care</i>
Anjainay Singh	Once our chat is ended a new ticket will be generated and we will be able to st email.
Gift Iheukwumere	thank you
	i await the mail

*Gift has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74979 analia.fernandez**  
**Email:** analia.fernandez@dispartilaw.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Vikrant Arya  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop

**Average Response Time:** 2 Mins 4 Secs  
**City:** BOYDTON  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript -----

analia.fernandez	Hello, I am your Acebuddy
Acebuddy	Hello Analia Fernandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
analia.fernandez	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>mayank accepted the chat transfer request.</i>
	<i>mayank is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will
	Hello Analia, How are you doing today ?
analia.fernandez	Hi Rohan, good thank you. I need to talk to Vikrant Arya regarding ticket # 668
Rohan Prajapati	I will surely help you with this.
	Kindly allow me 4-5 minutes to check the same.
analia.fernandez	sure
	<i>Rohan Prajapati is transferring the chat to Vikrant Arya.</i>
	<i>Vikrant Arya accepted the chat transfer request.</i>
Vikrant Arya	Hi Analia.
	How are you, today?
analia.fernandez	Hi Vikrant, good thank you! How are you?
Vikrant Arya	Great. So, shall we resume the troubleshooting? (Edited)
analia.fernandez	Yes, lets continue and see if we can resolve it today, that would be great
Vikrant Arya	Ok, I am accessing your server and will send you the Remote Session request.
	Please click yes on that.
analia.fernandez	sure
Vikrant Arya	Please try to login as Larry.



	analia.fernandez	If you need to use it in single mode, go ahead, everyone received an email tod use QB from 11am EST today
	Vikrant Arya	No, I would not need to do that. Yesterday I read that it needs to run in multius
	analia.fernandez	ok
	Vikrant Arya	This was the same thing that was happening yesterday as well. Seems like I wi application once more.
		Please give me 5 mins.
	analia.fernandez	ok
	Vikrant Arya	So, rather than re-installing. I am repairing the installation.
	analia.fernandez	sure
	Vikrant Arya	Is it okay for me to delete the General Ledger Job?
	analia.fernandez	Yes, delete everyting you need, we'll create new ones
	Vikrant Arya	Ok, Thanks.
		Is the DataSet type ok?
	analia.fernandez	yes
	Vikrant Arya	User Amy seems to be using the Quickbooks file.
		Could you ask her to log out of it?
	analia.fernandez	kick her off please
	Vikrant Arya	Ok
		Could you please go ahead and set the job. I am not familiar with the program.
	analia.fernandez	sure
	Vikrant Arya	Authorization was already done. So, we do not need to worry about that.
	analia.fernandez	Done
	Vikrant Arya	Please go ahead and test if it is working now?
	analia.fernandez	same thing
	Vikrant Arya	Let's sort it out by Time Stamp.
		We were seeing the first log earlier. Now we are seeing the latest log that was
		In some earlier logs I did see the error that said "too many parameters". So, be size. I believe that it just needs time to run.
	analia.fernandez	No, I believe that was because you tried to run it a lot of times earlier
	Vikrant Arya	I will collect the parameters and then would fetch the data. But again, I am not software. I am just assuming.
		Okay. That may be the case as well.
	analia.fernandez	

		It is not connecting with the QB file, it should show at least a preview and it is i
	Vikrant Arya	If we click on the bin button on the top right. Would that delete the job or woul execution?
	analia.fernandez	delete
	Vikrant Arya	Because I would like to re-un the job.
	analia.fernandez	no, it will delete that page, not the job
		just the data from the execution
		do not modify those please
		they are ogher jobs located in other workbenchs in pther servers
	Vikrant Arya	I will not make any changes without your permission. (Edited)
	analia.fernandez	great
	Vikrant Arya	So, how can we re-run the job
	analia.fernandez	I believe that the problem is that in QB the workbench is not authorized
		the problem is not the workbench is QB
	Vikrant Arya	I had just checked that the Workbench is authorized. We did it yesterday. Let's
		It is authorized as we can see here. Let me know if there is something else tha authorize it.
	analia.fernandez	Not that I know, you may want to check previous tickets
		the ones we created when we were in trial period
		that agent resolved the connection between the workbench and the qb file
	Vikrant Arya	Ok, I am checking your on-boarding ticket.
	analia.fernandez	thank you, I will have to leave in some minutes
		Do you want me to contact you back when i'm back?
		So you have time to read everything
	Vikrant Arya	I went through your ticket. There was no particular troubleshooting that was dc rinse and repeat. So that's what we will do as well. We will reauthorize domo u
		Yes, you can initiate the chat again and ask for me.
		I would also like to try a server reboot as the server has not been rebooted in 7
	analia.fernandez	Sounds good thank you
	Vikrant Arya	So, when would you be back?
	analia.fernandez	Around 2.30 EST
	Vikrant Arya	Ok. We will resume then.
	analia.fernandez	Thank you!

Vikrant Arya	Thank you for choosing Ace cloud hosting and have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email fi conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my mana working. I will appreciate that. or you may send your feedback at quality@acec Thanks!
	Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com
	Are we still connected here?
	Are we still connected here?

*Vikrant Arya has ended this chat session*

# Chat Transcript

Good morning,

## Visitor Details

**#76253 Dona Marley**  
**Email:** ap.vetsupply@gmail.com 📞 5753178955  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhosting.com/knowledgebase/how-to-resolve-the-logon-attempt-failed-with  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 56 Secs  
**City:** SOMERTON  
**State:** Arizona  
**Country:** UNITED STATES

## Chat Transcript

Dona Marley	Good morning,
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	Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further.
		Hi Dona, Good Morning
	Dona Marley	Thank you. I have been unsuccessful in attempting to access the Ace Connect my username and password in the Windows security "enter credentials" window
		Our server name is HighPlains.myrealdata.net. My username is Dona_HighPlair DNps\$55
	Rahul	Could you please help me with your customer ID
		As I can check, you are from High Plains Vet Outlet Inc.
	Dona Marley	CID74985
	Rahul	great
		let me transfer you to our support team for the same, they will be assisting you
		Have a great day ahead, thank you for contacting ACE!
	Dona Marley	Thank you. You have a wonderful day, also!
		<i>Rahul is transferring the chat to Support(QB &amp; App Hosting).</i>
		<i>Anurag Sharma accepted the chat transfer request.</i>
		<i>Anurag Sharma is transferring the chat to Shivam Singh.</i>
		<i>Shivam Singh accepted the chat transfer request.</i>
	Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you further.
	Dona Marley	Thank you
	Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and username
	Dona Marley	Our server name is: HighPlains.myrealdata.net
		My username is: Dona_HighPlains
	Shivam Singh	Thanks for the information. Allow me 2 minutes to check the same.
		Please try with the same password in 5 minutes.
	Dona Marley	Thank you
	Shivam Singh	I'll stay connected to check the result.
		Just confirm after 5 minutes if everything is working as expected.
	Dona Marley	Okay thank you...I'll will do that
	Shivam Singh	Great, thanks for your patience
		Could you please try now.
		Are we still connected here?
	Dona Marley	It won't accept my password in the "Windows Security" window; however, it did work in the past
	Shivam Singh	

		Okay let me check your account.
		<i>10:52:41 PM</i> Dona Marley is sharing a file with you <a href="#">1_image.png</a> - ( Size:38.94 KB )
		I get it, let me pull up your account login details. I will be right back with you.
		As I checked the account is up and running. Could you please check one more
	Dona Marley	Still receiving a Windows Security failure for logon attempt
	Shivam Singh	Okay, in that case we will have to reset the password.
		I would request you to provide the email approval from the account owner. So I can reset the password.
	Dona Marley	Okay...thank you. I will message him now.
	Shivam Singh	Sure, After the chat ends. I will share the approval email. Please ask account owner for approval.
	Dona Marley	Thank you. He is ready to respond now.
		Do I need to end the chat now, or will you need to do that from your side?
	Shivam Singh	Yes
		Is there anything else I may help you with before we end this chat?
	Dona Marley	No thank you, but I do sincerely appreciate all of your help. Have a wonderful day!
	Shivam Singh	Thanks
		I would greatly appreciate if you could spare a minute to give your valuable feedback. Please provide your feedback by clicking on the smileys at the end of this chat.
		You may end this chat now. Once you end this chat, you will receive an email for this conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my management can be working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
		Note: You may change/reset your server password on your own by registering a new account (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )
		<i>Shivam Singh has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76276 Jose**  
**Email:** service@sg-tax.com ☎ 18019662274  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Mins 38 Secs  
**City:** WEST VALLEY CITY  
**State:** Utah  
**Country:** UNITED STATES

## Chat Transcript

Jose	Hello, I am your Acebuddy
Acebuddy	Hello Jose, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jose	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jose	I'd like to report an Issue
Acebuddy	Please select an option!
Jose	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jose	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Jose	Unable to get into company files. Quickbooks fails to load
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

		<i>Rohan Prajapati accepted the chat transfer request.</i>
	Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will
		Hello Jose, how are you doing today ?
	Jose	Hello. Not so great, we've been having critical issues with our hosted QB since
	Rohan Prajapati	We do apologize for the inconvenienced caused to you.
		I will surely help you with this issue.
		Kindly allow me 3-4 minutes to check the same.
		May I take the remote access of your server?
	Jose	Yes
	Rohan Prajapati	Prior providing the access, I would suggest you to close any important docume
	Jose	There aren't any open currently
	Rohan Prajapati	May i know the username through which you are logged in on the server ?
	Jose	Maria Rodriguez
	Rohan Prajapati	You are in disconnected state
	Jose	I just disconnected. do you need me to reconnect?
	Rohan Prajapati	Yes Only then I will be able to remote in your session
	Jose	done\
	Rohan Prajapati	Please accept the Prompt
		You must be getting a Prompt on your server screen
		We are connected on the remote session and will proceed with the troubleshoc the time, I am putting the chat on hold, please do not disconnect it. Once the i give your confirmation on this chat.
	Jose	Alright. Thank you
	Rohan Prajapati	Is there anything else I may help you with ?
	Jose	Nope, we've got it thank you. We'll likely look at the upgrade later on but we st
	Rohan Prajapati	Thanks for the confirmation !
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email fi conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my mana working. I will appreciate that. or you may send your feedback at quality@acec Thanks!
		Note: You may change/reset your server password on your own by registering o ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).



*Rohan Prajapati has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

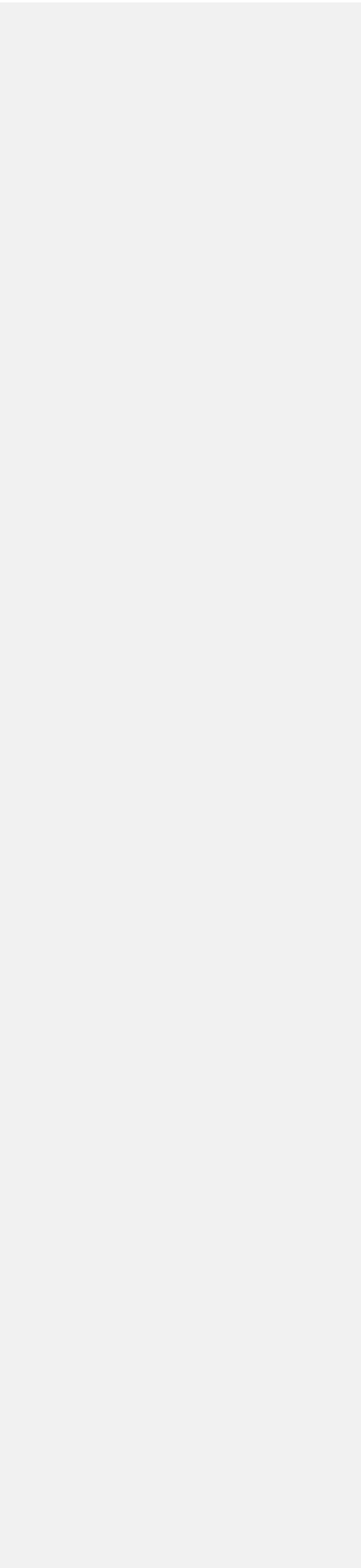
## Visitor Details

**#76303 Charles Xavier**  
**Email:** helpdesk@coretechs.it  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 15 Secs  
**City:** PORTMORE  
**State:** Saint Catherine  
**Country:** JAMAICA

## Chat Transcript

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





Acebuddy	What type of QuickBooks Issue are you facing?
Charles Xavier	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your Q
	Was that helpful?
Charles Xavier	No
Acebuddy	No issues, please wait while I connect you to one our support engineers w further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. you today.
Charles Xavier	Hey there
Rohan Prajapati	Hello, How are you doing today ?
Charles Xavier	I need you to log a user out please
	her session is frozen
	Jamilee Breaux
Rohan Prajapati	Sure, We can do that for you
	Thank you for confirming the Username
Charles Xavier	Sure
Rohan Prajapati	May I know if all users are facing the same issue or it's just that user?
Charles Xavier	No. Just her right now
Rohan Prajapati	Thanks for the confirmation !
	I have logged off that user
Charles Xavier	Thanks . Checking now
Rohan Prajapati	Sure take your time
Charles Xavier	Thanks.
Rohan Prajapati	Is there anything else I may help you with ?
Charles Xavier	Still checking but this should be it.
	Logging back in
Rohan Prajapati	Sure take your time
Charles Xavier	All good thank you.
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

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

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

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

*Rohan Prajapati has ended this chat session*

