

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79484 George Fowler

**Email:** gpmfowler@gmail.com **Phone:** 8478991763

**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:** 37 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat

George Fowler	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?
George Fowler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
George Fowler	I'd like to raise a Request
Acebuddy	Please select your request type.
George Fowler	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
George Fowler	Restart
Acebuddy	Hello George, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
George Fowler	

	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.  Please chose an option :
George Fowler	I'd like to report an Issue
Acebuddy	Please select an option!
George Fowler	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
George Fowler	please connect me with a representative for an existing ticket
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>	
<i>Anjainay Singh 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.
George Fowler	ok i have an existing ticket number if that is helpful
Sanyam Madan	Hello George, please share the ticket number
George Fowler	Ticket ID: 735563
Sanyam Madan	Kindly allow me two minutes to check the same.
George Fowler	ok, can you help me add company files to the new user Matt Barton that was just added to our remote desktop
Sanyam Madan	is the user Matt logged in to the server?
George Fowler	not at this time
does he need to be logged in to his server>	
?	
Sanyam Madan	Could you please confirm whether you would like to <b>restrict Matt's access to the company file</b> , or if the issue is that <b>company files are not appearing when Matt tries to access QuickBooks ?</b>
George Fowler	The company files are not appearing when Matt tried to access quickbooks
I am not looking to restrict access	
Sanyam Madan	In order to assist Matt with accessing the company file, he will need to be logged in to the server.
George Fowler	Ok I can login to his desktop now
Sanyam Madan	okay that sounds good
I will send a request to access matt's server	
please accept it	

George Fowler	ok sure
Sanyam Madan	Please confirm here once Matt is logged in
George Fowler	I'm confused. You want me to login to Matt's server now or you will login?
Sanyam Madan	Please log in to the server using Matt's account. Once you're logged in, I'll send a remote access request to that session, you'll need to accept so I can assist you further.
George Fowler	ok i am currently logged in to my server  so i will need to log out and then log in to his. and then i will lose our chat  but i can start a new chat
Sanyam Madan	okay you can reinitiate the chat
George Fowler	ok be back in one moment
Sanyam Madan	Sure  You may re-initiate the chat or call us at (1-888-415-5240)

*Sanyam Madan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79315 Evelyn Danish**

**Email:** edanish@nsigs.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:** BIG RAPIDS

**State:** Michigan

**Country:** UNITED STATES

### Chat Transcript

Chat

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79003 brian kachel**

**Email:** bkachel@lightbridgeacademy.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:** ROANOKE RAPIDS

**State:** North Carolina

**Country:** UNITED STATES

### Chat Transcript

Ch

brian kachel

	Hello, I am your Acebuddy
Acebuddy	Hello Brian Kachel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brian kachel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brian kachel	I'd like to raise a Request
Acebuddy	Please select your request type.
brian kachel	Password Reset
Acebuddy	Please select an option below
brian kachel	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. we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
brian kachel	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78888 ankit**

**Email:** ankit@hkidata.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 5 Secs

**City:** VADODARA

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Ch@

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 raise a Request

Acebuddy Please select your request type.

ankit Other Request

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

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

ankit Restart

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 raise a Request

Acebuddy Please select your request type.

ankit Other Request

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

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

ankit Yes, I'm facing issues with my server

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 to an available support representative!
ankit	server not working
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
ankit	Ok
<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.
As this chat session is disconnected from your end.	
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) further assistance is required.	
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	

*Tushar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79673 Ashley Johnson**

**Email:** ajohnson@ipsiscan.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** LANSDALE

**State:** Pennsylvania

**Country:** UNITED STATES

Ashley Johnson	Hello, I am your Acebuddy
Acebuddy	Hello Ashley Johnson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ashley Johnson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ashley Johnson	I'd like to report an Issue
Acebuddy	Please select an option!
Ashley Johnson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ashley Johnson	Cannot get into server: An authentication error has occurred, restarted and am still getting the error
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	Hello Ashley, I will be surely assisting you with this. Kindly help me with your server name and user name?
Ashley Johnson	ajohnson@myrealdata.net
	but I think it's different on the backend, it had to be reconfigured a few weeks ago
	can you remote into my computer?
	[Window Title] Remote Desktop Connection [Content] An authentication error has occurred. The function requested is not supported Remote computer: IPSLLC.myrealdata.net This could be due to NTLM authentication being blocked on the remc computer. This could also be due to CredSSP encryption oracle remediation. (see <a href="https://go.microsoft.com/fwlink/?linkid=1152444">https://go.microsoft.com/fwlink/?linkid=1152444</a> ) [^] Hide details [OK] [Expanded Information] Error code: 0x0 Extended error code: 0x0 Timestamp (UTC): 07/22/25 12:36 Activity ID: 35a6f621-8ea5-49d1-927f-ad5b33df0100 Press Ctrl+C to copy.
Ashutosh Mishra	Sure, Prior providing the access, I would suggest you to close any important documents at your end.
Ashley Johnson	certainly, we are good to go, thank you
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/1152444210">https://assist.acecloudhosting.com/join/1152444210</a>
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79070 ewallace**

**Email:** ewallace@teazzers.com  14698674781

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

**Operator:** Manish Singh

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** PLANO

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat

ewallace Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ewallace Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

[ ]

We are currently seeing higher than normal contact volume related to a "certificate revoked" error when utilizing the Quic web connector service.

Are you also experiencing issues related to server connectivity?

ewallace No, I'd like to report another Issue

Acebuddy Please chose an option :

ewallace I'd like to report an Issue

Acebuddy Please select an option!

ewallace Other Issue

Acebuddy

	Please specify the issue you are facing before I connect you to an available support representative!
ewallace	When I connect to the Remote Desktop at the windows log in screen I am greeted with a Restrictions Alert
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
ewallace	When I connect to the remote sever, I am greeted a Restrictions Alert "This action requires MFA verification, ensure the id verification server is reachable." when you hit OK, it closes the remote session. I turned off MFA hoping it would help, but doesn't.
	<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.  There is currently a technical outage. Please try to access server after 30-60 minutes. You may try in the meantime; however, we will update you as soon as the server is back up and running. (Edited)
	Are we still connected here?
	Are we still connected here?
ewallace	still here
Manish Singh	Yes  There is currently a technical outage. Please try to access server after 30-60 minutes. You may try in the meantime; however, we will update you as soon as the server is back up and running.  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) further assistance is required.

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#80014 Stacey Williamson**

**Email:** staceyw@vintegritywine.com

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** KANSAS CITY

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

Chat Transcript	
Stacey Williamson	Hello, I am your Acebuddy
Acebuddy	Hello Stacey Williamson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stacey Williamson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stacey Williamson	I'd like to report an Issue
Acebuddy	Please select an option!
Stacey Williamson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stacey Williamson	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stacey Williamson	I'm not able to email from QuickBooks. I've been speaking with Sanyam Madan.
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.
	Hello Stacey
	How are you doing?
Stacey Williamson	Fine thanks
	I'm not able to email reports from QuickBooks.
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?

Stacey Williamson	I don't know my server name. My user name is Stacey
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	May I take the remote access of your server?
Stacey Williamson	Yes
Sujeet Kumar Suman	Thanks for the confirmation !  kindly approve on server  We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Below are steps for a possible workaround.  1. Create a new test company file. File > New Company 2. In the test file, go to Company > My Company. 3. Click Sign In and successfully log in with your Intuit account. 4. Close the test file. File > Close Company 5. Open the live (affected) company file. 6. Go to Company > My Company and attempt to sign in again.
	Thank you for your patience.  We are still working on your concern. Kindly stay connected on chat.
	Thank you for your patience.  As per discussion over the remote session, The issue is resolved.
Stacey Williamson	Yes! Thank you very much!
Sujeet Kumar Suman	Thanks for the confirmation !  Is there anything else I may help you with ?
Stacey Williamson	No thank you! Have a great day!
Sujeet Kumar Suman	Same to you.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our 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> )

*Sujeet Kumar Suman has ended this chat session*

# Chat Transcript

I need to reset my password

## Visitor Details

### #79013 Blais

**Email:** janice@catholicshop.ca  19053355599

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** HAMILTON

**State:** Ontario

**Country:** CANADA

## Chat Transcript

Chat

Blais I need to reset my password

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

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

*Shivam Singh accepted the chat transfer request.*

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

Blais Thank you

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

Blais I have no idea ...

BChurchsuppy

Shivam Singh Is BChurchSupply your server name

?

Could you please share the username whom password you want to reset ?

Blais I'm not sure. I did not know the server has a name. I have a blue computer icon that I click on

I think JaniceBs

I never get asked the password to access the server, but today they are asking and I have tried everything i can think of.

Shivam Singh Yes, I have found a match- JaniceBs@myrealdata.net

Blais Then I found a way into the portal and tried to change my password but it did not work, and now I am locked out of the pc

Shivam Singh I understand that and would like to apologize for the inconvenience caused to you.

Blais No apology needed. I'm just so confused

Shivam Singh The MyPortal application is currently undergoing maintenance, which is why it may not be functioning properly on your er assured, our team is actively working on it, and the service will be restored shortly.

I will be sending you an email after the chat ends, just provide the approval of the account owner and I will be actively pro you with the updated password.

Blais thank you

is that going to be the password to access the server, or the portal

Shivam Singh It will be for the server.

Blais Okay great

Shivam Singh I completely understand and thank you for your patience. It's totally okay to feel confused—these things can be tricky sometimes.

Blais, Is there anything else I may help you with?

Blais thank you, thats it

Shivam Singh 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 ticket number and survey feedback form.

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

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

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

Blais you too

*Shivam Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79422 ayiana

**Email:** ayiana@franklinassociates.com  2257689060

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 12 Secs

**City:** BATON ROUGE

**State:** Louisiana

**Country:** UNITED STATES

## Chat Transcript

Chat

ayiana Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ayiana Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

ayiana I'd like to report an Issue

Acebuddy Please select an option!

ayiana Other Issue

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

ayiana Can't get into ACE at all, wondering if it is down? I keep getting the message attached

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Abhay Kumar Saraswat accepted the chat transfer request.*

Abhay Kumar  
Saraswat

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

1:38:26 AMayiana is sharing a file with you

[1\\_image.png](#) - ( Size:358.11 KB )

I deeply apologize for the inconvenience caused to you.

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

ayiana I believe the server name is Franklin Associates, LLC and the UserName may be my name Ayiana Givens or ayiana.g

Abhay Kumar Saraswat Thanks for the confirmation !

Kindly allow me two minutes to check the same.

Is this issue occurring only for you, or are other users on the server also experiencing it?

ayiana unsure, I am usually the only one at my office using the server every day. It seems to stutter alot, I haven't had the problem day. I am suddenly back in but sometimes it freezes or says it lost connection

Abhay Kumar Saraswat Okay.

I just checked on server, Lee Kidder is also accessing the server now.

I can see you as well on server.

ayiana oh okay!

Abhay Kumar Saraswat Are you logged in onto the server?

ayiana Yes, it let me in. Maybe it's because it's a cloudy day. Sorry about that :( I just didn't know why connection kept dropping and couldn't get in

Abhay Kumar Saraswat No worries.

We request you to please update us if you experience any difficulty accessing the server.

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) further assistance is required.

*Abhay Kumar Saraswat has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79846 Shaharyar

**Email:** reliable.karachioffice@gmail.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** OAK BROOK

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Ch

Shaharyar	Hello, I am your Acebuddy
Acebuddy	Hello Farzina, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shaharyar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shaharyar	I'd like to raise a Request
Acebuddy	Please select your request type.
Shaharyar	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Shaharyar	Other Application
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server de
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.
	Do you need any further assistance on the topic?

Shaharyar	Yes
Acebuddy	Please wait while we connect you to our Support Representative  <i>Acebuddy (bot) forwarded the chat request</i>
Ashutosh Mishra	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Shaharyar	I Am unable to use teams on my rdp  can you please help me with that
Ashutosh Mishra	Hello Farzina, I will be surely assisting you with this. Kindly help me with your server name and user name?
Shaharyar	Server Name RAS  UserName Farzinal
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.  Is this the first time you are facing this issue?
Shaharyar	Actually I am using the old version of teams I want to upgrade to latest
Ashutosh Mishra	I understand you are able to use Teams however you want to upgrade it to the latest version, is that correct?
Shaharyar	The Older Version is no longer Working
Ashutosh Mishra	Kindly allow me two minutes to check and i will assist further.
Shaharyar	I have Installed the Latest Version by myself  I think It will Work Now
Ashutosh Mishra	I see, please let us know if it is working.  Are we still connected here?
Shaharyar	Its Working Now  Yes its Now Working  thanks for your time
Ashutosh Mishra	Thanks for the confirmation !  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 ticket number and survey feedback form.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Ashutosh Mishra has ended this chat session*

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## Chat Transcript

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Hello, I am your Acebuddy

### Visitor Details

**#79853 tclark**

**Email:** tclark@peakmedicalpc.com

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** PARK CITY

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

Chat

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
tclark	since the reboot I have been locked out with an error message administrator permission.
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p>	
<p><i>Abhay Kumar Saraswat accepted the chat transfer request.</i></p>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
tclark	great
Abhay Kumar Saraswat	I will be surely assisting you with this.
<p>Is this for account: <b>Peak Medical LLC</b> ?</p>	
tclark	correct
Abhay Kumar Saraswat	Thanks for the confirmation !
<p>Let me transfer you to a specialist who can better address your concern.</p>	
<p><i>Abhay Kumar Saraswat is transferring the chat to Rohan.</i></p>	
<p><i>Rohan accepted the chat transfer request.</i></p>	
Rohan	Hi. My name is Rohan. I will be assisting you onwards.
tclark	thank you
Rohan	May I confirm that you are getting this message while opening the QuickBooks Company file? or while logging to the serv
tclark	When the reboot happened today it kicked me out and I tried signing back in and I get a message stating administrator permissions are needed.
<p>It is after I put in my log in information in, but now it is frozen on that message</p>	
Rohan	Thank you for all the information
<p>Please check now and let me know the status of the issue</p>	
tclark	I'm back in. Thank you for your help!
Rohan	That's Great
<p>Is there anything else I may help you with ?</p>	
<p>Are we still connected here?</p>	
<p>Are we still connected here?</p>	
<p>Are we still connected here?</p>	
<p>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) further assistance is required.</p>	

*Rohan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79651 Kurtis Coty

**Email:** accountspayable@epilepsychicago.org ☎ 17737201178

**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:** ADDISON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat

Kurtis Coty Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#78875 alysa.o.bhi

Email: alysa.o.bhi@gmail.com ☎ 13213617833

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: 30 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

## Chat Transcript

Chat

alysa.o.bhi	Hello, I am your Acebuddy
Acebuddy	Hello Alysa.o.bhi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
alysa.o.bhi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
alysa.o.bhi	I'd like to report an Issue
Acebuddy	Please select an option!
alysa.o.bhi	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
alysa.o.bhi	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
alysa.o.bhi	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

*Acebuddy (bot) forwarded the chat request*

*Sanyam Madan accepted the chat transfer request.*

Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
alysa.o.bhi	Hello my employee Brian Quickbooks is frozen and not allowing him to do anything
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?

alysa.o.bhi	brian phone number is 4077025574
	CID74858
	user is Brian Lawley
Sanyam Madan	Kindly allow me two minutes to check the same.
alysa.o.bhi	ok
Sanyam Madan	Please check now, I have made some changes from the backend
alysa.o.bhi	one moment
Sanyam Madan	sure
alysa.o.bhi	thank you
Sanyam Madan	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) further assistance is required.

*Sanyam Madan has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79970 scott**

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

**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:** 2 Mins 55 Secs

**City:** COLORADO SPRINGS

**State:** Colorado

**Country:** UNITED STATES

Cha

## Chat Transcript

scott	Hello, I am your Acebuddy
Acebuddy	Hello Scott, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
scott	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
scott	I'd like to report an Issue
Acebuddy	Please select an option!
scott	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
scott	Drake 2024 is not opening. DSTART launches and shows in the Task Manager, but the program never actually launches.
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>
scott	Hi Vikas!
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
scott	Thanks in advanced for your help!
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.
	Is it for account <b>Aabs LLC</b> ?
scott	YEs
Vikas Singh Chauhan	Thanks for the confirmation !
	May I take the remote access of your local computer?
scott	Sure
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/6892360123">https://assist.acecloudhosting.com/join/6892360123</a>
	Kindly paste this link in the browser of local computer and join the session.
scott	You shoudl be able to take control now. The blue desktop is the ACE server
Vikas Singh Chauhan	

	I have rebooted the server, please try to launch the Drake application after reboot.
scott	OKay
Vikas Singh Chauhan	No luck - neither of the icons on the desktop appear to be launching. Would the low space on the C drive be the cause? 20 open earlier
scott	Yes, I was checking the space on the server, only 1% space is remaining. Let me clear the Temp files to get enough space drive.
scott	Thank yo
Vikas Singh Chauhan	u
Vikas Singh Chauhan	Kindly allow me sometime to free up the space on the server
scott	Absolutely thank you
Vikas Singh Chauhan	It is done, please try now.
scott	No luck
Vikas Singh Chauhan	May I take the remote access of your server session?
scott	yes
Vikas Singh Chauhan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
scott	ok
Vikas Singh Chauhan	Please try to login and check.
scott	Looks like it might be working!
Vikas Singh Chauhan	Awesome. Thank you!
Vikas Singh Chauhan	Yes but we found that the Drake 22, 23 and 24 are installed on User profile SomonaPheils.
Vikas Singh Chauhan	We have to move it back to C drive to fix this issue. Allow me sometime to move all the 3 Drake to C drive.
scott	Samona is the other user on our business - so wouldn't that make sense?
Vikas Singh Chauhan	That is fine, I am moving all three Drake version to C drive and will make a shortcut in the desktop for everyone for all three drake.
scott	Thank you
Vikas Singh Chauhan	What else do you need to do at this time?
Vikas Singh Chauhan	We are almost done, allow me 1-2 more minutes, just creating a shortcut for all users.
Vikas Singh Chauhan	Okay, now if you see three new Icons for Drake 22, 23 and 24 on your server screen, please try to launch them.
scott	Is there a way to clean up the desktop so there aren't so many icons?
Vikas Singh Chauhan	Sure, let me clean most of the icons.
Vikas Singh Chauhan	Please try the three icons on the left to launch.
scott	They don't appear to be working

Vikas Singh Chauhan	Please try now and login.
	We should be good now.
scott	Awesome!
Vikas Singh Chauhan	Thank you!! Is there anything else I may help you with ?
scott	Not at this time. Thank you!
Vikas Singh Chauhan	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 ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our 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

**#78973 llewis**

**Email:** llewis@taylorengineers.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** OAKLAND

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Ilewis	Hello, I am your Acebuddy
Acebuddy	Hello Lea Lewis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ilewis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ilewis	I'd like to report an Issue
Acebuddy	Please select an option!
Ilewis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ilewis	ticket 726586
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Lea
Ilewis	hello
Anurag Sharma	Do you like me to reboot the server?
Ilewis	yes let's try that first
Anurag Sharma	Okay, I am proceeding with the same.
	I have successfully rebooted the server.
	You can now login back to the server and check.
Ilewis	ok
Anurag Sharma	Is it working now?
Ilewis	just a minute
Anurag Sharma	Okay
Ilewis	ok it appears to be working thank you
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
Ilewis	no

Anurag Sharma 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.

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

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

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

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

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79441 ryan**

**Email:** ryan@hcfoodinc.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** BROOKLYN

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Chat

ryan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ryan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ryan	I'd like to raise a Request
Acebuddy	Please select your request type.
ryan	Password Reset
Acebuddy	Please select an option below
ryan	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79980 johnny

**Email:** johnny@canyongrill.com  +14235058773

**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 44 Secs

**City:** RISING FAWN

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

Chat

johnny	Hello, I am your Acebuddy
Acebuddy	Hello Johnny Lee Holland, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnny	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnny	I'd like to report an Issue
Acebuddy	Please select an option!
johnny	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
johnny	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
johnny	we us quickbooks webconnect to pull sales journal entries and sync GL codes to toast pos freature called xtrachef. when i sync in QUICKBOOKS IT ISNT THERE
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 Shubham Maurya. I will be assisting you today.
johnny	HELLO
	sorry for caps lol
Shubham Maurya	No worries, I will be surely assisting you with this. Kindly help me with your server name and user name?
johnny	i am on the work pc and it is logged in automatically asd my bookeeper is that ok? i have the info for her but i want to be i can set it up for me to log in from here or pull my laptop out to log in from mine if i need to
Shubham Maurya	Johnny, are you facing a challenge using Web connector on the server
johnny	CanyonGrill.myrealdatal.net
	server name
Shubham Maurya	Sure, thanks.
johnny	CG_Elizabeth
	user name im logged in under
Shubham Maurya	Have you used web connect earlier under your username.
johnny	CG_Johnny
	this is my user name

	i have it set up on my laptop under my log in but we have the office pc set to automaticvally connect to elizabeth for ease for her
Shubham Maurya	So this is an issue on Elizabeth's profile, correct !
johnny	it shouldnt be. we share the same quickbooks program and i am logged in under Admin for her. should i try it with my QB
Shubham Maurya	Let me access your server session once so I can check this on issue.
johnny	ok
Shubham Maurya	I am sending a remote session request to you, kindly accept it.
johnny	ok
Shubham Maurya	This request is being sent on Elizabeth's remote session, do you have access to that session.  Kindly enter admin password in QuickBooks company file.  Johnny, are you sure Web connector is setup on your other computer under username "Johnny". As I can't see web connector intergrated here.
johnny	no this was prior to us switching to this server. idk if something didnt get brought over
Shubham Maurya	Johnny, this Web connect is something for which we need .qwc file, so we can add the file to this "Integrated applications' Quickbooks. Once its done, it stays there.
johnny	i may need help findimng that file and i might need to pull my laptop. i couldn't openm the old quickbooks file on this pc
Shubham Maurya	Please login over here to download .qwc file which is required. To integrate with Quickbooks desktop.
johnny	would it need to be xtrachef  i need to go i wi8ll mess with this laterr. if i can find the QWC file i can move it over?  all the other times ive restored from backup it just worked
Shubham Maurya	Okay no worries you can perform this later, we'll mail you the ticket details to continue later. In case if backup is not able to find the .qwc file then we need to fetch it back from the source like in this case.  Then you can create the backup of that file, Just enter how frequently you want the data to be fetched and click on download icon to get the file.  Select the "defined Interval" option and mention the duration in days, that's it.
	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) if 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

**#79744 Queenie Zhao**

**Email:** queenie@trinityd.com  13237737777

**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:** MAYWOOD

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat

Queenie Zhao	Hello, I am your Acebuddy
Acebuddy	Hello Queenie Zhao, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Queenie Zhao	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Queenie Zhao	I'd like to raise a Request
Acebuddy	Please select your request type.
Queenie Zhao	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Queenie Zhao	Setback
Acebuddy	Please select your request type.
Queenie Zhao	Password Reset
Acebuddy	Please select an option below
Queenie Zhao	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-set. We'll share an update once the request is processed.

Do you need any further assistance on the topic?

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

*Ended due to chat idle timeout*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79815 lijun**

**Email:** lijun@lyhcpa.com 13134330711

**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:** 31 Secs

**City:** PLYMOUTH

**State:** Michigan

**Country:** UNITED STATES

### Chat Transcript

Chat

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

Acebuddy	Please select your request type.
lijun	Password Reset
Acebuddy	Please select an option below
lijun	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.  Do you need any further assistance on the topic?
lijun	Yes
Acebuddy	Please wait while we connect you to our Support Representative  <i>Acebuddy (bot) forwarded the chat request</i>  <i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
lijun	Hi Sanyam
Sanyam Madan	Hi Lijun , can you please explain your issue ?
lijun	I have the account password, but somehow messed up the security questions which prevented me from logging in.
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
lijun	LYH.myrealdatal.net  LYHCPA_1 user name
Sanyam Madan	Kindly allow me two minutes to check the same.
lijun	take time.
Sanyam Madan	Do you want password to be reset ?
lijun	that sounds good.
Sanyam Madan	Please send us an email from the registered email address at support@acecloudhosting.com so that we can reset it right
lijun	I will do it on the chat , please mail with registered email id
lijun	Just sent the email. Please check.
Sanyam Madan	Kindly allow me two minutes to check the same.
lijun	I just sent you the password, please check  Is there anything else I may help you with ?  Lijun you can also reset any user password through MyPortal as you are the point of contact .
lijun	for user LYHCPA_3, can you help to generate a temp password also as mentioned in the email?  sounds good.
Sanyam Madan	I will send you the guide for MyPortal after this chat ends  if you want us to generate a temp password, please let us know

	Lijun
lijun	I can not log in as my answers to my security questions are not being accepted.  IS there any way I can do the enrollment again?
Sanyam Madan	Let me go ahead and disenroll you from the Self-Care Portal. Once that's done, you'll be able to re-enroll again.
lijun	cool
Sanyam Madan	Kindly allow me two minutes.  Thank you for your patience.
	We have disenrolled you from the Self-Care Portal.
	You can now enroll again , this will resolve your login issue
lijun	That's great. I will work on that. Thank you for your help.
Sanyam Madan	Is there anything else I may help you with ?
lijun	That's it. Thanks again.
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 Acebuddy

### Visitor Details

**#78945 johnismerio**

**Email:** johnismerio@gmail.com  18183998208

**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:** 47 Secs

**City:** CIPOCOK JAYA

**State:** Banten

Chat Transcript

johnismerio	Hello, I am your Acebuddy
Acebuddy	Hello John Ismerio, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnismerio	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnismerio	Setback
Acebuddy	Hello John Ismerio, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnismerio	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnismerio	I'd like to report an Issue
Acebuddy	Please select an option!
johnismerio	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
johnismerio	my cloud is too slow
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you 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?
	Are we still connected here?
	Are we still connected here?
johnismerio	hi
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?
johnismerio	cloud 2 and cloud rose that we try

Manish Singh	As we can check Rose was in disconnected state removed the user from the server.  Kindly ask her to login once.
	And I have checked the RAM and CPU consumption it is working fine.
	Kindly confirm if everything is working fine,
johnismerio	yes she disconnect because the cloud is error
Manish Singh	Alright, kindly ask her to check now.
	Are we still connected here?
johnismerio	wait im talking to her  she will try please waitt  i will also try to login to cloud 2
Manish Singh	Yes, please try once.
johnismerio	when open chrome super slow  my cloud 2 also slow
Manish Singh	May I take the remote access of your local computer?
johnismerio	cloud 2 first okay  because cloud rose need to go for a while
Manish Singh	<a href="https://assist.acecloudhosting.com/join/4782466367">https://assist.acecloudhosting.com/join/4782466367</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.
johnismerio	local computer is through the cloud
Manish Singh	Need to check the sync through local system to server if everything is working fine.
johnismerio	ok its initializing
Manish Singh	Yes, please take your time.
johnismerio	its okay now
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
johnismerio	ok
Manish Singh	<a href="https://assist.acecloudhosting.com/join/8942492905">https://assist.acecloudhosting.com/join/8942492905</a>  Kindly open this link on your local end not on sever end.
johnismerio	pls give me a new link
Manish Singh	.
johnismerio	i have 2 screen

Manish Singh	Alright!
johnismerio	ok wait  downloading
Manish Singh	Yes, John please take your time.  Are we still connected here?
johnismerio	yes
Manish Singh	Kindly try to access server once.  And check if you are still facing slowness.
johnismerio	see  i connect the zoho
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
johnismerio	hello  do you also need cloud rose access like this  i think its good now
Manish Singh	Yes  Sharing the link for Rose Access.  <a href="https://assist.acecloudhosting.com/join/3722017830">https://assist.acecloudhosting.com/join/3722017830</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.
johnismerio	i think she is okay now, but please take an eye for our cloud if some low latency or something happens  we will contact you again okay  thank you so much
Manish Singh	Absolutely, we are here to assist you.  Is there anything else I may help you with ?
johnismerio	nothing else  thank you for your help
<i>Visitor changed the visitor's Email to johnismerio@gmail.com.</i>	
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 chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.

ticket number and survey feedback form.

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

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

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

*Manish Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79022 tannerp**

**Email:** tannerp@cr-t.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** AMERICAN FORK

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

Chat

tannerp Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

tannerp Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

tannerp	I'd like to raise a Request
Acebuddy	Please select your request type.
tannerp	Change in Users
Acebuddy	Please select your desired option!
tannerp	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!  Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79922 Corey Burstad

**Email:** corey@elevagegroup.com  16122804328

**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:** CROSSLAKE

**State:** Minnesota

**Country:** UNITED STATES

### Chat Transcript

Chat

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

Corey Burstad	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Corey Burstad	I'd like to raise a Request
Acebuddy	Please select your request type.
Corey Burstad	Password Reset
Acebuddy	Please select an option below
Corey Burstad	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. We'll share an update once the request is processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79956 aroldan**

**Email:** aroldan@tippfloor.com

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** RIDGEFIELD

**State:** New Jersey

**Country:** UNITED STATES

### Chat Transcript

Chat

aroldan	Hello, I am your Acebuddy
Acebuddy	Hello Aroldan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
aroldan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
aroldan	I'd like to report an Issue
Acebuddy	Please select an option!
aroldan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
aroldan	i had someone yesterday add a printer from my local desktop to virtual and now its not showing up on my virtual desktop
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Abhay Kumar Saraswat accepted the chat transfer request.*

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
aroldan	Hello
Abhay Kumar Saraswat	Hello
	How are you doing today?
aroldan	Good, Thank you
Abhay Kumar Saraswat	Could you please confirm me your username?
aroldan	aroldan
Abhay Kumar Saraswat	Albert, right?
aroldan	yes
Abhay Kumar Saraswat	Great.
	So, you are unable to print, right?
	Is printer missing from the list of printers?
aroldan	yes
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this.

aroldan	Kyocera TASKalfa 2554ci
	that is the name of the printer
Abhay Kumar Saraswat	Thank you for confirming the name and model number.
	May I take the remote access of your local computer?
aroldan	it is showing up on my local desktop but not the virtual
	yes go on
Abhay Kumar Saraswat	No worries, I'll assist you in this.
	Prior providing the access, I would suggest you to close any important documents at your end.
aroldan	good to go
Abhay Kumar Saraswat	<a href="https://assist.acecloudhosting.com/join/2642635161">https://assist.acecloudhosting.com/join/2642635161</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 the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
aroldan	Thank you for your help
Abhay Kumar Saraswat	My pleasure to assist you.
	Is there anything else I may help you with ?
aroldan	no thank you
	you
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our 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 Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79277 George Fowler**

**Email:** gpmfowler@gmail.com  8478991763

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** EVANSTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Cha

George Fowler	Hello, I am your Acebuddy
Acebuddy	Hello Gpmfowler, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
George Fowler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
George Fowler	I'd like to raise a Request
Acebuddy	Please select your request type.
George Fowler	Change in Users
Acebuddy	Please select your desired option!
George Fowler	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!
	Do you need any further assistance on the topic?
George Fowler	Yes

Acebuddy	Please wait while we connect you to our 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.
George Fowler	Hello, I logged in to my portal to add a user, but when I am trying to add them I am receiving an error message that says to contact customer support
Abhay Kumar Saraswat	Hello George
	How are you doing today?
	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this.
	Is this for account: <b>Candlelite</b> ?
George Fowler	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	May I take the remote access of your local computer?
George Fowler	sure
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
George Fowler	sure go ahead
Abhay Kumar Saraswat	<a href="https://assist.acecloudhosting.com/join/7562037492">https://assist.acecloudhosting.com/join/7562037492</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 the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Are we still connected here?
	Hello George (Edited)
	Are we still connected here?
	Hello George,
	Thank you for your patience.
	As discussed, after this chat session, I'll send an email to you with your given details.
	Kindly approve the same and I'll create a user for 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 now. You may re-initiate the chat or call us at (1-888-415-5240) further assistance is required.

*Abhay Kumar Saraswat has ended this chat session*

---

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79483 Cesar Diaz

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

**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:** 1 Min 11 Secs

**City:** ?

**State:** Honduras

**Country:** HONDURAS

### Chat Transcript

Cha

Cesar Diaz Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Cesar Diaz Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Cesar Diaz I'd like to raise a Request

Acebuddy Please select your request type.

Cesar Diaz	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co with you for further assistance.
If you are facing any issue/problem with your server, Please select the appropriate option below :	
Cesar Diaz	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Cesar Diaz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Cesar Diaz	i can not access remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name or account name?
Cesar Diaz	intercentro\cesard
	<i>3:58:56 AM Cesar Diaz is sharing a file with you</i>
	<u><a href="#">1_image.png</a></u> - ( Size:11.74 KB )
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
	And could you please confirm me the correct server name, as I checked the server <b>Intercentro</b> , I can't see your name th
	Upon checking, I found the server name <b>Intercentnew</b> , where I can see you as a primary owner. (Edited)
	Could you please confirm me your registered email address?
	Are we still connected here?
	Are we still connected here?
Cesar Diaz	yes
	sorry
	cesar.diaz@intercentrohn.com
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.
	Yes, as I checked, the account name is: <b>InterCentro New</b>
	Please provide me your username.
Cesar Diaz	both intercentro and intercentnew
	Your IP address 190.4.47.66

Abhay Kumar Saraswat	For the server you were trying to log in to and encountering an error.
Cesar Diaz	we has to wait
Abhay Kumar Saraswat	I apologize but I didn't get you.
	Are we still connected here?
Cesar Diaz	yes i am connect
Abhay Kumar Saraswat	Great.
	I'm looking for the username by which you were trying to connect with the server via RDP setup.
Cesar Diaz	cesard
	intercentro\cesard
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.
Cesar Diaz	ok
Abhay Kumar Saraswat	Thank you for your patience.
	May I take the remote access of your local computer?
Cesar Diaz	go ahead
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/7102147475">https://assist.acecloudhosting.com/join/7102147475</a>
	Kindly paste this link in the browser of local computer and join the session.
Cesar Diaz	go ahead
	u are connect
Abhay Kumar Saraswat	Not yet.
	I can't see your screen.
	<i>4:42:54 AMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:40.95 KB )</i>
	<i>It is still stuck on the second option at my end.</i>
Cesar Diaz	i will tried
Abhay Kumar Saraswat	You can check your downloads.
	There is a setup files for remote session.
	Or it is still in downloading process.
Cesar Diaz	yes i did
	<i>4:45:12 AMCesar Diaz is sharing a file with you</i>

1\_image.png - ( Size:5.58 KB )

Abhay Kumar Saraswat	Let me send you the another link.
Cesar Diaz	ok
Abhay Kumar Saraswat	<a href="https://assist.acecloudhosting.com/join/2332008833">https://assist.acecloudhosting.com/join/2332008833</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Are we connected?
	Are we still connected here?
Cesar Diaz	i have some problem with the internet, but know is connect
Abhay Kumar Saraswat	okay, no worries.
	Let me send you the remote link again.
	<a href="https://assist.acecloudhosting.com/join/2282120596">https://assist.acecloudhosting.com/join/2282120596</a>
	Are we still connected here?
Cesar Diaz	yes
Abhay Kumar Saraswat	Please join the link.
Cesar Diaz	i did
Abhay Kumar Saraswat	Looking like there is an internet issue at your end.
	Or it is working very slow.
Cesar Diaz	may be
	i make click on the file and doesnt open
Abhay Kumar Saraswat	Yes, it could be.
	Again, I'm unable to join the remote with you.
	Give me your registered email, let me share the new RDP setup with you.
Cesar Diaz	can u sendme another link
Abhay Kumar Saraswat	Please open the RDP setup with the same password you shared with me.
	Because it is working at my end.
	It is ok.
	You can share the email with me. I can share the new RDP setup file, then you don't need to use the setup which is on your desktop.
Cesar Diaz	let me check with other network

Abhay Kumar Saraswat	Okay.
Cesar Diaz	try again
Abhay Kumar Saraswat	Okay.
<p><i>5:18:53 AM Cesar Diaz is sharing a file with you</i> <u><a href="#">1_image.png</a></u> - ( Size:10.19 KB )</p>	
	Let me send you the link again.
	<a href="https://assist.aceclouddhosting.com/join/9282075403">https://assist.aceclouddhosting.com/join/9282075403</a>
Cesar Diaz	please
Abhay Kumar Saraswat	Please try with this.
	I've sent the link again.
	Are we still connected here?
<p><i>5:23:22 AM Cesar Diaz is sharing a file with you</i> <u><a href="#">1_image.png</a></u> - ( Size:9.29 KB )</p>	
	I apologize but there is an issue with the network connectivity at your end.
	Hello Cesar
	As we discussed on remote, there is a internet speed issue at your end.
	Please contact your ISP to give you minimum 50Mbps to connect with server and to access the RDP efficiently.
	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) further assistance is required.
<p><i>Abhay Kumar Saraswat has ended this chat session</i></p>	

---

## Chat Transcript

Hello, I am your Acebuddy

#79541 shah

**Email:** shah@get1geek.com  17083699690

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** LAKE ZURICH

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat

shah	Hello, I am your Acebuddy
Acebuddy	Hello Shah, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shah	I'd like to report an Issue
Acebuddy	Please select an option!
shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shah	Garzaroofing.myreldata.net
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
shah	cannot access
	Garzaroofing.myreldata.net
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your user name?
shah	shah
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
	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) further assistance is required.

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79967 mrodriguez**

**Email:** mrodriguez@mgrinc1.com ☎ 3059780022

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

Chat

mrodriguez Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

mrodriguez Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

mrodriguez I'd like to report an Issue

Acebuddy	Please select an option!
mrodriguez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mrodriguez	I receive an error message when trying to access a webpage. I access this webpage constantly throughout the day and to has occasionally given me the message "looks like there's a problem with this page".
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.  I deeply apologize for the inconvenience caused to you.  I will be surely assisting you with this.
	Is this for account: <b>CPACWC LLC</b> ?
mrodriguez	yes it is
Abhay Kumar Saraswat	Thanks for the confirmation !  Is this issue occurring only for you, or are other users on the server also experiencing it?
	And Is this the first time you are facing this issue?
mrodriguez	No one else has access  It is my secure portal through the tax software
	I have been experiencing this issue sporadically today
Abhay Kumar Saraswat	Okay.  Thank you for the information.
mrodriguez	Error code: 400 Bad Request
Abhay Kumar Saraswat	Okay.  May I take the remote access of your local computer?
mrodriguez	yes
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.acecloudhosting.com/join/8172718714">https://assist.acecloudhosting.com/join/8172718714</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 the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.

Is there anything else I may help you with ?

*Abhay Kumar Saraswat has ended this chat session*

---

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79188 Michel Gloaguen

**Email:** michel@breizelec.com  17138171872

**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:** 47 Secs

**City:** CYPRESS

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Ch

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

Michel Gloaguen	Server message only 10% memory left on C: drive. I only use Quickbooks (data on D:). Acecloud needs to clean the server used. Thank you
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Michel
Michel Gloaguen	HI sHASHWAT
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	<i>6:55:36 AM Shashwat Verma is sharing a file with you <a href="#">image.png</a> - ( Size:40.34 KB )</i>
	Here is the detailed usage of your C drive
	Let me clean some temporary files, to get some space free.
Michel Gloaguen	ok. You can clean anything you need. All I use is QB hosting.
	<i>7:00:38 AM Shashwat Verma is sharing a file with you <a href="#">image.png</a> - ( Size:15.09 KB )</i>
	<i>We are able to free 5GB of data on your c drive</i>
	ok
Shashwat Verma	But it still falls below the recommended level which is at least 20%
Michel Gloaguen	i have not done anything different or using the C; drive. What is Ace Cloud loading on C: ?
Shashwat Verma	The C: drive on a Server is the primary system drive that stores the operating system, installed applications, and system files.
	All updates of QB applications and user profiles are saved in this drive
Michel Gloaguen	so what else can you remove ?
Shashwat Verma	As of now, instead of removing any files, we recommend shifting some storage from the D drive to the C drive, as the D drive is currently 90% free. (Edited)
Michel Gloaguen	ok feel free to do so.
Shashwat Verma	Okay, will shift 30 GB from D drive to C drive.
	Once we are done, will inform you on email.
Michel Gloaguen	sounds good, thank you Shashwat
Shashwat Verma	Is there anything else I may help you with ?
Michel Gloaguen	no, that's it.
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!

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

*Shashwat Verma has ended this chat session*

---

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79898 Chase Henderson**

**Email:** ch@emersonrussell.com

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

**Operator:** Sujeept Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** CHATTANOOGA

**State:** Tennessee

**Country:** UNITED STATES

### Chat Transcript

Ch

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

Chase Henderson	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Chase Henderson	Email from invoice generation is not sending once outlook opens with the invoice to send.
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.
	hello Chase
Chase Henderson	Hello
Sujeet Kumar Suman	How are you doing today?
Chase Henderson	I'm doing well
Sujeet Kumar Suman	Kindly help me with your server name and user name?
Chase Henderson	emerson.myrealdata.net & chase.h@myrealdata.net
	RDG.myrealdata.net is the RD Gateway server
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	Could you please explain more about the issue you are facing?
Chase Henderson	Sending an Email while in invoice generation in Quickbooks is not sending once outlook opens with the invoice to send.
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
Chase Henderson	Thank you
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session.
	Are we still connected here?
Chase Henderson	Yes. Which link?
Sujeet Kumar Suman	May I take the remote access of your local computer?
Chase Henderson	Yes
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
Chase Henderson	Done
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/2612105654">https://assist.acecloudhosting.com/join/2612105654</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	We are still working on your issue via remote session. Kindly stay connected on the chat.

Thank you for your patience.

As per discussion over the remote session, The issue is resolved.

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) further assistance is required.

*Sujeet Kumar Suman has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79502 accountant

**Email:** accountant@silversfs.com  7472192947

**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:** 34 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Cha

accountant Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

accountant Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
accountant	I'd like to report an Issue
Acebuddy	Please select an option!
accountant	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
accountant	Ace working slow and disconnecting issue
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.
accountant	Hi Sujeet
Sujeet Kumar Suman	Hello Benny
accountant	My Ace is working slowly and disconnecting too many times today
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
	Sure, I can help with that. Let me look into it for you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
accountant	Benny Smith
	BennySm
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
accountant	Sure
Sujeet Kumar Suman	Are you the only one facing this problem, or is anyone else also facing the same issue?
accountant	I think I'm the only one today
Sujeet Kumar Suman	Okay, let me check.
	May I take the remote access of your local computer?
accountant	sure
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.acecloudbhosting.com/join/1602240370">https://assist.acecloudbhosting.com/join/1602240370</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	As we guided you to switch the network on your system, the remote session got disconnected when you switched to another network.

	network.
accountant	Hi
Sujeet Kumar Suman	Are we still connected here?
	Hello Benny
	Have you connected to another network?
accountant	Yes, as you advised, I changed the network to my phone's internet. After that, we got disconnected, and I was unable to log in to ACE. Please advise.
	It's still running very slow
Sujeet Kumar Suman	Kindly reconnect to your previous Wi-Fi network and try accessing the server again. Please let us know if you still encounter any issues. (Edited)
accountant	I already did and reconnect with same wifi as I was using before
	It's looks like working okay
Sujeet Kumar Suman	That's great!
	Thanks for the confirmation !
accountant	It's slow again
Sujeet Kumar Suman	No worry.
	May I take the remote access of your local computer?
accountant	Sure in 2 mins
Sujeet Kumar Suman	Sure, please take your time
accountant	Please share
	the link
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/8192829156">https://assist.acecloudhosting.com/join/8192829156</a>
	Shared.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	I've tried my best to resolve your issue, but unfortunately, I wasn't successful.
	As checked, we are escalating your concern to the next-level team. They will reach out to you soon to assist you further.
	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) if further assistance is required.

*Sujeet Kumar Suman has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79306 Chase Scott

**Email:** chases@cfcpapc.com  2107485846

**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:** 14 Secs

**City:** MCALLEN

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat

Chase Scott Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Chase Scott Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Chase Scott I'd like to report an Issue

Acebuddy Please select an option!

Chase Scott Other Issue

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

Chase Scott Can not sign in to hosted server

Acebuddy	Please wait while we connect you to a Support Representative  <i>Acebuddy (bot) forwarded the chat request</i>
Manish Singh	<i>Manish Singh accepted the chat transfer request.</i>
Chase Scott	
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?
Chase Scott	yes
Manish Singh	Kindly allow me two minutes to check the same.  May I take the remote access of your local computer?
Chase Scott	sure
Manish Singh	<a href="https://assist.acecloudhosting.com/join/8842365728">https://assist.acecloudhosting.com/join/8842365728</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.  We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Chase Scott	Is there anything else I may help you with ?
Manish Singh	hello
Chase Scott	Yes Chase, Is there anything else I may help you with?
Manish Singh	As you are able to access server again
Chase Scott	No, that is all.
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 the chat.
Chase Scott	Yes I accessed it
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the ticket number and survey feedback form.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our 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

saigonservices.myreldata.net

## Visitor Details

**#79679 nguyen**

**Email:** chinh\_cn@yahoo.com ☎ 4082096515

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** JACKSONVILLE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat

nguyen saigonservices.myreldata.net

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

nguyen good morning

Amit Good morning.

nguyen yesterday, I request for quickbook to be updated

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

however, this morning, everytime I log in, it still asking me to update

and I keep getting msg "The Quickbooks Enhanced payroll for accountants service is not currently available. Please try ag later [PS060]

*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.

nguyen THX

Manish Singh May I know the ticket number associated with it, Chinh

nguyen	let me check
	738179
Manish Singh	Alright, May I know what exactly the issue you are facing?
nguyen	quickbook keep asking me to update  however, when i click on "update"  i got a msg "the quickbooks payrolls service is not currently available. Please try again later [PS060]
Manish Singh	May I take the remote access of your server?
nguyen	YES
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
nguyen	OK
Manish Singh	Are you on server right now?
nguyen	YOU WANT ME TO LOG IN?
Manish Singh	Yes, Please
nguyen	OK, ONE SECOND  ok, i loged in
Manish Singh	Kindly accept the session.  We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.  Payrolls need to be updated and we will proceed with the update in night hours.  Once done we will email you.  Is there anything else I may help you with ?
nguyen	that all  thank you
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 the chat.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.
nguyen	yes, will do
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 the ticket number and survey feedback form.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that, or you may send your feedback at quality@acecloudbhosting.com. Thanks!
Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudbhosting.com">https://selfcare.acecloudbhosting.com</a> ).	

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79361 Jessica Martinez

**Email:** jessica@adducibookkeepingservices.com  18607593747

**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:** MERIDEN

**State:** Connecticut

**Country:** UNITED STATES

### Chat Transcript

Chat

Jessica Martinez	Hello, I am your Acebuddy
Acebuddy	Hello Jessica Martinez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jessica Martinez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jessica Martinez	I'd like to raise a Request
Acebuddy	Please select your request type.
Jessica Martinez	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co with you for further assistance.

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

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79370 Roberto

**Email:** roberto@lopezramoscpa.com  17873096343

**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:** HATILLO

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript

Chat

Roberto Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Roberto Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Roberto I'd like to raise a Request

Acebuddy Please select your request type.

Roberto Change in Users

Acebuddy	Please select your desired option!
Roberto	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!
	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.
	<i>Ended due to chat idle timeout</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79333 test

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

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

**Operator:** Acebuddy

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

**Operating System:** Apple iPhone

**Browser:** Google Chrome

**Device:** Mobile

**City:** DELHI

**State:** Delhi

**Country:** INDIA

### Chat Transcript

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

test	I'd like to report an Issue
Acebuddy	Please select an option!
test	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
test	Test
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Test has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79539 Corrine Baxter

**Email:** cbaxter@headwaymktg.com  17707150034

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 12 Secs

**City:** GAINESVILLE

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

Chat

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Corrine Baxter	I'd like to raise a Request
Acebuddy	Please select your request type.
Corrine Baxter	Change in Users
Acebuddy	Please select your desired option!
Corrine Baxter	User Replacement
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal.  Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!
	Do you need any further assistance on the topic?
Corrine Baxter	Yes
Acebuddy	Please wait while we connect you to our Support Representative  <i>Acebuddy (bot) forwarded the chat request</i>  <i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Corrine Baxter	Thank you :)
Ashutosh Mishra	Hello Corrine, I will surely help you with this issue.
	May I know the username you would like to replace?
Corrine Baxter	David Gulchuk  With WB Accountant  tscarnati@windhambrannon.com
Ashutosh Mishra	Corrine, due to security reasons we require a formal request over the email from registered contact to replace the user. Please allow me to inform you can also do this from My Portal, you simply have to remove the existing user and then add new user.  If you are facing any issues with the My Portal, please let us know and we will be happy to assist further.
Corrine Baxter	I don't know my password for the portal, I've never used it  What is the email address for tickets? Thank you
Ashutosh Mishra	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request. We will also share the My Portal guide that will help you how to login and reset the password as well as enable/disable users.
	Are we still connected here?
Corrine Baxter	Thank you so much. have a great day
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

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

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

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

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

*Ashutosh Mishra has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #79181 Jennifer Ba

**Email:** jennifer.ba@pearlmangrp.com

**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:** 2 Mins 23 Secs

**City:** MARIETTA

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

Ch

Jennifer Ba Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jennifer Ba	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Ba	I'd like to raise a Request
Acebuddy	Please select your request type.
Jennifer Ba	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Jennifer Ba	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Jennifer Ba	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jennifer Ba	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 issue
	Was that helpful?
Jennifer Ba	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

*Acebuddy (bot) forwarded the chat request*

*Anjainay Singh accepted the chat transfer request.*

*Anjainay Singh is transferring the chat to Abhay Kumar Saraswat.*

*Abhay Kumar Saraswat accepted the chat transfer request.*

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
Jennifer Ba	Hi, thanks for chatting w me
Abhay Kumar Saraswat	Hi Jennifer.
	How are you doing today?
Jennifer Ba	doing well. i am having an issue restoring client's QB
Abhay Kumar Saraswat	Okay.
	I will be surely assisting you with this. Kindly help me with your server name or account name?
Jennifer Ba	I am trying to restore a qb file for Turning point supply
	earlier today, Ace Cloud assigned my to rdp server TPLmyreldata.net

but is there a way i can access the qb via a different rdp as i have been using prior?

Abhay Kumar Saraswat

Sure, I'll look into this for you.

Jennifer Ba

thanks

Abhay Kumar Saraswat

So, basically you are looking to restore QB file for account: **Turning Point Supply ?**

Jennifer Ba

correct

Abhay Kumar Saraswat

What RDP you were using before?

Could you please share the username with me?

Jennifer Ba

i am using RDP pg-p21dev, username is "Admin"

username to the qb is 'admin', it is my window user name to the server (company domain server)

Abhay Kumar Saraswat

Thank you for the information and allow 2 minutes to check the same.

Jennifer Ba

ok

Abhay Kumar Saraswat

Thank you for your patience.

Could you please confirm if you are talking about for **server connectivity** or it is related to **QB company file** ?

Jennifer Ba

QB company file. to be clear, I am with Pearlmgrouop and trying to extract data from Turnning point's QB using Pearlmar domain server on which QB, QODBC, DB access, and QREMOTE reside. I am currently having trouble restoring the qbb file the same task I have done in previous months without an issue. but now it only lets me access using ACE Cloud provided rdp

Abhay Kumar Saraswat

Okay.

Let me walk around on this.

Jennifer Ba

sure, thank you!

Abhay Kumar Saraswat

Kindly allow me sometime to look into this.

Jennifer Ba

sure. i can also share screen if that works eaiser

Abhay Kumar Saraswat

Yes please.

Let me send you the remote link.

Jennifer Ba

ok

Abhay Kumar Saraswat

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

<https://assist.acecloudbhosting.com/join/3802462743>

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 chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

Jennifer Ba

ok

Abhay Kumar Saraswat	Are we still connected here?
	Thank you for your patience.
	As we discussed on remote session, I'll acknowledge you after this chat and will revert you on your email. (Edited)
	Is there anything else I may help you with ?
Jennifer Ba	my email is jennifer.ba@pearlmangrp.com
	i am good for now
	thank you so much!
Abhay Kumar Saraswat	Yes, noted already.
	My pleasure to assist you.
	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 ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our 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 Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79562 Hedley and Bennett Inc**

**Email:** finances@hedleyb.com **Phone:** 12623910904

**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:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat

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

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79283 Brian Leavitt

**Email:** 1car@earthlink.net  4253482777

**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:** 55 Secs

**City:** EVERETT

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Brian Leavitt	Hello, I am your Acebuddy
Acebuddy	Hello Brian Leavitt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brian Leavitt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brian Leavitt	I'd like to report an Issue
Acebuddy	Please select an option!
Brian Leavitt	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brian Leavitt	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Brian Leavitt	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>Sujeet Kumar Suman accepted the chat transfer request.</i>
Brian Leavitt	Hi again it was working fine until I got to the Payroll page than it crashed and wont open now. can you please do a restart end because it seems to be better after you guys do that
	<i>Sujeet Kumar Suman is transferring the chat to Abhay Kumar Saraswat.</i>

*Abhay Kumar Saraswat accepted the chat transfer request.*

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
Brian Leavitt	Is this for account: <b>Leavitt Auto Sales</b> ?
Abhay Kumar Saraswat	yes
	I deeply apologize for the inconvenience caused to you.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Brian Leavitt	BrianL.npro1 is the server user name
	its happening on both computers
Abhay Kumar Saraswat	Okay.
	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	As I checked, I think you raised the same issue yesterday as well, correct?
Brian Leavitt	Tuesday yes and it should've updated Tuesday night?
Abhay Kumar Saraswat	Yes, as per that ticket.
	QuickBooks has been updated.
Brian Leavitt	it was working fine all morning than it crashed
Abhay Kumar Saraswat	May I take the remote access of your server?
	And I deeply apologize for the inconvenience caused to you again.
Brian Leavitt	yes
Abhay Kumar Saraswat	We just sent the message on server to reboot.
	And the server will be rebooted in few minutes.
Brian Leavitt	do you need me to close the window
Abhay Kumar Saraswat	Yes please
	Save your work.
	Kindly allow two minutes and the server will be restarted.
	Server is restarted.
	Could you please check now? (Edited)
	Are we still connected here?
Brian Leavitt	it looks like its working
	thank you!

Abhay Kumar Saraswat	Great.
	Is there anything else I may help you with ?
Brian Leavitt	no hopefully I can stop bugging yall
Abhay Kumar Saraswat	No worries.
	It's my pleasure to assist you.
	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 ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our 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 Transcript

can you help me retrieve our company information, we need support but i do not know the account number

### Visitor Details

**#79760 karen**

**Email:** karen@brilliantroofing.com  772-678-6654

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

**Operator:** Manish Singh

**Website:** [https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm\\_source=Bing&utm\\_medium=cpc&utm\\_campaign=Enterprise\\_Sitelink&utm\\_term=Ace%20Cloud&msclkid=df217153f7d813b2634519d1b4bcfd4](https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm_source=Bing&utm_medium=cpc&utm_campaign=Enterprise_Sitelink&utm_term=Ace%20Cloud&msclkid=df217153f7d813b2634519d1b4bcfd4)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 38 Secs

**City:** STUART

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat

karen can you help me retrieve our company information, we need support but i do not know the account number

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

Do you have the name of the person who is associated with this account.

karen Troy Glowth

Amit Advanced Metal Roofing Inc

karen yes

Amit Let me transfer you to our technical team.

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

*Manish Singh accepted the chat transfer request.*

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

karen hi thank you

Manish Singh How may I assist you today?

Regarding this your account name is Advanced Metal Roofing Inc

karen i sign into quickbooks on a remote desktop

i am trying to save and email reports from quickbooks

Manish Singh Alright, so what exactly the issue you are facing?

karen yes

i cant email

i dont have an email account on the desktop

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?

karen its always been this way for me.

Manish Singh May I take the remote access of your server?

karen i would like to export to excel and i do not see that also

how

Manish Singh Kindly accept the remote session on your server end so that I can take remote of your server and check.

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

karen how do i accept

Manish Singh	Your username is Karen right?
karen	yes
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
karen	ok
	hello
Manish Singh	Regarding the Excel issue kindly email us on support@acecloudhosting.com from authorized email rebecca@brilliantroofing.com, troy@brilliantroofing.com or [Mackenzie@brilliantroofing.com](mailto:Mackenzie@brilliantroofing.com) and regarding email addition you need Intuit credentials and for that kindly contact your QuickBooks Admin or Intuit support.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
karen	ok done
	did you sign off remote/
Manish Singh	Please let us know if you need any assistance, we would be happy to assist you.
	Yes. sign off the remote session.
	Is there anything else I may help you with ?
karen	no
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our 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 Acebuddy

## Visitor Details

7 Jul

**#79017 Mauricio Lopez**

**Email:** ventas9@disval.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:** EL BORDO

**State:** Distrito Capital

**Country:** COLOMBIA

## Chat Transcript

Chat Duration : 12 |

Mauricio Lopez	Hello, I am your Acebuddy	7 Ju
Acebuddy	Hello Mauricio Lopez, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Mauricio Lopez	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Mauricio Lopez	I'd like to report an Issue	
Acebuddy	Please select an option!	
Mauricio Lopez	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
Mauricio Lopez	Good morning, my email server is bouncing the addresses of some emails. For example, these emails aren't being sent from the account ventas5@disval.com.co. yaarevalo@indracompany.com. isvanegas@indra.es. lcbecerra@indracompany.com.	
Acebuddy	Please wait while we connect you to a Support Representative	
<i>Acebuddy (bot) forwarded the chat request</i>		
<i>Manish Singh accepted the chat transfer request.</i>		

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Mauricio Lopez	Good morning, my email server is bouncing the addresses of some emails. For example, these emails aren't being sent from the account ventas5@disval.com.co. yaarevalo@indracompany.com. isvanegas@indra.es. lcbecerra@indracompany.com.
Manish Singh	I will surely help you with this issue.
	Kindly help me with your server name and user name?
Mauricio Lopez	disval.com.co ventas5@disval.co
Manish Singh	May I know your company name or CID associated with us
Mauricio Lopez	Okay. I'll ask the manager and get back to you later.
Manish Singh	Sure
	Is there anything else I may help you with ?
Mauricio Lopez	no. thanks
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our 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 Acebuddy

### Visitor Details

#79278 g.hostelley

Email: g.hostelley@innercircle.cpa ☎ 216.642.0330 x1113

Department: Support(QB & App Hosting)

11 Jul

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Durat

g.hostelley	Hello, I am your Acebuddy
Acebuddy	Hello Gregory D Hostelley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
g.hostelley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
g.hostelley	I'd like to raise a Request
Acebuddy	Please select your request type.
g.hostelley	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
g.hostelley	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

*Acebuddy has ended this chat session*

## Chat Transcript

I am trying to log into my different servers but they are all logging me into the Jeremy Shiner one

## Visitor Details

**#79810 Phoenixforkliftservice**

**Email:** phoenixforkliftservice@gmail.com 16026535511

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** MESA

**State:** Arizona

**Country:** UNITED STATES

Chat Duration : 32 |

## Chat Transcript

Phoenixforkliftservice	I am trying to log into my different servers but they are all logging me into the Jeremy Shiner one <span style="float: right;">26</span>
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>Abhay Kumar Saraswat accepted the chat transfer request.</i>	
Phoenixforkliftservice	Hi and thank you
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
Phoenixforkliftservice	ok thankyou
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this.
	Is this for account: <b>Phoenix Forklift Services</b> ? (Edited)
Phoenixforkliftservice	yes
Abhay Kumar Saraswat	Could you please confirm the username you used to attempt logging into the server?
Phoenixforkliftservice	jamieshiner
Abhay Kumar Saraswat	Thanks for the confirmation !
Phoenixforkliftservice	but its logging me into the Jeremy Shiner one. I think its because i accidentally hit save password
Abhay Kumar Saraswat	No worries. I'll assist you in this.
	I can see [Jeremy Shiner]( <a href="https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000036405161">https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000036405161</a> ) is the account owner of this account.

	<p>May I take the remote access of your local computer?</p>
Phoenixforkliftservice	<p>yes please</p>
Abhay Kumar Saraswat	<p>Prior providing the access, I would suggest you to close any important documents at your end.</p>
	<p><a href="https://assist.acecloudhosting.com/join/4492734441">https://assist.acecloudhosting.com/join/4492734441</a></p>
	<p>Kindly paste this link in the browser of local computer and join the session.</p>
	<p>We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.</p>
	<p>Thank you for your patience.</p>
	<p>Is your issue resolved?</p>
Phoenixforkliftservice	<p>yes thank you</p>
Abhay Kumar Saraswat	<p>My pleasure to assist you.</p>
	<p>Is there anything else I may help you with ?</p>
Phoenixforkliftservice	<p>can you just send the pdf of how to fix it myself next time</p>
Abhay Kumar Saraswat	<p>Yes, sure.</p>
	<p>Is this your email: <b>phoenixforkliftservice@gmail.com</b> ?</p>
Phoenixforkliftservice	<p>yes</p>
Abhay Kumar Saraswat	<p>Thanks for the confirmation !</p>
	<p>I'll send it after closing this chat.</p>
	<p>Is there anything else I may help you with ?</p>
Phoenixforkliftservice	<p>no thank you</p>
Abhay Kumar Saraswat	<p>I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.</p>
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p>
	<p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p>
	<p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p>
	<p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>
	<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>
<p><i>Abhay Kumar Saraswat has ended this chat session</i></p>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

1 Jul,

### #78873 help

**Email:** help@triadcyclersolutions.com ☎ 3362999989

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Mins 22 Secs

**City:** ORANGEBURG

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 2 H

help	Hello, I am your Acebuddy	1 Jul
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
help	Managed IT	
Acebuddy	Please wait while we connect you to an available Representative.	
	<i>Acebuddy (bot) forwarded the chat request</i>	
	<i>Pradeep Kumar accepted the chat transfer request.</i>	
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	
help	Hi Pradeed it me Wasim again	
	<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>11:32:34 PMhelp is sharing a file with you</i>	

[1\\_image.png](#) - ( Size:271.03 KB )

help	facing this issue
Manish Singh	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?
help	TPCCSVR.myrealdata.net user name: Fredpeg
	??????
Manish Singh	Kindly allow me two minutes to check the same.
	Kindly check now.
help	ok
	<i>11:36:38 PM help is sharing a file with you</i> <a href="#"><u>1_image.png</u></a> - ( Size:359.83 KB )
	same man
Manish Singh	Kindly allow me two minutes to check the same.
	Let me try with reinstalling the application for you.
help	ok
	???
Manish Singh	Working on it, please wait.
	This will take some time, once done we will notify you.
help	stay on chat and do it right now
Manish Singh	Working on it.
	Need to reboot the server once.
	Kindly ask user Fred to logout of the server once.
help	check if there is any other user logged in?
Manish Singh	No, just Fred
help	done
Manish Singh	Please wait for few more minutes.
	Thank you for your patience.
	We are getting an error while installing Adobe Acrobat, please wait working on it.
help	man user is on hold
Manish Singh	Please wait for 5 more minutes.
	Kindly let users logged into the server.

help	should we check now?
Manish Singh	Not now, as the installation is still underway.
help	how much time for just a small software installation???
Manish Singh	We were getting an error while downloading the application, fixed that now installation is in process.
	Successfully reinstalled Adobe Acrobat on the server.
	Kindly check now with users if the issue is resolved.
help	ok wait
	<i>12:26:12 AM help is sharing a file with you <a href="#">image.png</a> - ( Size:220.19 KB )</i>
	<i>now what is this</i>
	<i>12:27:40 AM help is sharing a file with you <a href="#">image.png</a> - ( Size:63.05 KB )</i>
	<i>this again came</i>
	????????????????????????
Manish Singh	Checking with the Escalation team, please wait.
	Can you please check now? (Edited)
help	ok
	same
Manish Singh	Alright! So, as we have reinstalled Adobe Acrobat and checked the services and checked the McAfee with Adobe.
	We need to upgrade Server to Windows Server 2022.
	That will be done in the night hours.
help	why
	why upgrade
	just resolve my issue
Manish Singh	As there is the compatibility issue we can see with Adobe Acrobat.
help	this is not a compatibility issue
	I'm also a technician
	its not related
Manish Singh	Or I can arrange a callback with my senior to check and help you on this.
help	resolve my issue here
	consult with your senior team
	and ask them

	do what ever you want to do and resolve this please
Manish Singh	I am taking help from my senior at the moment.
help	issues on issues in your server check the history we connect 2 times a week for isssues in the server
Manish Singh	I really apologize for the inconvenience caused by continuous issues. We will definitely report this to our Escalation Team.
	May I take the remote access of your server?
	Let me know if you are logged in as FredPeg on the server.
help	sure you can
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Please go ahead and try again.
help	ok why its asking sighin it was not before
Manish Singh	As this is a paid version and need to sign in
help	did you guys install the same version? as there was no need to sighin before
Manish Singh	Yes, we have installed the same.
	If you want, I can install the free version now. It will not require sign in
help	please install the free one
Manish Singh	Alright!
	I appreciate for your patience, please stay on chat.
help	ok
Manish Singh	I have run the Adobe Clean up utility to clean all traces of the program from the server. This will ensure a healthy and fresh installation of the program.
	I would need around 5 minutes.
help	please take last 5 and resolve waiting ?

Manish Singh	What is happening is that the Adobe reader seems to not be compatible with the Windows Server 2016. We will need to upgrade your server to Windows server 2022. One of our senior Engineers just confirmed that as they have faced this issue before.
	If your server is available then we can start the upgrade the server upgrade now, but this will take around three-four hours.
	Are we still connected here?
help	yes
	im here
Manish Singh	Can we proceed with the server upgrade?
help	wait
	there is an error during installation?
Manish Singh	No, it just crashing
	At 61% installation.
help	ok give me the permissions let me try
Manish Singh	For that we need email from will@triadcyclersolutions.com
	Kindly email us on support@acecloudhosting.com
help	is there any charges for the upgrade?
Manish Singh	So that we can proceed with the Admin Access.
	For Server upgrade there will be no charges.
	We understand the issue and due to compatibility issue, we need to upgrade the server.
help	ok so the plan is you can go ahead and upgrade the server and after that take user session and test it with the file I highlighted and once all is good send me the email, one again testing is necessary, it should not be like when the user comes tomorrow morning and he has to test it, test everything yourself and get it fully ready
Manish Singh	Alright! Noted all the instructions we will notify you over the email for the same.
	I apologize for any delay. Thank you for your patience.
	Is there anything else I may help you with ?
help	ok send me a separate email with a brief detail of issue and the fixes you tried and no luck and now upgrading the server and its of no cost and all story and cc Will Casterlow in it
Manish Singh	Yes, we will email on help@triadcyclersolutions.com and add Will too.
help	ok
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.

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

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

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

9 Jul

**#79201 Andrea Decowsk**

**Email:** andreadecowski@careerteam.com  2034078800

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** MOUNTAIN TOP

**State:** Pennsylvania

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 22 |

Andrea Decowsk	Hello, I am your Acebuddy	9 Ju
Acebuddy	Hello Andrea Decowsk, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Andrea Decowsk	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	

	Please chose an option :
Andrea Decowsk	I'd like to report an Issue
Acebuddy	Please select an option!
Andrea Decowsk	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Andrea Decowsk	We have a new employee who was given log in information but he is getting "Invalid" when he enters the info that we received. Is there a way to re-set his log in info?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	Hello Andrea, I will surely help you with this issue.
	Kindly help me with your server name and user name of the affected user?
	<i>7:45:57 PM Andrea Decowsk is sharing a file with you <a href="#">Ace remote desktop log in .png</a> - ( Size:419.44 KB )</i>
Andrea Decowsk	This is the info that we received. The user is Ofim Baranda
Ashutosh Mishra	Kindly allow me two minutes to check the same.
Andrea Decowsk	OK!
Ashutosh Mishra	We have checked from the backend and found no issues on the server side or with user status.
	If possible, please also share the screenshot of the message you receive when connecting to server.
	<i>7:54:27 PM Andrea Decowsk is sharing a file with you <a href="#">Screenshot - ACE error.png</a> - ( Size:235.63 KB )</i>
Andrea Decowsk	Here you go
Ashutosh Mishra	As per the image shared the credentials are not meant for My Portal, this portal can only be accessed by the registered My Portal Admin. I will be sharing a new RDP (application required to connect with server) for the user Ofim, please try login with this one. (Edited)
	Kindly allow me two minutes and i will share the RDP.
Andrea Decowsk	OK thank you!
	<i>7:58:52 PM Ashutosh Mishra is sharing a file with you <a href="#">ofim.b@myrealdatal.net.rdp.zip</a> - ( Size:803 Bytes )</i>
	<i>Please extract this folder and you will find the RDP.</i>
	OK thanks!
Ashutosh Mishra	Is there anything else I may help you with ?
	Are we still connected here?

	Are we still connected here?
Andrea Decowsk	I just sent him the info, I'll leave the chat for now and join again if he still can't log in
	Thank you!
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
<i>Ashutosh Mishra has ended this chat session</i>	

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

19 Jul

**#79612 chappelfarms1935**

**Email:** chappelfarms1935@gmail.com ☎ 9566427062

**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:** RIO GRANDE CITY

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

chappellfarms1935	Hello, I am your Acebuddy
Acebuddy	Hello Chappellfarms1935, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Jul,

**#79244 Flores**

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

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

**Operator:** Shashwat Verma

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 38 Secs

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 5 |

Flores	Hello, I am your Acebuddy	10
Acebuddy	Hello Kristy Flores, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Flores	Technical Support (QB & App Hosting)	

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Flores	I'd like to report an Issue
Acebuddy	Please select an option!
Flores	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Flores	Server reboot
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Kristy
Flores	Hello. Please reboot server. It is stuck on a blue screen. myreldata\RK_Bookkeeping
Shashwat Verma	I will surely help you with this issue.
	Is this the first time you are facing this issue?
Flores	today yes
Shashwat Verma	Okay
	We have just rebooted the server, kindly login the server in 1 min and let us know if the issue still persists?
Flores	Ok
	Works thank you. Have a good day.
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79012 Blais**

**Email:** janice@catholicshop.ca  19053355599

**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:** HAMILTON

**State:** Ontario

**Country:** CANADA

## Chat Transcript

Chat Duration : 54 |

Blais	Hello, I am your Acebuddy	7 Ju
Acebuddy	Hello Janice Blais, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Blais	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Blais	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Blais	Password Reset	
Acebuddy	Please select an option below	
Blais	Already Enrolled to Selfcare Portal	
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	
	Do you need any further assistance on the topic?	
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Jul

**#79380 Erin Music**

**Email:** erin.music@sutter-usa.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:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 |

Erin Music	Hello, I am your Acebuddy	14 Jul
Acebuddy	Hello Erin Music, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Erin Music	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Erin Music	I'd like to report an Issue	
Acebuddy	Please select an option!	
Erin Music	Password Reset	
Acebuddy	Please select an option below	
Erin Music	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 and we'll share an update once the request is processed.	
	Do you need any further assistance on the topic?	
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Jul, 11:21

**#78913 louispav**

**Email:** louispav@dasystems.com ☎ 19495823908

**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:** 21 Secs

**City:** HAILEY

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 8 Mins

louispav	Hello, I am your Acebuddy	2 Jul, 11:21
Acebuddy	Hello LouisPav, I'm your Ace Buddy. I'll be happy to assist you!	11:21
	Whom Would You Like to Connect With?	11:21
louispav	Technical Support (QB & App Hosting)	11:21
Acebuddy	Welcome to Ace Support.	11:21
	Please chose an option :	11:21
louispav	I'd like to report an Issue	11:21
Acebuddy	Please select an option!	11:21
louispav	Other Issue	11:21
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:21
louispav	I am unable to login to the server	11:21

Acebuddy	Please wait while we connect you to a Support Representative	11:30
	<i>Acebuddy (bot) forwarded the chat request</i>	11:30
	<i>Anjainay Singh accepted the chat transfer request.</i>	11:30
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:30
louispav	greaet	11:30
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	11:30
	As I can see at my end you are already logged into the server.	11:30
louispav	when I click the button to login it says I can't. Why don't I try and shut down completely and retry, one moment	11:30
	<i>11:33:50 PMAanjainay Singh is sharing a file with you <a href="#">image.png</a> - ( Size:11.67 KB )</i>	11:30
	<i>Could you please confirm your username?</i>	
	I'm Louis, yes	11:34
Anjainay Singh	May I take the remote access of your local computer?	11:34
louispav	I logged in, it worked, I manually closed the process and restarted and its now working	11:34
Anjainay Singh	That's good to hear Louis.	11:34
louispav	I should have thought of that first, but I got an odd prompt saying I couldn't access the server which looked odd. But all good, I got it going no problem	11:34
Anjainay Singh	I will keep this issue under observation.	11:34
louispav	thank you. Have a great day	11:34
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	11:34
	Is there anything else I may help you with ?	11:34
	I will also share the ticket id with you over the mail once this chat is disconnected.	11:34
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:34
louispav	that is all, thank you	11:34
Anjainay Singh	You may disconnect this chat.	11:34
	<i>louispav has ended this chat session</i>	11:34

