

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77340 Jennifer Snyder
Email: jsnyder@saratogaconstruction.net ☎ 15185870100
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: 30 Secs
City: SCHENECTADY
State: New York
Country: UNITED STATES

Chat Transcript

Jennifer Snyder	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Snyder	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Snyder	I'd like to raise a Request
Acebuddy	Please select your request type.
Jennifer Snyder	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Jennifer Snyder	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?
Jennifer Snyder	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request	
Anjainay Singh accepted the chat transfer request.	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Jennifer Snyder	How do I know my server name?
Anjainay Singh	Please provide me just one minute so that I may assist you with server name .
	Your server name is- QBNXTPRE1.myrealdata.net
	Are we still connected?
	Are we still connected here?
Anjainay Singh has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77145 Peter Madison

Email: peter@lakesidecpa.com 📞 3129254215

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: REDMOND

State: Washington

Country: UNITED STATES

Chat Transcript

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

	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77251 Asif Ali

Email: admin@3qscpa.com 📞 16145587724

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 36 Secs

City: YOUNGSTOWN

State: Indiana

Country: UNITED STATES

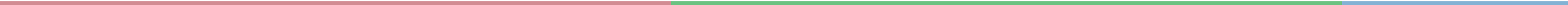
Chat Transcript

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

Acebuddy	Please select an option!
Asif Ali	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Asif Ali	Remote Desktop is not working.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Asif Ali	ok
	The account is 3QsCPA Inc
Shivam Singh	Is the issue occurring just for you, or are all users affected?
Asif Ali	and I am using User3
Shivam Singh	Thanks
Asif Ali	as remote desktop.
Shivam Singh	could you please share the screenshot as to what are you getting while accessing the RDP?
	<i>10:07:58 PMAsif Ali is sharing a file with you</i> 1_image.png - (Size:11.4 KB)
	Allow me 5 minutes to check with the team.
Asif Ali	ok
Shivam Singh	Thanks for your patience
	Hi there!
	May I take the remote access of your local computer?
Asif Ali	sure
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Asif Ali	ok. Done
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/1372752653
	Please connect.
	As the RDP issue is resolved 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. Also, As the RDP issue is resolved. You may re-initiate the c
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acer
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session



Chat Transcript

I need to put the hosting on a new laptop an forgotten how I did it before. I opened my pre morning to find the screen totally cracked

Visitor Details

#77479 Sandra Dorst
Email: sandra@beckyrivardcpa.com 📞 8049864638
Department: Support(QB & App Hosting)
Operator: Ankit Kumar
Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Pmax_UltraTax&utm_term=&utm_adgroup=&gad_source=1&gad_campaignid=2259653512kYO24s2ttnyPO-EPOXd7xJvxzqC-Vhkt61Y44sy_waAihqEALw_wcB
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 20 Secs
City: TRUCKEE
State: California
Country: UNITED STATES

Chat Transcript

Sandra Dorst	I need to put the hosting on a new laptop and I've completed forgotten how I did it before. I opened my previous laptop th
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Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.
	<i>Amit is transferring the chat to Support(QB & App Hosting).</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
	Hello Sandra, How are you doing today?
Sandra Dorst	good thanks - just a little panicked that my computer is broke and I need to get my access back on a new computer and I
	but I do remember you guys were great and remote accessed and helped me out
Ankit	I will be surely assisting you with this. Kindly help me with your server name and username?
Sandra Dorst	my user name is Sandra.D@myrealdata.net on Becky Rivard CPA
Ankit	Thanks for the details !
	Sandra, I can share the SOP to create the RDP connection, or if you prefer, I can remotely access your local device and as
Sandra Dorst	can you remote in, I feel like it will be faster and more efficient that way
Ankit	Sure, Prior providing the access, I would suggest you to close any important documents at your end.
Sandra Dorst	ok
Ankit	https://assist.acecloudhosting.com/join/8392583997
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
Sandra Dorst	all good
Ankit	Thank you.
	Is there anything else I may help you with ?
Sandra Dorst	Not at this time, very much appreciated
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with
	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
	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/)
	<i>Ankit has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76477 sbeltran
Email: sbeltran@goldingrup.biz
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 5 Secs
City: BOGOTA
State: Distrito Capital
Country: COLOMBIA

Chat Transcript

sbeltran	Hello, I am your Acebuddy
Acebuddy	Hello Sbeltran, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sbeltran	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sbeltran	I'd like to report an Issue
Acebuddy	Please select an option!
sbeltran	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
sbeltran	Not able to enter into the server
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
sbeltran	Hello
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
sbeltran	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
sbeltran	ok
Shashwat Verma	https://assist.acecloudhosting.com/join/9082761281
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the the issue is resolved, kindly give your confirmation on this chat.
	as per the remote issue resolved on remote session by configuring the gateway
	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 conv
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am w quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (http
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76456 prescriptionshopandrews
Email: prescriptionshopandrews@gmail.com 📞 4322962170
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows

Browser: Google Chrome
Device: Desktop
Average Response Time: 4 Secs
City: ANDREWS
State: Texas
Country: UNITED STATES

Chat Transcript -----

prescriptionshopandrev	Hello, I am your Acebuddy
Acebuddy	Hello Susan Wetzel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
prescriptionshopandrev	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
prescriptionshopandrev	I'd like to report an Issue
Acebuddy	Please select an option!
prescriptionshopandrev	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
prescriptionshopandrev	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
prescriptionshopandrev	I can not print documents from QB. It knocks me out when I try to print. It also says my storage is full but
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 Susan
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Are you able to print from your local pc?
	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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76524 David Weinstein
Email: david@davidweinsteincpa.com 📞 19149071180
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 54 Secs
City: FT LAUDERDALE
State: Florida
Country: UNITED STATES

Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	I can't add a user in the portal

	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
		I will surely help you with this issue.
	David Weinstein	ty
	Ashutosh Mishra	Please let me know if you are facing any particular error message when adding the user.
	David Weinstein	I'm trying in chrome
	Ashutosh Mishra	Please attach any screenshot so i can identify the issue.
		<i>12:23:27 AMDavid Weinstein is sharing a file with you</i> Screenshot 2025-05-02 145223.png - (Size:23.53 KB)
		Thank you for the screenshot.
		Is your business name David Weinstein MBA CPA?
	David Weinstein	yes
	Ashutosh Mishra	Thanks for the confirmation !
		Kindly allow me two minutes to check the same.
		<i>12:25:45 AMDavid Weinstein is sharing a file with you</i> Screenshot 2025-05-02 145223.png - (Size:23.53 KB)
		<i>12:26:09 AMDavid Weinstein is sharing a file with you</i> Screenshot 2025-05-02 145510.png - (Size:179.84 KB)
	David Weinstein	Can you kindly set the user up and email me the RDP
		Landon Golder Email: Landon@davidweinsteincpa.com, Mobile: 954-802-3770 and the password is to be
	Ashutosh Mishra	Sure, I can do that for you however i would require details over the email as well as your approval from tl
	David Weinstein	I'm sending the email now
	Ashutosh Mishra	We can end the chat session and i will send you an email, you can simply reply to that and i will proceed new user. (Edited)
	David Weinstein	I sent the email, can you tell me if you received it
	Ashutosh Mishra	Yes, i have received the email.
	David Weinstein	ty
	Ashutosh Mishra	We are facing similar issue, i am forwarding this to the backend team to create the user manually. I will s Would that be fine?
	David Weinstein	yes
	Ashutosh Mishra	Thank you for your patience.
		Is there anything else I may help you with ?

David Weinstein	no, how long until its fixed
Ashutosh Mishra	I have notified the concerned team to look into this, within 1 to 2 business days this should be fixed.
David Weinstein	ok
Ashutosh Mishra	Thank you for confirmation. Feel free to end the chat. Following closure, you'll receive a feedback survey. valuable for my performance assessment. Thank you

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77288 Jason Barth
Email: jason@integritybp.com 📞 12144559672
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: 4 Mins 53 Secs
City: PROSPER
State: Texas
Country: UNITED STATES

Chat Transcript

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

Jason Barth	I'd like to report an Issue
Acebuddy	Please select an option!
Jason Barth	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jason Barth	Excel and word are not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Jason Barth	I am not sure why, but the same thing happened to one of my staff last month. I am trying to open excel
	6:54:20 PMJason Barth is sharing a file with you Screenshot 2025-05-21 082400.jpg - (Size:15.09 KB)
Anjainay Singh	Please allow me two minutes so that I can look into it .
	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end.
Jason Barth	yes
Anjainay Singh	https://assist.acecloudhosting.com/join/6942832717
	We are connected remotely .
Jason Barth	yes
Anjainay Singh	Please provide your positive feedback , after this chat gets disconnected by clicking on smiling emoji.

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76424 MARLY
Email: accounting@flightwash.com ☎ 7542442259
Department: Support(QB & App Hosting)

Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 2 Mins 46 Secs
City: CAPE CORAL
State: Florida
Country: UNITED STATES

Chat Transcript

MARLY	Hello, I am your Acebuddy
Acebuddy	Hello Marly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
MARLY	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
MARLY	I'd like to raise a Request
Acebuddy	Please select your request type.
MARLY	Password Reset
Acebuddy	Please select an option below
MARLY	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?
MARLY	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
MARLY	the security questions are not working
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
MARLY	MarlyBM.q1
Shubham Kataria	Thank you for the information. please allow me two minutes to check the same

		May I take the remote access of your local computer to help you to reset the password.
	MARLY	yes
	Shubham Kataria	https://assist.acecloudhosting.com/join/8712746502
	MARLY	you can also go in the server
	Shubham Kataria	Are you logged onto the server?
		Prior providing the access, I would suggest you to close any important documents at your end.
	MARLY	done
	Shubham Kataria	It seems you're disconnected from the server. If you would like me to take remote of the server, please re
		else please join the above link, we will connect on your local computer
		Now, you are active on server
		Let me send the remote request, please allow one minute
		Please accept the remote request on server
		We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the the issue is resolved, kindly give your confirmation on this chat.
	MARLY	ok
	Shubham Kataria	Thank you for your patience.
	MARLY	HERE
	Shubham Kataria	As per our remote conversation we will forward your case to the concerned team to change your email tc
		After that you may change the password
	MARLY	YES PLEASE
	Shubham Kataria	Is there anything else I may help you with ?
	MARLY	thanks for your help
	Shubham Kataria	You're welcome
		Is there anything else I may help you with ?
	MARLY	not for now
	Shubham Kataria	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 conv
		I request you to kindly spare a moment to fill that out for me so that my managers can know how I am wi quality@acecloudhosting.com. Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfcare Portal (http
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
		<i>Shubham Kataria has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77632 Tony Lee
Email: support@claccounting.tax 📞 19097189780
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 56 Secs
City: EL MONTE
State: California
Country: UNITED STATES

Chat Transcript

Tony Lee	Hello, I am your Acebuddy
Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tony Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tony Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Tony Lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tony Lee	Help me update lacerte 2024. I dont have admin access
Acebuddy	Please wait while we connect you to a Support Representative

	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Tony Lee	server name is CLaccounting.myrealdata.net
	user name is tony.lee
	need to update 2024 lacerte because i am not an admin
Shubham Kataria	I will surely help you with this. Please allow me two minutes to check the same.
Tony Lee	ok
Shubham Kataria	Thank you for your patience.
	<i>12:21:06 PMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:121.53 KB)</i>
	<i>Tony, I have initiated the Lacerte update</i>
	Once it will completed. I will inform you over email.
	It will approximately take 10-15 minutes
	Are we still connected here?
	Are we still connected here?
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76420 Maribel Driskill
Email: maribel@strategictaxsolutionsllc.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: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Maribel Driskill	Hello, I am your Acebuddy
Acebuddy	Hello Maribel Driskill, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Maribel Driskill	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maribel Driskill	I'd like to report an Issue
Acebuddy	Please select an option!
Maribel Driskill	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kind
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76532 James Kang
Email: jameskangcpa2@gmail.com ☎ 17036234242
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: RICHMOND
State: Virginia
Country: UNITED STATES

Chat Transcript

James Kang	Hello, I am your Acebuddy
Acebuddy	Hello Jameskangcpa2, 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, Kind
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77274 Andy
Email: kcorrea@lokring.com ☎ 13104066663
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: 1 Min 7 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Andy	Hello, I am your Acebuddy
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Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76765 samona
Email: samona@aabs.tax ☎ 7198200159
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: 30 Secs
City: WEST UNITY
State: Ohio
Country: UNITED STATES

Chat Transcript

samona	Hello, I am your Acebuddy
Acebuddy	Hello Samona, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
samona	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
samona	I'd like to report an Issue
Acebuddy	Please select an option!
samona	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
samona	drake software needs to be reinstalled
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 Samona
	samona	hello i have a ticket to uninsttall amd reinstall drake 2022
	Anurag Sharma	Could you please share the ticket ID?
	samona	691235
	Anurag Sharma	Thanks for the confirmation
		Kindly allow me two minutes to check the same.
		Samona have you downloaded the setup file of the application on the server?
	samona	download yes install no
	Anurag Sharma	Okay
	samona	it will not let me send you the file
	Anurag Sharma	No problem
	samona	do you have an email address
	Anurag Sharma	Yes, this is our email address support@acecloudhosting.com.
		Samona, after this chat I will send you an email. Please revert back to that email with an approval. So tha
		Also please make sure to share the location of the downloaded setup file to us.
		So that we can proceed with the installation.
		Is there anything else I may help you with ?
	samona	sending it now
	Anurag Sharma	Thank you so much Samona.
	samona	okay
	Anurag Sharma	Once we will receive the approval from your end. We will start working on the request. And will inform yo
	samona	sent
		its a link because it a larger file
	Anurag Sharma	Okay, if you have sent us the email. We will review it and work accordingly.
		Please confirm if there is any else we can help you with ? other than this re-installation?
		Are we still connected here?
	samona	yes
		how long will it take to install
	Anurag Sharma	It will take around 6-8 hours.
	samona	so a whole day
	Anurag Sharma	We will definitely try our best to complete the task as soon as possible.
	samona	thanks

Anurag Sharma	Is there anything else I may help you with ?
samona	no
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conv
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am w quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([htt (https://selfcare.acecloudhosting.com).)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77338 Jennifer Snyder
Email: jsnyder@saratogaconstruction.net ☎ 15185870100
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: SCHENECTADY
State: New York
Country: UNITED STATES

Chat Transcript

Jennifer Snyder	Hello, I am your Acebuddy
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Acebuddy	Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Snyder	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Snyder	I'd like to raise a Request
Acebuddy	Please select your request type.
Jennifer Snyder	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operati
Jennifer Snyder	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on
	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, Kind
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77357 Nicole Western
Email: nicole@farberplastics.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 36 Secs
City: FREEPORT
State: New York
Country: UNITED STATES

Chat Transcript	
Nicole Western	Hello, I am your Acebuddy
Acebuddy	Hello Nicole Western, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nicole Western	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nicole Western	I'd like to report an Issue
Acebuddy	Please select an option!
Nicole Western	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Nicole Western	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nicole Western	Printing Forms
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
Nicole Western	yes
	looking for server name
	FarberPlastics.myrealdata.net
	user name is myrealdata\NicoleWestern
Ashutosh Mishra	Thanks for the confirmation !
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Nicole Western	just me
Ashutosh Mishra	I understand you are not able to Print forms from QuickBooks, is this the first time you are getting the iss
Nicole Western	Its not that i cant print it wont print the whole page. yes this is the first time
Ashutosh Mishra	Thanks for the confirmation !
	May I take the remote access of your local computer?

Nicole Western	sure. i left the dialouge box open that i get when i try to print
Ashutosh Mishra	Sure, 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.
	https://assist.acecloudhosting.com/join/6602608747
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kind
	<i>Ended due to chat idle timeout</i>

Chat Transcript

upgrade quickbooks 2022 to 2024

Visitor Details

#77583 Erica
Email: owlcreektruckrepair@gmail.com 📞 7172714574
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_ad=...
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 37 Secs
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

Erica	upgrade quickbooks 2022 to 2024
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.
	Hello Erica.
Erica	hi how are you
Amit	May I ask which version of QuickBooks do you currently use.

		And the name of the company which is registered with us.
	Erica	desktop pro 2022. we just upgraded the one computer to the 2024 version with the one company on our that has your hosting
		Owl Creek Truck Repair LLC
	Amit	sure.
		Let me transfer you to our technical team
		<i>Amit is transferring the chat to Support(QB & App Hosting).</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 Erica
	Erica	hello
	Anurag Sharma	I deeply apologize for the inconvenience caused to you.
		I will be surely assisting you with this. Kindly help me with your server name and user name?
	Erica	what do you mean by server name
		my username is EricaFox or I do have the Admin credentials if that is needed to do the upgrade
	Anurag Sharma	Thanks for the confirmation !
	Erica	Im hoping this will not be complicated with have 2 company files under one license
	Anurag Sharma	Please allow me 2 minutes. I am checking your concern
	Erica	Like the license number we have now is upgraded and good to go for company A now we just need Owl C
	Anurag Sharma	Okay
		May I take the remote access of your local computer ? (Edited)
	Erica	yes
	Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	Erica	your good
	Anurag Sharma	https://assist.acecloudhosting.com/join/1832736160
		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 the issue is resolved, kindly give your confirmation on this chat.
		Erica, after this chat I will send you an email. Please revert back to that email with an approval from the p approval. We will start working on your request.
	Erica	okay send the email and we will authorize it right away
	Anurag Sharma	Thanks for the confirmation, you will receive the email from our end after this chat closure.
		Is there anything else I may help you with ?

Erica	so once we authorize it your just gonna update for us?
Anurag Sharma	Yes, we will install the application for you on the server. And will update you via email once it is complete
Erica	okay how long will that take and can we still use it for working while you are doing it?
Anurag Sharma	Once we receive the approval from your end. Our team installs the application within 12 hours of time.
Erica	and we can still be working while its happening correct
Anurag Sharma	Yes, if you have to work on the server, we can schedule this installation during the night hours. When use
Erica	perfect please send that authorization email so we can get this done as fast as possible before the deadli
Anurag Sharma	Okay
	Is there anything else I may help you with ?
Erica	not at the moment and if there is any questions please call me
Anurag Sharma	Sure
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this c
	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 conv
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am w
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (http
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76537 Natalie Ketchum
Email: natalie@eaklevm.com ☎ 17079653610
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 46 Secs
City: OGDEN
State: Utah
Country: UNITED STATES

Chat Transcript -----

Natalie Ketchum	Hello, I am your Acebuddy
Acebuddy	Hello Natalie Ketchum, I'm your Ace Buddy. I'll be happy to assist yo
	Whom Would You Like to Connect With?
Natalie Ketchum	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Natalie Ketchum	I'd like to report an Issue
Acebuddy	Please select an option!
Natalie Ketchum	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Natalie Ketchum	I cannot connect to our rdp
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 Sha
	Hello Natalie
Natalie Ketchum	Hello
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your serv
Natalie Ketchum	I cannot login to our server. No one else can either
	Eaklevineyard.myrealddata.net
	natalieke@myrealddata.net
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.

	Natalie Ketchum	Okay
	Anurag Sharma	Please stay connected.
	Natalie Ketchum	Okay
	Anurag Sharma	Thank you for your patience.
		Please try to access the server now
	Natalie Ketchum	It worked
	Anurag Sharma	Thanks for the confirmation !
		Is there anything else I may help you with ?
	Natalie Ketchum	One second
	Anurag Sharma	Okay
	Natalie Ketchum	We are having QuickBooks update issues again. Keep getting the up
	Anurag Sharma	I deeply apologize for the inconvenience caused to you.
		I would request you to please ask all the users to stay logged off fro
		We will update you via email once we will complete the QB update f
	Natalie Ketchum	It's on the maintenance release and file doctor and critical fixes
	Anurag Sharma	Okay
	Natalie Ketchum	Should I log off?
	Anurag Sharma	Yes,
		We will update you via email once it is completed.
		Is there anything else I may help you with ?
	Natalie Ketchum	Ok
		No that is all
	Anurag Sharma	Thanks for the confirmation !
		I would greatly appreciate if you could spare a minute to give your v chat.
	Natalie Ketchum	How long will it take?
		Will do
	Anurag Sharma	You will get an update from our end within 30 minutes.
	Natalie Ketchum	Okay.
	Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a wonderful da
		You may end this chat now. Once you end this chat, you will receive 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 working. I will appreciate that. or you may send your feedback at qu
Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76900 Robert Nolte
Email: rob@ddumpsters.com
Department: Support(QB & App Hosting)
Operator: Gurwinder Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 6 Secs
City: BATAVIA
State: Ohio
Country: UNITED STATES

Chat Transcript

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

Robert Nolte

Acebuddy

Robert Nolte

Acebuddy

Robert Nolte

Acebuddy

Robert Nolte

Acebuddy

Gurwinder Singh

Robert Nolte

Gurwinder Singh

Robert Nolte

Gurwinder Singh

I'd like to report an Issue

Please select an option!

QuickBooks Issue

What type of QuickBooks Issue are you facing?

QuickBooks is Frozen

Hmm, That doesn't sound good. But here's a quick way to unfreeze

Was that helpful?

No

No issues, please wait while I connect you to one our support engine

Acebuddy (bot) forwarded the chat request

Gurwinder Singh accepted the chat transfer request.

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

Good morning, My session of RDES.myrealdata.net - Remote Deskto
screen appears to be forzen

frozen

Rob, let me check the server quickly.

Rob, kindly sign in to Quickbooks again.

okay

I'm in, Thank You!

Rob, has this happened before on your server.

Or shall we close this as resolved for now.

Gurwinder Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76686 Kerry Gordon

Email: kerry@kgordoncpa.com 📞 19133338106
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 1 Min 2 Secs
City: ST PAUL
State: Minnesota
Country: UNITED STATES

Chat Transcript -----

Kerry Gordon	Hello, I am your Acebuddy
Acebuddy	Hello Kerry Gordon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kerry Gordon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kerry Gordon	I'd like to report an Issue
Acebuddy	Please select an option!
Kerry Gordon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Kerry Gordon	I am having the same issue as I earlier reported and told it was fixes desktop and kept getting kicked out...now I'm getting the same mes exist and can't get in.
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>
	<i>Anurag Sharma is transferring the chat to Anjainay Singh.</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Si
	May I take the remote access of your local computer?
Kerry Gordon	yes...
Anjainay Singh	Prior providing the access, I would suggest you to close any importa

		https://assist.acecloudhosting.com/join/2332122496
	Kerry Gordon	Thank you...
	Anjainay Singh	Please copy above URL at local machine browser so that I can acces
	Kerry Gordon	Very odd...each time you've taken control of my machine, the scree
	Anjainay Singh	Could you please provide the screenshot of error while server is geti
		We are on remote so that's why background is changing.
	Kerry Gordon	I don't have a copy of the screenshot...
	Anjainay Singh	If it appears again , please take snip of it and let us know .
	Kerry Gordon	did you find the root cause?
	Anjainay Singh	I will forward that snip to my senior team member to resolve the iss
		I am looking into it .
		Could you please confirm after how many minutes your session gets
		Please confirm after how many minutes your server session is gettir
	Kerry Gordon	I was in the first time for about 10 minutes and got disconnected, af minutes.
	Anjainay Singh	Please be patient with us I am working on it .
		In meanwhile you may continue your work .
	Kerry Gordon	Thank you.
	Anjainay Singh	Are you facing any issue while being connected to server .
	Kerry Gordon	Not so far!
	Anjainay Singh	We request you to immediately give us call back when you face this please take the snip of error . You may contact us at 1-888-415-52 ,
	Kerry Gordon	Thank you.
	Anjainay Singh	Is there anything else I may help you with ?
	Kerry Gordon	Not right now! :)
	Anjainay Singh	We hope that this issue has been resolved permanently .
	Kerry Gordon	Me too...thank you!
	Anjainay Singh	Once this chat gets disconnected please provide your positive feedbk
		Alternatively if is exists again please take snip of error and send it to mentioning the issue .
		I think it occurred again .
		Do you know if someone else is also using same credentials as your
		Are we still connected here?

	Are we still connected here?
	Are we still connected here?
	I am disconnecting the chat ,as one of our team member is assisting
	Thank you for choosing ACE cloud Hosting, you have a wonderful da
Anjainay Singh has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76808 Jeanette Chavarria Torres
Email: jeanette@dchhauling.com 📞 17738531070
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: 45 Secs
City: BLOOMINGDALE
State: Illinois
Country: UNITED STATES

Chat Transcript

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

	Jeanette Chavarria Torres	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Jeanette Chavarria Torres	Setup Ace Server
	Acebuddy	If you would like to configure the server access link on your computer, please select your Operating System
	Jeanette Chavarria Torres	Microsoft Windows
	Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to generate the RDP link on your Windows PC
		Do you need any further assistance on the topic?
	Jeanette Chavarria Torres	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 and I will be surely assisting you with this. Kindly help me with your service request.
		I will be surely assisting you with this. Kindly help me with your service request.
	Jeanette Chavarria Torres	Yes
		JeanetteCT
	Ashutosh Mishra	is your business name DCH Construction & Hauling?
		Are we still connected here?
		Are we still connected here?
	Jeanette Chavarria Torres	yes
	Ashutosh Mishra	Thanks for the confirmation !
	Jeanette Chavarria Torres	no problem
		Yes, my business it DCH Construction & Hauling
	Ashutosh Mishra	I see that you are My Portal admin, you can download the RDP application with ACE. I will also send you the RDP on your email address jeanette.torres@acecloudhosting.com session.
	Jeanette Chavarria Torres	Can you please install
		I tried and for some reason it was not working for me
		thank you
	Ashutosh Mishra	Ok let me send you the RDP for username JeanetteCT

	4:37:22 AMAshutosh Mishra is sharing a file with you JeanetteCT.q1@myrealdata.net.zip - (Size:871 Bytes)
	Please unzip this file and find the RDP.
Jeanette Chavarria Torres	I tried and it is being blocked
Ashutosh Mishra	May I take the remote access of your local computer?
Jeanette Chavarria Torres	Yes
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the s
	https://assist.acecloudhosting.com/join/7332899829
	Prior providing the access, I would suggest you to close any importa
Jeanette Chavarria Torres	ok
	are you in?
Ashutosh Mishra	Yes
	As per discussion over the remote session, The issue is resolved by application and creating login for you.
	We will work on changing resolution for your server and once done \
	Feel free to end the chat. Following closure, you'll receive a feedbac share your thoughts. Your feedback is valuable for my performance

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76707 Yitzac Goldstein
Email: yitzac@earthprotex.com 📞 16049681671
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: VANCOUVER
State: British Columbia
Country: CANADA

Chat Transcript

Yitzac Goldstein	Hello, I am your Acebuddy
Acebuddy	Hello Yitzac, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Yitzac Goldstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Yitzac Goldstein	I'd like to raise a Request
Acebuddy	Please select your request type.
Yitzac Goldstein	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief c technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select tl
Yitzac Goldstein	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
Acebuddy has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77618 Deanna Logoteta
Email: dlogoteta@awakenjustice.org ☎ 7752196737
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: AUBURN
State: California
Country: UNITED STATES

Chat Transcript -----

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#76544 James Kang
Email: jameskangcpa2@gmail.com ☎ 17036234242
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: 39 Secs

City: MIDLOTHIAN
State: Virginia
Country: UNITED STATES

Chat Transcript

James Kang	Hello, I am your Acebuddy
Acebuddy	Hello James Kang, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
James Kang	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
James Kang	I'd like to raise a Request
Acebuddy	Please select your request type.
James Kang	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, please select your Operating System
James Kang	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to s on your Windows PC
	Do you need any further assistance on the topic?
James Kang	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
James Kang	Hello
Manish Singh	I will surely help you with this issue.
	Thank you for contacting Ace Cloud Hosting. My name is Manish Sin
James Kang	first time try to login from my home pc
	it said your credentials did not work
Manish Singh	No worries we are here to assist you.
	May I take the remote access of your local computer?
James Kang	sure
Manish Singh	https://assist.acecloudhosting.com/join/2072268756

	Kindly paste this link in the browser of local computer and join the s
	Prior providing the access, I would suggest you to close any importa
James Kang	can you see my screen/
	hello?
Manish Singh	We are connected on the remote session and will proceed with the t the time, I am putting the chat on hold, please do not disconnect it. give your confirmation on this chat.
	As we haven't got any response from your end, We are closing this c Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77487 Gagan Garg
Email: ggarg@uscapital.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 29 Secs
City: MEERUT CITY
State: Uttar Pradesh
Country: INDIA

Chat Transcript

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

	Gagan Garg	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Gagan Garg	I'd like to report an Issue
	Acebuddy	Please select an option!
	Gagan Garg	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an av
	Gagan Garg	Unable to login, the message says contact your admin
	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 M
	Gagan Garg	Thank you
	Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your serv
		<i>10:19:41 PMGagan Garg is sharing a file with you</i> <i>image.png - (Size:15.0 KB)</i>
		Thanks for the confirmation !
		Kindly allow me few minutes to check the same.
	Gagan Garg	sure
	Ashutosh Mishra	Server is accessible from support end.
		May I take the remote access of your local computer?
	Gagan Garg	sure
	Ashutosh Mishra	Prior providing the access, I would suggest you to close any importa
	Gagan Garg	ok
	Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the s
		https://assist.acecloudhosting.com/join/4852297101
	Gagan Garg	Issue has now resolved
	Ashutosh Mishra	As per discussion over the remote session, The issue is resolved whi reset the password using MY Portal and used new password to conel
		Thanks for the confirmation !
		I would greatly appreciate if you could spare a minute to give your v chat.
		You may end this chat now. Once you end this chat, you will receive

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 working. I will appreciate that. or you may send your feedback at qu
Thanks!

Note: You may change/reset your server password on your own by n
([https://selfcare.acecloudhosting.com).](https://selfcare.acecloudh

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76934 Ben Hagan
Email: ben@m5golden.com ☎ 8176488360
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 28 Secs
City: ARLINGTON
State: Texas
Country: UNITED STATES

Chat Transcript

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

		Welcome to Ace Support.
		Please chose an option :
	Ben Hagan	I'd like to report an Issue
	Acebuddy	Please select an option!
	Ben Hagan	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an av
	Ben Hagan	Can't open Excel
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shivam Singh accepted the chat transfer request.</i>
	Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Sin
		I will be surely assisting you with this. Kindly help me with your serv
	Ben Hagan	lesliehagan.myrealddata.net
		currently logged in as the username Hagan2
	Shivam Singh	Thanks for the information.
	Ben Hagan	This is the error I get when trying to open Excel
		<i>1:33:55 AMBen Hagan is sharing a file with you</i> <i>Screenshot 2025-05-12 at 3.03.24 PM.png - (Size:36.89 KB)</i>
	Shivam Singh	Are you the only one facing the issue, or is anyone else experiencin
	Ben Hagan	This is the only user that has access to Excel on the server.
	Shivam Singh	Ben, allow me to check the same. Give 2 minutes.
		Ben, Thanks for your patience. Still checking the backend for possib
	Ben Hagan	Thanks
		By the way I did already reboot the server, still the same issue.
	Shivam Singh	Oh, thanks for the information.
		<i>1:45:06 AMShivam Singh is sharing a file with you</i> <i>image.png - (Size:6.45 KB)</i>
		<i>Ben, As I check only these 3 users are listed for excel a</i>
		Hagan2 is not listed as user for excel access.
	Ben Hagan	Ok, thanks. Let me try with one of those users real quick.
	Shivam Singh	Surely, please try and let me know.
	Ben Hagan	It's working. Sorry for the confusion.
	Shivam Singh	

		Great
		Is there anything else I may help you with ?
	Ben Hagan	No, thats it. Thank you.
	Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful da
		I would greatly appreciate if you could spare a minute to give your v smileys at the end of this chat.
		<p>You may end this chat now. Once you end this chat, you will receive 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 working. I will appreciate that. or you may send your feedback at qu Thanks!</p> <p>Note: You may change/reset your server password on your own by n ([https://selfcare.acecloudhosting.com).](https://selfcare.acecloudh</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudh</p>
Shivam Singh has ended this chat session		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76865 Michael Capogna
Email: cmtmanagement@gmail.com ☎ 15164486814
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76841 Lynn Durkin
Email: lynn@lynndurkincpa.com ☎ 17813781845
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: 13 Secs

City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Lynn Durkin	Hello, I am your Acebuddy
Acebuddy	Hello Lynn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lynn Durkin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lynn Durkin	I'd like to report an Issue
Acebuddy	Please select an option!
Lynn Durkin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Lynn Durkin	Trying to connect remote drive to file explorer.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh M
	I will be surely assisting you with this. Kindly help me with your serv
	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 n (1-888-415-5240) if any further assistance is required.
	<i>Ashutosh Mishra has ended this chat session</i>



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77247 Ezra Dilger
Email: reception@rortax.com ☎ 7633189052
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 33 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

Ezra Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ezra Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ezra Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Ezra Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Ezra Dilger	Lacerte 2024 needs an update installed
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Sin

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76423 Chase Perry
Email: chase@eastcoastgearsupply.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: LOUISBURG
State: North Carolina
Country: UNITED STATES

Chat Transcript

Chase Perry	Hello, I am your Acebuddy
Acebuddy	Hello Chase Perry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chase Perry	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chase Perry	I'd like to raise a Request
Acebuddy	Please select your request type.
Chase Perry	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your re reason for server reboot and the support team will be happy to upd
	Do you need any further assistance on the topic?
Chase Perry	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Chase Perry	Im trying to go into single user mode. I can not get the users logged computer application is not running

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76563 brinkhilary
Email: brinkhilary@gmail.com 📞 2094031471
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 47 Secs
City: STOCKTON
State: California
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Quickbooks update related alerts can be caused due to various reas application updates at the backend and apply the necessary patche might get delayed due to unforeseen circumstances.
		If you're also getting an update popup, please grab a screenshot of support@acecloudhosting.com. Our engineers will manually check a be and share a confirmation via email.
		Do you need any further assistance on the topic?
	brinkhilary	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Anjainay Singh accepted the chat transfer request.</i>
	Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Si
	brinkhilary	Good Morning. I was trying to update my QB and I got Error 15276
	Anjainay Singh	Please allow me two minutes so that I can look into the issue .
	brinkhilary	okay
	Anjainay Singh	Thankyou for your patience .
	brinkhilary	no problem
	Anjainay Singh	As users are logged in so we can update QB in night hours to avoid i productivity as it requires server reboot .
	brinkhilary	I can close it.
	Anjainay Singh	As QB update may take 30 minutes so for your convenience we will over an email .
	brinkhilary	Perfect. Thank you so much for your help
	Anjainay Singh	Is there anything else I may help you with ?
	brinkhilary	No you were a great help
	Anjainay Singh	Once this chat gets disconnected you will receive a survey in which may provide your positive feedback.
		You may end this chat .
		Thank you for choosing ACE cloud Hosting, you have a wonderful da
		<i>Anjainay Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76568 Testing Ankit
Email: testankittttttt@testing.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: FARUKH NAGAR
State: Haryana
Country: INDIA

Chat Transcript

Testing Ankit	Hello, I am your Acebuddy
Acebuddy	Hello Testing Ankit, 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 c Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76519 Jessica Bigras
Email: jessica@a2zinvestmentgroup.com ☎ 18199625191

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: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript

Jessica Bigras	Hello, I am your Acebuddy
Acebuddy	Hello Jessica Bigras, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jessica Bigras	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jessica Bigras	I'd like to report an Issue
Acebuddy	Please select an option!
Jessica Bigras	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jessica Bigras	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reas application updates at the backend and apply the necessary patche might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of support@acecloudhosting.com. Our engineers will manually check a be and share a confirmation via email.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this c Kindly re-initiate the chat.
Ended due to chat idle timeout	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76429 Rupesh
Email: rupesh.kori@simfoni.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: JAMUNIA KALAN
State: Madhya Pradesh
Country: INDIA

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77607 leslie
Email: leslie@es12.org 📞 8183122231
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77480 Nasimul Hassan
Email: cs@columbiataxservice.com ☎ 14109299778
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 29 Secs
City: NOTTINGHAM
State: Virginia
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Please specify the issue you are facing before I connect you to an av
	Nasimul Hassan	uniprint issue
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Deepak Taneja declined the transfer request.</i>
		<i>Anurag Sharma accepted the chat transfer request.</i>
	Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sha
		Hello Nasimul
	Nasimul Hassan	Hi Anurag
		My colleague , Kazi Khairul is unable to forward printing to pdf
		uniprint is causing issue
		so i am thinking to remove uniprint from his profile
	Anurag Sharma	Let me transfer you to a specialist who can better address your conc
		<i>9:13:46 PMNasimul Hassan is sharing a file with you</i> <i>Screenshot 2025-05-27 114325.png - (Size:156.66 KB)</i>
		<i>Anurag Sharma is transferring the chat to Ashutosh Mishra.</i>
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh M
	Nasimul Hassan	pls see the chat history
	Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your serv
	Nasimul Hassan	pls give me a min
	Ashutosh Mishra	Sure, please take your time
	Nasimul Hassan	where do i get the server name?
		Kazi Khairul.A@myrealdata.net
	Ashutosh Mishra	Is the business name Columbia Tax and Accounting?
	Nasimul Hassan	yes
		Columbia Tax and Accounting Services LLC (CID73303)
	Ashutosh Mishra	Thanks for the confirmation !
		The server name is CTAS.myrealdata.net
		Kindly allow me few minutes to check the same.
		I see that Kazi is not logged in.
	Nasimul Hassan	do you need him to log in?

	Ashutosh Mishra	To effectively isolate the issue i would require to have access of the of Kazi.
	Nasimul Hassan	I can log in using his rdp
		wait
	Ashutosh Mishra	Sure
		I would also have to check if Uniprint is installed on his local comput
	Nasimul Hassan	I am in
	Ashutosh Mishra	Prior providing the access, I would suggest you to close any importa
	Nasimul Hassan	ok
	Ashutosh Mishra	We are connected now on remote server.
	Nasimul Hassan	ok
	Ashutosh Mishra	Did the print work?
	Nasimul Hassan	one thing.. this is my local computer. not his
		my computer works fine
		do you think that it can be an issue of hs local machine?
	Ashutosh Mishra	Ok than it is likely that Uniprint is not installed on his local computer
		I will send you a PDF guide Kazi can use that to install on his compu
	Nasimul Hassan	pls wait. let me test something
	Ashutosh Mishra	Sure
	Nasimul Hassan	are you still connected?
	Ashutosh Mishra	Yes
	Nasimul Hassan	to the server?
		if not, pls reconnect
	Ashutosh Mishra	Yes
		We are still connected to remote server.
	Nasimul Hassan	ok
		i am trying to see if we can bypass uniprint
	Ashutosh Mishra	Sure you can use any other active printer from the list.
	Nasimul Hassan	ok, looks to be correct. but I will tell him to install uniprint on the loc
		have a good day
	Ashutosh Mishra	Thanks for the confirmation !
		I would greatly appreciate if you could spare a minute to give your v chat.

You may end this chat now. Once you end this chat, you will receive 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 working. I will appreciate that. or you may send your feedback at qu
Thanks!

Note: You may change/reset your server password on your own by n
([https://selfcare.acecloudhosting.com).](https://selfcare.acecloudh

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76863 test
Email: test@gmail.com 📞 +16887849764
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript

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

Acebuddy

test

Acebuddy

test

Acebuddy

test

Acebuddy

test

Acebuddy

Welcome to Ace Support.

Please chose an option :

I'd like to report an Issue

Please select an option!

QuickBooks Issue

What type of QuickBooks Issue are you facing?

Other QB related issue

Please specify the issue you are facing before I connect you to an av

Test

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77088 samona

Email: samona@aabs.tax 📞 7198200159

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: 58 Secs

City: WEST UNITY

State: Ohio

Country: UNITED STATES

Chat Transcript		
	samona	Hello, I am your Acebuddy
	Acebuddy	Hello Samona, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	samona	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	samona	I'd like to report an Issue
	Acebuddy	Please select an option!
	samona	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an av
	samona	software 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 M
		I will surely help you with this issue. Please let me know what is the
	samona	can you hop on so i can show you the error message
		<i>Visitor updated the visitor's name from samona to Samona pheils.</i>
		hello
	Ashutosh Mishra	Yes
		I am here
	samona	can you hop on my computer
	Ashutosh Mishra	Sure, by computer are you referring to the Ace server or your local c
	samona	mine
		then ace
		<i>Samona pheils has initiated a remote assistance session. Would you screen?</i>
	Ashutosh Mishra	As i see that you have initiated a remote session, prior providing the close any important documents at your end. (Edited)
		You can also join session by pasting the given link in browser.

	https://assist.acecloudhosting.com/join/6592294348
	It appears the remote session is disconnected.
	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 n (1-888-415-5240) if any further assistance is required.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76730 gail
Email: gail@echotaxaz.com ☎ 6024103439
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
gail	I'd like to raise a Request
Acebuddy	Please select your request type.
gail	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we w once the task has been completed. Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
gail	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!
	<i>Acebuddy has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76660 Sheila Bradbury
Email: office@rosecityflagging.com ☎ 19712650852
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: PORTLAND
State: Oregon
Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Sheila Bradbury	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sheila Bradbury	I'd like to raise a Request
Acebuddy	Please select your request type.

Sheila Bradbury has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77342 William Mays
Email: it@grafbro.com ☎ 17404643070
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 1 Min 2 Secs
City: SOUTH SHORE
State: Kentucky
Country: UNITED STATES

Chat Transcript

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

		Please chose an option :
	William Mays	I'd like to report an Issue
	Acebuddy	Please select an option!
	William Mays	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an av
	William Mays	When attempting to open quickbooks I am receiving a message stat when I try to activate it tells me to contact support.
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Anjainay Singh accepted the chat transfer request.</i>
	Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Si
	William Mays	Anjainay, you were just assisting me with a quickbooks error a few r to launch quickbooks I am receiving a message stating to activate q
	Anjainay Singh	Please allow me two minutes so that I can look into it .
		May I take the remote access of your server?
		Prior providing the access, I would suggest you to close any importa
	William Mays	Sure
	Anjainay Singh	https://assist.acecloudhosting.com/join/2972242222
	William Mays	I'm in the session
		Our entire company's quickbooks is down. this needs to be fixed asç
	Anjainay Singh	Could you please confirm with which username you are logged into
	William Mays	GB.TECHIT@myrealdata.net
	Anjainay Singh	Thankyou for your confirmation.
	William Mays	Yup, what's the issue? I need this resolved right now.
		This is literally costing us money at the moment.
	Anjainay Singh	Please provide me remote access.
	William Mays	Done
	Anjainay Singh	We would like to inform you that you need to contact intuit support which you need to enter to activate QB 2024.
	William Mays	Ok
	Anjainay Singh	Is there anything else I may help you with ?
		Are we still connected?
		As there was no response, we are disconnecting the chat now. You n

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

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77153 Heather Leake
Email: heather@progrogroup.com ☎ 804-272-1992
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 41 Secs
City: HENRICO
State: Virginia
Country: UNITED STATES

Chat Transcript

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

	Heather Leake	Ticket ID: 695607 Issue: Running Out of Space
	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 surely help you with this issue.
	Heather Leake	thank you
	Ashutosh Mishra	Please help me with your business name or CID?
	Heather Leake	I'm not sure where to find those
		PROOF Management or Rustic Countrysides is the company
	Ashutosh Mishra	Kindly allow me few minutes to check the same.
	Heather Leake	okay
	Ashutosh Mishra	I am cleaning the unnecessary files from backend however even after i have done that the space is still low.
		This is because the space is completely used on the server and only 8% is free
		Most of the space is occupied by User data, windows OS and applications
	Heather Leake	I do not need Microsoft Office products on the server
	Ashutosh Mishra	Do you want to uninstall Microsoft O365 from the server?
	Heather Leake	Yes please. That should free up quite a bit of space
		Otherwise, what are our options?
	Ashutosh Mishra	I have cleaned the disk space and now you have 8% free, i can also help you with the request over email however this may increase space consumption
		Recommended free space is 20-25%
	Heather Leake	How do we solve the problem?
	Ashutosh Mishra	I would suggest to increase storage on the server, that would also help with the data as the ongoing updates of QuickBooks and security patches will require more space
		Plan1: 200GB: \$120/Month Plan2: 100GB: \$60/Month Plan3: 80 GB: \$50/Month Plan4: 60 GB: \$40/Month (Edited)
	Heather Leake	Ah. I see. I'll have to speak with my supervisor about that.
	Ashutosh Mishra	Sure i will send you email, you already have a ticket ID with us so i will be able to track the request
	Heather Leake	Thank you
	Ashutosh Mishra	Thanks for the confirmation !

	I would greatly appreciate if you could spare a minute to give your v chat.
	You may end this chat now. Once you end this chat, you will receive 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 working. I will appreciate that. or you may send your feedback at qu Thanks!
	Note: You may change/reset your server password on your own by n ([https://selfcare.acecloudhosting.com).](https://selfcare.acecloudh
	For self-help, check out our Knowledge Base (https://www.acecloudh

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77414 danielle.taras
Email: danielle.taras@ecs-env.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: 1 Min 13 Secs
City: FT WORTH
State: Texas
Country: UNITED STATES

Chat Transcript

danielle.taras	Hello, I am your Acebuddy
Acebuddy	Hello Danielle.taras, I'm your Ace Buddy. I'll be happy to assist you!

		Whom Would You Like to Connect With?
	danielle.taras	Managed IT
	Acebuddy	Please wait while we connect you to an available Representative.
		<i>Acebuddy (bot) forwarded the chat request</i>
	danielle.taras	QB not opening
		<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>
		<i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App H</i>
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh M
		I will be surely assisting you with this. Kindly help me with your serv
	danielle.taras	I don't know the server name
		user: Danielle.taras
	Ashutosh Mishra	Thanks for the confirmation !
		Please also share the business name.
	danielle.taras	JonesBell LLC dba ECS Environmental Solutions
	Ashutosh Mishra	I see that you are connected to server.
		May I take the remote access of your server?
	danielle.taras	I don't know any of that
		I relay on you, the IT support to know
	Ashutosh Mishra	Sure, can i connect to your local computer to understand the situati give you a link and you have to paste it in your browser and join a re you.
		Prior providing the access, I would suggest you to close any importa
		Kindly paste this link in the browser of local computer and join the s
		https://assist.acecloudhosting.com/join/3252647634
	danielle.taras	THank you for getting me signed back in
		I apprecaite you!
	Ashutosh Mishra	As per discussion over the remote session, The server session was s logged in the issue was resolved.
		Thanks for the confirmation !
		I would greatly appreciate if you could spare a minute to give your v chat.
		You may end this chat now. Once you end this chat, you will receive 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 working. I will appreciate that. or you may send your feedback at qu
Thanks!

Note: You may change/reset your server password on your own by n
([https://selfcare.acecloudhosting.com).](https://selfcare.acecloudh

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76482 Laurie Tyre
Email: laurie@applied-adventure.com ☎ 19708333139
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: GRAND JUNCTION
State: Colorado
Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Laurie Tyre	I'd like to raise a Request
Acebuddy	Please select your request type.
Laurie Tyre	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief c technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select tl
Laurie Tyre	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
Acebuddy has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76535 susanromo999
Email: susanromo999@gmail.com ☎ 512-848-4970
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 29 Secs
City: HUTTO
State: Texas
Country: UNITED STATES

Chat Transcript

susanromo999	Hello, I am your Acebuddy
Acebuddy	Hello Susanromo999, I'm your Ace Buddy. I'll be happy to assist you

		Whom Would You Like to Connect With?
	susanromo999	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	susanromo999	I'd like to report an Issue
	Acebuddy	Please select an option!
	susanromo999	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	susanromo999	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks compa help you with resolving the issue
		Was that helpful?
	susanromo999	No
	Acebuddy	No issues, please wait while I connect you to one our support engine
		<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 Sha
		Hello Susan
	susanromo999	myrealdata\SusanR.npro1 My QBs icon on the blue screen will not o
	Anurag Sharma	I deeply apologize for the inconvenience caused to you.
		Kindly allow me two minutes to check the same.
	susanromo999	thank you
	Anurag Sharma	Are you the only one facing this issue?
	susanromo999	Yes
	Anurag Sharma	Do you face this issue regularly?
	susanromo999	no
	Anurag Sharma	Thanks for the confirmation !
		Please try now
	susanromo999	I was in my QBs all morning. I click on the QBs icon and it spins and
	Anurag Sharma	Okay, I have fixed the issue from the backend. Kindly try logging int
		And confirm if the issue is now resolved.
	susanromo999	I get a msg that says Remote desktop can't find the computer Qbnx looking in the old server before we migrated. myrealdata\SusanR.np

Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer?
susanromo999	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any importa
	https://assist.acecloudhosting.com/join/9262025606
	Kindly paste this link in the browser of local computer and join the s
	We are connected on the remote session and will proceed with the t the time, I am putting the chat on hold, please do not disconnect it. give your confirmation on this chat.
	As per the remote session, we'll assist you there only, meanwhile we

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77294 Josh Norby
Email: joshn@sentrynd.com ☎ 17012610551
Department: Support(QB & App Hosting)
Operator: Ankit Kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 34 Secs
City: NEW TOWN
State: North Dakota
Country: UNITED STATES

Chat Transcript

Josh Norby	Hello, I am your Acebuddy

	Acebuddy	Hello Josh Norby, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Josh Norby	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Josh Norby	Setback
	Acebuddy	Hello Josh Norby, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Josh Norby	Sales & Solutions
	Acebuddy	Please wait while we connect you to one of our Sales Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Amit accepted the chat transfer request.</i>
	Josh Norby	software upday
		update
		<i>Amit is transferring the chat to Support(QB & App Hosting).</i>
		<i>Ankit accepted the chat transfer request.</i>
	Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will
		Hello Josh ! How are you doing today?
	Josh Norby	I'm well. How are you?
	Ankit	I am doing well, thank you for asking.
		I will be surely assisting you with this. Kindly help me with your serv
	Josh Norby	SentryND josh.n@myrealdata.net
	Ankit	Thank you for the details. Could you please confirm if you are referri
		application update?
	Josh Norby	My message says QODBC software update.
	Ankit	As I can see, there are currently other users active and working on t
		schedule this for tonight, once there are no active users on the serv
		As we would need 30-40 min of downtime.
	Josh Norby	Do I need to be available?
	Ankit	No, we can proceed with the update from the backend. Once comple
	Josh Norby	Yes, we can schedule anytime tonight. I will make sure our users are
		should work.
	Ankit	Josh, would it be okay if I connect with you remotely to check the pr

	have already been applied.
Josh Norby	yes
Ankit	Prior providing the access, I would suggest you to close any importa
Josh Norby	done
Ankit	We are connected on the remote session and will proceed with the t the time, I am putting the chat on hold, please do not disconnect it. give your confirmation on this chat.
	As discussed over the remote session, there are a few pending upda application. We will complete them tonight.
	Is there anything else I may help you with ?
Josh Norby	No thank you
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful da
	You may end this chat now. Once you end this chat, you will receive 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 working. I will appreciate that. or you may send your feedback at qu Thanks!
	Note: You may change/reset your server password on your own by r ([https://selfcare.acecloudhosting.com).](https://selfcare.acecloudh
	For self-help, check out our Knowledge Base (https://www.acecloudh
	<i>Ankit has ended this chat session</i>

Chat Transcript

User unable to log in due to incorrect credentials
password reset.

Visitor Details

#76598 Sarah Carruthers

Email: sarah@redhenbusiness.com ☎ 13144924343

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 57 Secs
City: SPRINGFIELD
State: Missouri
Country: UNITED STATES

Chat Transcript -----

Sarah Carruthers	User unable to log in due to incorrect credentials even after password reset.
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.
Sarah Carruthers	Hi Siddhant, I think I may have contacted the wrong department - accounting.
Siddhant	Hi Sarah, this is the sales department. No worries, let me transfer the chat to support.
Sarah Carruthers	Thank you!
Siddhant	They will be assisting you further.
	<i>Siddhant is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you further.
Sarah Carruthers	Hi, and thank you.
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server details.
Sarah Carruthers	Thank you our server name is Red Hen Business, my username is Sanyam Madan.
	The user having the issue is Amanda.A, they can not access the RDP and are trying to reset their password.
Sanyam Madan	Kindly allow me two minutes to check the same.
Sarah Carruthers	Take your time.
Sanyam Madan	May I take the remote access of the server?
Sarah Carruthers	I am not the user having the issue, please let me contact them and I will let them know about the situation.
Sanyam Madan	you can forward them the link i will share
	is this okay with you?
Sarah Carruthers	Yes, please share the link and then I will forward it to the user.
Sanyam Madan	https://assist.acecloudhosting.com/join/1792448954
	Kindly paste this link in the browser of local computer and join the session.
Sarah Carruthers	I will pass along the instruction, I'm still attempting to contact the user.

Sanyam Madan	What you can do is either ask Amanda to give us a call or initiate a I her in real time.
Sarah Carruthers	I will pass that message along, I am unable to connect with her at th
Sanyam Madan	we can also arrange a callback for her
	please provide her contact number as well as time zone
Sarah Carruthers	I will have her call in or chat at her availability. Thank you.
Sarah has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77460 Pinny Rose
Email: wholesomehardware@gmail.com 📞 7183446064
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 10 Secs
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

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

		Please chose an option :
	Pinny Rose	I'd like to report an Issue
	Acebuddy	Please select an option!
	Pinny Rose	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an av
	Pinny Rose	Slow server
	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 Sha
		Hello Pinny
	Pinny Rose	hi I was speaking to you earlier
	Anurag Sharma	Yes, I can remember Pinny.
		Do you observed any improvement on the server?
	Pinny Rose	no
	Anurag Sharma	I deeply apologize for the inconvenience caused to you.
		May I take the remote access of your local computer?
	Pinny Rose	computer or server
	Anurag Sharma	Of you local computer
	Pinny Rose	ok
	Anurag Sharma	Prior providing the access, I would suggest you to close any importa
		https://assist.acecloudhosting.com/join/3272331970
		Kindly paste this link in the browser of local computer and join the s
		We are connected on the remote session and will proceed with the t the time, I am putting the chat on hold, please do not disconnect it. give your confirmation on this chat.
		Since we are connected on the remote session. I am ending this cha trouble shooting there.
		Thank you for choosing ACE cloud Hosting, you have a wonderful da
		<i>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76649 Jerry Dale Rewis
Email: jrewis@tlccontracting.co
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: WAYNESVILLE
State: Georgia
Country: UNITED STATES

Chat Transcript

Jerry Dale Rewis	Hello, I am your Acebuddy
Acebuddy	Hello Jerry Dale Rewis, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
Jerry Dale Rewis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jerry Dale Rewis	I'd like to raise a Request
Acebuddy	Please select your request type.
Jerry Dale Rewis	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Jerry Dale Rewis	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecl provide you with an update via email.
	<div><div>• QuickBooks Year</div><div>• Variant : Pro / Premier / Enterprise / Accountant</div><div>• License Number</div><div>• Product Code</div></div>

	Generally, application upgrades are completed during the night hours. We do specify if you need the request processed at a specific time.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

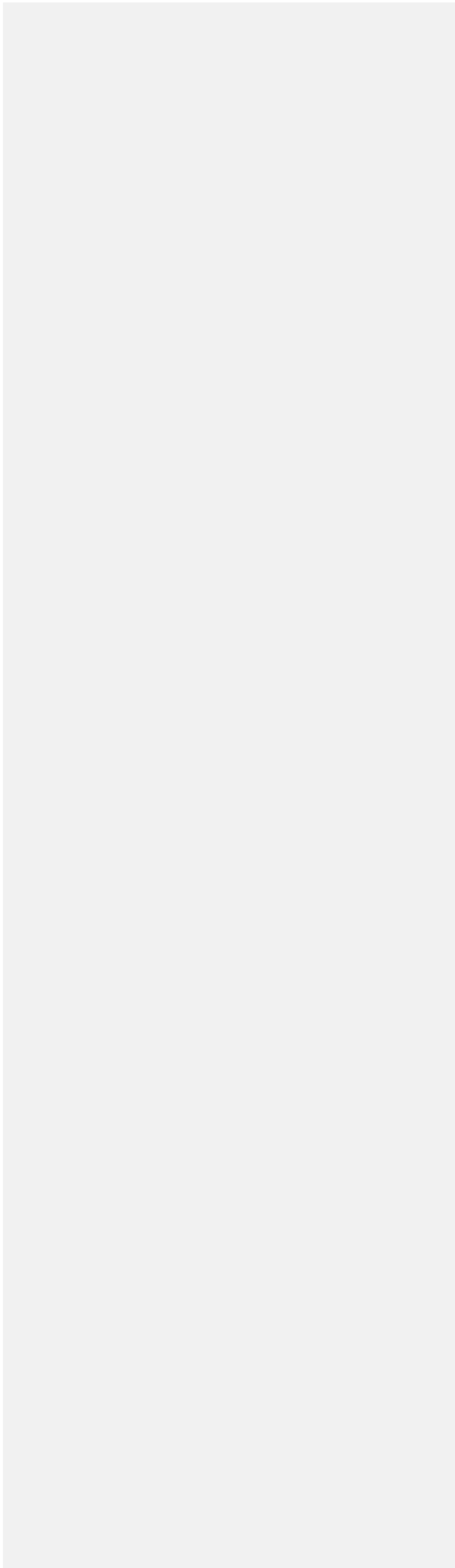
Hello, I am your Acebuddy

Visitor Details

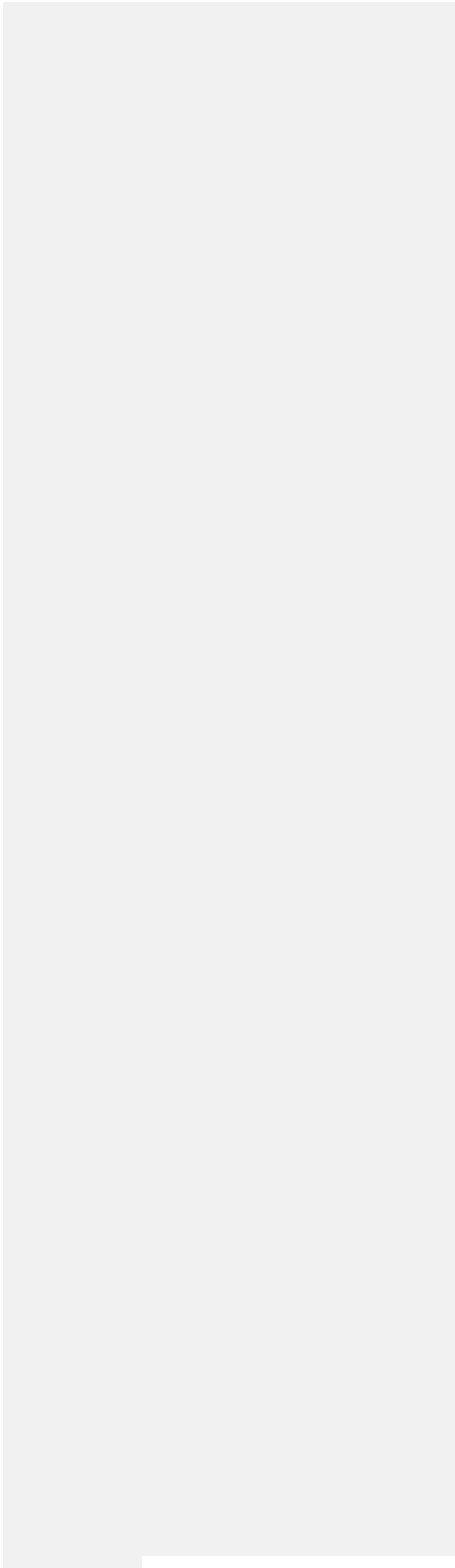
#77553 Russell Ewing
Email: tax@ewingaccounting.net ☎ 15097583231
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 6 Secs
City: LEWISTON
State: Idaho
Country: UNITED STATES

Chat Transcript

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



Acebuddy	Please select an option!
Russell Ewing	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a Support Representative!
Russell Ewing	I have 2 users but only 1 user can be logged into Ace cloud. When the first user gets disconnected.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer 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 help you today.
	I will surely help you with this issue.
	Kindly help me with your server name and user name?
Russell Ewing	My CID? 73149
	russellaewing.myrealddata.net
Ashutosh Mishra	Thanks for the confirmation !
	I can share the RDP for both the users.
	You can use the new RDP for respective user and it shouldn't cause any issues.
Russell Ewing	yes both need to be in quickbooks at the same time
Ashutosh Mishra	Thank you for your patience.
	Allow me few minutes i am downloading the new RDPs.
	Can i send the files to you over the email?
Russell Ewing	sure, So I need to make new rdp's?
Ashutosh Mishra	You don't have to make any RDP, i have created it for you. Just use the new RDP and it will connect you to server and for each user i will send details.
Russell Ewing	Yes email is fine
Ashutosh Mishra	Thanks for the confirmation !
	Is there anything else I may help you with ?
Russell Ewing	When will we get the emails?
Ashutosh Mishra	I am doing it right now, it may take few minutes.
Russell Ewing	OK, So we should quit using the other RDP until we get the new RDPs.
Ashutosh Mishra	Yes just use the RDP that i am sending you and you can delete the other RDP.



	I have sent it now.
	Is there anything else I may help you with ?
	Are we still connected here?
Russell Ewing	yes that is all thank you
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give y end of this chat.
	<p>You may end this chat now. Once you end this chat, you will rec regarding this conversation, along with a ticket number and sur</p> <p>I request you to kindly spare a moment to fill that out for me so how I am working. I will appreciate that. or you may send your f quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own Portal ([https://selfcare.acecloudhosting.com).](https://selfcare</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Ashutosh Mishra has ended this chat session

