

# Chat Tr

Hello, I am y

## Visitor Details

### #72168 Traci Childers

**Email:** traci.childers@squyres.cpa

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 22 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

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

Traci Childers	#635870
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.
Traci Childers	ok, Rajan Sharma helped me yesterday
Sharath Kumar	Hi Traci, let me quickly check the ticket
Traci Childers	ok
Sharath Kumar	Are you still unable to see any desktop icons?
Traci Childers	correct
Sharath Kumar	are you able to view the taskbar and move around your cursor on the desktop?
Traci Childers	yes
Sharath Kumar	alright, Right click anywhere on the server's desktop click on the view option  <i>10:14:52 PM Sharath Kumar is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:78.96 KB )  and select "show desktop icons"
	Traci, could you confirm if that worked for you (Edited)
Traci Childers	g  did you see?
Sharath Kumar	My apologies, am not connected to your remote session  please let me know what is the status
Traci Childers	oh. so im here looking but it says i cant change anything
Sharath Kumar	okay, give me one moment to remote in
Traci Childers	ok
Sharath Kumar	my colleague is working on the server regarding a different issue  let me send you a link, please open it on your local desktop
Traci Childers	ok,
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.acecloudhosting.com/join/1622615242"><u>https://assist.acecloudhosting.com/join/1622615242</u></a>
Traci Childers	done
Sharath Kumar	thank you

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

Hi Traci, I just helped you on remote to resolve your issue with desktop icons

anything else that I may assist you with?

Are we still connected here?

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

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

*Sharath Kumar has ended this chat session*

## Chat Tr

Hello, I am y

### Visitor Details

#### #72922 Angelo Bocacao

**Email:** info@clmqbp.com **Phone:** 639157602689

**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:** 43 Secs

**City:** GREEN PARK

**State:** National Capital Region

**Country:** PHILIPPINES

### Chat Transcript

Angelo Bocacao Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Angelo Bocacao Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
Angelo Bocacao	I'd like to report an Issue
Acebuddy	Please select an option!
Angelo Bocacao	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Angelo Bocacao	I cannot access the client folder.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Angelo Bocacao	Hello?
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Angelo Bocacao	No one is answering your phone support
	I am on queue now
	I cannot save a file on the Client Folder
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Angelo Bocacao	Angelo Bocacao
Tushar Pharswan	Kindly allow me two minutes to check the same.
Angelo Bocacao	Its okay. I am on phone now.
	Bye
Tushar Pharswan	Okay.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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>Tushar Pharswan has ended this chat session</i>

# Chat Tr

Hello, I am y

## Visitor Details

### #72026 test

**Email:** test@gmail.com  +16887849764

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** NEW DELHI

**State:** Delhi

**Country:** INDIA

## Chat Transcript

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

Hello

*test has ended this chat session*

## Chat Tr

Hello, I am y

### Visitor Details

**#72634 tracy**

**Email:** tracy@tjcbp.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:** GAINESVILLE

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

tracy Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

tracy Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

tracy I'd like to raise a Request

Acebuddy Please select your request type.

tracy Password Reset

Acebuddy Please select an option below

tracy

Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset.

Do you need any further assistance on the topic?

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy.

### Visitor Details

#### #72877 Rahim Momin

**Email:** rahim@supremetaxsvc.com  18323759062

**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:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

Rahim Momin Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Rahim Momin Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Rahim Momin I'd like to report an Issue

Acebuddy

Please select 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 Tr

having an issue with

### Visitor Details

**#72966 bedfordfeedandseed**

**Email:** bedfordfeedandseed@yahoo.com  18122794136

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

**Operator:**

**Website:** [https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm\\_source=Bing&utm\\_medium=cpc&utm\\_campaign=QB\\_License&utm\\_term=hosting%20quickbooks%20enterprise%20in%20the%20cloud&utm\\_e](https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm_source=Bing&utm_medium=cpc&utm_campaign=QB_License&utm_term=hosting%20quickbooks%20enterprise%20in%20the%20cloud&utm_e)

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 10 Secs

**City:** BLOOMINGTON

**State:** Indiana

**Country:** UNITED STATES

### Chat Transcript

bedfordfeedandseed

having an issue with my quickbooks payroll

Amit Raina

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

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

*Sharath Kumar accepted the chat transfer request.*

Sharath Kumar

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

Hello there, could you please let us know more about the payroll issue that you are facing

bedfordfeedandseed

it says reactive subscription but when i sign into intuit it says everything is active

Sharath Kumar

alright, and what is the server name that you are signed into

bedfordfeedandseed

	not sure can you just take control of my desktop?
Sharath Kumar	allow me 2 minutes to do that
bedfordfeedandseed	ok
Sharath Kumar	thank you for your patience, am logged into your server now, connecting remotely in a moment
bedfordfeedandseed	ok
Sharath Kumar	what is the username that you are signed in with?
bedfordfeedandseed	Admin
Sharath Kumar	I see two accounts, 1 for Brad and another for Jack
bedfordfeedandseed	Brad I believe\
Sharath Kumar	ok
	Prior providing the access, I would suggest you to close any important documents at your end.
bedfordfeedandseed	I have
Sharath Kumar	I couldn't get connected, let me send the request on your remote session once again
bedfordfeedandseed	ok
Sharath Kumar	tried that again, kindly check your screen and accept the request
	alright, we are connected now
	could you show me the issue
bedfordfeedandseed	ok
	can you see the issue?
Sharath Kumar	yes, I do
bedfordfeedandseed	i have yo go check somethinbg real quick i will be back in 3 mins
Sharath Kumar	sure, no problem
bedfordfeedandseed	now it will be 5 mins can you figure anything out?
Sharath Kumar	everything seems up to date, could you please log off from the session and try signing back in do use the log out option from the desktop and then sign back in again
bedfordfeedandseed	ok
Sharath Kumar	let me know the result
bedfordfeedandseed	still the same
Sharath Kumar	could you check the license for QB is correct
	you can check that by pressing F2
bedfordfeedandseed	not sure how to do that
	oh ok

	can you take control again and look there is alot of info on there
Sharath Kumar	sure
	all your info on the QB appears to be correct, this appears to be an issue for which you will have to connect with Intuit sup
bedfordfeedandseed	ok
Sharath Kumar	Your account is active, both QB and its payroll are up to date  but something about your subscription is off which only Intuit can identify as it is their area of expertise  I have disconnected from the remote session, please let me know if you need assistance with anything else  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*

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## Chat Tr

Hello, I am y

### Visitor Details

**#72798 admin**

**Email:** admin@jjsauer.com

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**City:** SALT LAKE CITY

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

admin Hello, I am your Acebuddy

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

## Chat Transcript

I have a new laptop and

### Visitor Details

#### #73015 Gretchen Carol Reeves

**Email:** gr@skygroupacct.com  9706884829

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

**Operator:** Shubham Yadav

**Website:** [https://www.acecloudhosting.com/?s=I+need+to+install+the+server+on+a+new+laptop&post\\_type=knowledgebase&kb\\_search\\_nonce=95d78fec40&wp\\_http\\_referer=%2F%3Fs%3I](https://www.acecloudhosting.com/?s=I+need+to+install+the+server+on+a+new+laptop&post_type=knowledgebase&kb_search_nonce=95d78fec40&wp_http_referer=%2F%3Fs%3I)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** AVON

**State:** Colorado

**Country:** UNITED STATES

### Chat Transcript

Gretchen Carol Reeves	I have a new laptop and I need to install the server
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.

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

*Shubham Yadav accepted the chat transfer request.*

Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
Gretchen Carol Reeves	I will be surely assisting you with this. Kindly help me with your server name and user name?
Shubham Yadav	GCR Corp \Gretchen
Gretchen Carol Reeves	Thanks for the confirmation
Shubham Yadav	May I take the remote access of your local computer?
Gretchen Carol Reeves	yes one second
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
Gretchen Carol Reeves	actually I am on my desktop and need to switch to laptop
Shubham Yadav	Gretchen do you have the icon(RDP) you use to connect to the server ?
Gretchen Carol Reeves	You just have to send that RDP to your other system
Gretchen Carol Reeves	ok how do I do that
Shubham Yadav	You can attach that file in a mail
Gretchen Carol Reeves	And download it on other system
Gretchen Carol Reeves	ok, and how do I remove the RDP from the old laptop? It is currently not functional but I didn't want to be paying for an ad
Shubham Yadav	Gretchen do you want to remove an user ?
Gretchen Carol Reeves	No. I just didn't know if I needed to remove the rdp from the old laptop
Shubham Yadav	Gretchen you can simply delete the RDP from the system if you do not want to use it from that system.
Gretchen Carol Reeves	ok thanks. So I just right click on the rdp button and email that to myself ?
Shubham Yadav	Yes Gretchen. You are right
Gretchen Carol Reeves	Great!
Shubham Yadav	Is there anything else I may help you with ?
Gretchen Carol Reeves	not at the moment thx
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Gretchen Carol Reeves	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Shubham Yadav	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
Gretchen Carol Reeves	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
Shubham Yadav	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> )
Gretchen Carol Reeves	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shubham Yadav has ended this chat session*

# Chat Tr

Hello, I am y

## Visitor Details

**#72264 Mohita Chadha**

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

**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:** 42 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Mohita Chadha	Hello, I am your Acebuddy
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happ
	Whom Would You Like to Connect With?
Mohita Chadha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mohita Chadha	I'd like to report an Issue
Acebuddy	Please select an option!
Mohita Chadha	Other Issue
Acebuddy	Please specify the issue you are facing before
Mohita Chadha	Hello - I am connected to my remote desktop screens when using the remote desktop. For

desktop, I can't move them to another screen

Acebuddy

Please wait while we connect you to a Support

*Acebuddy (bot) forwarded the chat request*

*Sharath Kumar accepted the chat transfer request*

Sharath Kumar

Thank you for contacting Ace Cloud Hosting.

Mohita Chadha

Thank you!

Sharath Kumar

Hello Mohita, I understand your concern and the RDP file

Mohita Chadha

thank you

how can we make that adjustment?

Sharath Kumar

let me show you via a screen shot

Mohita Chadha

sounds good

thank you!

Sharath Kumar

Open your Remote Desktop Connection and I

*2:06:10 AM Sharath Kumar is sharing a file with [image.png](#) - ( Size:18.1 KB )*

Click on the Display tab

and select "use all my monitors"

*2:07:49 AM Sharath Kumar is sharing a file with [image.png](#) - ( Size:33.51 KB )*

*like this*

*2:09:05 AM Mohita Chadha is sharing a file with [image.png](#) - ( Size:46.22 KB )*

Mohita Chadha

mine looks different

Sharath Kumar

you need to do the above settings before you

Mohita Chadha

how do i do that?

Sharath Kumar

let me take control of your screen and do the

Mohita Chadha

i only have the icon and when i click on the ic

okay sounds good

Sharath Kumar

I am sending you a link for remote access

Here is the link

<https://assist.acecloudhosting.com/join/6782>

Prior providing the access, I would suggest yo

this link needs to be opened on your local co

Mohita Chadha it is

Sharath Kumar Mohita, would you be always using both of yo

Mohita Chadha not always

but when i can, i will be

Sharath Kumar alright, so in that case am not saving these s

you will have to do this whenever you want t

Mohita Chadha can you show me again

Sharath Kumar absolutely

right click on the icon

show more options and then edit

navigate to display option and then select us

Mohita Chadha okay i see that

thank you!

Sharath Kumar go ahead and try

does it usually take this long to connect??

Mohita Chadha yes it does

Sharath Kumar started happening recently or always has bee

Mohita Chadha always been this way

it takes a very long time which is very annoyi

is there anything that can be done about tha

Sharath Kumar I have to check a couple of settings on your l

Mohita Chadha sounds good

Sharath Kumar Mohita, are you still there?

Mohita Chadha yes i am

Sharath Kumar ok, thank you

Mohita Chadha would it be helpful to restart?

Sharath Kumar That is something I was about to suggest, bu

If there is nothing else that you need assistar

Mohita Chadha usually at times once i restart it starts to wor

Sharath Kumar I see, probably has to be the services that sta

Mohita Chadha okay

Sharath Kumar

I will keep your ticket open, let me know if it

Mohita Chadha

sounds good

thank you

will there be a way to chat with you again?

Sharath Kumar

Otherwise, I will escalate this case and have

Mohita Chadha

that would be helpfult

this issue has been going on for a while

Sharath Kumar

you will receive a ticket number and you can

Mohita Chadha

sounds good

thank you!

Sharath Kumar

the support agent will get to know what was

anything else that I may assist you with at th

Are we still connected here?

As there was no response, we are disconnect  
(1-888-415-5240) if any further assistance is

Thank you for choosing ACE cloud Hosting, y

*Sharath Kumar has ended this chat session*

## Chat Tr

Hello, I am y

### Visitor Details

**#72131 mking**

**Email:** mking@actualmeds.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** TALLAHASSEE  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

mking	Hello, I am your Acebuddy
Acebuddy	Hello Mking, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
mking	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mking	I'd like to report an Issue
Acebuddy	Please select an option!
mking	Other Issue
Acebuddy	Please specify the issue you are facing before
mking	SORRY QUICKBOOKS ISSUE
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting.
	Hello mking
	This message has been deleted
mking	YES
	I HAVE been on hold calling the 800 number
	i have an issue with quickbooks and need so
	screen has turned black
Shashwat Verma	I deeply apologize for the inconvenience cau
	I will surely help you with this issue.
	Kindly allow me two minutes to check the sa
mking	got someone thank you
Shashwat Verma	Okay
mking	good bye

Shashwat Verma

Thank you for choosing ACE cloud Hosting, yo

You may end this chat now. Once you end thi conversation, along with a ticket number an

I request you to kindly spare a moment to fill working. I will appreciate that. or you may se Thanks!

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

For self-help, check out our Knowledge Base

*Shashwat Verma has ended this chat session*

## Chat Tr

I need help resetting my pas

### Visitor Details

**#72835 Kacie.gordonfarms**

**Email:** kacie.gordonfarms@gmail.com  2178410131

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** GIFFORD

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

Kacie.gordonfarms

I need help resetting my password I forgot m

Gantavya

Thank you for contacting ACE. My name is Ga

Kacie.gordonfarms

I need help resetting my password I forgot m

Gantavya

Hi Kacie,

Please let me transfer the chat to our support team.

*Gantavya is transferring the chat to Support/*

*Shashwat Verma accepted the chat transfer from Gantavya.*

Shashwat Verma

Thank you for contacting Ace Cloud Hosting.

Kacie.gordonfarms

I need help resetting my password I forgot my password.

Shashwat Verma

Hello Kacie

I will surely help you with this issue.

Have you tried to do the same from selfcare.

Kacie.gordonfarms

No

Shashwat Verma

Let me share you the steps.

1. Visit **Selfcare Portal** <https://selfcare.acecloudhosting.com>
2. Enter your Server Username.
3. Enter the CAPTCHA verification and Click **Next**.
4. In the window that opens, choose an authentication method.
5. Enter your new password and click **Reset**.

Is that work?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your AI assistant.

### Visitor Details

#72207 Carmen vansuilichem

**Email:** c.vansuilichem@btmindustrial.com  16162599121

**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:** ADA

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

Carmen vansuilichem	Hello, I am your Acebuddy
Acebuddy	Hello Carmen Vansuilichem, I'm your Ace Buddy
	Whom Would You Like to Connect With?
Carmen vansuilichem	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Carmen vansuilichem	I'd like to report an Issue
Acebuddy	Please select an option!
Carmen vansuilichem	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Carmen vansuilichem	Other QB related issue
Acebuddy	Please specify the issue you are facing before we connect you to a support agent.
Carmen vansuilichem	not able to print off checks. qb will allow me to print off checks.
Acebuddy	Please wait while we connect you to a Support Agent.
	<i>Acebuddy (bot) forwarded the chat request to Shashwat Verma</i>
Shashwat Verma	<i>Shashwat Verma accepted the chat transfer from Acebuddy (bot)</i>
	Thank you for contacting Ace Cloud Hosting.
	Hello
Carmen vansuilichem	thank you, would you like to remote in?
Shashwat Verma	Yes sure

I will surely help you with this issue.

Prior providing the access, I would suggest you to download the file from this link:

<https://assist.acecloudhosting.com/join/4372>

Kindly Click on the link and open the download file.

it is not working

i downloaded it, but it is not popping up where i click on it.

Shall I share you the new one or would like to try a new one?

<https://assist.acecloudhosting.com/join/1402>

Kindly Click on the link and open the download file.

it says it is already running.

Looks your last link was not terminated

i am not able to see it.

kindly close all other programs and browser then try again with link'

nothing

it working now

I still don't have the access of your screen

can you see it now?

unfortunately, not!

i clicked on share my screen

We are connected on the remote session and at the same time, I am putting the chat on hold, please give your confirmation on this chat.

issue resolved on remote session for printing

Thank you for choosing ACE cloud Hosting, you may end this chat now. Once you end this conversation, along with a ticket number and a screenshot, we will provide you with the required assistance.

I request you to kindly spare a moment to fill the form. I will appreciate that. or you may send me the screenshot. Thanks!

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

For self-help, check out our Knowledge Base

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72214 Angelo Costanzo**

**Email:** acostanzocpa@aol.com **Phone:** 19148371040

**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:** 27 Secs

**City:** YONKERS

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Angelo Costanzo	Hello, I am your Acebuddy
Acebuddy	Hello Acostanzocpa, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
Angelo Costanzo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angelo Costanzo	Setback
Acebuddy	Hello Acostanzocpa, I'm your Ace Buddy. I'll be

Whom Would You Like to Connect With?

Angelo Costanzo

Managed IT

Acebuddy

Please wait while we connect you to an available agent.

*Acebuddy (bot) forwarded the chat request*

*Priyanshu accepted the chat transfer request*

Priyanshu

Thank you for contacting Ace Cloud Hosting.

Angelo Costanzo

I would like to install the program on my computer.

Priyanshu

Surely, I will be assisting you with that but first I need your server's username.

Angelo Costanzo

Angelo Costanzo cpa

acostanzocpa

Priyanshu

Thank you for sharing the details.

Please allow a minute to verify the details so that I can proceed further.

It seems that your server is being managed by another team. I will forward your message to the concerned team so that they can better assist you.

Angelo Costanzo

ok thank you

*Priyanshu is transferring the chat to Support (Shashwat Verma)*

*Shashwat Verma accepted the chat transfer request*

Shashwat Verma

Thank you for contacting Ace Cloud Hosting.

Hello

Angelo Costanzo

Hi I would like to install the program on my computer.

Shashwat Verma

I will surely help you with this issue.

Kindly help me with your server name and usage details.

Angelo Costanzo

acostanzocpa

Not sure what the server name is.

My name is Angelo Costanzo

Shashwat Verma

Thanks for the confirmation !

Which program you would like to install?

Angelo Costanzo

The atx program

Shashwat Verma

ATX 2024 correct?

Angelo Costanzo

Yes

Shashwat Verma

But as i can see your server already have that installed.

Angelo Costanzo

I want to install it on a new computer i just got.

Shashwat Verma	Okay, so you want to add new user?
Angelo Costanzo	No just reinstall it on a new computer
Shashwat Verma	Got it, you want access the server from new
Angelo Costanzo	Yes
Shashwat Verma	I will surely help you with this issue.
	Do you have access of myportal?
Angelo Costanzo	I do not on this computer
Shashwat Verma	You have its credentials correct?
Angelo Costanzo	one minute let me check
Shashwat Verma	Okay
Angelo Costanzo	I dont have it
Shashwat Verma	No problem
	Do you have the access of acostanzocpa@ao
Angelo Costanzo	yes
Shashwat Verma	May I take the remote access of your new loc
Angelo Costanzo	yes
Shashwat Verma	Prior providing the access, I would suggest yo
Angelo Costanzo	everything is closed
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/1452">https://assist.acecloudhosting.com/join/1452</a>
	Kindly Click on the link and open the download
Angelo Costanzo	are you in?
Shashwat Verma	We are connected on the remote session and the time, I am putting the chat on hold, please give your confirmation on this chat.
	Looks like your local PC got hang
Angelo Costanzo	Is it done?
Shashwat Verma	Yes
	You are able to connect, I am unable to see y
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnect (1-888-415-5240) if any further assistance is

Shashwat Verma has ended this chat session

## Chat Tr

Hello, I am y

### Visitor Details

**#73125 Larry Garcia**

**Email:** larry@standardus.com ☎ 6302899500

**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:** DES PLAINES

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

Larry Garcia	Hello, I am your Acebuddy
Acebuddy	Hello Larry Garcia, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
Larry Garcia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Larry Garcia	I'd like to raise a Request
Acebuddy	Please select your request type.
Larry Garcia	Other Request
Acebuddy	Please drop an email to support@acecloudho technicians will connect with you for further ;
	If you are facing any issue/problem with your

Larry Garcia

No, That'll be all!

Acebuddy

Thank you for contacting Ace Support, Have a great day!

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Ace Buddy.

### Visitor Details

**#72093 aleksy**

**Email:** aleksy@iveypromotions.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** RIVERDALE

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

aleksy Hello, I am your Acebuddy

Acebuddy Hello Aleksey, I'm your Ace Buddy. I'll be happy to help you today.

Whom Would You Like to Connect With?

aleksy Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

aleksy I'd like to raise a Request

Acebuddy Please select your request type.

aleksy Password Reset

Acebuddy Please select an option below

aleksy Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@acecloudhosting.com if your password needs to be reset and we'll share a link with you.

Do you need any further assistance on the topic?

aleksy No

Acebuddy Thank you for contacting Ace Support. Have a great day!

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72614 David Weinstein**

**Email:** david@davidweinsteincpa.com  19149071180

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

David Weinstein Hello, I am your Acebuddy

Acebuddy Hello David Weinstein, I'm your Ace Buddy. I'll connect you with the right person.

Whom Would You Like to Connect With?

David Weinstein Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before proceeding.
David Weinstein	Can you install the server Karen_S
Acebuddy	Please wait while we connect you to a Support Agent.
	<i>Acebuddy (bot) forwarded the chat request to Karan Kanwal.</i>
David Weinstein	Err can you install slack on my staff's slack
	<i>Karan Kanwal accepted the chat transfer request from David Weinstein.</i>
Karan Kanwal	Thank you for contacting Ace Cloud Hosting.
David Weinstein	I couldn't install slack on the server Karen.s Could you please assist me with this?
	thank you
Karan Kanwal	I will be surely assisting you with this. Kindly provide me with the server details.
David Weinstein	DavidWein
	The user is Karen.S@myrealdatalink.com
	<i>Karan Kanwal is transferring the chat to Anurag Sharma.</i>
	<i>Anurag Sharma accepted the chat transfer request from Karan Kanwal.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting.
	Thankyou for the information.
	Kindly allow me 2-3 minutes to check the server status.
	Thank you for your patience.
	David, after this chat. I will send you an email from the primary contact regarding the installation of slack on the server.
	Once we will receive the approval from the primary contact, we will proceed with the installation of slack on the server. And will inform you via email.
	I would also request you to please download the setup file and provide me with the location of the downloaded setup so that we can proceed with the installation.
	Is there anything else I may help you with ?
	Are we still connected here?
David Weinstein	i need to email you?
	The server wouldn't let me download the setup file.

Anurag Sharma No, you just need to revert back to the email

David Weinstein the install

<https://apps.microsoft.com/detail/9wzdnrcdk>

Anurag Sharma Yes, I know. Due to restricted rights on the se  
own. (Edited)

But don't worry. I will surely install the applica

I would just require an approval over the ema

I hope I am able to make clear myself.

Is there anything else I may help you with ?

David Weinstein Yes I need Karen.S to have administrative rig

Anurag Sharma Okay, I can help you with that too.

David Weinstein David, I am going to send you an email after  
that same email.

Can you tell me if the emails I sent will be co

Anurag Sharma But, please make sure to provide the approva

Yes, of course David. As I can check david@d

David Weinstein I sent two emails

Anurag Sharma And you are the primary contact on the serv

David Weinstein ticket #642207 for the slack

Anurag Sharma Okay

Thankyou so much. Please allow me 2-3 min

David Weinstein Ticket 642208 for the admin rights

Anurag Sharma Okay.

David, could you please confirm that do you

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnect  
(1-888-415-5240) if any further assistance is

Thank you for choosing ACE cloud Hosting, yo

*Anurag Sharma has ended this chat session*

# Chat Tr

Hello, I am y

## Visitor Details

### #72987 Greg Schantz

**Email:** greg.schantz@nutrallifebiosciences.com  15613028106

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** ALPHARETTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Greg Schantz	Hello, I am your Acebuddy
Acebuddy	Hello Greg.schantz, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
Greg Schantz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Greg Schantz	I'd like to raise a Request
Acebuddy	Please select your request type.
Greg Schantz	Other Request
Acebuddy	Please drop an email to support@acecloudho technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, please let me know.
Greg Schantz	Yes, I'm facing issues with my server
Acebuddy	Please select an option!

Greg Schantz	Other Issue
Acebuddy	Please specify the issue you are facing before we connect you to a support agent.
Greg Schantz	I am logged out sooner than I would like to be.
Acebuddy	Please wait while we connect you to a Support Agent.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer from Acebuddy (bot)</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting.
	Hello Greg
	Do you mean you are getting logoff when on the site?
Greg Schantz	yes
Shashwat Verma	As per the general policy, user get logoff after 6 hours.
Greg Schantz	I didn't think it was than long, but can it be extended?
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Shall I make it to 6 hours?
Greg Schantz	That would be great!
Shashwat Verma	Okay
	We have made the required changes.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting you (1-888-415-5240) if any further assistance is required.
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your AI Assistant.

## Visitor Details

**#72804 Lynn Durkin**

**Email:** lynn@lynndurkincpa.com  17813781845

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Lynn Durkin	Hello, I am your Acebuddy
Acebuddy	Hello Terence Durkin, I'm your Ace Buddy. I'll
	Whom Would You Like to Connect With?
Lynn Durkin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lynn Durkin	I'd like to raise a Request
Acebuddy	Please select your request type.
Lynn Durkin	Change in Users
Acebuddy	Please select your desired option!
Lynn Durkin	User Removal
Acebuddy	Kindly email us the username that needs to be removed along with the registered email address and we'll update your account.
	Do you need any further assistance on the topic?
Lynn Durkin	No
Acebuddy	Thank you for contacting Ace Support. Have a great day!

*Acebuddy has ended this chat session*

# Chat Tr

Hello, I am y

## Visitor Details

**#71769 john**

**Email:** john@claritymba.com ☎ 415.491.1099

**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:** 40 Secs

**City:** SAN RAFAEL

**State:** California

**Country:** UNITED STATES

## Chat Transcript

john	Hello, I am your Acebuddy
Acebuddy	Hello John Ward, I'm your Ace Buddy. I'll be ha
	Whom Would You Like to Connect With?
john	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
john	I'd like to report an Issue
Acebuddy	Please select an option!
john	Other Issue
Acebuddy	Please specify the issue you are facing before
john	re: ticket 631976, the server session is lockin changes to CPU that may be appropriate. Tha
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer</i>

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting.
john	hello Tushar!
Tushar Pharswan	Hello John.
	Kindly allow me two minutes to check the sa
	May I know the username which is facing the
john	Admin_CMBA
Tushar Pharswan	Also, I discussed with our team we will be ad persists or not.
john	the session for user John_CMBA was not havin disconnected - I assume as part of your work
Tushar Pharswan	Are you able to login?
john	I am able to login, however the session is stil and now I see that I am being signed out
Tushar Pharswan	Kindly log in again and as discussed with our see if the issue still persists or not.
john	thank you - stand by
Tushar Pharswan	Adding the CPU will take time we will email y Kindly reach us out after our email for CPU ac
john	ok it seems I am able to login and the startup I'll wait for your email to respond there
Tushar Pharswan	The CPU utilization is at 99% which is causing power for your server.
	Okay.
	Is there anything else I may help you with ?
john	is there any particular reason that you can se as far as I can tell I am not doing anything ou
Tushar Pharswan	It sometimes happens as the background wir
	As of now CPU utilization is at 45%
	So, you can see it fluctuates randomly.
john	I see
Tushar Pharswan	It will be resolved after adding more CPU.
john	well, please advise if you see that I am doing and thank you for your attention to the CPU a

	I'll continue as normal for now, and wait for you.
Tushar Pharswan	Kindly work normally as of now and we will resolve your issue shortly.
	Thank you for choosing ACE cloud Hosting, you are welcome!
	You may end this chat now. Once you end this conversation, along with a ticket number and details.
	I request you to kindly spare a moment to fill the working. I will appreciate that. or you may send me the details. Thanks!
	Note: You may change/reset your server password at <a href="https://selfcare.acecloudbhosting.com">https://selfcare.acecloudbhosting.com</a> .
	For self-help, check out our Knowledge Base <a href="#">here</a> .
	<i>Tushar Pharswan has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #71938 Test Account

**Email:** test@test.com +917878787878

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Secs

**City:** NEW DELHI

**State:** Delhi

**Country:** INDIA

### Chat Transcript

Test Account

Hello, I am your Acebuddy

Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy t
	Whom Would You Like to Connect With?
Test Account	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Test Account	I'd like to raise a Request
Acebuddy	Please select your request type.
Test Account	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, please let me know.
Test Account	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Test Account	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Test Account	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick fix.
	Was that helpful?
Test Account	No
Acebuddy	No issues, please wait while I connect you to our support team.
	<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.
	Hello
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting you. Please call us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you're in great hands.
	<i>Anurag Sharma has ended this chat session</i>

# Chat Tr

Hello, I am y

## Visitor Details

#72794 it

Email: it@vulcanwire.com ☎ 4156517710

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: SAN FRANCISCO

State: California

Country: UNITED STATES

## Chat Transcript

it	Hello, I am your Acebuddy
Acebuddy	Hello It, I'm your Ace Buddy. I'll be happy to a
	Whom Would You Like to Connect With?
it	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
it	I'd like to raise a Request
Acebuddy	Please select your request type.
it	Application Version Upgrade
Acebuddy	Please select the application you would like t
it	Other Application
Acebuddy	To begin the installation process, please dow
	it to your server desktop.
	Following this, kindly inform us of the comple
	support@acecloudhosting.com.

Generally, application upgrades are completed by the end of the day. Please do specify if you need the request processed earlier.

Do you need any further assistance on the topic?

As we haven't got any response from your end, I will close this chat. Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy.

### Visitor Details

**#72308 trodriguez**

**Email:** trodriguez@thrivcpa.com  7879573275

**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:** SAN JUAN

**State:** Puerto Rico

**Country:** PUERTO RICO

### Chat Transcript

trodriguez Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

trodriguez Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

trodriguez I'd like to report an Issue

Acebuddy Please select an option!

trodriguez QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

trodriguez QuickBooks is Frozen

Acebuddy Hmm, That doesn't sound good. But here's a

Was that helpful?

As we haven't got any response from your end.

Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72593 tina**

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

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** TORRANCE

**State:** California

**Country:** UNITED STATES

### Chat Transcript

tina Hello, I am your Acebuddy

Acebuddy Hello Tina Weisman, I'm your Ace Buddy. I'll try to help you with your issue.

Whom Would You Like to Connect With?

tina	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tina	I'd like to report an Issue
Acebuddy	Please select an option!
tina	Other Issue
Acebuddy	Please specify the issue you are facing before we proceed.
tina	Someone is still in Lacerte when no one is in.
Acebuddy	Please wait while we connect you to a Support Agent.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting.
tina	Hello, I'm trying to update primary options but I can't seem to do so. I have checked the server and no one else besides me is on the cloud server.
Yash Ahi	Hi, Tina. How are you doing today?
	I will surely help you with this issue.
	Could you please help me with your server name?
tina	DejeneAlnc.myrealdatal.net
Yash Ahi	Thank you for the information and allow me to check the issue.
tina	okay
Yash Ahi	Let me check the issue, allow me 3-4 minutes.
tina	okay
Yash Ahi	Thank you for your patience Tina.
tina	did you find out what was wrong?
Yash Ahi	It seems like there are multiple users who have connected to the server. Would you like me to proceed with the server reboot? (Edited)
tina	yes please
Yash Ahi	Alright, allow me 2 minutes.
tina	okay thanks
Yash Ahi	You're welcome Tina.
	I will let you know once the server is up.
tina	okay
Yash Ahi	Thank you for your patience.

Please check now and let me know if you still

tina one moment

works now thank you

Yash Ahi I am glad that the issue got fixed.

Is there anything else I may help you with ?

tina no thats it

Yash Ahi After this chat you will get the reference ticket

I would greatly appreciate if you could spare  
chat.

Thank you for choosing ACE cloud Hosting, yo

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

I request you to kindly spare a moment to fill  
working. I will appreciate that. or you may se  
Thanks!

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

For self-help, check out our Knowledge Base

*Yash Ahi has ended this chat session*

## Chat Tr

Hello, I am y

### Visitor Details

**#72975 sonya**

**Email:** sonya@elevators.comm

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** SAN JOSE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

sonya	Hello, I am your Acebuddy
Acebuddy	Hello Sonya, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
sonya	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sonya	I'd like to report an Issue
Acebuddy	Please select an option!
sonya	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing
sonya	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QB account. Let me help you with resolving the issue
	Was that helpful?
sonya	No
Acebuddy	No issues, please wait while I connect you to our support team
	<i>Acebuddy (bot) forwarded the chat request to Sharath Kumar</i>
	<i>Sharath Kumar accepted the chat transfer request</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting.
sonya	i cant log into QB, it is saying i need windows
	i am the ADMIN
Sharath Kumar	No worries, let me know your server name and IP address
sonya	melevators.myrealdatalink.com
Sharath Kumar	got it, one moment please
sonya	Myrealdatalink\Admin_ME
Sharath Kumar	is this the first time you are experiencing this issue

sonya in awhile yes, i have had it in the past

and one of my office computers had issues tv

Sharath Kumar understood, what version of QB are you using

sonya Enterprise

2024

Sharath Kumar noted! bear with me for 2 more minutes please

Thank you for your patience, could you please

sonya still wont let me

Sharath Kumar could you provide me with a screenshot of the

sonya it says it requires windows administrator permission

and the file it also wants to open is last saved by other users on computers that have been logged in all day to

Sharath Kumar I understand your concern

could you give it one more try

sonya still not working and the only company file open

and i have fully exited the server multiple times

Sharath Kumar let me connect with you over the remote session

sonya ok

Sharath Kumar I don't see on the server currently

sonya please hurry, i have a meeting to get to and

Sharath Kumar the only other user is Project

sonya i just opened it again

Sharath Kumar I see you now

Prior providing the access, I would suggest you

sonya done\

Sharath Kumar check the remote session, you will be receiving notifications

sonya im running out of time

Sharath Kumar Sonya, could you please let me know who created the

for some reason there is no access for users to

sonya this is horrible

i need access for a big meeting i have right now

and you may NOT delete folders from today..  
employees currently working in the file right  
worked on

i may consider switching server companies. i  
years...

Sharath Kumar

Thank you for your patience.

Hi Sonya,I would like to confirm that I have n

It appears to be an issue with the QuickBook:

I will keep you posted once the application is  
issues

Thank you for choosing ACE cloud Hosting, yo

*Sharath Kumar has ended this chat session*

## Chat Tr

Hello, I am y

### Visitor Details

#### #73039 Jeff Beckley

**Email:** jeff@beckleyandassociates.com ☎ 972-309-0002

**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:** 37 Secs

**City:** FRISCO

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Jeff Beckley

Hello, I am your Acebuddy

Acebuddy

Hello Jeff Beckley, I'm your Ace Buddy. I'll be

Whom Would You Like to Connect With?

Jeff Beckley Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jeff Beckley I'd like to report an Issue

Acebuddy Please select an option!

Jeff Beckley Other Issue

Acebuddy Please specify the issue you are facing before

Jeff Beckley Unable to log into host

Acebuddy Please wait while we connect you to a Suppo

*Acebuddy (bot) forwarded the chat request*

*Saurabh Surana accepted the chat transfer request*

*Saurabh Surana is transferring the chat to Manish Singh*

Saurabh Surana Thank you for contacting Ace Cloud Hosting.

Jeff Beckley Hello

Saurabh Surana Hello, Jeff

Let me transfer this chat, the to specialist

*Manish Singh accepted the chat transfer request*

Manish Singh Thank you for contacting Ace Cloud Hosting.

I will surely help you with this issue.

Okay, Is this the first time you are facing this

Jeff Beckley I've had this issue before but not for a couple

Manish Singh Alright

May I take the remote access of your local computer

Jeff Beckley Yes

Manish Singh <https://assist.acecloudhosting.com/join/2232>

Prior providing the access, I would suggest you

Is there anything else I may help you with ?

Jeff Beckley That is what we needed. Thank you Manish

Manish Singh I would greatly appreciate if you could spare some smileys at the end of this chat.

Thank you for choosing ACE cloud Hosting, yo

You may end this chat now. Once you end thi conversation, along with a ticket number anc

I request you to kindly spare a moment to fill working. I will appreciate that. or you may se Thanks!

Note: You may change/reset your server pass (https://selfcare.acecloudhosting.com).

For self-help, check out our Knowledge Base

*Manish Singh has ended this chat session*

## Chat Tr

Hello, I am y

### Visitor Details

#### #72704 Rob Riss/ Go West

**Email:** rob@justgowest.com ☎ 19704938441

**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:** 51 Secs

**City:** LOVELAND

**State:** Colorado

**Country:** UNITED STATES

### Chat Transcript

Rob Riss/ Go West

Hello, I am your Acebuddy

Acebuddy

Hello Rob Riss, I'm your Ace Buddy. I'll be hap

Whom Would You Like to Connect With?

Rob Riss/ Go West	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rob Riss/ Go West	I'd like to raise a Request
Acebuddy	Please select your request type.
Rob Riss/ Go West	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com with the reason for server reboot and the support team will handle it.
	Do you need any further assistance on the topic?
Rob Riss/ Go West	Yes
Acebuddy	Please wait while we connect you to our Support Team.
	<i>Acebuddy (bot) forwarded the chat request to Tushar Pharswan.</i>
Tushar Pharswan	<i>Tushar Pharswan accepted the chat transfer from Acebuddy (bot).</i>
	Thank you for contacting Ace Cloud Hosting.
Rob Riss/ Go West	Hi Tushar, how are you today? You helped me with my server issue.
	I'd like to get my server rebooted again please.
Tushar Pharswan	Hello Rob I'm fine.
Rob Riss/ Go West	I have users in the company file and I need to remove them. I am currently in the office and I need to verify and rebuild the file.
	good to hear
Tushar Pharswan	Kindly allow me two minutes to check the same.
Rob Riss/ Go West	thank you for your help, I appreciate it.
Tushar Pharswan	May I know the user profile you are logged in?
Rob Riss/ Go West	GWG_Admin, however I just logged out of it via the server.
Tushar Pharswan	Okay I was manually removing the other user profiles. I will reboot the server as it refreshes the server.
	The server is up and running.
	This message has been deleted
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
Rob Riss/ Go West	i made it into single user mode!
	Thanks Tushar. Appreciate your help.

Tushar Pharswan

Thats great.

Kindly share your feedback by clicking the sn

Thank you for choosing ACE cloud Hosting, yo

You may end this chat now. Once you end thi  
conversation, along with a ticket number anc

I request you to kindly spare a moment to fill  
working. I will appreciate that. or you may se  
Thanks!

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

For self-help, check out our Knowledge Base

*Tushar Pharswan has ended this chat session*

## Chat Tr

Hello, I am y

### Visitor Details

**#72718 Imtestinghere**

**Email:** imtestinghere@gmail.com ☎ 9876500345

**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:** MALPURA

**State:** Haryana

**Country:** INDIA

### Chat Transcript

Imtestinghere

Hello, I am your Acebuddy

Acebuddy

Hello Shruti.r, I'm your Ace Buddy. I'll be happy

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73064 Diane Brooks**

**Email:** admin@dottconstruction.com 7178269097

**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:** 55 Secs

**City:** SPRINGFIELD

**State:** New Jersey

**Country:** UNITED STATES

### Chat Transcript

Diane Brooks Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Diane Brooks Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Diane Brooks I'd like to raise a Request

Acebuddy	Please select your request type.
Diane Brooks	Printer/Scanner Addition
Acebuddy	Please select your desired option :
Diane Brooks	Printer Addition
Acebuddy	Kindly install the client version of 'Uniprint' or mentioned in the knowledge-base article attached.  Once the local client has been installed, Please from the printers list and select your desired option.
	Do you need any further assistance on the topic?
Diane Brooks	Yes
Acebuddy	Please wait while we connect you to our Support Team.
	<i>Acebuddy (bot) forwarded the chat request to Sharath Kumar.</i>
Diane Brooks	none of our company printers are showing up in the list.
	<i>Sharath Kumar accepted the chat transfer request from Diane Brooks.</i>
	<i>Sharath Kumar is transferring the chat to Anurag Sharma.</i>
	<i>Anurag Sharma accepted the chat transfer request from Sharath Kumar.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting.
	Hello Diane
Diane Brooks	hello
Anurag Sharma	I deeply apologize for the inconvenience caused.
	I will be surely assisting you with this. Kindly provide me the details.
Diane Brooks	Oblivepre1.myrealdatal.net
Anurag Sharma	Thank you for the information.
	May I take the remote access of your local computer?
Diane Brooks	yes
Anurag Sharma	Prior providing the access, I would suggest you to visit the link.
	<a href="https://assist.acecloudhosting.com/join/20021">https://assist.acecloudhosting.com/join/20021</a>
	Kindly paste this link in the browser of local computer.
Diane Brooks	do i need to use the browser on the cloud?
Anurag Sharma	No, please paste this link on your local computer.
	We are connected on the remote session and will handle the time, I am putting the chat on hold, please give your confirmation on this chat.

The issue seems to be resolved.

Is there anything else I may help you with ?

Diane Brooks

no I believe you took care of the printing issu

Anurag Sharma

Thanks for the confirmation !

I would greatly appreciate if you could spare  
chat.

Thank you for choosing ACE cloud Hosting, yo

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

I request you to kindly spare a moment to fill  
working. I will appreciate that. or you may se  
Thanks!

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

For self-help, check out our Knowledge Base

*Anurag Sharma has ended this chat session*

## Chat Tr

Hello, I am y

### Visitor Details

**#72272 Daniel Twait**

**Email:** dtwait@acmealliance.com **18476569601**

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** LINCOLNSHIRE

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Daniel Twait	Hello, I am your Acebuddy
Acebuddy	Hello Dtwait, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
Daniel Twait	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Daniel Twait	I'd like to report an Issue
Acebuddy	Please select an option!
Daniel Twait	Other Issue
Acebuddy	Please specify the issue you are facing before proceeding.
Daniel Twait	Unable to connect to server
Acebuddy	Please wait while we connect you to a Support Agent.
	<i>Acebuddy (bot) forwarded the chat request to Shubham Yadav</i>
	<i>Shubham Yadav accepted the chat transfer request</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting.
	I will be surely assisting you with this. Kindly provide me the details.
Daniel Twait	Lovejoy.myrealdatal.net
	myrealdatal\DanielTwait
Shubham Yadav	Thank you for the information and allow 2 minutes for me to setup the access.
Daniel Twait	sure
Shubham Yadav	May I take the remote access of your local computer?
Daniel Twait	sure
	sorry - sure
Shubham Yadav	Prior providing the access, I would suggest you to download the link.
	<a href="https://assist.acecloudhosting.com/join/98921">https://assist.acecloudhosting.com/join/98921</a>
	Kindly Click on the link and open the download file.
Daniel Twait	resolved in remote session
	bye bye

*dtwait has ended this chat session*

# Chat Tr

Hello, I am y

## Visitor Details

### #72824 Darla Berman

**Email:** dberman@chesta.com  16148334165

**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:** COLUMBUS

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Darla Berman	Hello, I am your Acebuddy
Acebuddy	Hello Darla Berman, I'm your Ace Buddy. I'll b
	Whom Would You Like to Connect With?
Darla Berman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Darla Berman	I'd like to report an Issue
Acebuddy	Please select an option!
Darla Berman	Other Issue
Acebuddy	Please specify the issue you are facing before
	As we haven't got any response from your er Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

# Chat Transcript

Hello, I am your Acebuddy.

## Visitor Details

**#71928 Aynsley Stocklin**

**Email:** aynsley@deltablue.cpa

**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:** 14 Secs

**City:** ATHENS

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Aynsley Stocklin	Hello, I am your Acebuddy
Acebuddy	Hello Aynsley Stocklin, I'm your Ace Buddy. I'll
	Whom Would You Like to Connect With?
Aynsley Stocklin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Aynsley Stocklin	I'd like to report an Issue
Acebuddy	Please select an option!
Aynsley Stocklin	Other Issue
Acebuddy	Please specify the issue you are facing before
Aynsley Stocklin	When trying to download Uniprint, I am receiving an error message stating that the file cannot be opened. Contact the application vendor for further assistance.
	I have a Lenovo laptop

Acebuddy

Please wait while we connect you to a Suppo

*Acebuddy (bot) forwarded the chat request*

*Sharath Kumar accepted the chat transfer re*

Sharath Kumar

Thank you for contacting Ace Cloud Hosting.

Hello Aynsley, could you please let me know

Aynsley Stocklin

Delta Blue

Sharath Kumar

One moment please while I look into your acc

could you please confirm that you are downlo

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnect  
(1-888-415-5240) if any further assistance is

Thank you for choosing ACE cloud Hosting, yo

*Sharath Kumar has ended this chat session*

## Chat Tr

Hello, I am y

### Visitor Details

**#72335 Amber Cookston**

**Email:** acookston@adependablellc.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** TERRELL

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Amber Cookston	Hello, I am your Acebuddy
Acebuddy	Hello Amber & Annette-a Dependable, I'
	Whom Would You Like to Connect With?
Amber Cookston	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amber Cookston	I'd like to report an Issue
Acebuddy	Please select an option!
Amber Cookston	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Amber Cookston	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your account. Let me help you with resolving the issue
	Was that helpful?
Amber Cookston	No
Acebuddy	No issues, please wait while I connect you to our support team
	<i>Acebuddy (bot) forwarded the chat request to Sharath Kumar</i>
	<i>Sharath Kumar accepted the chat transfer request</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting.
Amber Cookston	Hello, its actually working now, I guess it was a temporary issue.
Sharath Kumar	not a problem, anything else that I may assist you with?
	Are we still connected here?
	As there was no response, we are disconnecting the call. Please call us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a great day!
	<i>Sharath Kumar has ended this chat session</i>

# Chat Tr

Hello, I am y

## Visitor Details

**#73284 Amanda Baren**

**Email:** oakcreekauto@aol.com ☎ 4147880805

**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:** FRANKSVILLE

**State:** Wisconsin

**Country:** UNITED STATES

## Chat Transcript

Amanda Baren	Hello, I am your Acebuddy
Acebuddy	Hello Amanda Baren, I'm your Ace Buddy. I'll
	Whom Would You Like to Connect With?
Amanda Baren	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amanda Baren	I'd like to raise a Request
Acebuddy	Please select your request type.
Amanda Baren	Other Request
Acebuddy	Please drop an email to support@acecloudho technicians will connect with you for further a
	If you are facing any issue/problem with your
	<i>Amanda Baren has ended this chat session</i>

# Chat Tr

Hello, I am y

## Visitor Details

### #72202 Christopher Gore

**Email:** chris@c3energypartneres.com ☎ 14063660622

**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:** 20 Secs

**City:** GREENLEAF

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

Christopher Gore

637394

*Shashwat Verma accepted the chat transfer from Acebuddy (bot)*

what is the status of this?

Shashwat Verma

Thank you for contacting Ace Cloud Hosting.

I will surely help you with this issue.

Kindly allow me two minutes to check the same.

we have received your email regarding the issue. We will respond to you within 24 hours.

Christopher Gore

i need it done now so i can make sure it works tomorrow and need to get this done today.

Shashwat Verma

Okay, will keep your case on priority and will work on it immediately.

Is that work for you?

Christopher Gore

yes

Shashwat Verma

Great

Will let you know on email.

Is there anything else I may help you with ?

Christopher Gore

no

Shashwat Verma

Thank you for choosing ACE cloud Hosting, you are welcome.

You may end this chat now. Once you end this conversation, along with a ticket number and a link to the ticket.

I request you to kindly spare a moment to fill the feedback form. It will help us to improve our working. I will appreciate that. or you may send us an email at support@acecloudhosting.com.

Thanks!

Note: You may change/reset your server password by visiting <https://selfcare.acecloudbhosting.com>.

For self-help, check out our Knowledge Base [here](#).

*Shashwat Verma has ended this chat session*

# Chat Tr

Hello, I am y

## Visitor Details

**#72236 Amy Strong**

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

**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:** 27 Secs

**City:** BROADLANDS

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Amy Strong	Hello, I am your Acebuddy
Acebuddy	Hello Amy Strong, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
Amy Strong	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amy Strong	I'd like to report an Issue
Acebuddy	Please select an option!
Amy Strong	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Amy Strong	Other QB related issue
Acebuddy	Please specify the issue you are facing before
Amy Strong	I have a QB client file that is missing complet
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>

Sharath Kumar accepted the chat transfer request.

Sharath Kumar	Thank you for contacting Ace Cloud Hosting.
Amy Strong	Good morning.
Sharath Kumar	Hello Amy, could you please let me know the
Amy Strong	OH I THINK I JUST FOUND IT!
Sharath Kumar	Glad to hear that
	Anything else that I may assist you with?
Amy Strong	Not that I can think of. Goodness that about could have no clue how it got moved.
Sharath Kumar	You don't have to ever worry about missing files. Just let me know the file that you need.
Amy Strong	That is one of the reasons I went with you guys.
Sharath Kumar	Alright Amy, I wish you have a good day ahead.
	You may end this chat now. Once you end this conversation, along with a ticket number and your name, we will be able to track this.
	I request you to kindly spare a moment to fill out our feedback form. It will help us understand what is working. I will appreciate that. or you may send us an email at support@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password by visiting our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="#">Knowledge Base</a> ).
	Thank you for choosing ACE cloud Hosting, your satisfaction is our priority.
Amy Strong	Thank you!

Sharath Kumar has ended this chat session

## Chat Transcript

Hello, I am your AI Chatbot.

Visitor Details

**#72265 leontina.tda**

**Email:** leontina.tda@gmail.com

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** SAN DIEGO

**State:** California

**Country:** UNITED STATES

**Chat Transcript** -----

leontina.tda	Hello, I am your Acebuddy
Acebuddy	Hello Leontina.tda, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
leontina.tda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
leontina.tda	I'd like to report an Issue
Acebuddy	Please select an option!
leontina.tda	Other Issue
Acebuddy	Please specify the issue you are facing before
leontina.tda	I try to configured the email in to QB and the
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>2:12:12 AM leontina.tda is sharing a file with you</i>
	<i><a href="#">1_image.png</a> - (Size:129.38 KB)</i>
	<i>Shubham Yadav accepted the chat transfer request</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting.
	I will be surely assisting you with this. Kindly
leontina.tda	My Client ID - CID74071
Shubham Yadav	Thanks for the confirmation
	May I take the remote access of your local co

leontina.tda	Yes thank you
Shubham Yadav	Prior providing the access, I would suggest yo
	<a href="https://assist.acecloudhosting.com/join/24221">https://assist.acecloudhosting.com/join/24221</a>
	Kindly Click on the link and open the download
leontina.tda	yes I did
Shubham Yadav	As per remote session you are now able to us
	Is there anything else I may help you with ?
leontina.tda	no Thank you
Shubham Yadav	I would greatly appreciate if you could spare chat.
	Thank you for choosing ACE cloud Hosting, yo
	You may end this chat now. Once you end thi conversation, along with a ticket number and
	I request you to kindly spare a moment to fill working. I will appreciate that. or you may se Thanks!
	Note: You may change/reset your server pass ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base
<i>Shubham Yadav has ended this chat session</i>	

## Chat Tr

Hello, I am y

### Visitor Details

#### #71860 Melanie Jenkins

**Email:** office@wchomeinteriors.com **15034423792**

**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:** PORTLAND

**State:** Oregon

**Country:** UNITED STATES

### Chat Transcript

Melanie Jenkins	Hello, I am your Acebuddy
Acebuddy	Hello Melanie, I'm your Ace Buddy. I'll be hap
	Whom Would You Like to Connect With?
Melanie Jenkins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Melanie Jenkins	I'd like to raise a Request
Acebuddy	Please select your request type.
Melanie Jenkins	Change in Users
Acebuddy	Please select your desired option!
Melanie Jenkins	User Addition
Acebuddy	Kindly email us the full name of the User(s) w from your registered email address and we'll
	Do you need any further assistance on the to
	As we haven't got any response from your er Kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Tr

Hello, I am y

### Visitor Details

**#72439 Flores**

**Email:** kristy.flores@refinedkind.com ☎ 7144713010

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

**Operator:** Anurag Sharma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** ANAHEIM

**State:** California

**Country:** UNITED STATES

**Chat Transcript** -----

Flores	Hello, I am your Acebuddy
Acebuddy	Hello Kristy Flores, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
Flores	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Flores	I'd like to report an Issue
Acebuddy	Please select an option!
Flores	Other Issue
Acebuddy	Please specify the issue you are facing before
Flores	Blue screen
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer re</i>
	<i>Shubham Yadav has initiated the remote assi</i>
	<i>Shubham Yadav is transferring the chat to An</i>
	<i>Anurag Sharma accepted the chat transfer re</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting.
	Hello Kristy
Flores	hello,
	when i log in, I am receiving a blue screen th

	Can I give you my user name and you can pc
Anurag Sharma	I deeply apologize for the inconvenience caused.
	I will be surely assisting you with this. Kindly
Flores	My username is
	myrealdata\RK_Bookkeeping
	refinedkind.myrealdata.net
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the same.
Flores	ok thank you
Anurag Sharma	I have successfully logged you out from the session.
	Please check and confirm if the issue is now resolved.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting you. Please call us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, your support ticket has been closed.

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your support representative.

### Visitor Details

**#72584 amy.crowell**

**Email:** amy.crowell@carymso.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 34 Secs

**City:** CARY

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

amy.crowell	Hello, I am your Acebuddy
Acebuddy	Hello Amy Crowell, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
amy.crowell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
amy.crowell	I'd like to report an Issue
Acebuddy	Please select an option!
amy.crowell	Other Issue
Acebuddy	Please specify the issue you are facing before
amy.crowell	I need to download Qvinci to my remote desk
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting.
	Hello Amy
amy.crowell	Hi
	I need to install Qvinci and I have already do
	it says I need admin rights to finish
Shashwat Verma	I will surely help you with this issue.
	Kindly email the request including setup file a
	from registered email address with us
	Rest will be assured by us, we'll download the
amy.crowell	I just sent. I am on a call with the vendor to v
Shashwat Verma	Okay, but it'll take some time to do the instal
amy.crowell	Oh ok....I have already done the download bu

reschedule time with my vendor

Shashwat Verma

We generally do the installation in night hour tomorrow (Edited)

Are we still connected here?

amy.crowell

I am

I got an email that my email did not go through

This time it went through

Shashwat Verma

Okay

amy.crowell

Thank you

Shashwat Verma

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

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your support representative.

### Visitor Details

**#73095 Nilay Patel**

**Email:** nilay@priorware.com **Phone:** 12294570732

**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 19 Secs

**City:** PATERSON

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Nilay Patel	Hello, I am your Acebuddy
Acebuddy	Hello Nilay, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Nilay Patel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nilay Patel	I'd like to report an Issue
Acebuddy	Please select an option!
Nilay Patel	Other Issue
Acebuddy	Please specify the issue you are facing before
Nilay Patel	need more ms office license
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohit Kumar accepted the chat transfer request</i>
Rohit Kumar	Thank you for contacting Ace Cloud Hosting.
	<i>Rohit Kumar is transferring the chat to Tushar Pharswan</i>
	<i>Tushar Pharswan accepted the chat transfer request</i>
Nilay Patel	Hello
Tushar Pharswan	Hello Nilay I will be assisting you now.
	Yes, we have your ticket and we are working
	As per your reply on that ticket please confirm
Nilay Patel	yes so that I can allocate to new users
Tushar Pharswan	We will add the 27 new licenses to the O365 you want us to do that as well?
Nilay Patel	you can create india1 to india27 usres and assing to those users ?
Tushar Pharswan	By this you meant that to create new users n want us to assign O365 licenses to them ?
	please confirm if these 27 users are just for C

As this chat session is disconnected at your end, we will try to reconnect.

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Thank you for choosing ACE cloud Hosting, you are great!

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72415 Jason Knickerbocker**

**Email:** jason@taxscoutusa.com  14803305885

**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:** 18 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

Jason Knickerbocker

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Jason Knickerbocker

Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jason Knickerbocker	I'd like to report an Issue
Acebuddy	Please select an option!
Jason Knickerbocker	Other Issue
Acebuddy	Please specify the issue you are facing before we proceed.
Jason Knickerbocker	I am a newer client and i am deeply dissatisfied with your application. It is very slow i cant even use it and my typing on the keyboard is very slow twice and told you are working on it but no luck.
Acebuddy	Please wait while we connect you to a Support Agent.
	<i>Acebuddy (bot) forwarded the chat request to Shashwat Verma</i>
	<i>Shashwat Verma accepted the chat transfer from Acebuddy (bot)</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting.
	Hello Jason
	I deeply apologize for the inconvenience caused by the issue.
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	as per ticket number#633880, we have initiated a ticket to resolve the slowness issue.
Jason Knickerbocker	will i be notified when it is done and how long will it take?
	i will ahve to close for the day becuase this is urgent.
Shashwat Verma	Yes, we'll update you on email.
	I apologize for the trouble you've experienced. I will take some steps to resolve this issue.
Jason Knickerbocker	about how long do you think until it is fixed?
Shashwat Verma	Will do the needful in 20-30 mins
Jason Knickerbocker	OK thank you.
Shashwat Verma	Thanks for understanding
	Thank you for your patience.
	Is there anything else I may help you with ?
	Are we still connected here?
Jason Knickerbocker	i am here but i can even type right
Shashwat Verma	Can you please check the Drake application or browser settings.

Jason Knickerbocker	We have some changes from backend, is the everything is still slow. i can barely ever type
Shashwat Verma	May I take the remote access of your local co
Jason Knickerbocker	yes
Shashwat Verma	Prior providing the access, I would suggest yo
	<a href="https://assist.acecloudhosting.com/join/7402">https://assist.acecloudhosting.com/join/7402</a>
	Kindly Click on the link and open the download
	We are connected on the remote session and the time, I am putting the chat on hold, please give your confirmation on this chat.
	Kindly open the link on your local pc, so that
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnect (1-888-415-5240) if any further assistance is

*Shashwat Verma has ended this chat session*

## Chat Tr

Hello, I am y

### Visitor Details

**#72812 admin**

**Email:** admin@jjsauer.com

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

**Operator:** Shubham Yadav

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** SALT LAKE CITY

**State:** Utah  
**Country:** UNITED STATES

## Chat Transcript

admin	Hello, I am your Acebuddy
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
admin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
admin	I'd like to raise a Request
Acebuddy	Please select your request type.
admin	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, please let me know.
admin	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
admin	Other Issue
Acebuddy	Please specify the issue you are facing before we proceed.
admin	download the RDC to new computer
Acebuddy	Please wait while we connect you to a Support Agent.
	<i>Acebuddy (bot) forwarded the chat request to Shubham Yadav.</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting.
	I will be surely assisting you with this. Kindly provide me with the details.
admin	it is for Jeff Sauer CPA LLC it is for the admin
Shubham Yadav	Thanks for the confirmation
	May I take the remote access of your local computer?
admin	yes
Shubham Yadav	Prior providing the access, I would suggest you to update your password.
	<a href="https://assist.acecloudhosting.com/join/4292">https://assist.acecloudhosting.com/join/4292</a>

Kindly Click on the link and open the download

Amanda please provide the permissions to ac

Please give screen recording access for remo

Cindy are you there ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnect  
(1-888-415-5240) if any further assistance is

*Shubham Yadav has ended this chat session*

## Chat Tr

Hello, I am y

### Visitor Details

**#72534 Anais Dilger**

**Email:** ezrad@ortax.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

### Chat Transcript

Anais Dilger

Hello, I am your Acebuddy

Acebuddy

Hello Ezra Dilger, I'm your Ace Buddy. I'll be t

	Whom Would You Like to Connect With?
Anais Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anais Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Anais Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before we proceed.
Anais Dilger	Need to facilitate update for 2024 Lacerte
Acebuddy	Please wait while we connect you to a Support Agent.
	<i>Acebuddy (bot) forwarded the chat request to Shashwat Verma.</i>
	<i>Shashwat Verma accepted the chat transfer from Acebuddy.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting.
	Hello Ezra
Anais Dilger	Hi there
Shashwat Verma	Kindly allow me 2 mins to start the update
Anais Dilger	Thank you!
Shashwat Verma	Kindly ask the user to logoff
Anais Dilger	Are there still people logged in?
Shashwat Verma	Wendy is there in inactive status.
	Shall I remove him?
Anais Dilger	I am checking with her now
	Ok, please remove the last user
Shashwat Verma	Sure
Anais Dilger	So, this will be about 20 minutes or so, right?
Shashwat Verma	Yes
Anais Dilger	Thank you! Do you need anything else from me?
Shashwat Verma	No need
Anais Dilger	Will you shoot me an email once this is ready?
Shashwat Verma	Sure
Anais Dilger	Thanks!
Shashwat Verma	Moreover, you can expect the update in 10 minutes.

Is there anything else I may help you with ?

Ezra, update got completed.

server is getting rebooted, you can login the

Anais Dilger

Ok, sounds good! Thank you!

Shashwat Verma

Is there anything else I may help you with ?

Anais Dilger

No, that will be all!

Shashwat Verma

Thank you for choosing ACE cloud Hosting, yo

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

I request you to kindly spare a moment to fill working. I will appreciate that. or you may se Thanks!

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

For self-help, check out our Knowledge Base

*Shashwat Verma has ended this chat session*

## Chat Tr

Hello, I am y

### Visitor Details

**#72769 Margaret Harrison**

**Email:** maggie@inspiredpros.com  19165953963

**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:** HANFORD

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Margaret Harrison	Hello, I am your Acebuddy
Acebuddy	Hello Maggie, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
Margaret Harrison	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Margaret Harrison	I'd like to raise a Request
Acebuddy	Please select your request type.
Margaret Harrison	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your system, please let us know.
	As we haven't got any response from your end, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72537 Erika Stallworth**

**Email:** estallworth@turnriver.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:** SAN FRANCISCO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Erika Stallworth	Hello, I am your Acebuddy
Acebuddy	Hello Erika Stallworth, I'm your Ace Buddy. I'll
	Whom Would You Like to Connect With?
Erika Stallworth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Stallworth	I'd like to raise a Request
Acebuddy	Please select your request type.
Erika Stallworth	Other Request
Acebuddy	Please drop an email to support@acecloudho technicians will connect with you for further a
	If you are facing any issue/problem with your
	As we haven't got any response from your er Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Tr

Hello, I am y

### Visitor Details

**#72658 David Weinstein**

**Email:** david@davidweinsteincpa.com **19149071180**

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 13 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before
David Weinstein	The server is slow. I'd click to open a tab on t
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer re</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting.
	Hi David, One moment while I look into this fo
	could you please let me know if the slowness
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnect (1-888-415-5240) if any further assistance is
	Thank you for choosing ACE cloud Hosting, yo
	<i>Sharath Kumar has ended this chat session</i>

# Chat Tr

Hello, I am y

## Visitor Details

**#71882 Darius Hofer**

**Email:** admin@holdencolony.com  17803858300

**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:** 16 Secs

**City:** BARRHEAD

**State:** Alberta

**Country:** CANADA

## Chat Transcript

Darius Hofer	Hello, I am your Acebuddy
	Please Call me 780-385-8300
Anurag Sharma	Thank you for contacting Ace Cloud Hosting.
	Could you please confirm me your issue?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Darius Hofer	Call Me
Anurag Sharma	As I can check. A callback is already arranged. I will call you with phone number as soon as possible.
Darius Hofer	ok
Anurag Sharma	If you need immediate assistance. Kindly call us at 17803858300.
	Is there anything else I may help you with ?
	Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnect  
(1-888-415-5240) if any further assistance is

Thank you for choosing ACE cloud Hosting, yo

*Anurag Sharma has ended this chat session*

## Chat Tr

Hello, I am y

### Visitor Details

**#72152 krisika**

**Email:** krisika@hkidata.com ☎ 7383092838

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

**Operator:** Manish Singh

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 1 Min 3 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

krisika Hello, I am your Acebuddy

Acebuddy Hello Krisika, I'm your Ace Buddy. I'll be happ

Whom Would You Like to Connect With?

krisika Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before we connect you to a support agent.
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Agent.
	<i>Acebuddy (bot) forwarded the chat request to Manish Singh</i>
	<i>Manish Singh accepted the chat transfer request</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting.
krisika	Remote desktop connection
Manish Singh	I will surely help you with this issue.
krisika	Remote desktop can't connect to the remote machine.
Manish Singh	May I take the remote access of your local computer?
	<i>7:50:51 PM krisika is sharing a file with you <a href="#">IMG-20250207-WA0004.jpg</a> - (Size:111.88 KB)</i>
	?
krisika	Yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/9652">https://assist.acecloudhosting.com/join/9652</a>
	Prior providing the access, I would suggest you to share the screenshot of the error.
krisika	Remote desktop can't connect
Manish Singh	Yes, i got it kindly join the session so that i can check the issue.
	Are we still connected here?
krisika	Yes
Manish Singh	Are you able to join the remote session?
krisika	No
Manish Singh	May I know what is the error you are facing?
krisika	No permissions
Manish Singh	Is it MAC?
	May I know the username which is facing the issue?
	<i>8:01:19 PM krisika is sharing a file with you <a href="#">IMG-20250207-WA0004.jpg</a> - (Size:111.88 KB)</i>
	<i>PinazS This user having issue</i>
	If you are not able to connect through remote desktop.

Where you can easily tell us the issue and we

krisika Please Reboot system

Manish Singh Users are logged in right now, Krisika kindly I

krisika Oky

Manish Singh Kindly let us know when we can proceed with

krisika Yes

Manish Singh Can we reboot the server now?

krisika Yw

Manish Singh Kindly try to access server after 2 minutes.

krisika Oky

It's completely open

Manish Singh Is the user PinazS able to access server?

Are we still connected here?

krisika Yes

Manish Singh Kindly check with user PinazS if the user is at

krisika Yes I will chek the user

Plz wait

Oky

The user server is Countine

Manish Singh Great!

Is there anything else I may help you with ?

krisika Thank you for solved this

Manish Singh I would greatly appreciate if you could spare smileys at the end of this chat.

Thank you for choosing ACE cloud Hosting, yo

krisika 😊

Manish Singh You may end this chat now. Once you end thi conversation, along with a ticket number and

I request you to kindly spare a moment to fill working. I will appreciate that. or you may se Thanks!

Note: You may change/reset your server pass (https://selfcare.acecloudhosting.com).

For self-help, check out our Knowledge Base

*Manish Singh has ended this chat session*

## Chat Tr

i can't lo

### Visitor Details

**#73031 john cortopassi**

**Email:** john@johnacortopassicpa.com ☎ 16319796917

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

**Operator:** Shubham Yadav

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** SMITHTOWN

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

john cortopassi i can't logon again

Dikshant Yadav Thank you for contacting ACE. My name is Di

*Dikshant Yadav is transferring the chat to Sup*

*Shubham Yadav accepted the chat transfer re*

Shubham Yadav Thank you for contacting Ace Cloud Hosting.

john cortopassi i had this problem an hour ago and i can't lo

Shubham Yadav I will be surely assisting you with this. Kindly

john cortopassi i don't know that tech stuff

John A cortopassi cpa is my company

Shubham Yadav	Thank you for the information and allow 2 mi
	John may I take the remote access of your loc
john cortopassi	ok
Shubham Yadav	Prior providing the access, I would suggest yo
	<a href="https://assist.acecloudhosting.com/join/4962">https://assist.acecloudhosting.com/join/4962</a>
	Kindly Click on the link and open the download
	As per remote session you are now able to ac
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnect (1-888-415-5240) if any further assistance is

*Shubham Yadav has ended this chat session*

## Chat Tr

Hello, I am y

### Visitor Details

#### #72251 Hal Kern

**Email:** halkern@powercomsystems.com ☎ 19144037223

**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:** FARMINGDALE

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Hal Kern	Hello, I am your Acebuddy
Acebuddy	Hello Hal Kern, I'm your Ace Buddy. I'll be
Whom Would You Like to Connect With?	
Hal Kern	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Hal Kern	I'd like to raise a Request
Acebuddy	Please select your request type.
Hal Kern	Other Request
Acebuddy	Please drop an email to support@aceclo request and our technicians will connect
	If you are facing any issue/problem with below :
	As we haven't got any response from yo assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

