

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

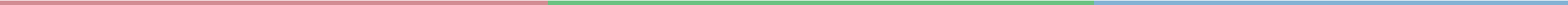
**#71266 Alissa Nguyen**  
**Email:** alissa@bbtaxfl.com 📞 112392049985  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 34 Secs  
**City:** CAPE CORAL  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

Alissa Nguyen	Hello, I am your Acebuddy
Acebuddy	Hello Alissa Nguyen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Alissa Nguyen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alissa Nguyen	I'd like to report an Issue
Acebuddy	Please select an option!
Alissa Nguyen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Alissa Nguyen	I need Drake Accounting 2024 updated
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.

Alissa Nguyen	Thank you
	Ticket ID: 626144
	I have an open ticket
Tushar Pharswan	Kindly download the setup file at your server end and email us at support@acecloudhosting.com with the location where will email you once it is updated. (Edited)
	Kindly email us at this same ticket with the setup file.
Alissa Nguyen	thank you
Tushar Pharswan	Is there anything else I may help you with ?
Alissa Nguyen	nope
Tushar Pharswan	We will be waiting for your email and will proceed with the update afterwards.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Tushar Pharswan has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#70240 info

Email: info@dchhauling.com ☎ 708-774-6393

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

**Average Response Time:** 20 Secs  
**City:** OSWEGO  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript -----

info	Hello, I am your Acebuddy
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
info	At least 2 of the 4 computers connected to the server can't use Excel
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
info	ok
Yash Kalra	Kindly help me with your server name and user name?
info	2 weeks ago I contacted you regarding Excel not working on my computer. Now I have the same issue in my computer an
	QBLive1.myrealddata.net
Yash Kalra	Kindly allow me two minutes to check the same.
info	myrealddata/MariaBO.q1
	the other username having issues is myrealddata/JeanetteCT.q1
Yash Kalra	It's taking longer than expected. Please allow us some more time.
info	ok
Yash Kalra	We are making some changes from the backend. Please stay connected
info	ok

Yash Kalra	May I take the remote access of your server?
info	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
info	ok
Yash Kalra	We have resolved the Excel export issue in QuickBooks. Is there anything else I can assist you with?
info	Not today, thanks!
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
info	ok
Yash Kalra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a feedback form.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )  <i>Yash Kalra has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71554 Fenil Shah

Email: [tax@sktaxaddison.com](mailto:tax@sktaxaddison.com) 📞 8473508121

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: 31 Secs

**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript -----

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fenil Shah	I'd like to raise a Request
Acebuddy	Please select your request type.
Fenil Shah	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Fenil Shah	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Fenil Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Fenil Shah	ATX 2024 is not working
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>
Fenil Shah	Sure
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	We have just assisted you recently.
Fenil Shah	Hii
	Same issue in other Server
	Skta3
Shashwat Verma	I deeply apologize for the inconvenience caused to you.

	As we can see you have multiple server, and all ATX 2024 needs to be updated, hence we can proceed with updating all v
	For which you have to share the ATX credentials with us as it needs to be done from backend
Fenil Shah	My user name is Janvi
Shashwat Verma	We suggest you email us the credentials of ATX of all servers and users
	So that you should not encounter any update for any more user (Edited)
	If you want us to update for your only, then we can proceed with it now
Fenil Shah	We have 3 users now
	Admin, Janvi and Vrushang
Shashwat Verma	Okay, so we can proceed here only.
Fenil Shah	Yes, Please
Shashwat Verma	Kindly confirm the server name of Janvi and admin, as vrushang is already updated.
Fenil Shah	Yes
Shashwat Verma	If you are unable to confirm the server name , we can proceed with remote session of the 2 users left.
Fenil Shah	Which 2 users are left ?
Shashwat Verma	Janvi and admin.
Fenil Shah	Admin is also working
Shashwat Verma	May I take the remote access of your local computer?
Fenil Shah	Yess please
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/1562900657">https://assist.acecloudhosting.com/join/1562900657</a>
	Kindly Click on the link and open the downloaded file.
	shall I share the second link for the other user too?
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi feedback at quality@acecloudhosting.com. Thanks!

*Shashwat Verma has ended this chat session*

# Chat Transcript

my online froze again i need to have someone log me out and  
again

## Visitor Details

**Email:** [beth@stillwaterfundservices.com](mailto:beth@stillwaterfundservices.com) ☎ 13122084104

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

**Operator:** Manish Singh

**Website:** [https://www.acecloudhosting.com/?utm\\_source=Bing&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branding&utm\\_term=Ace%20cloud&utm\\_adgroup=Primary&mckid=313](https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branding&utm_term=Ace%20cloud&utm_adgroup=Primary&mckid=313)

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time: 29 Secs**

**City:** BUFFALO GROVE

**State:** ILLINOIS

**Country:** UNITED STATES

country: UNITED STATES

beth

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

Dikshant Yadav

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

I need ot reset my online as my screen froze

i know why it froze i am in and out of the app for filing 1099s

someone reset it earlier

*Manish Singh accepted the chat transfer request.*

Manish Singh

	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
beth	company name or id?
Manish Singh	I will surely help you with this issue.
beth	I have less than 5 minutes before I am on a call can we rush this
Manish Singh	Yes, working on it.
	Kindly try now.
beth	YES! Ty the screen has cleared.
Manish Singh	Great!
	As you are in a hurry right now we will email you regarding the issue.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session

# Chat Transcript

Hi , we are having trouble getting into Quickbooks

## Visitor Details

**#71689 celeste**  
**Email:** celeste@creativeshelters.com ☎ 541-988-1099  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm\_source=google&utm\_medium=cpc&utm\_campaign=QB\_License&utm\_term=qb%20enterprise%20hosting&utm\_adgroup=By8BhC3ARIsAHmjC\_EHtKFFDab\_r2Wg7J2zZwxzXyFtXktE0bZQJnabczUIPITVoJzzAYsaAli4EALw\_wcB  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop



**Average Response Time:** 1 Min 58 Secs  
**City:** SPRINGFIELD  
**State:** Oregon  
**Country:** UNITED STATES

Chat Transcript -----

celeste	Hi , we are having trouble getting into Quickbooks
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
	<i>Dikshant Yadav is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today
	I will be surely assisting you with this. Kindly help me with your server name and user name?
celeste	Creativeshelters
	celeste@creativeshelters.com
	sorry it is creative Awnings
Tushar Pharswan	may I know the CID number.
	I found the account.
celeste	my user name is CHeine / CID 61499
Tushar Pharswan	Kindly try to open QuickBooks
	is it working now.
celeste	No it says "This action requires Windows administrator permissions"
Tushar Pharswan	I will have to reboot the server as of now as services are not running for QuickBooks.
celeste	ok
Tushar Pharswan	Kindly log of from the server.
celeste	ok done
Tushar Pharswan	Kindly log in and check if the issue is resolved or not.
celeste	It appears to be working - thank you
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this cc with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal

(<https://selfcare.acecloudhosting.com>).

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

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70195 Stacey Nelson**  
**Email:** snelson9868@yahoo.com ☎ 15127552920  
**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:** MARBLE FALLS  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your requ technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option b
	As we haven't got any response from your end, We are closing this chat. If you still need as: Kindly re-initiate the chat.

Ended due to chat idle timeout

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70442 johnathon**  
**Email:** johnathon@islandentertainment.com ☎ (250) 746-9707  
**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:** 5 Secs  
**City:** PENSACOLA  
**State:** Alabama  
**Country:** UNITED STATES

## Chat Transcript

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

	Acebuddy	Please select an option!
	johnathon	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	johnathon	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
	johnathon	Pop ups are keeping us from being able to do work
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Tushar Pharswan accepted the chat transfer request.</i>
		<i>Tushar Pharswan is transferring the chat to Anurag Sharma.</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
	johnathon	Account is CID68317
	Anurag Sharma	Thanks for the confirmation !
		I deeply apologize for the inconvenience caused to you.
		Could you please elaborate the issue?
	johnathon	when in quickbooks it has a popup for joe's burger and I can not get around it to do work
	Anurag Sharma	Okay
		May I take the remote access of your server?
	johnathon	one second
	Anurag Sharma	Sure, please take your time
		Are we still connected here?
	johnathon	yes
	Anurag Sharma	May I take the remote access of your server?
	johnathon	Yes, remote in to Leah
	Anurag Sharma	You want me to take the remote access of the user Leah_MI@myrealdata.net?
	johnathon	yea
	Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your e
	johnathon	okay
		Leah is ready
	Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the r the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolv

		give your confirmation on this chat.
		Johnathon, as I can see there are pending updates on QB. We need to update the QB in order to resolve the issue.
		Once the QB is updated the issue will get fixed on its own.
	johnathon	can you go ahead and update it
	Anurag Sharma	As I can see there are many users active on the server right now.
	johnathon	Does everyone need to be out of quickbooks before you do it
	Anurag Sharma	Therefore, I am scheduling this QB update during the night hours. If you wish me to do it right now, please ask all the other users to log off from the server for a while.
		Yes
	johnathon	Lets do it overnight and I need an email stating when completed.
	Anurag Sharma	Okay, we will update you on email once it is completed.
		Is there anything else I may help you with ?
	johnathon	no thanks
	Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know how we are doing. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfcare portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
		For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )
		<i>Anurag Sharma has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70324 duane

**Email:** duane@cartercpatax.com 📞 19703907348

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

**Operator:** Aarush Aneja

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript

duane	Hello, I am your Acebuddy
Acebuddy	Hello Duane, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
duane	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
duane	I'd like to report an Issue
Acebuddy	Please select an option!
duane	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
duane	This install isn't working Ticket ID: 615369 We are pleased to inform you that ATX 2024 has successfully installed on CarterCPAATX1.myrealdata.net, as per your request.
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Aarush Aneja accepted the chat transfer request.
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting yo
	Hello Duane
	How may I assist you today?
duane	Ticket ID: 615369 We are pleased to inform you that ATX 2024 has been successfully install CarterCPAATX1.myrealdata.net, as per your request.
	Hi

	Aarush Aneja	We checked and found the application is available on the server (Edited)
		May we reboot the server once
	duane	there's an error message stating please restart the server
		sure
		can you do it for the tax & payroll servers
	Aarush Aneja	Sure, Kindly login back on all the server and check the application now. The application is p well on our end now
		Are we still connected here?
		Are we still connected here?
		We checked and found you disconnected the chat session. We are also disconnecting it now
		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 regari conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledget
		<i>Aarush Aneja has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70259 Shelby Verrette**  
**Email:** shelby@kidderschulz.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Aarush Aneja  
**Website:** https://www.acecloudhosting.com/support-chat.php

**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** SEYMOUR  
**State:** Tennessee  
**Country:** UNITED STATES

Chat Transcript

Shelby Verrette	Hello, I am your Acebuddy
Acebuddy	Hello Shelby Verrette, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shelby Verrette	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shelby Verrette	I'd like to report an Issue
Acebuddy	Please select an option!
Shelby Verrette	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Shelby Verrette	This already happened this morning, i need someone to help me login to the remote deskto my password is wrong but it has already let me in. this morning and every day. the last cha representative reinstalled ACE and it let me in.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Aarush Aneja.</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting yo
Shelby Verrette	it kicked me out and now wont let me login with my password again
Aarush Aneja	We are sorry to hear about the issue. We will surely assist you
	May I take the remote access of your local computer? (Edited)
Shelby Verrette	yes
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your e
Shelby Verrette	ok
Aarush Aneja	<a href="https://assist.acecloudhosting.com/join/3092722499">https://assist.acecloudhosting.com/join/3092722499</a>



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

We are connected on the remote session and will proceed with the troubleshooting on the r  
the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolv  
give your confirmation on this chat.

We are connected back

We assisted you with the RDP setup

You can connect back on to the server now

We believe your issue is now resolved

This message has been deleted

We checked and found you disconnected the chat session. We are also disconnecting it now

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

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

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

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

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

*Aarush Aneja has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71611 Jacqueline Soderquist**  
**Email:** [jsoderquist@pactimo.com](mailto:jsoderquist@pactimo.com) ☎ 720-574-9578  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 45 Secs  
**City:** ALBUQUERQUE  
**State:** Arizona  
**Country:** UNITED STATES

Chat Transcript

Jacqueline Soderquist	Hello, I am your Acebuddy
Acebuddy	Hello Jacqueline Soderquist, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jacqueline Soderquist	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jacqueline Soderquist	I'd like to report an Issue
Acebuddy	Please select an option!
Jacqueline Soderquist	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jacqueline Soderquist	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Jacqueline Soderquist	I am attempting to use the QB 1099 file Online feature and I'm getting a message that says download a Web Connect. I have run into this issue last year as well.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting
Jacqueline Soderquist	Hi Tushar
Tushar Pharswan	Hello Jacqueline.
Jacqueline Soderquist	Do you understand my issue?
Tushar Pharswan	Yes, for this you will have to connect with 1099 support and if they ask a server-side change reach us out again, we will be happy to assist you.
	Is there anything else I may help you with ?

Jacqueline Soderquist	Ok
Tushar Pharswan	as this chat session has disconnected but we are assisting you over the remote session curi
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regari conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfca (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgeget">https://www.acecloudhosting.com/knowledgeget</a></p>

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71470 Kvanbeek**  
**Email:** kvanbeek@allamericandreamhomes.com ☎ 17153309471  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Apple iPhone  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 1 Min 3 Secs  
**City:** SURING  
**State:** Wisconsin  
**Country:** UNITED STATES

## Chat Transcript

	Kvanbeek	Hello, I am your Acebuddy
	Acebuddy	Hello Kimberly Van Beek, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Kvanbeek	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Kvanbeek	I'd like to report an Issue
	Acebuddy	Please select an option!
	Kvanbeek	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
	Kvanbeek	NEED help resolving payroll updates
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting yc
	Kvanbeek	I am really getting frustrated...
		Ticket 22504
		I have patiently been waiting for it to be resolved.
		SAME aborting error issues....as before.
		I have 3 hours into this and just 5 minutes ago the person stopped assisting
	Manish Singh	I apologize for the trouble you've experienced.
	Kvanbeek	I just need the updates to actually work.
	Manish Singh	This ticket is from Year 2020
		Regarding Outlook issue.
		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 c (1-888-415-5240) if any further assistance is required.
		<i>Manish Singh has ended this chat session</i>

# Chat Transcript

i can not access my outlook. it opens and closes immediately. to open in safe mode but it says script error

## Visitor Details

**#70660 Bill Jacobsen**  
**Email:** bill@jacobsentree.com ☎ 605-323-8177  
**Department:** Support(QB & App Hosting)  
**Operator:** Aarush Aneja  
**Website:** https://www.acecloudhosting.com/ace-support/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 4 Secs  
**City:** NEW YORK  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

Bill Jacobsen	i can not access my outlook. it opens and closes immediately. i try to open in safe mode but script error
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	May I confirm if your account name registered with us?
Bill Jacobsen	jacobsen tree experts
	<i>Rishabh Gogia is transferring the chat to Support(QB &amp; App Hosting).</i>
	BillJa@myrealdata.net
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting yo
	For the Office applications crashing issue, We have identified this as a common issue affect servers. Our dedicated team is working diligently to resolve it from the backend. However, i some time. Rest assured, we will notify you via email once the issue is fixed. We appreciate patience as we work to resolve this as quickly as possible.
Bill Jacobsen	thank you

Aarush Aneja	Welcome
	We are trying our best to resolve it quickly. We will email on BillJa@myrealdata.net along with registered email once the issue is resolved
	Are we still connected here?
	Are we still connected here?
	We checked and found you disconnected the chat session. We are also disconnecting it now
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Once you end this chat, you will receive an email from us regarding this conversation, along with ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how we are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
	<i>Aarush Aneja has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70560 John Novak**  
**Email:** neil@cornerstonelegacyfa.net ☎ 14407810301  
**Department:** Support(QB & App Hosting)  
**Operator:** Aarush Aneja  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Sec  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

C

John Novak	Hello, I am your Acebuddy
Acebuddy	Hello Neil, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
John Novak	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
John Novak	I'd like to report an Issue
Acebuddy	Please select an option!
John Novak	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
John Novak	ATX 2024 was installed on our computers and no one is able to get into the program
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting yo
John Novak	hi
Aarush Aneja	Hello Neil
	We will surely assist you with this issue.
John Novak	ATX2 can not access ATX24 program, stating it cant find a server
Aarush Aneja	May I confirm you are unable to open the application or it is not visible on desktop?
	We will surely assist you
John Novak	its visible, just wont open
Aarush Aneja	We will surely assist with this issue. (Edited)
	May I take the remote access of your local computer?
John Novak	yes
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your e
	<a href="https://assist.acecloudhosting.com/join/3522895563">https://assist.acecloudhosting.com/join/3522895563</a>
	Kindly paste this link in the browser of local computer and join the session.
John Novak	ok

Aarush Aneja	We are connected on the remote session and will proceed with the troubleshooting on the r the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolv give your confirmation on this chat.
	The link got disconnected
	<a href="https://assist.acecloudhosting.com/join/3032944397">https://assist.acecloudhosting.com/join/3032944397</a>
	Kindly join this new link
	We checked and found you disconnected the chat session. We are also disconnecting it now
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	. Once you end this chat, you will receive an email from us regarding this conversation, alor ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledget
	<i>Aarush Aneja has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70870 sthan**  
**Email:** sthan@sdacpa.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 9 Secs  
**City:** HAMPTON  
**State:** Georgia



Country: UNITED STATES

Chat Transcript

C

sthan	Hello, I am your Acebuddy
Acebuddy	Hello Sophea Than, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sthan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sthan	Restart
Acebuddy	Hello Sophea Than, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sthan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sthan	I'd like to report an Issue
Acebuddy	Please select an option!
sthan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
sthan	Need access to remote access
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting
sthan	Hi
Tushar Pharswan	Hello Sophea.
	I will be surely assisting you with this. Kindly help me with your server name and user name
sthan	I currently do not have access yet. I am new to the firm and my boss was trying to get me a was unable to. My boss raise the issue and we have a ticket number.
	Ticket ID: 621989
Tushar Pharswan	Kindly allow me two minutes to check the same.
sthan	Got it. Thank you!

	Tushar Pharswan	May I know the username for which you want the access to?
	sthan	Let me ask my boss quickly.
	Tushar Pharswan	okay, also ask if you know the password as well for that user access. (Edited)
	sthan	username: sthan@sdacpa.com
		Password: 1113Woodleigh!
	Tushar Pharswan	May I take the remote access of your local computer?
		So that I can set it up for you.
	sthan	Yes.
	Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your e
	sthan	Got it. Give me one second
	Tushar Pharswan	Sure, please take your time
		After that.
		<a href="https://assist.acecloudhosting.com/join/8542562925">https://assist.acecloudhosting.com/join/8542562925</a>
		Kindly Click on the link and open the downloaded file.
	sthan	Done
		Do I need to put in my name and join the session?
	Tushar Pharswan	Yes you may,
	sthan	Then click agree and download?
	Tushar Pharswan	Yes.
		We are connected now.
	sthan	Got it.
	Tushar Pharswan	Kindly enter the password.
	sthan	It's not working
	Tushar Pharswan	Sophea Than
		It was for this user right?
	sthan	yes
	Tushar Pharswan	The password seems to be incorrect lets reset it.
	sthan	okay
	Tushar Pharswan	Sure we can try one more time.
		Let's try to reset it now.
	sthan	got it
	Tushar Pharswan	

	Lets pause the chat session here.
	Its working now.
	Is there anything else I may help you with ?
sthan	Can I check real quick to see if all the programs that I need are there?
Tushar Pharswan	Sure, please take your time and check.
sthan	I think we are good to go. thank you!
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a l
sthan	Sounds good!
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regar conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can kno working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfca (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgeget">https://www.acecloudhosting.com/knowledgeget</a></p> <p><i>Tushar Pharswan has ended this chat session</i></p>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70865 Jennifer Rogers**  
**Email:** [jconnell@creeksideinvestors.com](mailto:jconnell@creeksideinvestors.com) ☎ 12486010202  
**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:** TROY  
**State:** Michigan  
**Country:** UNITED STATES

Chat Transcript

C

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

Ended due to chat idle timeout



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#71711 Melanie Jenkins**  
**Email:** office@wchomeinteriors.com ☎ 15034423792  
**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** PORTLAND  
**State:** Oregon  
**Country:** UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Visitor Details

Chat Transcript

Hello, I am your Acebuddy

**#70066 Ivy Mouledoux**  
**Email:** ivy@baileyproject.com 📞 15046158556  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Secs  
**City:** METAIRIE  
**State:** Louisiana  
**Country:** UNITED STATES

Chat Transcript ----- C

Ivy Mouledoux	Hello, I am your Acebuddy
Acebuddy	Hello Ivy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ivy Mouledoux	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ivy Mouledoux	I'd like to report an Issue
Acebuddy	Please select an option!
Ivy Mouledoux	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ivy Mouledoux	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Ivy Mouledoux	I'm having difficulty adding a Web Connect file for Tax1099
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
Ivy Mouledoux	Good afternoon Anurag
Anurag Sharma	Good afternoon Ivy
	I will be surely assisting you with this. Kindly help me with your server name and user name
Ivy Mouledoux	BaileyProject.myrealdata.net

	Anurag Sharma	Thanks for the information!
		May I take the remote access of your server?
	Ivy Mouledoux	yes!
		looking for the user name
		IvyMouledoux@myrealdata.net
	Anurag Sharma	Thankyou!
		Prior providing the access, I would suggest you to close any important documents at your e
	Ivy Mouledoux	Okay, all clear!
		I've just approved your remote request
	Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the r the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolv give your confirmation on this chat.
		Are we still connected here?
		Are we still connected here?
	Ivy Mouledoux	WE are
	Anurag Sharma	Please login again to the server.
		And please check if the issue is resolved.
	Ivy Mouledoux	Logging in
	Anurag Sharma	Okay
		Please let me know if the issue is resolved.
	Ivy Mouledoux	I am still having an issue, but can we try a different option?
		There's also a QB plugin available to connect tax1099.com to QBDE
		Are you generally familiar with the problem I'm trying to address?
	Anurag Sharma	We can install that for you if you want.
	Ivy Mouledoux	There is the plugin fle
		file*
	Anurag Sharma	We handle the installation part but the setup is assisted by the application support.
		Hope you understand this is an application specific query. Hence we request you to please c with intuit support.
		They can assist you better with this issue.
		We would be glad to stay in conference in case you need any assistance from us.
		Is there anything else I may help you with ?
	Ivy Mouledoux	That's fine, I just need to get it properly installed

	Anurag Sharma	Sure, we can do that for you.
		I request you to please download the setup file and share us the location over the email so proceed with the installation.
		Is there anything else I may help you with ?
	Ivy Mouledoux	Okay, I'll email the file
		thanks!
		Bye
		ivy has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70507 Sabrina Sperry**  
**Email:** sabrina@lomnesscpa.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:** SPRING  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

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



	Please chose an option :
Sabrina Sperry	I'd like to raise a Request
Acebuddy	Please select your request type.
Sabrina Sperry	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your de Operating System
Sabrina Sperry	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Ser on your Windows PC
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need as: Kindly re-initiate the chat.
Ended due to chat idle timeout	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70253 Jonathan Witherow**  
**Email:** sales@metallettersfast.com ☎ 19166462122  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 2 Secs  
**City:** LEWISVILLE  
**State:** Texas  
**Country:** UNITED STATES

	Jonathan Witherow	Hello, I am your Acebuddy
	Acebuddy	Hello Sales, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Jonathan Witherow	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Jonathan Witherow	I'd like to report an Issue
	Acebuddy	Please select an option!
	Jonathan Witherow	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
	Jonathan Witherow	My connection keeps dropping
	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 assistin today.
	Jonathan Witherow	are your servers having issues right now?
		my connection keeps dropping, it won't stay connected for more than a few seconds
		it's not my internet
	Shubham Kataria	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
	Jonathan Witherow	DG_Jonathan
		where do i find server name?
	Shubham Kataria	Thank you for the information
	Jonathan Witherow	SERVER NAME-: Dimensional.myrealdata.net
		found it
	Shubham Kataria	Thank you
		Could you please confirm if you are the only user who is facing disconnection issue
	Jonathan Witherow	the other user hasn't logged on yet
	Shubham Kataria	okay and May I know from when you are facing disconnection
	Jonathan Witherow	but it's saying my connection is slow, but I just speed tested over 500+mbs
		Texas, USA

	Shubham Kataria	Okay
		I will surely help you with this issue.
		May I take the remote access of your local computer?
	Jonathan Witherow	of course now it says my connection quality is good
		why would the connection quality change like that
	Shubham Kataria	It need to be checked after connecting over remote session
	Jonathan Witherow	what do you mean checked?
	Shubham Kataria	If you allow May the remote access of your local computer?
		I will check the Remote desktop file
	Jonathan Witherow	sure go ahead
	Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your e
	Jonathan Witherow	yes done
	Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/8262243935">https://assist.acecloudhosting.com/join/8262243935</a>
		Kindly join this link
		Thank you for your patience.
		As per our remote conversation your issue has been resolved
		Is there anything else I may help you with ?
	Jonathan Witherow	that's it
		thank you for your help
		all good now
	Shubham Kataria	You're welcome
		I would greatly appreciate if you could spare a minute to give your valuable feedback at the chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regarding conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfcare (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge)
		<i>Shubham Kataria has ended this chat session</i>

# Chat Transcript

Using quickbooks on Ace Cloud Hosting; cannot save reports  
Excel CSV file.

## Visitor Details

**#71078 Jessica Lepage**  
**Email:** info@cthone.com ☎ 860-747-3884  
**Department:** Support(QB & App Hosting)  
**Operator:** Aarush Aneja  
**Website:** https://www.acecloudhosting.com/ace-support/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 50 Secs  
**City:** WEST HARTFORD  
**State:** Connecticut  
**Country:** UNITED STATES

## Chat Transcript

Jessica Lepage	Using quickbooks on Ace Cloud Hosting; cannot save reports as Excel CSV file.
Riten	Thank you for contacting ACE. My name is Riten. I will be assisting you further.
Jessica Lepage	Thanks.
Riten	Hi Jessica, could you please help me with your business name with us so i can assist you further.
Jessica Lepage	CT Hone Inc.
	or it may be under BerchTip
Riten	Thanks for the information !, just a second let me transfer you to support to help you with this.
Jessica Lepage	ok
	<i>Riten is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you further.
Jessica Lepage	

		hi!
	Aarush Aneja	Hello Jessica
	Jessica Lepage	So, i'm trying to save a CSV file
	Aarush Aneja	I will be surely assisting you with this. Kindly help me with your server name and user name
	Jessica Lepage	and it tells me I cannot due to lack of memory
		BerchTip.myrealdata.net
		Jessica.L
	Aarush Aneja	Thank you for the details. Kindly provide 2-3 minutes. We are checking the same
	Jessica Lepage	ok
	Aarush Aneja	We checked and found only 2 users are authorized on your account for Excel
	Jessica Lepage	oh.
		well, that explains it
	Aarush Aneja	2 users (Kurt and Steaven)
	Jessica Lepage	kurt asked me to see why i couldn't make them. and now i know
	Aarush Aneja	We require an email from registered email address
		Mr. Kurt Heneveld kurt@berchtip.com
		Gretchen . gretchen@berchtip.com
		for providing the Excel access
	Jessica Lepage	ok, i'll let him know.
	Aarush Aneja	Sure
	Jessica Lepage	Thanks for the info! Maybe i'll have access someday!
	Aarush Aneja	Sure
		Jessica, Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
	Jessica Lepage	Oops! Sorry!
		nope, i think we're ok now!
	Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Jessica Lepage	again, thanks for the info. i'll pass it along.

Aarush Aneja	Welcome
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how we are working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a>)</p>

Aarush Aneja has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70401 info**  
**Email:** [info@brkimcpa.com](mailto:info@brkimcpa.com) 📞 9729724930  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 17 Secs  
**City:** FLOWER MOUND  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Jungmi Lee, I'm your Ace Buddy. I'll be happy to assist you!

		Whom Would You Like to Connect With?
	info	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	info	I'd like to raise a Request
	Acebuddy	Please select your request type.
	info	Setup Ace Server
	Acebuddy	If you would like to configure the server access link on your computer, Kindly select your de Operating System
	info	MacOS
	Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server or MacOS computer.
		Do you need any further assistance on the topic?
	info	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Tushar Pharswan accepted the chat transfer request.</i>
	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting
	info	hello, we asked for help earlier and did everything that was told and restarted my compute
	Tushar Pharswan	Hello Jungmi is your MAC updated?
	info	yes
		but i can't find ace cloud
	Tushar Pharswan	Let's setup the access for you then.
		May I take the remote access of your local computer?
	info	yes
	Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your e
	info	ok
	Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/2372166527">https://assist.acecloudhosting.com/join/2372166527</a>
		Kindly Click on the link and open the downloaded file.
		Till the access is establish may I again know the user name for which the access needs to b
	info	Jung.M@myrealdata.net
	Tushar Pharswan	I will now set it up for you.
	info	thank you

Tushar Pharswan	As discussed after rebooting you will initiate the chat again after you are able to instal the a Windows App at your end.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regari conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledget">https://www.acecloudhosting.com/knowledget</a></p>

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71048 MikeBu**  
**Email:** mikroava@aol.com 📞 2763566476  
**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:** ROANOKE  
**State:** Virginia  
**Country:** UNITED STATES

## Chat Transcript

MikeBu	Hello, I am your Acebuddy
Acebuddy	Hello Mike Burke, I'm your Ace Buddy. I'll be happy to assist you!



	Whom Would You Like to Connect With?
MikeBu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
MikeBu	I'd like to raise a Request
Acebuddy	Please select your request type.
MikeBu	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your requ technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option b
MikeBu	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

**#70872 Carol Kauffman**  
**Email:** payroll@stewardship-accounting.com ☎ 717-935-9005  
**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:** 2 Secs  
**City:** BELLEVILLE  
**State:** Pennsylvania  
**Country:** UNITED STATES

Chat Transcript

Carol Kauffman	Hello, I am your Acebuddy
Acebuddy	Hello Payroll, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Carol Kauffman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Carol Kauffman	I'd like to report an Issue
Acebuddy	Please select an option!
Carol Kauffman	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Carol Kauffman	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Carol Kauffman	Countinal pop ups
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
	Hello
Carol Kauffman	Thank you
Anurag Sharma	Could you please elaborate your issue?
	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 c (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70263 Jhughes**  
**Email:** jhughes@onevisionenterprises.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Aarush Aneja  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 4 Secs  
**City:** ATLANTA  
**State:** Georgia  
**Country:** UNITED STATES

## Chat Transcript

Jhughes	Hello, I am your Acebuddy
Acebuddy	Hello Jon Hughes, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jhughes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jhughes	I'd like to report an Issue
Acebuddy	Please select an option!
Jhughes	Password Reset
Acebuddy	Please select an option below
Jhughes	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for whic password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Jhughes	Yes

	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	Jhughes	ticket ID 616086
		Need to login now
		<i>Aarush Aneja accepted the chat transfer request.</i>
	Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting yo
		Hello Jon
		We will surely assist you. (Edited)
		I will be surely assisting you with this. Kindly help me with your server name and user name
	Jhughes	OneVision
		JonHu
		It is very irritating to have to change passwords
	Aarush Aneja	We will surely assist you
		May I take the remote access of your local computer?
	Jhughes	No.....
		Now that's a security breach
		And you guys are worried about password resets.....Lol
	Aarush Aneja	Kindly provide 1-2 minutes to check the settings from the backend
	Jhughes	Just unrequire me to reset password and it should work as before
	Aarush Aneja	We checked and found you are not enrolled on the self-care portal
	Jhughes	I don't want to be enrolled in anything
		I just want to log in as I have done for years since I set this thing up
	Aarush Aneja	For a new password, we require an email from registered email address Mr. Charles E Chalfi cchalfin@mocproducts.com on support@acecloudhosting.
		We will update the password and email you
	Jhughes	okay
		he will email you now
	Aarush Aneja	For assistance, we emailed to the registered email address (Edited)
		We will update the password and email you
		This message has been deleted
		Are we still connected here?
		Are we still connected here?

We checked and found you disconnected the chat session. We are also disconnecting it now

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 conversation, along with a ticket number and survey feedback form.

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

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

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

Aarush Aneja has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71102 Lewisville**  
**Email:** lewisville@eaglefintax.com 📞 4696098829  
**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:** 53 Secs  
**City:** PADUGUPADU  
**State:** Telangana  
**Country:** INDIA

## Chat Transcript

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

		Whom Would You Like to Connect With?
	Lewisville	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Lewisville	I'd like to report an Issue
	Acebuddy	Please select an option!
	Lewisville	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
		<i>11:04:10 PMLewisville is sharing a file with you</i> <a href="#"><i>WhatsApp Image 2025-01-21 at 10.27.06 PM.jpeg</i></a> - ( Size:63.16 KB )  <i>I'm trying to import the data from 2023 to 2024 but it showing error</i>
		Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	I will surely help you with this issue.
	Lewisville	yea thanks
	Manish Singh	May i know your account name or Business name?
	Lewisville	business name : legal tax services
	Manish Singh	May i know the CID number?
	Lewisville	CID NUMBER?
		<i>11:07:35 PMManish Singh is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( Size:2.21 KB )
	Manish Singh	Is this the account name?
	Lewisville	NO
		NO
	Manish Singh	Eagle Fintax?
	Lewisville	YES
		SERVER : MYREALDATA USER : LewisvilleEagle1
	Manish Singh	Checking please wait.
		May I take the remote access of your server?
	Lewisville	okat
		send me request

	Manish Singh	Prior providing the access, I would suggest you to close any important documents at your e
	Lewisville	okay
	Manish Singh	Kindly accept the session.
	Lewisville	okay
	Manish Singh	Are you not able to accept the session?
	Lewisville	no
		i didn't receive request
	Manish Singh	<a href="https://assist.acecloudhosting.com/join/9382204843">https://assist.acecloudhosting.com/join/9382204843</a>
		Kindly join this session.
		We are connected on the remote session and will proceed with the troubleshooting on the r the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolv give your confirmation on this chat.
		We will arrange a callback with Drake support regarding the ongoing issue.
		Kindly provide us with your contact number and preferred time. (Edited)
	Lewisville	hi
		manish
	Manish Singh	Yes
		.
	Lewisville	indian number?
	Manish Singh	Whichever you are comfortable talking in. (Edited)
	Lewisville	9014149486
	Manish Singh	Alright
		Is there anything else I may help you with ?
	Lewisville	no
	Manish Singh	We will arrange a callback accordingly.
		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 regari conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfca ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
		For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgeget">https://www.acecloudhosting.com/knowledgeget</a>

ok

# Chat Transcript

## Visitor Details

Country: UNITED STATES

## Chat Transcript

Hello, I am your Acebuddy

Hello Raymond W Crump, I'm your Ace Buddy. I'll be happy to assist you!

## Technical Support (QB & App Hosting)

Welcome to Ace Support.

I'd like to report an Issue

Please select an option!

## Password Reset

Please select an option below



Raymond Crump	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for whic password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Raymond Crump	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!
Acebuddy has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70723 assembly**  
**Email:** assembly@rortax.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:** MINNEAPOLIS  
**State:** Minnesota  
**Country:** UNITED STATES

## Chat Transcript

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

assembly	I'd like to report an Issue
Acebuddy	Please select an option!
assembly	Password Reset
Acebuddy	Please select an option below
assembly	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for whic password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
assembly	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71442 kbs-ays**  
**Email:** kbs-ays@outlook.com 📞 18102106426  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 17 Secs  
**City:** HOLLY  
**State:** Michigan  
**Country:** UNITED STATES

## Chat Transcript

kbs-ays	Hello, I am your Acebuddy
---------	---------------------------

	Acebuddy	Hello Kbs-ays, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	kbs-ays	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	kbs-ays	I'd like to report an Issue
	Acebuddy	Please select an option!
	kbs-ays	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
	kbs-ays	I logged into my server and it said the recycle bin was currupt and now everything is gone c screen
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Tushar Pharswan accepted the chat transfer request.</i>
	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting
		I will be surely assisting you with this. Kindly help me with your server name and user name
	kbs-ays	Hi
	Tushar Pharswan	Hello KBS-AYs
	kbs-ays	Hold on let me see if I can find my suerver name i thought I had it
	Tushar Pharswan	Sure, please take your time
	kbs-ays	myrealdata\KelliS_KBS.q16
		Qblive16.myrealdata.net
	Tushar Pharswan	Thank you for the details.
		I deeply apologize for the inconvenience caused to you.
		Our team is working form back to resolve this issue as of now.
	kbs-ays	Ok i appreciate that. I just really hope that it did not get rid of all of our information
	Tushar Pharswan	Kindly recheck after 30 minute to one hour also we will email you once the issue is resolved end.
	kbs-ays	ok thank you
	Tushar Pharswan	Is there anything else I may help you with ?
	kbs-ays	nope that is all for now
	Tushar Pharswan	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 regari

conversation, along with a ticket number and survey feedback form.

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

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

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

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71246 martha**  
**Email:** martha@wootoncpa.com ☎ 14058505592  
**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

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

	Please chose an option :
martha	I'd like to raise a Request
Acebuddy	Please select your request type.
martha	Change in Applications
Acebuddy	Please select your desired option!
martha	Application Addition
Acebuddy	Please select your Application
martha	ATX
Acebuddy	Please send us an email at support@acecloudhosting.com from your registered email addre below-mentioned information, and we will provide you with an update via email.
	<ul style="list-style-type: none"><li>• ATX Version/Year</li><li>• Activation Code (If Any)</li></ul>
	<ul style="list-style-type: none"><li>• Please download the latest ATX Setup/Installer file from the Wolters Kluwer Application Po place it on your server Desktop.</li></ul>
	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 as: Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70019 Megan Streeter**  
**Email:** charity@truckeeoverheaddoor.net ☎ 15304484662  
**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:** 10 Secs

**City:** TRUCKEE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript ----- C

Megan Streeter	Hello, I am your Acebuddy
Acebuddy	Hello Charity Buzynnyi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Megan Streeter	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sushant accepted the chat transfer request.</i>
Sushant	Thank you for choosing ACE cloud Hosting, my name is Sushant. I will be assisting you toda How may I help you
Megan Streeter	Hello! My name is Charity from Truckee Overhead Door. I have been the manager here for o years and need to see how I can get my email added to the list of authorized people to dea account. My employee, Megan Streeter has set up the account with her email Megan@truckeeoverheaddoor.net
Sushant	Please wait while we connect you to concern team.
	<i>Sushant is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting yc
Megan Streeter	Hello Manish Singh. Thank you for your help.
Manish Singh	As i can check you would like to add the email as the authorized user in your account.
Megan Streeter	Yes, Charity@truckeeoverheaddoor.net
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.cor we could proceed further with the request.  Also, the registered email for your account with us is : megan@truckeeoverheaddoor.net
Megan Streeter	The employee is sick, that is the problem. Is there another verification process that we can through?  The owner of the company can contact you if needed
Manish Singh	Alright! we are informing the concerned team for making the required changes on your acc
	They will connect with you.
Megan Streeter	

	Okay, thank you
Manish Singh	Is there anything else I may help you with ?
Megan Streeter	How and when will they be contacting me?
Manish Singh	They will contact you within 2-3 hours.
Megan Streeter	Okay, thank you
	Vla phone?
	or email?
Manish Singh	Kindly share you contact number so that i can mention them.
Megan Streeter	530-587-1967 office phone or 530-448-4662, mobile
Manish Singh	Sure, we have noted your request.
	Is there anything else I may help you with ?
Megan Streeter	No, thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarn conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a>)</p> <p><i>Manish Singh has ended this chat session</i></p>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#70484 Michael Dolan  
Email: medolan@dolanlife.com

**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 7 Secs  
**City:** HAWTHORNE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript -----C

Michael Dolan	Hello, I am your Acebuddy
Acebuddy	Hello Service1, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Dolan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Dolan	I'd like to report an Issue
Acebuddy	Please select an option!
Michael Dolan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Michael Dolan	inadvertant reboot by support staff
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting
	Hello, How are you doing today ?
Michael Dolan	NOT GOOD. SOMEONE in Tech Support UPDATED MY SERVER OR QB WHILE I WAS WORKING NOW. THAT IS THE PERFECT WAY TO CORRUPT THE QB DATABASE. PLEASE DO NOT EVER D YOU MUST NOTIFY THE USER BEFORE DOING THAT. NOW I CAN"T GET INTO QB. PLEASE LET ASAP WHEN WHATEVER YOU ARE DOING IS COMPLETE SO I CAN VERIFY NOTHING HAS BEEI CORRUPTED.
Rohan Prajapati	We apologize for any inconvenience caused to you and We will try our best to resolve the is
	Kindly allow me 3-4 minutes to check the same.
	Michele, Would you please log off from the server once so that we can complete the update



Michael Dolan	done
Rohan Prajapati	Thanks for the confirmation !
	We will make sure that it won't happen again and we have updated the the QuickBooks.
Michael Dolan	I'm verifying
Rohan Prajapati	Sure take your time
Michael Dolan	ok. File seems to be ok and the QB UPDATES that I had reported as errors previously have b resolved. I have one question, why is it not asking me to log into INTUIT anymore?
Rohan Prajapati	I'm glad that the issue has been resolved. You must already be logged in to your Intuit account, which might be the reason.
Michael Dolan	Thanks!
	<i>service1 has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71669 Jahti Freeman**  
**Email:** jahti@poetseyewear.com  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 50 Secs  
**City:** FT LAUDERDALE  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

Jahti Freeman	Hello, I am your Acebuddy
Acebuddy	

		Hello Jahti Freeman, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Jahti Freeman	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Jahti Freeman	I'd like to report an Issue
	Acebuddy	Please select an option!
	Jahti Freeman	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
	Jahti Freeman	I am running out of space on my C: drive
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting y
	Jahti Freeman	Hello
	Sharath Kumar	Hello Jahti, could you please let me know the server name
	Jahti Freeman	QQubesynch. The name of the company is Poets Eyewear LLC
	Sharath Kumar	Thank you, allow me a moment to sign into the server
		<i>9:58:39 PMJahti Freeman is sharing a file with you</i> <a href="#">Screenshot (23).png</a> - ( Size:1.26 MB )
		Yes, I am on the server and can see that only 20 GB is available
	Jahti Freeman	What can i do to free up more data? are there any temp files i can get rid of?
	Sharath Kumar	I am trying cleanup on the server, let me check how much more space I can make available
		bear with me for a moment
		Unfortunately, there are no temp files or any other irrelevant files that I can find to free up 1
	Jahti Freeman	Can I pay for more space
	Sharath Kumar	Hello, apologies for the delayed response. I was looking into something peculiar that I found on the server
	Jahti Freeman	Ok
	Sharath Kumar	The user OzzieO has almost 16 GB of site storage that is taking up space in Microsoft edge
	Jahti Freeman	What does that mean?
		I don't really use edge for anything
	Sharath Kumar	

	We can free up 16 Gb on the server by asking Ozzie to clear the browsing data for Microsoft
Jahti Freeman	Yes , let's do that. We can free up that data
Sharath Kumar	one moment, let me take your remote session and I will clear that for you.
	I am sending the request for remote access.
	Prior providing the access, I would suggest you to close any important documents at your e
Jahti Freeman	Do i need to have eveyone log out of their servers or just Ozzie
Sharath Kumar	no one needs to log out
Jahti Freeman	Where are you sending the request?
Sharath Kumar	to OzzieO user account
Jahti Freeman	I just accepted
Sharath Kumar	thank you
	I got disconnected but that did the trick. Free space is now 37 GB.
	also cleared 5 GB worth crashdump files which are not required.
	Free space is now 42 GB (18% of total disk space)
	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 c (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70086 Dean Kelley**  
**Email:** dean@abairbags.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy

**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** SAN FRANCISCO  
**State:** California  
**Country:** UNITED STATES

Chat Transcript -----

Dean Kelley	Hello, I am your Acebuddy
Acebuddy	Hello Dean Kelley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dean Kelley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dean Kelley	I'd like to report an Issue
Acebuddy	Please select an option!
Dean Kelley	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Dean Kelley	ticket ID 613668
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dean Kelley has ended this chat session</i>



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#70781 Jewel Williams

**Email:** jwilliams@legacymssl.com 📞 12405445338  
**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:** FT WASHINGTON  
**State:** Maryland  
**Country:** UNITED STATES

Chat Transcript

C

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

Hello, I am your Acebuddy

Visitor Details -----

**#70436 johnismerio**  
**Email:** johnismerio@gmail.com 📞 18183998208  
**Department:** Support(QB & App Hosting)  
**Operator:** Aarush Aneja  
**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 -----

johnismerio	Hello, I am your Acebuddy
Acebuddy	Hello John Ismerio, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnismerio	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnismerio	I'd like to report an Issue
Acebuddy	Please select an option!
johnismerio	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
johnismerio	ticket 618399 with aarush before regarding excel and word
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting yo
johnismerio	hi
	how is the installation going now
Aarush Aneja	Hello John
	We checked and found your server's support user is different from regular one

	which is taking longer time to install
	Our escalation team is working on the case and the priority of the case is on top
	I took follow up from the escalation engineer and he is dedicatedly working on the case
johnismerio	okay sure
	thank you so much for your help
Aarush Aneja	Welcome
	We will email you surely once it is installed on the server.
johnismerio	that is all, thanks
Aarush Aneja	Welcome
	We will email you surely once it is installed on the server.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how we are working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a>)</p>

*Aarush Aneja has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71514 davidmroyston**  
**Email:** davidmroyston@gmail.com ☎ 415-912-7039  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>

**Operating System:** Mac OS  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**City:** ROSS  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

davidmroyston	Hello, I am your Acebuddy
Acebuddy	Hello Davidmroyston, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
davidmroyston	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
davidmroyston	I'd like to raise a Request
Acebuddy	Please select your request type.
davidmroyston	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your requ technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option b
davidmroyston	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
davidmroyston	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
davidmroyston	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need as: Kindly re-initiate the chat.
	Ended due to chat idle timeout





# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70477 Olga Mydlyk**  
**Email:** olgamydlyk@gmail.com 📞 19142306304  
**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  
**City:** ST JOHNS  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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

	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting
	Hello
Olga Mydlyk	Hello. I have scheduled a meeting with Ace cloud Hosting at 1:30 but nobody calls me
	There is no link for meeting in the email and nobody calls
	I need to istall ACE to my computer and transfer Drake there
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me 2-3 minutes to check the same.
	Let me transfer you to a specialist who can better address your concern.
	<i>Anurag Sharma is transferring the chat to Onboarding.</i>
Olga Mydlyk	ok
	hello?
	hello
	<i>olgamydlyk has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70812 Asiff Dhanani

Email: asian.engineparts@gmail.com

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: 7 Secs

City: BELLINGHAM

State: Washington

Country: UNITED STATES

Chat Transcript

C

Asiff Dhanani	Hello, I am your Acebuddy
Acebuddy	Hello Asiff Dhanani, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Asiff Dhanani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Asiff Dhanani	I'd like to report an Issue
Acebuddy	Please select an option!
Asiff Dhanani	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Asiff Dhanani	rdp on ipad
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
	Hello Asiff
Asiff Dhanani	Need help Downloading RDP onto Ipad
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name
Asiff Dhanani	asiff dhanani
	asianenginerealdata
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
Asiff Dhanani	we are on a laptop
	not the ipad
Anurag Sharma	I need to take the access of your ipad to download the RDP.
	I will share you the link you can paste that link into your ipad browser.
Asiff Dhanani	ok
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your e

	Asiff Dhanani	we could not find the microsoft remote desktop app
		but have RD Client available to use
	Anurag Sharma	Okay I will help you to download the RDP. Don't worry.
		<a href="https://assist.acecloudhosting.com/join/5162037530">https://assist.acecloudhosting.com/join/5162037530</a>
		Kindly paste this link in the browser of local computer and join the session.
	Asiff Dhanani	might be too old
	Anurag Sharma	Could you please elaborate?
	Asiff Dhanani	ita
		its not opening
	Anurag Sharma	Okay
		Kindly allow me a minutes to check the same.
	Asiff Dhanani	can we use RD Client
	Anurag Sharma	Asiff could you please share your phone number along with your availability time and timez I can arrange a callback for you.
	Asiff Dhanani	ok
		we had a meeting lined up earlier this week and no one called
	Anurag Sharma	Okay
	Asiff Dhanani	I am going to try and process the rdp through RD Client
		360 201 8795
		PST
	Anurag Sharma	I just want to inform you that you can directly reach out to us at Phone: 1-888-415-5240. If immediate solution.
		Meanwhile, I will arrange a callback for you as well.
		Please share your availability time ?
		Are we still connected here?
	Asiff Dhanani	anytime
	Anurag Sharma	Thanks for the confirmation.
		Is there anything else I may help you with ?
		Are we still connected here?
	Asiff Dhanani	yeah
		can you tell us if this ipad is just too old
		it's version 14.8
		that's all we need to know

	he might just need to buy a new one
Anurag Sharma	I deeply apologize for the inconvenience caused to you. But we do not have the expertise in
	And I do not want to guide you falsely with it.
	Please ask someone who has the expertise in this.
Asiff Dhanani	if i can't find that app then it's probably not gonan work
	i will ask someone else i guess
Anurag Sharma	Please update your software to the latest release and then try to find the application.
	As I can see on google the latest version is 18. something.
Asiff Dhanani	ok
Anurag Sharma	Yes.
Asiff Dhanani	thx
Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how you are working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a>)</p>
	<i>Anurag Sharma has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71631 Jojo Puthenpurayil**  
**Email:** jojo@epitexas.com ☎ 17135849319  
**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:** 41 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript -----

Jojo Puthenpurayil	Hello, I am your Acebuddy
Acebuddy	Hello Jojo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jojo Puthenpurayil	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jojo Puthenpurayil	I'd like to report an Issue
Acebuddy	Please select an option!
Jojo Puthenpurayil	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jojo Puthenpurayil	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Jojo Puthenpurayil	let me talk to Rajan, he was helping me today
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting yc
	Hii Jojo
Jojo Puthenpurayil	hi
	the problem is not resolved
Manish Singh	Kindly allow me two minutes to check the same.
Jojo Puthenpurayil	can you call me
Manish Singh	JoJo, we have arranged the callback regarding the issue.

		May i know what issue you are facing now?
	Jojo Puthenpurayil	same
	Manish Singh	Is it still the same printing issue.
	Jojo Puthenpurayil	yes
		rajan reinstalled the program
		still the same'
	Manish Singh	Our Escalation team will contact you regarding this issue.
		We have Escalated the case.
	Jojo Puthenpurayil	i was spending time from morning. we have invoices to be sent out.
	Manish Singh	I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the ne steps to resolve this issue.
	Jojo Puthenpurayil	please have someone call me urgently
	Manish Singh	Sure, we will make this case priority.
		We will arrange a callback accordingly kindly provide us with your contact number.
	Jojo Puthenpurayil	ok thanks
		7135849319
	Manish Singh	Alright, we will arrange a callback.
		I apologize for any delay. Thank you for your patience.
		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 regar conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgeb
	Manish Singh has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70074 ronny**  
**Email:** ronny@familymissionscompany.com ☎ 13378936111  
**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:** DALLAS  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

ronny	Hello, I am your Acebuddy
Acebuddy	Hello Ronny, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ronny	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ronny	I'd like to raise a Request
Acebuddy	Please select your request type.
ronny	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
ronny	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions F compatible on Windows Server Operating Systems :
	<div><div>• O365 E3</div><div>• O365 E5</div><div>• O365 Apps for Enterprise</div></div>
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.



	If you do not have any of the above mentioned subscription plans, Consider upgrading your plan to the one mentioned above or you may purchase a compatible license from Ace.
	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 as: Kindly re-initiate the chat.

Ended due to chat idle timeout

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70055 Danile Megnota**  
**Email:** tampafl@rgxrims.com 📞 119043330537  
**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:** TAMPA  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please select your request type.
Danile Megnota	Password Reset
Acebuddy	Please select an option below
Danile Megnota	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?
Danile Megnota	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!
Acebuddy has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70950 Robert mckay**  
**Email:** robert.mckay@webmethod.com 📞 4805403756  
**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:** GILBERT  
**State:** Arizona  
**Country:** UNITED STATES

## Chat Transcript

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

	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert mckay	I'd like to report an Issue
Acebuddy	Please select an option!
Robert mckay	Password Reset
Acebuddy	Please select an option below
Robert mckay	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for whic password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need as: Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71036 John**  
**Email:** john@hpifinishingsupply.com 📞 13145693655  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 56 Secs  
**City:** ST LOUIS  
**State:** Missouri  
**Country:** UNITED STATES

Chat Transcript

John	Hello, I am your Acebuddy
Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
John	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
John	I'd like to raise a Request
Acebuddy	Please select your request type.
John	Change in Users
Acebuddy	Please select your desired option!
John	User Replacement
Acebuddy	Kindly email us at support@acecloudhosting.com from your registered email address menti existing username that needs to be replaced along with the new user's Full Name.
	Do you need any further assistance on the topic?
John	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting y
	Hello John, how may I assist you today?
John	Hello. We have a user name for an individual that is no longer employed with us. I turned of access. Now we would like to have their former work station available for another user.
Sharath Kumar	John, since you are the authorized contact for the account HPI Finishing Supply, I request yc send us an email regarding the same
John	Will do thanks.
Sharath Kumar	Do include the details of the user such as their Full name, email address and contact numb
	Once you do that, we will proceed with the account creation and will shortly provide you wil credentials
	<i>john has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70357 g**  
**Email:** g@g.vom  
**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:** 8 Secs  
**City:** LAKEWOOD  
**State:** New Jersey  
**Country:** UNITED STATES

## Chat Transcript

9	Hello, I am your Acebuddy
Acebuddy	Hello G, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
9	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sushant accepted the chat transfer request.</i>
Sushant	Thank you for choosing ACE cloud Hosting, my name is Sushant. I will be assisting you toda How may I help you
9	i got an email from support@rtdsportal.zohodesk.in claiming to be ace support is this actua
Sushant	Can you please let me know your company name please?
9	jaski cpa
Sushant	Please wait while we connect you to a concern Representative.
	<i>Sushant is transferring the chat to Support(QB &amp; 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
	Hello G
9	can u see the chat history?
Anurag Sharma	Yes, can you please elaborate your concern?
9	i got an email pretending to be ace support from support@rtdsportal.zohodesk.in
Anurag Sharma	Okay
	How can I help you with this?
9	is this email legit?
Anurag Sharma	Kindly allow me two minutes to check the same.
	Yes, it is a legit email.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat c (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Anurag Sharma has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70490 David Weinstein**  
**Email:** david@davidweinsteincpa.com ☎ 19149071180  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox

**Device:** Desktop  
**Average Response Time:** 4 Secs  
**City:** NEW YORK  
**State:** New York  
**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 represe
David Weinstein	Move 20 GB from the D Drive to the C drive so there's enough swap space
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting yc
David Weinstein	Hi I emailed a request yesterday
Manish Singh	May I know the ticket number?
David Weinstein	I just read the email. Sorry to bother you.
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat c (1-888-415-5240) if any further assistance is required.
	<i>Manish Singh has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70268 Kirap**  
**Email:** kirap@mis4wc.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 13 Secs  
**City:** LA MIRADA  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

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



		Was that helpful?
	Kirap	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you fu
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer request.</i>
		<i>Manish Singh is transferring the chat to Yash Kalra.</i>
		<i>Yash Kalra accepted the chat transfer request.</i>
	Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you t
		I will be surely assisting you with this. Kindly help me with your server name and user name
	Kirap	hi my QB wont even load to open the company profile to login
		um ser name i believe is KiraP.ent and user name is KiraP
		I meant to say server name I think is KiraP.ent
	Yash Kalra	Kindly allow me two minutes to check the same.
	Kirap	or maybe KiraP.ent.rar
	Yash Kalra	May I take the remote access of your server?
	Kirap	yes
	Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your e
	Kirap	okay
	Yash Kalra	Kirap, it's taking more than expected please stay connected".
	Kirap	no problem
	Yash Kalra	Kirap, please try login now.
	Kirap	I was able to log in but it stated that an updated was needed is there something that needs concerning that or can I disrgard that notice?
		And should I see if Mike Lopez is able to log in at the same time as me ?
	Yash Kalra	Kirap, we have scheduled this update for the night hours. Is there anything else I can assist you with?
	Kirap	no that it is all thank you
	Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the chat by clicking on the Smilies.
		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 regari conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.

Thanks!

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

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

*Yash Kalra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71111 Andreas Ruiz-Diaz**  
**Email:** andreas@smartersolutions.io ☎ 12032495048  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 2 Secs  
**City:** PELHAM  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

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

	Acebuddy	Please select an option!
	Andreas Ruiz-Diaz	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Andreas Ruiz-Diaz	QuickBooks Update
	Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we mana application updates at the backend and apply the necessary patches as and when issued b might get delayed due to unforeseen circumstances.
		If you're also getting an update popup, please grab a screenshot of the error message and : support@acecloudhosting.com. Our engineers will manually check and implement the patch be and share a confirmation via email.
		Do you need any further assistance on the topic?
	Andreas Ruiz-Diaz	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	Andreas Ruiz-Diaz	Thank you.
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting y
	Andreas Ruiz-Diaz	Hi Sharath
		Thanks for your help today.
		We have our QB company file hosted at Ace
	Sharath Kumar	Hello Andreas, how may I assist you
	Andreas Ruiz-Diaz	This is the ticket we have been working on.
		Ticket ID: 609538
	Sharath Kumar	One moment please
	Andreas Ruiz-Diaz	We can't update our company payroll.
		You were helping us last week.
	Sharath Kumar	Yes, I do remember this.
	Andreas Ruiz-Diaz	Are you able to do a screen share with me?
		So I can show you the error?
	Sharath Kumar	of course.
	Andreas Ruiz-Diaz	Thank you.
		What do I do?
	Sharath Kumar	let me quickly sign into the server

	Andreas Ruiz-Diaz	I am signed in as Ellina
	Sharath Kumar	noted
		I will be requesting for the remote session now, please make sure that you close anything tl confidential.
	Andreas Ruiz-Diaz	Ok
		I see that. But watch this.
	Sharath Kumar	I see
	Andreas Ruiz-Diaz	And it will not let us run payroll.
	Sharath Kumar	and just to confirm, that happens with this particular QB file, right?
	Andreas Ruiz-Diaz	Yes.
		Not our other ones.
	Sharath Kumar	allow me a couple minutes, let me check with a colleague of mine
	Andreas Ruiz-Diaz	Thank you very much.
	Sharath Kumar	my apologies, could you reopen that
	Andreas Ruiz-Diaz	Is this what you are looking for?
		yes, thank you.
		working on it from the server
	Andreas Ruiz-Diaz	Okay thanks,
	Sharath Kumar	what is the location of this company file
		?
		got it
		I am on the file doctor app trying to fix the company file, it may take a while
		I'll let you know once that is completed
	Andreas Ruiz-Diaz	Thank you
	Sharath Kumar	You're welcome
		almost done
		I have repaired the file using QuickBooks file doctor, could you please try updating the payr QB file once again
	Andreas Ruiz-Diaz	Yes. Thanks.
	Sharath Kumar	This is strange
		Unfortunately, Andreas, you will have to reach out to the Intuit support team for this issue
	Andreas Ruiz-Diaz	Okay,
		What happens if they need admin access?

Sharath Kumar	you can schedule a group call, where the support team from both the sides and you can be troubleshoot the issue
Andreas Ruiz-Diaz	I am contacting them now.
Sharath Kumar	Ok, once you have them on call, call our support team and let the tech know about this tick or the issue
Andreas Ruiz-Diaz	Thanks,
	What is the best number to call?
Sharath Kumar	that would be 8884155240 for Ace support
Andreas Ruiz-Diaz	Okay.
	Have a good day.
Sharath Kumar	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 regar conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfca ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge">https://www.acecloudhosting.com/knowledge</a>
Sharath Kumar has ended this chat session	

# Chat Transcript

I cannot get into the program to do income tax returns. I ge "locked out" message even with new password.

## Visitor Details

**#71130 MikeBu**  
**Email:** mikroava@aol.com ☎ 2763566476  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudhosting.com/ace-support/>

**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 33 Secs  
**City:** ROANOKE  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript ----- C

MikeBu	I cannot get into the program to do income tax returns. I get "locked out" message even with password.
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.
	<i>Dev Dubey is transferring the chat to Support(QB &amp; App Hosting).</i>
MikeBu	T Y
	<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.
	Hello Mikroava
MikeBu	hello.
	I reset the password with a new link from the admin and i'm still locked out.
Shashwat Verma	I will be surely assisting you with this. Kindly help me with your server name and user name.
MikeBu	state-atx4 is server and user name Mike.Bu
Shashwat Verma	Kindly allow me two minutes to check the same.
MikeBu	Okay. TY
Shashwat Verma	Could you please confirm the business name associated with ACE?
MikeBu	Southeastern Tax & Accounting
Shashwat Verma	Thanks for the confirmation !
	May I take the remote access of your local computer?
MikeBu	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/4232124137">https://assist.acecloudhosting.com/join/4232124137</a>
	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 session. At the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will give your confirmation on this chat.

	Looks like our connection got interrupted by network error.
	<a href="https://assist.acecloudhosting.com/join/4692294018">https://assist.acecloudhosting.com/join/4692294018</a>
	Kindly Click on the link and open the downloaded file.
	Are we still connected here?
	Are we still connected here?
	as per the remote session, we have suggested you contact ATX admin for ATX password.
	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 conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71663 Jweda Rivera**  
**Email:** [jweda.rivera@gmail.com](mailto:jweda.rivera@gmail.com)  
**Department:** Support(QB & App Hosting)  
**Operator:** Aarush Aneja  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 31 Secs  
**City:** ENGLISHTOWN  
**State:** New Jersey



Country: UNITED STATES

Chat Transcript

C

Jweda Rivera	Hello, I am your Acebuddy
Acebuddy	Hello Jweda Rivera, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jweda Rivera	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jweda Rivera	I'd like to report an Issue
Acebuddy	Please select an option!
Jweda Rivera	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Jweda Rivera	i need to access my program from the server but username and password do not work
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting yo
Jweda Rivera	good morning
Aarush Aneja	Hello Jweda
Jweda Rivera	i was trying to access my drake program from my server i had with you but i'm not sure if i access to it
Aarush Aneja	We will surely assist you
Jweda Rivera	i switched programs and companies and i need to download my client files to the new progr
Aarush Aneja	May I take the remote access of your server?
Jweda Rivera	yes
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your e
Jweda Rivera	ok
Aarush Aneja	Kindly login on to the server and accept the remote request
	May I take the remote access of your local computer?
Jweda Rivera	it will not allow me to log on it says my password is not correct
	yes



	Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your e
	Jweda Rivera	ok
	Aarush Aneja	<a href="https://assist.acecloudhosting.com/join/5232983050">https://assist.acecloudhosting.com/join/5232983050</a>
		Kindly paste this link in the browser of local computer and join the session.
		We are connected on the remote session and will proceed with the troubleshooting on the r the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolv give your confirmation on this chat.
		We are connected back
		We checked and found that your user account was disabled 13 days back
		Kindly contact your account owner Ms. Dawn Marie (dawnmarie.tax@gmail.com) to enable using Myportal application
	Jweda Rivera	i did not know that
		how was she able to do that without my consent
	Aarush Aneja	The registered email can manage users using Myportal application. They can enable/disable/add/remove the users 24/7 (Edited)
	Jweda Rivera	i was the registered email and contact
		<i>9:02:53 PMAarush Aneja is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:54.72 KB )</i>  <i>We checked and found the account owner is changed now</i>
		she changed it without my permission so i have no way to access any of the programs or fil on that server
		that was my company as well
	Aarush Aneja	Please connect with her and check once
	Jweda Rivera	unfortunately we are not on speaking terms
	Aarush Aneja	As per our company policies, only registered account owners can manage the users and da server
	Jweda Rivera	so unfortunately i am screwed out of the server
	Aarush Aneja	Only consent from registered email address can approve the email address change
	Jweda Rivera	ok thank you
	Aarush Aneja	Welcome
		Is there anything else I may help you with ?
	Jweda Rivera	no
	Aarush Aneja	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 regari conversation, along with a ticket number and survey feedback form.

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

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

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

*Jweda Rivera has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

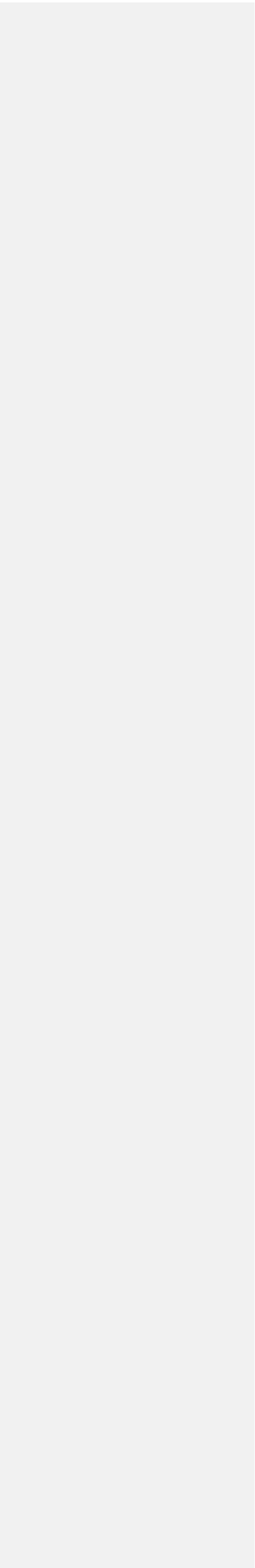
## Visitor Details

**#71453 Mitchell Simon**  
**Email:** msimon@massageheights.com ☎ 17149205777  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 35 Secs  
**City:** LAKE FOREST  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Chat ID: 71453

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



	Please chose an option :
Mitchell Simon	I'd like to report an Issue
Acebuddy	Please select an option!
Mitchell Simon	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Mitchell Simon	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mitchell Simon	I was trying to download a report in Excel and the system said there was not enough m to make that happen
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assistir today.
Mitchell Simon	hello?
Manish Singh	Hii
Mitchell Simon	Did you have questions?
Manish Singh	I will try to free up some space regarding the issue.
	As this is a shared server checking for Excel permission.
	May i know your username?
Mitchell Simon	mdsimon?
	I think the one I was using was MH_Sales
Manish Singh	You don't have access to Excel.
	Simon
Mitchell Simon	So, how do you fix that
Manish Singh	You have to email us with the registered email address msimon@massageheights.com regarding the access of Excel.
	At it will cost 5.99\$/per user
	Is there anything else I may help you with ?
Mitchell Simon	ok
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the c  
call us at (1-888-415-5240) if any further assistance is required.

*Manish Singh has ended this chat session*