

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #80263 Ganesh

**Email:** infocothenassociates@gmail.com  +91 8447018372

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 38 Secs

**City:** GAUTAM BUDDHA NAGAR

**State:** Uttar Pradesh

**Country:** INDIA

## Chat Transcript

Ganesh	Hello, I am your Acebuddy
Acebuddy	Hello George, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Ganesh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ganesh	I'd like to report an Issue
Acebuddy	Please select an option!
Ganesh	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ganesh	bokkepper 1 is not working
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.

Ganesh	hi
Sujeet Kumar Suman	Hello George
Ganesh	my server is CohenAssociates.myrealdata.net
Sujeet Kumar Suman	How are you doing?
Ganesh	bookkeeper 1 is our user is not working  plz check
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
Ganesh	and also plz check the recycle bin and restore th eqb to the bookkpper folder  qb file
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.  <i>9:43:20 PMGanesh is sharing a file with you <a href="#">image.png</a> - ( Size:15.4 KB )</i>  <i>this is the error</i>
	Kindly allow me two minutes to check the same.
Ganesh	sure  and plz do not empty recycle bin
Sujeet Kumar Suman	Okay.
	Thank you for your patience.
	We are currently making changes from the back end. Kindly connect with us on chat for further assistance
Ganesh	sure
Sujeet Kumar Suman	As we are making changes, the server needs to be rebooted to apply them. Kindly guide all users to log out of the server temporarily
Ganesh	plz msg to all our users  and restart it
Sujeet Kumar Suman	Okay.
Ganesh	done?
Sujeet Kumar Suman	We have sent a message to all users requesting them to log out. Once all users have logged out, we will proceed with the
Ganesh	ok no probm
Sujeet Kumar Suman	There are still some users logged into the server.
Ganesh	pl z do force close  now no one is logged in, right?
Sujeet Kumar Suman	All user are logged out.

	We have now rebooted the server from the backend. Once it is back online, we will inform you.
Ganesh	Yes.
Sujeet Kumar Suman	ok
	The server is now back online. Kindly guide Booker1 to log into the server and let us know if they are still facing any issue
Ganesh	plz wait
Sujeet Kumar Suman	Thank you for your patience.
Ganesh	Sure, please take your time
	now its working thank you
	and one more questions
	helo, r u there?
Sujeet Kumar Suman	Thanks for the confirmation !
	Yes please.
Ganesh	we have 4 users (1) Jay, (2) Bookeeper3, (3) Alex_gkp and (4) EduardM, we need to find out that how many hours are these users active
Sujeet Kumar Suman	Yes, we can do that, but please note it will take some time to generate the report
Ganesh	no prob.
Sujeet Kumar Suman	Sure, we will send it to you via email.
	Is there anything else I may help you with ?
Ganesh	ok thanks
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	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> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Ganesh	bye
Sujeet Kumar Suman	Bye.

*Sujeet Kumar Suman has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #80264 fawn

**Email:** fawn@unksconstruction.com  7026368671

**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:** 5 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

fawn	Hello, I am your Acebuddy
Acebuddy	Hello Fawn Smith, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fawn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fawn	I'd like to raise a Request
Acebuddy	Please select your request type.
fawn	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
fawn	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?
	<i>The visitor's email address and phone number were changed.</i>
fawn	Yes

Acebuddy Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shashwat Verma accepted the chat transfer request.*

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

Hello Fawn

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#80546 cvilla**

**Email:** cvilla@dixxon.com  4805180568

**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:** TEMPE

**State:** Arizona

**Country:** UNITED STATES

### Chat Transcript

cvilla Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
cvilla	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	<i>cvilla has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #80668 Cheri Giglia

**Email:** cgiglia@supportingstrategies.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:** COMMACK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

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

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

*Ended due to chat idle timeout*

## Chat Transc

Hello, I am your Ace

### Visitor Details

**#80704 Kevinder**

**Email:** k.singh@innercircle.cpa

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 54 Secs

**City:** NOIDA

**State:** Uttar Pradesh

**Country:** INDIA

## Chat Transcript

Kevinder	Hello, I am your Acebuddy
Acebuddy	Hello Kevinder, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kevinder	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kevinder	I'd like to report an Issue
Acebuddy	Please select an option!
Kevinder	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kevinder	I am unable to get in server.While opening this it shows blue screen.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Kevinder	ICA_Kevinder
Yash Kalra	Please confirm if your server's name is: ICAdvisors.myrealdatal.net
Kevinder	Yes
Yash Kalra	To help me assist you better, please answer the following questions:
	<ol style="list-style-type: none"><li>1. Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact mes</li><li>2. Are you using a Windows PC or a Mac?</li><li>3. When was the last time you were able to access the server successfully?</li></ol>
Kevinder	No I am just seeing blue screen and seems like my connections are going in queue. This error comes every month
Yash Kalra	May I take the remote access of your local computer? (Edited)
Kevinder	yes

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

Kindly Click on the link and open the downloaded file.  
<https://assist.acecloudhosting.com/join/8702302098>

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

Kevinder, we assisted you regarding the login issue.  
Is there anything else I may help you with? (Edited)

Kevinder No Thanks

Yash Kalra I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of  
Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

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

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

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

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Ace Support Agent.

### Visitor Details

#### #80781 Suzette Drew

**Email:** drew@drewunderground.com  17077992189

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** SANTA ROSA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Suzette Drew	Hello, I am your Acebuddy
Acebuddy	Hello Suzette Drew, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Suzette Drew	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Suzette Drew	I'd like to report an Issue
Acebuddy	Please select an option!
Suzette Drew	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Suzette Drew	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Suzette Drew	license update crash current ticket 755601 no response
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
	<i>Abhay Kumar Saraswat is transferring the chat to Sanyam Madan.</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today
	Hello Suzette , how are you doing
Suzette Drew	Good
Sanyam Madan	I will be surely assisting you with this.
	Kindly allow me two minutes to check the same.
Suzette Drew	ok
Sanyam Madan	Just checked the ticket and discussed with my team
	There seems to be a problem at the backend
	We will Clean install QuickBooks which will surely resolve the issue. As soon as the QB is up and running, we will inform yo
Suzette Drew	Ok My employees are waiting for their checks
Sanyam Madan	We will clean install QB on priority

	Your request has been noted and i will personally inform my team member to complete the installation within 1 hour
Suzette Drew	Thank you
Sanyam Madan	Is there anything else I may help you with ?
Suzette Drew	NO thank you
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sanyam Madan has ended this chat session*

## Chat Transcript

Hello, I am your Ace

### Visitor Details

#### #80779 Lisa

**Email:** lisa@hemrindustrial.com ☎ 541-396-4674

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** BANDON

**State:** Oregon

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
Lisa	I'd like to raise a Request
Acebuddy	Please select your request type.
Lisa	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Lisa	Restart
Acebuddy	Hello Lisa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lisa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lisa	I'd like to report an Issue
Acebuddy	Please select an option!
Lisa	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Lisa	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lisa	I need to be able to create a backup file to send to our accountant for tax purposes
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	Hello Lisa , how are you doing
Lisa	Thank you. My name is Lisa and I'm with HEMR Industrial Contractors, LLC. I need to create a backup file to send to our ac
Sanyam Madan	Do you need accountant copy or backup copy of the file ?
Lisa	A backup file would be great. That way they can look at everything they may need.
Sanyam Madan	Can you please share the location of the file
	also, the name please
Lisa	
Lisa	I'm not sure what you are asking for. Because our QB is hosted on the Cloud, I don't have the ability to create a backup fil
	2024

Sanyam Madan	I will be surely assisting you with this.
	Lisa we need to know the name of the file so that we can get the file for you
	Also, we need the location of the file you are asking for
	Are we still connected here?
Lisa	sorry I'm working and had to take a phone call
Sanyam Madan	No worries Lisa
	Take your time
Lisa	I don't know the name of the file.
	I can try to create a local backup but it saves it to your server (or it did last year). I need help to be able to get that file to
Sanyam Madan	Lisa what you can do is, you can confirm the name of the file as well as the location from Reene (POC) and then you can r
	Yes , we can also do that
Lisa	"The company file for HEMR is stored on a drive in a remote computer. QB may not be able to backup all file associated w
Sanyam Madan	Kindly allow me two minutes to check the same.
Lisa	Backup Aug 22, 2025 is the file name it was saved as
Sanyam Madan	May I take the remote access of your server?
Lisa	yes
Sanyam Madan	Please accept the request
	Lisa. I will be sending you the backup file over email
	Is there anything else I may help you with ?
Lisa	Thank you! That is all
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sanyam Madan has ended this chat session*

## Chat Transc

Add the user as Ad

**#80413 sundar sundaram**

**Email:** sundar@wizcom.com  6099369401

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

**Operator:** Sujeet Kumar Suman

**Website:** <https://www.acecloudhosting.com/account-login/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** BENSALEM

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

sundar sundaram	Add the user as Admini
Riten	Thank you for contacting ACE. My name is Riten. I will be assisting you further.
sundar sundaram	ok, thanks Riten
	I have been authorized to be added as Admin to the account.
	Is there anyway you can confirm this, from your end?
Riten	Understood Sundar let connect you to support for this
sundar sundaram	sure
<i>Riten is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Sundar
sundar sundaram	sure
Sujeet Kumar Suman	How are you doing?
sundar sundaram	doing fine. How about you?
Sujeet Kumar Suman	I'm good too. Thank you for asking.
	Kindly help me with your server name and user name?
sundar sundaram	Wizcom Corporation
	SundarSundaram
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
sundar sundaram	no issues
Sujeet Kumar Suman	Could you please confirm your concern so we can assist you accordingly?

sundar sundaram	2 concerns....  one, I was not able to login using remote access and kept me throwing out  2. I wanted to be added into our account as an Admin.
Sujeet Kumar Suman	No worries, let me help you with your concerns. I will address and resolve both issues one by one.
sundar sundaram	Venkat Marama (who is the current Admin) has already sent an email to your support team some time ago, to add me as
Sujeet Kumar Suman	Let me check it for you.  Could you please confirm the error message you are receiving while accessing the server?
	And when was the last time you were able to access the server?
sundar sundaram	this morning  was not able to connect to the server  even one of the representative was trying to help me out through remote ZOHO access but could not  since the request to reset the password has to come from the authorized admin, this got delayed  that's the reason for adding me as an Admin on this account (as I am also one of the partners, like Mr. Venkat Maram)
Sujeet Kumar Suman	No worry.  May I take the remote access of your local computer?  Are we still connected here?
	<i>9:49:47 PMsundar sundaram is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:104.11 KB )
sundar sundaram	This is what it showed up earlier  Manish Singh from your team try to get the issue resolved through remote login  unsuccessfully  Can we do my 2nd request first?
	Have I been added as an Admin?
Sujeet Kumar Suman	Sure. but for that, we need authentication from the account owner. As per our records, the account owner is <b>Venkat Maram</b> . Once we receive the confirmation, we will proceed further.
sundar sundaram	Venkat has already sent an email today  <i>9:53:35 PMsundar sundaram is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:135.54 KB )
Sujeet Kumar Suman	Thanks for the confirmation !
	After receiving the new password for your account, kindly enroll your account on the Self-Care Portal. This will allow you to
sundar sundaram	what is my userid for the enrollment?
Sujeet Kumar Suman	UserID: SundarSundaram

sundar sundaram	Invalid UserID
Sujeet Kumar Suman	Kindly provide your contact number and email ID so we can proceed with adding you as the admin.
	<i>9:56:55 PMsundar sundaram is sharing a file with you</i>
	<u><a href="#">1_image.png</a></u> - ( Size:750.89 KB )
sundar sundaram	Sundar@sundaram.com
	609 936 9400 x 302
	Sundar Sundaram
Sujeet Kumar Suman	As of now, you are not registered on the Self-Care Portal. Once you receive the new password from our end, please register.
sundar sundaram	ok, has the password been reset?
Sujeet Kumar Suman	As checked with my team, the new password has already been shared with you via email.
	Regarding the admin registration, we have already escalated your ticket to the dedicated team. They will assist you further.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Sujeet Kumar Suman has ended this chat session*

## Chat Transcript

Hello, I am your Ace

### Visitor Details

**#80740 Zoya Roberts**

**Email:** zroborts@spbh.org

**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:** YULEE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Zoya Roberts	Hello, I am your Acebuddy
Acebuddy	Hello Zoya Roberts, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Zoya Roberts	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Zoya Roberts	I'd like to raise a Request
Acebuddy	Please select your request type.
Zoya Roberts	Password Reset
Acebuddy	Please select an option below
Zoya Roberts	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?
Zoya Roberts	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

## Chat Transcr

Hello, I am your Ace

### Visitor Details

**#80291 ymehta**

**Email:** ymehta@accountingresourcesinc.com

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** COIMBATORE

**State:** Tamil Nadu

**Country:** INDIA

## Chat Transcript

ymehta	Hello, I am your Acebuddy
Acebuddy	Hello Ymehta, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ymehta	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ymehta	I'd like to report an Issue
Acebuddy	Please select an option!
ymehta	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ymehta	Unable to get into the ace server
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.
ymehta	I am unable to connect to the ace network
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?
ymehta	ARIINC.myrealdata.net
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	Are you the only one facing the problem, or is someone else experiencing the same issue?
ymehta	Just me
	YashitMH is the user id

Sujeet Kumar Suman	Thanks for the confirmation !
	When was the last time you were able to access the server?
ymehta	Yesterday
Sujeet Kumar Suman	May I take the remote access of your local computer?
ymehta	Is there no other way to resolve this?
Sujeet Kumar Suman	We need to connect to your local system to check the RDP settings and try to fix the issue.
ymehta	Okay I just tried again, I am able to connect now  *able
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
ymehta	Nothing for now. Thanks
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sujeet Kumar Suman has ended this chat session*

## Chat Transcript

Good day, may ask for an assistance please.  
desktop

### Visitor Details

#### #80639 team

**Email:** team@infiniteaccountants.com  2125440001

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** SINALHAN

**State:** Laguna

**Country:** PHILIPPINES

## Chat Transcript

team	Good day, may ask for an assistance please regarding quickbooks desktop
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	Hi, is this for the account - Infinite Accounting Services?
team	Yes, may you help me with something
Rishabh Gogia	You need technical support right?
team	yes
<i>Rishabh Gogia is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
team	Actually Im having trouble with a file sent by a client. The file is QBB but I can't upload nor download it inside the QB Deskt
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
team	Qbnxtpre.myrealdatal.net  myrealdatal\IASAdmin.NPRE
Yash Kalra	Kindly allow me two minutes to check the same.
team	Okay
Yash Kalra	Are you receiving any error message while attempting to upload or download? If yes, kindly share the exact message.
team	I tried to open the gmail since my boss forwarded an email regarding to a company file that i need to upload its QBO because download it inside the QB Desktop it says error and not enough storage even though we still have a lot of space in QB Deskt
Yash Kalra	May I take the remote access of your server?
team	sure. I also opened the gmail there where you can see the file forwarded to me. I don't know am i supposed to upload that.
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/1392667824">https://assist.acecloudhosting.com/join/1392667824</a>
	As per our session, we assisted you in downloading the file. If you require any assistance at any point, please feel free to contact us.
team	Yes, will do. Thank you for the assistance. We will ask help again once we can't resolve other issues. Thank you very much.
Yash Kalra	sure , we are always here to help you out.

	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
team	may i also close the zoho assistant?
Yash Kalra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecl">https://selfcare.acecl</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Ace

### Visitor Details

#### #80601 Matthew Orth

**Email:** morth@menkeco.com  3197532000

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 53 Secs

**City:** WEST POINT

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

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

Matthew Orth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matthew Orth	I'd like to raise a Request
Acebuddy	Please select your request type.
Matthew Orth	Restart
Acebuddy	Hello Matthew Orth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Matthew Orth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matthew Orth	I'd like to report an Issue
Acebuddy	Please select an option!
Matthew Orth	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Matthew Orth	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Matthew Orth	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Matthew Orth	I work for Menke and Company. One of our customers was kickoff quickbooks and the word abort showed up. then she co
Shubham Maurya	I will surely help you with this issue Matthew. Please do let me know the server name on which the user is facing this issue
Matthew Orth	This issue happened friday. I dont know if she still has the problem. I was see if that is a you problem?
	and I dont have that info server name or user name
Shubham Maurya	Thank you for the update! Since this happened on Friday, it's understandable if you're not sure if the issue is still there. W troubleshooting to check the root cause of this.
	It probably happens due to multiple reasons like:
	Temporary system glitch or software crash

	Corrupted company file Outdated QuickBooks version Installation or update issues Server or network problems in multi-user setup
Matthew Orth	ok thank you very much
Shubham Maurya	You are most welcome ! We will create a ticket number for this you will be getting after this chat, so you can take a follow up.  Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Shubham Maurya has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#80313 Donald Johnson**

**Email:** don.johnson@dljtax.com

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Chrome OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 56 Secs

**City:** ROYAL OAK

**State:** Michigan

**Country:** UNITED STATES

### Chat Transcript

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

	Whom Would You Like to Connect With?
Donald Johnson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Donald Johnson	I'd like to report an Issue
Acebuddy	Please select an option!
Donald Johnson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Donald Johnson	I'm interfacing with AceCloud using xtralogic RDP client on my Chromebox. Receiving a message that Google will no longer support NaCl starting in 2025. Specifically, NaCl is disabled by default on managed (enterprise-enrolled) Chrome OS devices starting with C
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
Donald Johnson	Hello.
Abhay Kumar Saraswat	Hello Donald
	How are you doing today?
	And is this for account: DLJTAX LLC?
Donald Johnson	Doing fine. Yes it is.
Abhay Kumar Saraswat	I will be surely assisting you with this.
Donald Johnson	Thanks.
Abhay Kumar Saraswat	Since when have you been experiencing this issue?
	Are we still connected here?
Donald Johnson	Yes.
Abhay Kumar Saraswat	Could you please confirm?
Donald Johnson	I've been getting the message for about a month. The Xtralogic RDP Client for Chrome OS is no longer supported by Google out in 2025. Specifically, NaCl is disabled by default on managed (enterprise-enrolled) Chrome OS devices starting with C
Abhay Kumar Saraswat	Are you encountering this error on the ACE server while using Chrome, or does it occur with another application?
Donald Johnson	I only use xtralogic RDP to log in to the ace cloud server. I get the message every time I log in.
Abhay Kumar Saraswat	Can you show me that error or notification? (Edited)
Donald Johnson	Sure. How do I show you?

Abhay Kumar Saraswat	Let me take the remote access of your local computer.
Donald Johnson	Prior providing the access, I would suggest you to close any important documents at your end.
Abhay Kumar Saraswat	ok they are closed.]
Abhay Kumar Saraswat	Thanks.
	<a href="https://assist.acecloudhosting.com/join/5202517924">https://assist.acecloudhosting.com/join/5202517924</a>
	Kindly paste this link in the browser of local computer and join the session.
Donald Johnson	I can't install this on my Chromebox. Only my laptop or phone.
Abhay Kumar Saraswat	So, you're saying you're unable to open this link in your local browser?
Donald Johnson	I open the link. But when I click on install it only gives my the laptop and phone options. Not the Chromebox which I'm wo
Abhay Kumar Saraswat	Understood.
	Kindly allow me two minutes to check the same.
Donald Johnson	ok.
	Please see the following explanation of the problem... <a href="https://www.perplexity.ai/search/xtralogic-rdp-client-for-chrom-Yh_LI">https://www.perplexity.ai/search/xtralogic-rdp-client-for-chrom-Yh_LI</a>
Abhay Kumar Saraswat	Sure.
	Allow me 2 more minutes.
	<i>12:59:30 AM Donald Johnson is sharing a file with you <a href="#">image.png</a> - ( Size:28.51 KB )</i>
	<i>Here's a picture of the chrome message.</i>
	Meanwhile could you please download "*Chrome Remote Desktop" ?*
	Unable to open this as this is private.
Donald Johnson	Here's the info...
	Xtralogic RDP Client for Chromebox: Fixes & Key Updates Background: The Xtralogic RDP Client has been a leading solution for ChromeOS—like the deprecation of Chrome Apps and Native Client (NaCl) support—have required significant changes and a transition to Isolated Web App (IWA). Due to Chrome Apps and NaCl being deprecated (final support expected with ChromeOS as version 4.x), the IWA app works on both managed and unmanaged Chrome devices. The new app is auto-updated and enables the Chrome flags: chrome://flags/#enable-isolated-web-app-dev-mode (chrome://flags/#enable-isolated-web-app-manifest URL: <a href="https://www.xtralogic.com/wp-content/uploads/xtrchromerd-update-manifest.json">https://www.xtralogic.com/wp-content/uploads/xtrchromerd-update-manifest.json</a> ). Managed installs can use managed Chromebox/Chromebook devices, NaCl can be temporarily re-enabled via the DeviceNativeClientForceAllowed flag (138 LTS (support ends April 2026)). On unmanaged devices, ChromeOS 138 will be the final OS version with NaCl support. Recent version histories include fixes for crashes (e.g., when copying files in Adobe Acrobat), improvements to password handling, and the release of a File System Provider extension to enable seamless copy/paste and drag-and-drop file transfers between Chrome and the app's settings and install the File System Provider extension as prompted.
	Here's the code from chrome remote desktop... 554698965971
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.

	do you have a managed (enterprise-enrolled) Chrome OS device or unmanaged (consumer) devices
Donald Johnson	No. I have a business starter edition of Chrome with 2 users.
Abhay Kumar Saraswat	could you please confirm the version of Xtralogic RDP Client that you have right now
Donald Johnson	not sure how to find this.
	Sorry. It is 3.1
Abhay Kumar Saraswat	The recommended move is to switch to the <b>new Xtralogic RDP Client version 4.x</b> , built as an <b>Isolated Web App (IWA)</b> updated via <b>Google Admin Console</b> for managed users (your 2 users).
	You or your admin can enable Chrome flags and install the IWA version manually per user if needed, or push centrally through G Suite Admin.
Donald Johnson	can you help walk me through this process? I'm a tax accountant.
	Or is there another way to connect with Ace Cloud from my Chromebox?
Abhay Kumar Saraswat	sure, unfortunately we were unable to take remote access of your device
	do you use any other remote app like zoom or MS teams
	or do have IT who manage your device?
Donald Johnson	No, I'm on my own. Did the code I sent you for Chrome Remote Desktop not work?
Abhay Kumar Saraswat	No.
Donald Johnson	can I uninstall and re install chrome remote desktop since I haven't used it in a while?
Abhay Kumar Saraswat	Let me tell you the process to install the latest version.
Donald Johnson	ok
Abhay Kumar Saraswat	Open Chrome Browser on Your Chromebox/Chromebook, just click the Chrome browser icon as usual.
	Then <b>Enable</b> Required Chrome Flags:
	In the Chrome address bar, type the below text and press Enter:
	<b>chrome://flags/#enable-isolated-web-app-dev-mode</b>
Donald Johnson	ok
Abhay Kumar Saraswat	Now, You will see a setting called " <b>Enable isolated web app development mode.</b> " Click on the dropdown next to it and select "Enabled".
Donald Johnson	ok I enabled. Now it wants to restart my device. Will I lose you?
Abhay Kumar Saraswat	Yes, you will.
	Would you like me to arrange a callback for you?
Donald Johnson	That would be great! 248-660-0048
Abhay Kumar Saraswat	No worries.

Donald Johnson	Ok. I'm restarting now.
Abhay Kumar Saraswat	Let me close this chat.
Donald Johnson	ok.
Abhay Kumar Saraswat	I request you to share preferred time to contact you.
Donald Johnson	Today 4-5pm if possible.
Abhay Kumar Saraswat	Okay.
	Is there anything else I may help you with ?
Donald Johnson	That's all. Thanks.
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Abhay Kumar Saraswat has ended this chat session*

## Chat Transc

I can't login to the s

### Visitor Details

#### #80803 Roberts

**Email:** shane.roberts.cpa@outlook.com  4357605161

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

**Operator:** Manish Singh

**Website:** [https://www.acecloudhosting.com/?utm\\_source=Bing&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=Ace%20Cloud%20Hosting&utm\\_content=Branded](https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_content=Branded&utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_content=Branded)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** SMITHFIELD

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Roberts	I can't login to the server.
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	Hi Shane, could you please confirm your account name registered with Ace Cloud Hosting?
Roberts	CPPR  Carefree Professional Practice Resources
	<i>Rishabh Gogia is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.  I will surely help you with this issue.  Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
Roberts	Yes, it is the first time. It made me change my password, but then wouldn't accept any password I tried to use.
Manish Singh	Alright!  Kindly allow me two minutes to check the same.  May I know your username?
Roberts	sroberts
Manish Singh	You session was in disconnected state on server removed that kindly try to access server now.  Kindly use log off icon while disconnecting from the server.
Roberts	Thanks, that is working now.
Manish Singh	Is there anything else I may help you with ?
Roberts	No, that is all.
	Thanks
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this conversation.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )

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

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #80022 Lindsay Groves

**Email:** lindsay@wendyjweissman.com  406-205-4462

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** GREAT FALLS

**State:** Montana

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please select an option below
Lindsay Groves	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?
Lindsay Groves	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	Is this for account: <b>Wendy J Weissman CPA PC</b> ?
	Are we still connected here?
Lindsay Groves	yes
	this is for Wendy J Weissman CPA PC for Liinda's computer
Abhay Kumar Saraswat	Hello Lindsay. (Edited)
	How are you doing today?
Lindsay Groves	This is Lindsay. I am well
Abhay Kumar Saraswat	Great.
	Are you looking to reset your password?
Lindsay Groves	yes
	For LINDA
Abhay Kumar Saraswat	<b>Linda McNeill</b> ?
Lindsay Groves	Yes
Abhay Kumar Saraswat	Okay.
Lindsay Groves	Linda can't log into her server and we verified the password is correct
Abhay Kumar Saraswat	As I can see, she's enrolled on selfcare portal tool and can reset her password by herself. (Edited)
Lindsay Groves	yes I just found that out
Abhay Kumar Saraswat	Okay.
	So do you need any assistance from my end?
	Are we still connected here?

Lindsay Groves	yes i am here
	i still need help as the old password is not correct
Abhay Kumar Saraswat	May I take the remote access of her local computer?
Lindsay Groves	yes
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
Lindsay Groves	ok
Abhay Kumar Saraswat	<a href="https://assist.acecloudhosting.com/join/8172900426">https://assist.acecloudhosting.com/join/8172900426</a>
	Kindly paste this link in her browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat.
	Thank you for your patience.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Abhay Kumar Saraswat has ended this chat session*

## Chat Transcript

Hello, I am your Ace

### Visitor Details

**#80187 Rebecca Marsh**

**Email:** becca@hbnoco.com  17632329660

**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:** 23 Secs

**City:** FT COLLINS

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Rebecca Marsh	Hello, I am your Acebuddy
Acebuddy	Hello Rebecca Marsh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rebecca Marsh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rebecca Marsh	I'd like to report an Issue
Acebuddy	Please select an option!
Rebecca Marsh	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Rebecca Marsh	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Rebecca Marsh	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
	<i>11:00:58 PM Rebecca Marsh is sharing a file with you</i>
	<i><a href="#">image.png</a> - ( Size:28.26 KB )</i>
	<i>I received this error message when attempting to open our QB file</i>
	May I know what error code you are getting while accessing QuickBooks?
	May I take the remote access of your server?
Rebecca Marsh	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.

Rebecca Marsh	Done, thank you
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat.
Rebecca Marsh	I won't disconnect, thank you
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
Rebecca Marsh	this is the 1st time I've seen this error message
	I have not heard if other users are experiencing this issue
Manish Singh	Alright!
Rebecca Marsh	I was able to access our QB file
Manish Singh	Is there anything else I may help you with ?
Rebecca Marsh	Not today, thank you so much!!!
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Rebecca Marsh	Absolutely
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Ace

### Visitor Details

**#81007 Victor**

**Email:** taxmanager@fintaxcpas.com

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** OAK BROOK

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Victor	Hello, I am your Acebuddy
Acebuddy	Hello Victor, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Victor	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Victor	I'd like to report an Issue
Acebuddy	Please select an option!
Victor	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Victor	Likewise yesterday, again we have issue in login into CCH ProsystemFX with error mentioned as 'Maximum number of use
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sanyam Madan accepted the chat transfer request.</i>	
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	Hello Victor
Victor	Hi Sanyam
	<i>10:50:56 PMVictor is sharing a file with you</i>
	<i><a href="#">image.png</a> - ( Size:3.5 KB )</i>
	Likewise yesterday, again we have issue in login into CCH ProsystemFX with error mentioned as 'Maximum number of use
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Seems like this is related to the license issue with an application
Victor	RDC Server Name: Fintax.myrealdatal.net Username: Victor.j@myrealdatal.net
Sanyam Madan	Victor the issue you are experiencing with <b>CCH ProSystemFx</b> is caused by a license limitation
	You need to contact <b>CCH ProSystemFx</b> support or you can ask someone to logout so that you can access it

Victor	But, day before yesterday, we are using to simultaneously at the same time without any license issues. Can you please look into it, how it differ from yesterday?
Sanyam Madan	Victor I am checking something from the backend, till then please Saty connected
Victor	Sure please!
Sanyam Madan	Victor , how many users license do you have ?
Victor	Angie and mickey is dealing license stuff, so I don't know about it.
Sanyam Madan	Please try to login now, I have ended the session of the user who were disconnected  Try to login now and let us know
Victor	Thanks, now I'm able to access CCH PRosystem FX
Sanyam Madan	Is there anything else I may help you with ?
Victor	Yup, if you can figure out the concern and resolve it completely, so that while starting our day tomorrow we didn't have sa
Sanyam Madan	Victor the issue you are experiencing with <b>CCH ProSystemFx</b> is caused by a license limitation. After removing the user v  You need to contact <b>CCH ProSystemFx</b> support , they will assist you in license limitation issue  or alternatively , you can ask any user to log out
Victor	Okay, but my also note one thing, my other buddy is still able to login into CCH ProsystemFX simultaneously, right now!
Sanyam Madan	7 users are logged in currently, previously there was 8 users  So, I guess 7 is the limit, who can simultaneously log in
Victor	Okay, I'll discuss the concern with Angie today. Then we will connect again if found required.
Sanyam Madan	Is there anything else I may help you with? we are always here to help😊
Victor	Thank you so much, Sanyam! Have a nice day!
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sanyam Madan has ended this chat session*

## Chat Transc

Hello, I am your Ace

## Visitor Details

#80822 cyndi goddard

Email: cyndi@clgoddardfinancial.com ☎ 14158882222

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 5 Secs

City: GLENDALE

State: California

Country: UNITED STATES

## Chat Transcript

cyndi goddard	Hello, I am your Acebuddy
Acebuddy	Hello Cyndi Goddard, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
cyndi goddard	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
cyndi goddard	I'd like to raise a Request
Acebuddy	Please select your request type.
cyndi goddard	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
cyndi goddard	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
cyndi goddard	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
cyndi goddard	When we installed the new Ace connector we lost the dual monitor set-up.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.

	Hello Cyndi
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
cyndi goddard	BELLC.myrealdata.net myrealdata/cyndi_bellc
Sanyam Madan	May I take the remote access of your local computer?
cyndi goddard	yes
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/6152054222">https://assist.acecloudhosting.com/join/6152054222</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat.
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sanyam Madan has ended this chat session*

## Chat Transcript

Hello, I am your Ace

### Visitor Details

**#80768 Maricel**

**Email:** admin@taxwisecorp.com

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** OLONGAPO

**State:** Zambales

**Country:** PHILIPPINES

## Chat Transcript

Maricel	Hello, I am your Acebuddy
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.  May I take the remote access of your local computer?
	Are we still connected here?
Maricel	yes
Yash Kalra	/Prior providing the access, I would suggest you to close any important documents at your end. Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/5842221729">https://assist.acecloudhosting.com/join/5842221729</a>
	<i>8:41:32 PMMaricel is sharing a file with you</i> <a href="#"><u>Screenshot 2025-08-22 110157.png</u></a> - ( Size:32.54 KB )  <i>please see</i>
	Okay, Liza Internet speed on your side seems to be good.
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/5842221729">https://assist.acecloudhosting.com/join/5842221729</a>
	Liza, we really want to help you out and resolve this issue,
	Please recheck your if IP and confirm it's the same as shared to us earlier: 223.25.59.106
Maricel	can we do google meet for now while waiting to connect please
Yash Kalra	Great idea, Even I was thing of the same.
	<i>8:46:59 PMMaricel is sharing a file with you</i> <a href="#"><u>1_image.png</u></a> - ( Size:19.42 KB )
Maricel	can I have your email address please
Yash Kalra	Please share us the meet link and our outbound team can connect using that link (Edited)  Please mail us at support@acecloudhosting.com (Edited)
	We confirm, this is the same ip we whitelisted.
Maricel	why I still cannot connect?
Yash Kalra	Liza, we understand the situation may seem unclear at the moment. We believe that once we are connected through the
Maricel	<a href="https://meet.google.com/ooa-ajjy-cyz">meet.google.com/ooa-ajjy-cyz</a>  <a href="https://meet.google.com/ooa-ajjy-cyz?authuser=0">https://meet.google.com/ooa-ajjy-cyz?authuser=0</a>
Yash Kalra	Thank you for sharing the link. We will need to end this chat so that I can forward the ticket to the outbound team. They will connect with you via a meet Kindly allow me to close this chat session.
Maricel	ok
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.]

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

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

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

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

*Yash Kalra has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#80376 sarah**

**Email:** sarah@aghstore.com

**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:** 19 Secs

**City:** SAN JOSE

**State:** National Capital Region

**Country:** PHILIPPINES

### Chat Transcript

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

sarah	I'd like to report an Issue
Acebuddy	Please select an option!
sarah	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
sarah	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
sarah	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	Kindly help me with your user name?
sarah	Username under QB?
Tushar	So that I can assist you with the QuickBooks freezing issue.
	No, the user profile name.
sarah	AGH_Staff6
Tushar	Like AGH_username?
	Thank you for the user name.
	Is it the first time this issue has happened and are other users also facing this issue.
sarah	I think it's just me.
Tushar	Kindy check again as I have closed the QuickBooks from task manger.
	Okay.
sarah	Okay give me a sec
Tushar	Sure, please take your time
sarah	It's working now.
Tushar	Great.
	Is there anything else I may help you with ?
sarah	I'm not sure if you can help me with another issue im having with QB
	it is asking me to login the intuit account whenever I'm trying to send an email
Tushar	Kindly let me know and we will see if it is within our scope to resolve or not.
sarah	it's weird because we've never ask this one before

	Okay thank you
Tushar	Have you tried to login the intuit account once?
sarah	I don't have the login and never done it before
Tushar	Okay it seems intuit would have made some changes that is causing the login pop up.
	What I will do is I can see QuickBooks update pending so I will be scheduling the updates for night time hours and after th
sarah	I had this issue like last week I think, then I just log out and log back in a few times then the intuit login didn't pop up any
	Okay will do.
Tushar	Is there anything else I may help you with ?
sarah	I'm all good. thanks for the help Tushar
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecl">https://selfcare.acecl</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar has ended this chat session*

## Chat Transc

Hello, I am your Ace

### Visitor Details

#### #80766 Maricel

**Email:** admin@taxwisecorp.com

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** OLONGAPO

**State:** Zambales

**Country:** PHILIPPINES

## Chat Transcript

Maricel	Hello, I am your Acebuddy
Yash Kalra	Hello Liza
	May I take the remote access of your local computer in order to resolve this issue? (Edited)
Maricel	can u send me new link please
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/7192478254">https://assist.acecloudhosting.com/join/7192478254</a>
	Liza, connecting to remote is taking more than we expected, please check your internet connection once.
Maricel	my connection is ok, I don't know why connecting to remote takes time  please wait
Yash Kalra	Sure, please take your time
Maricel	Please wait its done downloading
Yash Kalra	Okay Liza, please take your time we are here to help you out.
	Liza, we kindly request you to click on the link below to check your internet speed and share a screenshot of the result with us. <a href="#">Speedtest by Ookla - The Global Broadband Speed Test</a> (Edited)
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
<i>Yash Kalra has ended this chat session</i>	

Chat Transcription

Hello, I am your Acebuddy

## Visitor Details

### #80839 Iliana Santos

**Email:** taxagent@taxwisecorp.com

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 2 Mins 34 Secs

**City:** RESTON

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Iliana Santos	Hello, I am your Acebuddy
Acebuddy	Hello Iliana Santos, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Iliana Santos	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Himanshu accepted the chat transfer request.</i>	
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.
Iliana Santos	Hello, I'd like to request adding an additional IP address to my RDP access. Could you please help me with the process or
Himanshu	Surely I will assist you for the same  connecting you with the concern department
Iliana Santos	Thank you
<i>Himanshu is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.
	Hello Iliana
Iliana Santos	Hello Sujeeet
Sujeet Kumar Suman	I will surely help you with this.
	I will be surely assisting you with this. Kindly help me with your server name and user name?

Iliana Santos	Ok give me a moment to get that for you
Sujeet Kumar Suman	Sure, please take your time
Iliana Santos	Ok thank you
	User: TW_Lilly
Sujeet Kumar Suman	Thank you for the information .
	Could you please help us with IP?
	May I take the remote access of your local computer?
Iliana Santos	69.140.151.242
Sujeet Kumar Suman	May I take the remote access of your local computer?
	Thank you for the information .
Iliana Santos	Yes
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/7002442855">https://assist.acecloudhosting.com/join/7002442855</a>
Iliana Santos	Ok
	Are you able to join?
Sujeet Kumar Suman	Not yet.
	Kindly allow access to screen sharing on the Mac.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat.
Iliana Santos	Okay thank you
Sujeet Kumar Suman	Thank you for your patience.
	As checked, we found that we need to whitelist the IP you provided. For this, we require approval from Zachary.
	Once the chat ends, we will proceed with the next step to whitelist the IP for your system.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sujeet Kumar Suman has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #80361 Lindsey Vela

**Email:** admin@beaconmarineelectronics.com

**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:** 22 Secs

**City:** OXNARD

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Lindsey Vela	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?	
Lindsey Vela	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lindsey Vela	I'd like to report an Issue
Acebuddy	Please select an option!
Lindsey Vela	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lindsey Vela	New server host, need to fix USB readers, manage log in permissions
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Manish Singh accepted the chat transfer request.*

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Lindsey Vela	Hi, Manish. Randi at a new computer.
Manish Singh	Yes, Randi
Lindsey Vela	joel.b@myrealdata.net is on this computer
Manish Singh	May I take the remote access of your local computer?
Lindsey Vela	he should be separate from the admin log-in so he stays logged in .  yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/4512477276">https://assist.acecloudhosting.com/join/4512477276</a>  Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
Lindsey Vela	aadmin@myrealdata.net should be the only one that closes when logged in on another computer  the only USB that should be visible to the server is the mouse now. all else (disc reader, camera, etc) should be on the ma
Manish Singh	Alright!  We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat.  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 Transc

Need to reset password

### Visitor Details

**#80927 Vanessa Gutierrez**

**Email:** info@servicioscontables.biz  12536537368

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

**Operator:** Sanyam Madan

**Website:** <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 38 Secs

**City:** PUYALLUP

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Vanessa Gutierrez	Need to reset password for user
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
<i>Akash is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Sanyam Madan accepted the chat transfer request.</i>	
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
Vanessa Gutierrez	Hi I have trouble for accessing to user
Sanyam Madan	Hello Gutierrez , how are you doing
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Vanessa Gutierrez	Servicios Contables Payroll & BookKeeping LLC (CID71625)
Sanyam Madan	Kindly help me with your username as well please
Vanessa Gutierrez	Servicios.C@myrealdata.net
Sanyam Madan	Vanessa , since we are connected on 2 chats we will close this one (Edited)

*Sanyam Madan has ended this chat session*

## Chat Transc

Hello, I am your Ace

## Visitor Details

**#80474 Kyron Snowden**

**Email:** kyronsnowden@hauschco.com

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** SEVERN

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Kyron Snowden	Hello, I am your Acebuddy
Acebuddy	Hello Kyron Snowden, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kyron Snowden	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kyron Snowden	I'd like to raise a Request
Acebuddy	Please select your request type.
Kyron Snowden	Password Reset
Acebuddy	Please select an option below
Kyron Snowden	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
Kyron Snowden	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Malkeet Nagpal declined the transfer request.</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
Kyron Snowden	Hello, I sent an email over 3 hours ago to support to retrieve or reset password and haven't heard back yet
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your username?
Kyron Snowden	KyronSnowden
Vikas Singh Chauhan	And did you get a ticket number, when you sent the email for it ?

	Thanks for the confirmation !
Kyron Snowden	Ticket number is 750847.and emailed at 2:05pm
Vikas Singh Chauhan	Thank you
	Kindly allow me 3-4 minutes to check the same.
Kyron Snowden	Okay
Vikas Singh Chauhan	I would need authorization from either [Van Miehe]( <a href="https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000059122057">https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000059122057</a> ) or [David Hausch]( <a href="https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000059122057">https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000059122057</a> )
	The other option is that I can help you to enroll on Selfcare and you can reset your password anytime.
Kyron Snowden	Yes, I need to enroll in Selfcare as well so we can do that option
Vikas Singh Chauhan	Sure
	Are you on the server right now ?
Kyron Snowden	No not at the moment
Vikas Singh Chauhan	May I take the remote access of your local computer?
Kyron Snowden	Yes
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.acecloudhosting.com/join/7312969197">https://assist.acecloudhosting.com/join/7312969197</a>  Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat.
	Is there anything else I may help you with ?
Kyron Snowden	That's all for now, appreciate your help
Vikas Singh Chauhan	I am sending the email in next 10 minutes.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Vikas Singh Chauhan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #80294 Adlyh

**Email:** abetancourt@thrivcpa.com

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 14 Secs

**City:** CULEBRA

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript

Adlyh	Hello, I am your Acebuddy
Acebuddy	Hello Abetancourt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Adlyh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Adlyh	I'd like to report an Issue
Acebuddy	Please select an option!
Adlyh	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Adlyh	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com for confirmation via email.
	Do you need any further assistance on the topic?

Adlyh	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
Adlyh	I'm trying to process payroll, but QuickBooks keep asking for updates. I complete the update, and it still ask for the update
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?
Adlyh	adlyh.b@myrealdata.net
Sujeet Kumar Suman	Thanks for the confirmation !
Adlyh	Adlyh Betancourt
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	As checked, QuickBooks updates are still pending. We are currently updating it from the backend. Once the update is com
	The QuickBooks application has now been updated. Could you please try processing the payroll and let us know if you are
	Are we still connected here?
Adlyh	Yes
	Let me check
Sujeet Kumar Suman	Sure, please take your time.
Adlyh	The problem still exists
Sujeet Kumar Suman	No worry, I will surely help you with this issue.
	Could you please confirm if you are the only one facing the issue, or are others experiencing the same problem as well?
	And when was the last time you were able to process payroll?
Adlyh	Everyone in the firm is having the same issue
Sujeet Kumar Suman	Okay.
Adlyh	Like two weeks ago, and it happens with some clients
Sujeet Kumar Suman	May I take the remote access of your server?
Adlyh	Yes
Sujeet Kumar Suman	Kindly approve.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat.
	Thank you for your patience.
	Please stay connected on chat, as we are still working on the remote session.
	The update is taking longer than expected. For now, we are disconnecting the remote session. Once the update is complete,

	will assist you further
Adlyh	Confirming for the time being, the issue persists. We will verify once the update is complete. If the problem persists, we w
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
Adlyh	No, thank you
Sujeet Kumar Suman	Most Welcome.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.ace">https://selfcare.ace</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sujeet Kumar Suman has ended this chat session*

## Chat Transc

Hello, I am your Ace

### Visitor Details

#### #80486 Larry Goldman

**Email:** larry.goldman@gmail.com  15162340197

**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:** HUNTINGTON STATION

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Ace

### Visitor Details

#### #80055 lee

**Email:** lee@pontifexcap.com  18054557415

**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:** EMMETT

**State:** Idaho

**Country:** UNITED STATES

### Chat Transcript

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

### Visitor Details

#### #80693 info

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

**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:** 26 Secs

**City:** CARROLLTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Daniel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
info	I cannot use a printer other computers on my network can find and use
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
info	Hello
Tushar	Hello Daniel.
info	I am hoping you can assist me in fixing my issue with the printer
Tushar	Sure, Daniel we will resolve your issue with the printer.
	Kindly help me with your server name and user name?
info	My name is Daniel_BK and the server name is Bongryong.myrealdatal.net
Tushar	Thank you for the information.
	Daniel you want to print from one of your printers but they are not showing while printing, correct?
info	yes
	In the printer list it is not there
Tushar	Okay we will now have to connect over remote session to resolve your issue.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.

info	Yes
Tushar	<a href="https://assist.acecloudhosting.com/join/6682694502">https://assist.acecloudhosting.com/join/6682694502</a>
	Kindly Click on the link and open the downloaded file.
	Till the remote session is getting set up may I know the printer's name that you want to use.
info	Ok I am trying to get it set up please wait a bit
Tushar	Sure, please take your time
	If you are facing issue in connecting kindly let us know or you can take help from other available IT persons around you.
	If no one is currently available to assist you, we can schedule a call for a later time when someone is with you to help set
	For that, kindly share your contact number, time zone, and preferred time for a callback. Alternatively, you can also reach
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Tushar has ended this chat session*

## Chat Transc

Hello, I am your Ace

### Visitor Details

#### #80393 Howard Young

**Email:** hgy@amgair.com **Phone:** 12017821782

**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

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

*Ended due to chat idle timeout*

## Chat Transc

help logging into re

### Visitor Details

#### #80258 Mandel

**Email:** zmandel@alpineairhvac.com  732-800-0180

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

**Operator:** Manish Singh

**Website:** [https://www.acecloudhosting.com/hosting/quickbooks-desktop/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=QBES\\_Pmax&utm\\_term=&utm\\_adgroup=&gad\\_source=1&gad\\_campaignid=22803601679](https://www.acecloudhosting.com/hosting/quickbooks-desktop/?utm_source=google&utm_medium=cpc&utm_campaign=QBES_Pmax&utm_term=&utm_adgroup=&gad_source=1&gad_campaignid=22803601679)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** LAKEWOOD

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Mandel	help logging into remote
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.
Mandel	i am from Xcel Ventures
<i>Amit is transferring the chat to Support(QB &amp; App Hosting).</i>	
	I cannot get into my remote
	i need this very time sensitive
<i>Manish Singh accepted the chat transfer request.</i>	
	refrence # 747317
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
Mandel	thank you
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
Mandel	only me
Manish Singh	Kindly allow me two minutes to check the same.
Mandel	ok
Manish Singh	May I know your username?
Mandel	Zissy
	oh for the remote?
	ZissiMandel
Manish Singh	Kindly check now we have unlocked your account.
	Your account was locked due to multiple password attempts.
Mandel	why was the account locked?
	no it didnt work
Manish Singh	May I take the remote access of your local computer?
Mandel	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/1532023208">https://assist.acecloudhosting.com/join/1532023208</a>
	Prior providing the access, I would suggest you to close any important documents at your end.

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

Mandel ok

Manish Singh We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#80380 sarah**

**Email:** sarah@aghstore.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 58 Secs

**City:** SAN JOSE

**State:** National Capital Region

**Country:** PHILIPPINES

### Chat Transcript

sarah Hello, I am your Acebuddy

Acebuddy Hello Sarah, I'm your Ace Buddy. I'll be happy to assist yo

	Whom Would You Like to Connect With?
sarah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sarah	I'd like to report an Issue
Acebuddy	Please select an option!
sarah	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
sarah	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you
sarah	I'm getting an error whenever I login to QB.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is ,
sarah	Hello. I'm having issue logging in on QB
	<i>1:40:45 AM sarah is sharing a file with you <a href="#">image.png</a> - ( Size:14.83 KB )</i>
Anjainay Singh	<i>im getting this error even though im the only one using the login</i>
Anjainay Singh	I understand your concern Sarah.
	Thankyou for sharing the issue prompt with me.
	Could you please confirm since when you are facing this issue
sarah	just couple minutes ago. I had Tushar set scheduled update in intuit is being prompted whenever I sent emails, when I log in
Anjainay Singh	Please do not worry about it, I am here to assist you with
	Could you please confirm your username?
sarah	AGH_Staff6
Anjainay Singh	Could you please try to access QB company file once again
sarah	I got it thanks!
Anjainay Singh	Sarah, Is there anything else I may help you with?
sarah	Do you think you can also help me with the intuit prompt
Anjainay Singh	Could you please share the prompt screenshot with me so

1:52:50 AM sarah is sharing a file with you  
[image.png](#) - ( Size:45.47 KB )

sarah we never had to login the intuit account when sending en

Anjainay Singh Can I take the remote access of your server?

sarah sure

Anjainay Singh You may receive a prompt in which you need to allow a re

We are connected.

Could you please try once again?

sarah I just clicked try again

Anjainay Singh Could you please confirm whether it was working earlier?

sarah No it wasn't. I'm having this issue since this morning  
morning

Anjainay Singh Thankyou for letting me know.

Please provide me 4-5 minutes so that I can provide you t

sarah sure no problem

Anjainay Singh Please enter your email address.

sarah sarah@aghstore.com

oops the email on QB should be under admin@aghstore.c

Anjainay Singh Thankyou for letting me know.

Could you please login into this intuit account? (Edited)

sarah We don't have intuit logins

Anjainay Singh In order to setting up email you need intuit login.

In this scenario I would recommend you to contact QB Ad

Are we still connected here?

sarah okay I'll check

Anjainay Singh Is there anything else I may help you with ?

I will also share the ticket id with you over the mail once t

I am disconnecting the remote session.

sarah Ok thank you

Anjainay Singh Please also share your positive feedback by clicking on sr

Thank you for choosing ACE cloud Hosting, you have a wo

Please share the status of issue over an email Sarah so th

Anjainay Singh has ended this chat session

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#80239 Emma Gendler**

**Email:** romagen@yahoo.com

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** SAN MATEO

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Emma Gendler Hello, I am your Acebuddy

Acebuddy Hello Emma Gendler, I'm your Ace Buddy. I'll be happy to

Whom Would You Like to Connect With?

Emma Gendler Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Emma Gendler I'd like to report an Issue

Acebuddy Please select an option!

Emma Gendler Other Issue

Acebuddy Please specify the issue you are facing before I connect you

Emma Gendler

Case #742422, getting this message when trying to login  
Desktop Connection [Content] The user account is current  
assistance, contact your system administrator or technical

Acebuddy Please wait while we connect you to a Support Represent

*Acebuddy (bot) forwarded the chat request*

*Gaurav kumar declined the transfer request.*

*Yash Kalra accepted the chat transfer request.*

Yash Kalra Thank you for contacting Ace Cloud Hosting. My name is '  
I will be surely assisting you with this.

Kindly allow me two minutes to check the same.

Emma Gendler OK

Yash Kalra Thank you for staying connected  
To help me assist you better, please answer the following  
1. When was the last time you were able to access the se

Emma Gendler This morning

Yash Kalra Just to confirm the user you are trying to access is: Accou

Emma Gendler yes

Yash Kalra May I take the remote access of your local computer?

Emma Gendler yes

Yash Kalra Prior providing the access, I would suggest you to close a

Emma Gendler OK

Yash Kalra Kindly Click on the link and open the downloaded file.  
<https://assist.acecloudhosting.com/join/6902452155>

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

Emma Gendler I'm here

Yash Kalra Emma, as per our discussion we assisted you regarding lc  
Is there anything else I may help you with ?

Emma Gendler I am good now, thank you

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

Emma Gendler sure

Yash Kalra Thank you for contacting Ace Cloud Hosting. My name is '

You may end this chat now. Once you end this chat, you will lose your conversation, along with a ticket number and survey feed.

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

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

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

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#80905 ankit**

**Email:** ankit@hkidata.com

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

**Operator:** Shubham Maurya

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 2 Mins 14 Secs

**City:** DALAPURA

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

ankit Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ankit Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
ankit	I'd like to report an Issue
Acebuddy	Please select an option!
ankit	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ankit	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you
ankit	Left
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is ! today.
ankit	Hi
	May be i left. Chat by mistake or network
Shubham Maurya	We are working on your server Ankit, please stay connected
ankit	Ok
	Can we start work?
Shubham Maurya	Let me check with the team please hold on.
ankit	Ok
Shubham Maurya	Yes, Ankit please try to check now and let me know if you
ankit	Ok
	Wait
	Wait
Shubham Maurya	Sure, Please take your time we are still connected here.
ankit	Ok
	Hi
	Wait
Shubham Maurya	Yes, Hope you are able to use the application now?
	Take your time no worries.
ankit	Wait

Staff on a break so waiting for that

Ok

Done

Working now

Thanks

Its good

Please do needful on open issue

Shubham Maurya

Thanks for the confirmation Ankit, We do appreciate your working on this issue.

Sure, we will keep them open for follow up so in case if yo

Is there anything else I may help you with ?

ankit No

Shubham Maurya

Thank you for choosing ACE cloud Hosting, you have a wo

*Shubham Maurya has ended this chat session*

## Chat Transc

Hello, I am your Ace

### Visitor Details

**#80054 Daniel Bidot**

**Email:** lucca@parallel26.com

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** POMPANO BEACH

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Daniel Bidot	Hello, I am your Acebuddy
Acebuddy	Hello Daniel Bidot, I'm your Ace Buddy. I'll be happy to assist you with anything you need.
Daniel Bidot	Whom Would You Like to Connect With?
Acebuddy	Technical Support (QB & App Hosting)
Daniel Bidot	Welcome to Ace Support.
Acebuddy	Please chose an option :
Daniel Bidot	I'd like to report an Issue
Acebuddy	Please select an option!
Daniel Bidot	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Daniel Bidot	My remote desktop is not opening
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is 'Vikas' today.
Daniel Bidot	Hi
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.
	Could you please provide me your account name ?
Daniel Bidot	it should be under Javier E. Bidot & Associates PSC
Vikas Singh Chauhan	Thanks for the confirmation !
	May I take the remote access of your local computer?
Daniel Bidot	No, thank you. I just managed to make it work. So thank you for asking.
Vikas Singh Chauhan	Great!!
	Is there anything else I may help you with ?
	Are we still connected here?
	As there was no response, we are disconnecting the chat session. Please call us at (1-888-415-5240) if any further assistance is required.

*Vikas Singh Chauhan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#80946 PAUL VALLEE**

**Email:** pvallee@dieselpartsdirect.com

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 39 Secs

**City:** DENHAM SPRINGS

**State:** Louisiana

**Country:** UNITED STATES

## Chat Transcript

PAUL VALLEE	Hello, I am your Acebuddy
Acebuddy	Hello Paul Vallee, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
PAUL VALLEE	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
PAUL VALLEE	I'd like to report an Issue
Acebuddy	Please select an option!
PAUL VALLEE	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
PAUL VALLEE	Not able to log into Sage. Needs a username and password.
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>

*Shubham Maurya accepted the chat transfer request.*

Shubham Maurya

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

PAUL VALLEE

Thank you

Shubham Maurya

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

PAUL VALLEE

That is the issue

Shubham Maurya

PaulCh@myrealdata.net is this is your user name please confirm

PAUL VALLEE

No. I am the other Paul

Shubham Maurya

DPD\_Paul@myrealdata.net Is this one is correct?

Server name is: DieselP.myrealdata.net

Are we still connected here?

Are we still connected here?

PAUL VALLEE

yes

That is correct

Do I type it just as you have it?

Shubham Maurya

Thank you for the confirmation Paul, Please do let me know what issues you are facing while using the application or while accessing the server.

Yes we have it you can skip that part.

PAUL VALLEE

I just need to username and password

The request is for the credentials to access Sage

Shubham Maurya

Thank you for sharing details, As we understood that you need to login to server to access Sage, Correct?

PAUL VALLEE

Correct. The Windows Security popup is asking for username and password.

Shubham Maurya

Yes, we completely understand, Paul. There's no need to worry.

Let me check POC details as we might be needing that for further assistance. It may take few minutes to check it.

PAUL VALLEE

Thanks

I figured out my password.

Becky is now needing assistance with the same issue.

Shubham Maurya

Thank you for the patience Paul, we do appreciate it. Good luck with Becky (Edited)

Let me check for her too please hold on.

Username for Becky is : DPD\_Becky

For password they can use self care portal to reset it as I mentioned earlier. https://selfcare.acecloudhosting.com

PAUL VALLEE

She is now in as well. You helped out a great deal. Thanks

Shubham Maurya

Thanks Paul for sharing this confirmation over here, we are  
for both of you.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

*Shubham Maurya has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#80322 Charlene**

**Email:** kd@emersonrussell.com **Phone:** 14236056986

**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:** CHARLESTON

**State:** South Carolina

**Country:** UNITED STATES

### Chat Transcript

Charlene

Hello, I am your Acebuddy

Acebuddy

Hello Charlene, I'm your Ace Buddy. I'll be happy to assist

Whom Would You Like to Connect With?

Charlene Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Charlene I'd like to raise a Request

Acebuddy Please select your request type.

Charlene Other Request

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

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

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Ace

### Visitor Details

**#80816 Colleen tilp**

**Email:** customerservice@rvlandscape.com  16234650061

**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:** PHOENIX

**State:** Arizona

**Country:** UNITED STATES

### Chat Transcript

Colleen tilp Hello, I am your Acebuddy

Acebuddy Hello Colleen Tilp, I'm your Ace Buddy. I'll be happy to ass

Whom Would You Like to Connect With?

Colleen tilp Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Colleen tilp I'd like to raise a Request

Acebuddy Please select your request type.

Colleen tilp Other Request

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

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

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

*Ended due to chat idle timeout*

## Chat Transc

Hello, I am your Ace

### Visitor Details

**#80247 marlina**

**Email:** marlina@pcseinc.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:** SALT LAKE CITY

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

marlina	Hello, I am your Acebuddy
Acebuddy	Hello Marlina, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
marlina	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
marlina	I'd like to raise a Request
Acebuddy	Please select your request type.
marlina	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com where our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please let us know.
marlina	Restart
Acebuddy	Hello Marlina, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
marlina	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
marlina	I'd like to report an Issue
Acebuddy	Please select an option!
marlina	Password Reset
Acebuddy	Please select an option below
marlina	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com as your password needs to be reset and we'll share an update once it's done.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #80272 help

**Email:** help@triadcybersolutions.com 3362999989

**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:** 1 Min 2 Secs

**City:** ORANGEBURG

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

help Hello, I am your Acebuddy

*Manish Singh is transferring the chat to Shashwat Verma.*

*Shashwat Verma accepted the chat transfer request.*

Shashwat Verma Thank you for contacting Ace Cloud Hosting. My name is !

Hello

help hi

want to install QB enterprise on our server

Shashwat Verma I will be surely assisting you with this. Kindly help me with

help tcssecuredsvr.myrealdatal.net

username Anne.g

do it fast

Shashwat Verma Thanks for the confirmation !

Let me know the Qb enterprise year?

help 24

Shashwat Verma	As we have checked, QB ent 24 is already installed on the
help	its not opening man saying some checksum error
Shashwat Verma	I deeply apologize for the inconvenience caused to you.
	In that case we need to troubleshoot the application.
	Kindly allow me two minutes to check the same.
help	ok
Shashwat Verma	Annie, we have checked the issue, there is also some pen more to complete the same.
	Thank you for your patience.
	We have made some changes, kindly try now to access th
help	accountant and enterprise both will work?
Shashwat Verma	Yes.
	We have putted the shortcut of QB ent 24 on your desktop
help	ok thanks bye
Shashwat Verma	Is there anything else I may help you with ?
help	do I need to verify or it will work definately?
Shashwat Verma	Yes, you can verify, although we have done the same for
	Is there anything else I may help you with ?
	Are we still connected here?
help	ok thanks its working
	bye
Shashwat Verma	Perfect

*help has ended this chat session*

## Chat Transcript

Hello, I am your Ace

Visitor Details

**#80717 cvilla**

**Email:** cvilla@dixxon.com  4805180568

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** PHOENIX

**State:** Arizona

**Country:** UNITED STATES

**Chat Transcript** -----

cvilla	Hello, I am your Acebuddy
Acebuddy	Hello Cvilla, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
cvilla	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
cvilla	Setback
Acebuddy	Hello Cvilla, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
cvilla	Managed IT
Acebuddy	Please wait while we connect you to an available Represe
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is I
cvilla	Good Morning
	My name is actually Jill. I have recently been added to the
Priyanshu	Hi Jill
cvilla	I was previously using Christine Villas seat to access serv
Priyanshu	Okay
	Jill. Could you please let me know the issue are you curre
cvilla	when I open my user login, saved to my desktop, it takes

Priyanshu	Okay, Jill
	It seems that your server is being managed by different t
cvilla	Ok.
Priyanshu	Please let me transfer your this chat request to the conce
	So that they may better assist you with your issue
cvilla	Thank you!
	<i>Priyanshu is transferring the chat to Support(QB &amp; App H</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is !
	Hello cvilla
	I will be surely assisting you with this. Kindly help me with
	Are we still connected here?
cvilla	server name is DSLLC.myreldata.net
	myreldata\jill.D1
Sanyam Madan	May I take the remote access of your local computer?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat (1-888-415-5240) if any further assistance is required.

*Sanyam Madan has ended this chat session*

## Chat Transc

Hello, I am your Ace

### Visitor Details

**#80134 Zulma Argueta**

**Email:** zulma@gemultiservicesnc.com

**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 35 Secs  
**City:** CHARLOTTE  
**State:** North Carolina  
**Country:** UNITED STATES

### Chat Transcript

Zulma Argueta	Hello, I am your Acebuddy
Acebuddy	Hello Zulma, I'm your Ace Buddy. I'll be happy to assist yo
Whom Would You Like to Connect With?	
Zulma Argueta	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Zulma Argueta	I'd like to report an Issue
Acebuddy	Please select an option!
Zulma Argueta	Other Issue
Acebuddy	Please specify the issue you are facing before I connect y
<i>1:41:08 AMZulma Argueta is sharing a file with you <a href="#">1_image.png</a> - ( Size:8.54 KB )</i>	
	Please wait while we connect you to a Support Represent
	<i>Acebuddy (bot) forwarded the chat request</i>
Zulma Argueta	network
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is ..
	Apologize for the inconvenience caused to you regarding ..
	We will definitely resolve this issue,
	Kindly help me with your server name and user name?
Zulma Argueta	GETaxes.myrealdatal.net Julissa.J@myrealdatal.net
Tushar	Thank you for the details.
	Is this the first time you are facing this issue and are othe

Zulma Argueta

its my second time with this issue. It happens when i shut

Tushar

Okay thank you for the detailed explanation, previously u

Let us check them again.

May I take the remote access of your local computer?

Prior providing the access, I would suggest you to close a

Zulma Argueta

yes

Tushar

<https://assist.acecloudhosting.com/join/7992422535>

Kindly Click on the link and open the downloaded file.

As it has been fixed before let's try by creating a new icon

Kindly use this new icon to login from now on if the issue

Is there anything else I may help you with ?

Zulma Argueta

thank you that is it

Tushar

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

Thank you for choosing ACE cloud Hosting, you have a w

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

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

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

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

*Tushar has ended this chat session*

## Chat Transc

Hello, I am your Ace

Visitor Details

**#80916 ethan**

**Email:** ethan@cbsnutes.com  12067145295

**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:** KINGSTON

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

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

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#80632 hala.mikati.dalloul**

**Email:** hala.mikati.dalloul@gmail.com  18183264538

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

hala.mikati.dalloul	Hello, I am your Acebuddy
Acebuddy	Hello Hala.mikati.dalloul, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
hala.mikati.dalloul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hala.mikati.dalloul	I'd like to report an Issue
Acebuddy	Please select an option!
hala.mikati.dalloul	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
hala.mikati.dalloul	Other QB related issue

Acebuddy	Please specify the issue you are facing before I connect you.
hala.mikati.dalloul	quickbooks doesnt launch on my and Assaad's RDP
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
Vikas Singh Chauhan	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
hala.mikati.dalloul	Thank you for contacting Ace Cloud Hosting. My name is 'today.'
Vikas Singh Chauhan	keeps saying updating quickbooks and does not launch
hala.mikati.dalloul	I deeply apologize for the inconvenience caused to you.
Vikas Singh Chauhan	very frustrating because it has been happening often
	I will surely help you with this issue.
hala.mikati.dalloul	Kindly help me with your server name and user name?
Vikas Singh Chauhan	monada inc and my user name haladalloul and my husband
	Thanks for the confirmation !
hala.mikati.dalloul	Kindly allow me few minutes to check the same. I am connecting.
Vikas Singh Chauhan	Please allow me two more minutes.
hala.mikati.dalloul	Could you please try to launch the Quickbook again, I have mine launched. let me ask assaad if his did
Vikas Singh Chauhan	Sure, please take your time
hala.mikati.dalloul	why does this keep on happening. why does it get stuck on
Vikas Singh Chauhan	let me check
hala.mikati.dalloul	I have reviewed the details on my end. The upgrade prompt from Intuit to upgrade QuickBooks. I have made the necessary prompt unless you choose to upgrade QuickBooks in the future.
Vikas Singh Chauhan	Is it working for all users now ?
hala.mikati.dalloul	okay. yes it is working. thank you. the changes that you need upgrades, right? my payroll will keep on updating even if i meant enhanced payroll updates not upgrade
Vikas Singh Chauhan	I'm glad to hear that it is now working without any upgrades affect any other necessary QuickBooks updates, including suggestion prompt from appearing.
hala.mikati.dalloul	ok thanks
Vikas Singh Chauhan	Is there anything else I may help you with ?
	Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Vikas Singh Chauhan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#80339 donaldsmith44**

**Email:** donaldsmith44@outlook.com ☎ 17249913701

**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:** BUTLER

**State:** Pennsylvania

**Country:** UNITED STATES

### Chat Transcript

donaldsmith44 Hello, I am your Acebuddy

Acebuddy Hello Donald A Smith, I'm your Ace Buddy. I'll be happy to

Whom Would You Like to Connect With?

donaldsmith44 Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

donaldsmith44 I'd like to raise a Request

Acebuddy Please select your request type.

donaldsmith44

Setup Ace Server

Acebuddy

If you would like to configure the server access link on yo  
Operating System

donaldsmith44

Microsoft Windows

Acebuddy

Please Click on the below link and use the "RDP Generato  
on your Windows PC

Do you need any further assistance on the topic?

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

*Ended due to chat idle timeout*

## Chat Transc

Hello, I am your Ace

### Visitor Details

**#80153 krisika**

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

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 59 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 happy to assist yo

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 I connect you to a support representative.
	krisika	Hi
	Acebuddy	Please wait while we connect you to a Support Representative.
		<i>Acebuddy (bot) forwarded the chat request</i>
	krisika	Hi
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will surely help you with the QB related issue, please let me know the details.
	krisika	Quickbook not open in all user
	Ashutosh Mishra	I will surely help you with this issue.
		May I reboot the server? (Edited)
		Are we still connected here?
	krisika	Yes
	Ashutosh Mishra	I have rebooted the server, please try now.
	krisika	Ok
		Quickbook open in all pc
		Thank you
	Ashutosh Mishra	I would greatly appreciate if you could spare a minute to fill out the survey at the end of this chat.
		You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback.
		I request you to kindly spare a moment to fill that out for working. I will appreciate that. or you may send your feedback via email. Thanks!
		Note: You may change/reset your server password on your self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
		For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> ).

Ashutosh Mishra has ended this chat session

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#80216 Josh Norby**

**Email:** joshn@sentrynd.com ☎ 17012610551

**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:** 27 Secs

**City:** WATFORD CITY

**State:** North Dakota

**Country:** UNITED STATES

### Chat Transcript

Josh Norby Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Josh Norby Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Josh Norby I'd like to raise a Request

Acebuddy Please select your request type.

Josh Norby Change in Users

Acebuddy Please select your desired option!

Josh Norby

User Addition

Acebuddy

Registered Account Owners have the ability to add/disable owner, Please refer to the following link for a detailed guide.

Do you need any further assistance on the topic?

Josh Norby

Yes

Acebuddy

Please wait while we connect you to our Support Representative.

*Acebuddy (bot) forwarded the chat request*

*Manish Singh accepted the chat transfer request.*

Manish Singh

Thank you for contacting Ace Cloud Hosting. My name is I

Josh Norby

Hello, our account owner sent an email yesterday authorizing me to receive anything yet.

Manish Singh

Yes, Josh we have added you as the Admin, we will email you the details shortly.

You can access My portal and let us know.

Josh Norby

what is my user name and password? should I be expecting a reply from you?

Manish Singh

May I take the remote access of your local computer?

Josh Norby

sure

Manish Singh

<https://assist.acecloudhosting.com/join/9602736677>

Kindly paste this link in the browser of local computer and click on it.

Prior providing the access, I would suggest you to close a few tabs in your browser.

We are connected on the remote session and will proceed with the task. Since it may take some time, I am putting the chat on hold, please do not disconnect the session. Once the task is completed, I will give you confirmation on this chat.

*The visitor's name and phone number were changed.*

Is there anything else I may help you with ?

Josh Norby

i don't believe so. thanks

Manish Singh

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

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

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

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

Note: You may change/reset your server password on you website (https://selfcare.acecloudhosting.com).

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#80078 andy.brower**

**Email:** andy.brower@worldmfgcorp.com ☎ 16059418288

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

**Operator:** Dharmveer Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 45 Secs

**City:** SIOUX FALLS

**State:** South Dakota

**Country:** UNITED STATES

### Chat Transcript

andy.brower Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

andy.brower Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

andy.brower I'd like to report an Issue

Acebuddy Please select an option!

andy.brower Other Issue

Acebuddy	Please specify the issue you are facing before I connect you.
andy.brower	I can't connect to ACE
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
Dharmveer Singh	<i>Dharmveer Singh accepted the chat transfer request.</i>
Dharmveer Singh	Thank you for contacting Ace Cloud Hosting. My name is Dharmveer Singh. I will surely help you with this issue.
andy.brower	I was talking with someone else already, they had me reboot my computer. My screen is black and my duo app does not do anything when I log in.
Dharmveer Singh	I deeply apologize for the inconvenience caused to you.
	May I confirm if your account name is <b>World Manufactur</b> ing?
andy.brower	yes
	that is correct
Dharmveer Singh	Thanks for the confirmation!
	I am checking the server from the backend to isolate the issue.
andy.brower	sounds good
	last time this happened, I think I logged off incorrectly by closing the browser tab.
Dharmveer Singh	Let me check.
	I will confirm if that is the case.
andy.brower	thanks
Dharmveer Singh	Thank you for your patience.
	Can you try to connect on the server now?
andy.brower	looks like you got it
	same thing? bad log out?
Dharmveer Singh	May I sent you a remote request?
andy.brower	I'm good now
	thank you
Dharmveer Singh	Actually Shashwat has rebooted the server few minutes ago.
	Can you please check and confirm if now everything works?
	Are we still connected here?
	As there was no response, we are disconnecting the chat (1-888-415-5240) if any further assistance is required.

Dharmveer Singh has ended this chat session

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#80283 Jean Cho**

**Email:** jean.cho@wavenet.net

**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:** VALLEY VILLAGE

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Jean Cho Hello, I am your Acebuddy

Acebuddy Hello Jean Cho, I'm your Ace Buddy. I'll be happy to assist

Whom Would You Like to Connect With?

Jean Cho Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jean Cho I'd like to raise a Request

Acebuddy Please select your request type.

Jean Cho Other Request

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

If you are facing any issue/problem with your server, Please let me know.

Jean Cho has ended this chat session

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#80475 Erika Root**

**Email:** admin@knottcpa.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:** RENO

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

Erika Root	Hello, I am your Acebuddy
Acebuddy	Hello Erika Root, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
Erika Root	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Root	I'd like to raise a Request
Acebuddy	Please select your request type.
Erika Root	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subs...
Erika Root	I already have O365 license

Acebuddy	As you want to install Office 365, Please be informed Plans are compatible on Windows Server Operating S
	<ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul>
	If you already have any of the above mentioned subs support@acecloudhosting.com so we can provision t
	If you do not have any of the above mentioned subs existing plan to the one mentioned above or you may Ace.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We a assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

