

## Visitor Details

### #78634 Lee Roberts

**Email:** lee@equitablecpa.com **Phone:** 8016608585

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** SPANISH FORK

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

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

Lee Roberts	is the virtual desktop down?
Ashutosh Mishra	I will surely help you with this issue.
	Hello Lee, Kindly allow me two minutes to check the same.
	The VD is working in backend.
	Please try login again and if issue appears please share screenshot to isolate the issue.
Lee Roberts	ive been trying for 2 hours and it hasn't worked yet. i just tried and it worked! did you do something on your end?
Ashutosh Mishra	We refreshed the server from backend however it was accessible.
	Is this the first time you are facing this issue?
Lee Roberts	no its happened before but after i try for a few minutes i get on . this is the first time i've tried for 2 hours and it hasn't wc
Ashutosh Mishra	I see, we regret the inconvenience caused due to this.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Lee Roberts	im not sure. no one else has said anything. they are probably like me and if it works after a couple of tries, they just forge
Ashutosh Mishra	I see, please logout and check again if issue reappears. Make sure to use the log off button on your desktop. (Edited)
Lee Roberts	i logged off and back on and it worked fine
Ashutosh Mishra	We also did not find any issues from the backend, I will keep the ticket for this chat open for few days and will follow up w disconnection.
	Is there anything else I may help you with ?
Lee Roberts	i appreciate you help!
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.aceclou">https://selfcare.aceclou</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Ashutosh Mishra has ended this chat session*

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## Visitor Details

### #78465 Susan Adams

**Email:** s.adams@moralesfinancial.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** KATY

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Susan Adams	Hello, I am your Acebuddy
Acebuddy	Hello Susan Adams, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Susan Adams	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Susan Adams	I'd like to report an Issue
Acebuddy	Please select an option!
Susan Adams	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Susan Adams	I logged in to the remote server for the first time and it's not working
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Susan Adams	ok
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu
	May I take the remote access of your local computer?
Susan Adams	yes
Anjainay Singh	

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

Susan Adams no important documents are open

Anjainay Singh <https://assist.acecloudhosting.com/join/4662323354>

Please copy this URL at your browser and download the setup.exe from it.

Please click on setup file and click on agree and download and allow a remote access for me.

Please stay connected here.

Please reenter your password.

Please stay connected.

Hello Susan.

I will also share the ticket id with you over the mail once this chat is disconnected.

Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.

You may disconnect this chat.

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

*Anjainay Singh has ended this chat session*

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## Visitor Details

**#78473 Jennifer Schelhaas**

**Email:** jennifer@atysolutions.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:** SIOUX FALLS

**State:** South Dakota

**Country:** UNITED STATES

## Chat Transcript

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

*Jennifer Schelhaas has ended this chat session*

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## Visitor Details

### #78479 Denise Baxley

**Email:** denise@thesouthernway.com  18037831061

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

**Operator:** Yash Kalra

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 22 Secs

**City:** COLUMBIA

**State:** South Carolina

**Country:** UNITED STATES

## Chat Transcript

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

Denise Baxley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Denise Baxley	I'd like to report an Issue
Acebuddy	Please select an option!
Denise Baxley	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Denise Baxley	We are trying to set up a Gmail email from our quickbooks and it is saying the web browser is not supported
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Denise Baxley	Never mind. We got it set up. Thank you
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Hello Denise
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Yash Kalra has ended this chat session</i>

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## Visitor Details

**#77733 Gabby Guerrero**

**Email:** dbhitechsolutions@gmail.com ☎ 12814944242

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

**Operator:** Manish Singh

**Website:** [https://www.acecloudhosting.com/contact-us/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Performance\\_Max&utm\\_term=&utm\\_adgroup=&gad\\_source=1&gad\\_campaignid=2259653](https://www.acecloudhosting.com/contact-us/?utm_source=google&utm_medium=cpc&utm_campaign=Performance_Max&utm_term=&utm_adgroup=&gad_source=1&gad_campaignid=2259653)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 13 Secs

**City:** PEARLAND

**State:** Texas

## Chat Transcript

Gabby Guerrero	issues with logging in
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.  <i>Aayush is transferring the chat to Support(QB &amp; App Hosting).</i>
Gabby Guerrero	I just received an email with the password changed.  how do I log in?  <i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.  Hi Damon. How are you doing today?
Gabby Guerrero	doing well
Yash Ahi	I will surely help you with the login Damon.
Gabby Guerrero	ticket # 703556
Yash Ahi	Could you please help me with your server name or business name once?
Gabby Guerrero	QBNXTPre.myreldata.net
Yash Ahi	Thankyou for the information.  Kindly allow me two minutes to check the same.  <i>The visitor's phone number was changed from 2819107755 to 12814944242.</i>
Gabby Guerrero	ok...I just receive an email to change the password for the admin portal. I didn't receive an email for the server admin cha
Yash Ahi	Alright damon, it seems like the ticket is with billing department, as we transferred that to change the primary contact pe  So, do not worry Damon, we will make sure we help you with the issue now.
	Let me transfer this chat to the billing department, so they can confirm few things and change the Primary contact person
Gabby Guerrero	correct. i was able to verify and get that changed already
	I need help with the server side now
Yash Ahi	Okay so, you have the password.
Gabby Guerrero	no...the password to the quick books server needs to be changed now  I only have access to the admin protal that billing gave to me.
Yash Ahi	Okay Damon.
Gabby Guerrero	the user Gabby on the quick books server, I need that password changed. I don't need Gabby's account deleted.
Yash Ahi	Alright, please allow me a minute. Let me check that.

Gabby Guerrero	ok.
	gateway server is RDGATL.myrealdata.net
	user is GabbyG.npre
Yash Ahi	Thank you for your patience Damon.
Gabby Guerrero	sure
Yash Ahi	As I can see your account. The Primary contact is not yet changed, so, let me just transfer your chat to the billing department.
	<i>Yash Ahi is transferring the chat to Billing.</i>
	<i>Siddharth Negi accepted the chat transfer request.</i>
Siddharth Negi	Hello Siddhartha, this side from ACE Cloud Hosting billing team. How may I assist you?
Gabby Guerrero	Spoke to you earlier. the email you sent with the password change was only to the portal.  I need the server password changed to access quickbooks.  they sent me to you to change the POC
Siddharth Negi	Sure, please help give me 2 minutes.  Are you still not able to access the account. We shared the temporary credentials on dbhitechsolutions@gmail.com as requested by you.
Gabby Guerrero	yes....but that is to the admin portal. I trying to get access to the quick books server. your team will not change the password.
Siddharth Negi	Kindly allow me 2 minutes to check for the same.
Gabby Guerrero	ok
Siddharth Negi	We apologize for the inconvenience caused to you. We have escalated the issue to our concerned department to update your account.
Gabby Guerrero	no worries. just need to get this done as soon as possible.
Siddharth Negi	Okay sure.  Is there anything else I can assist you with?
Gabby Guerrero	can you connect me to the appropriate department? I have to stay on top of this because its been 4 days already and I still have not heard back from them.
Siddharth Negi	Please allow me a minute.  Thank you for waiting. We are transferring your chat to the concerned department, and they will assist you further.
	<i>Siddharth Negi is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Gabby Guerrero	I need have my POC changed.
Manish Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Gabby Guerrero	QBNXTPre.myrealdata.net
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further.
	Also, the registered email for your account with us is :

gguerrero@techpowerinternational.com

Noted, I have seen the ticket regarding the issue.

Gabby Guerrero I've already went through this and verified with billing via the last 4 of card on file. that person is no longer with the comp

Manish Singh Yes

Alright, we will send this ticket to the concerned department once done we will notify you over email.

Is there anything else I may help you with ?

Gabby Guerrero can you transfer me to the concerned department. its been 4 days and we are getting nowhere. I need this done now. the

Manish Singh We cannot connect you over the chat, kindly provide us with the contact number so that we can arrange a call back accor

Gabby Guerrero 281.910.7755

can you give me their number as well?

?

Manish Singh Please wait asking for the contact number

Gabby, kindly email on this acecustomersuccess@acecloudhosting.com they will give you a callback (Edited)

Moreover, I am sending this ticket to their department they will assist you accordingly.

Gabby Guerrero I have the number thanks

Manish Singh Great!

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Manish Singh has ended this chat session*

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Visitor Details

**#77870 Sebastian Haynes****Email:** sabastian@mdiremodeling.com**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** <https://www.acecloudhosting.com/support-chat>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 54 Secs**City:** BECKLEY**State:** West Virginia**Country:** UNITED STATES**Chat Transcript**

Sabastian Haynes	Hello, I am your Acebuddy
Acebuddy	Hello Sebastian Haynes, I'm y
	Whom Would You Like to Conn
Sabastian Haynes	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sabastian Haynes	I'd like to raise a Request
Acebuddy	Please select your request typ
Sabastian Haynes	Password Reset
Acebuddy	Please select an option below
Sabastian Haynes	Already Enrolled to Selfcare P
Acebuddy	Please follow the process mer
	Do you need any further assis
Sabastian Haynes	Yes
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the message to Manish Singh</i>
	<i>Manish Singh accepted the chat</i>
Manish Singh	Thank you for contacting Ace
Sabastian Haynes	I need assistance resetting my
	my username is sabastianRH
Manish Singh	May I know your account nam

Sabastian Haynes	sabastianRH
	Sabastian Haynes
Manish Singh	Unable to find the account na
	May I know the CID number?
	Please send us an email from we could proceed further with
Sabastian Haynes	When i open the ace app
	it ooens a window security re
Manish Singh	May I take the remote access
	<a href="https://assist.acecloudhosting.com">https://assist.acecloudhosting.com</a>
	Kindly paste this link in the br
	Prior providing the access, I w
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we (1-888-415-5240) if any furth

*Manish Singh has ended this conversation.*

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## Visitor Details

**#78093 vincent ward**

**Email:** info@lightstylelondon.co.uk **Phone:** 02085409743

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 38 Secs

**City:** CARDIFF

**State:** Perth And Kinross

**Country:** UNITED KINGDOM

### Chat Transcript

vincent ward	Hello, I am your Acebuddy
Acebuddy	Hello Vincent Ward, I'm your /
	Whom Would You Like to Conr
vincent ward	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
vincent ward	I'd like to raise a Request
Acebuddy	Please select your request typ
vincent ward	Password Reset
Acebuddy	Please select an option below
vincent ward	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on supp... password needs to be reset a...
	Do you need any further assis
vincent ward	Yes
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the message to Shivam Singh</i>
	<i>Shivam Singh accepted the connection</i>
Shivam Singh	Thank you for contacting Ace
	I will be surely assisting you w...
vincent ward	lightstyle.myrealdatal.net
	Vincent Ward
Shivam Singh	Thanks for the information, Vi...
	I understand that your reques...
vincent ward	yes please I can remember m...
	cant*

Shivam Singh Upon checking, it appears tha  
ask your Point of Contact (POC) to  
us an email requesting the pa

vincent ward Once you email the same, we

Shivam Singh I dont understand?

vincent ward We need the approval from th

Shivam Singh ok, and how do they that

vincent ward However, if you have already

Shivam Singh you mean this number: Ticket

Shivam Singh That's great

vincent ward As per my check, the RDP for  
password for the account, ple  
sharing with you after our cha

vincent ward thank you

Shivam Singh Is there anything else I may h

vincent ward Right after the chat I will senc

vincent ward thats all, thank you

Shivam Singh Thank you for choosing ACE c

Shivam Singh I would greatly appreciate if y  
smileys at the end of this cha

Shivam Singh You may end this chat now. O  
conversation, along with a tic

Shivam Singh I request you to kindly spare a  
working. I will appreciate that  
Thanks!

Shivam Singh Note: You may change/reset y  
(<https://selfcare.acecloudhost>)

Shivam Singh For self-help, check out our Kr

*Shivam Singh has ended this*

Cl

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## Visitor Details

**#78219 eduardocantore**

**Email:** eduardocantore@hotmail.com **Phone:** 17877917090

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** ROSARIO

**State:** Santa Fe

**Country:** ARGENTINA

## Chat Transcript

eduardocantore	Hello, I am your Acebuddy
Acebuddy	Hello Eduardocantore, I'm you
	Whom Would You Like to Conn
eduardocantore	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
eduardocantore	I'd like to report an Issue
Acebuddy	Please select an option!
eduardocantore	Other Issue
Acebuddy	Please specify the issue you a
eduardocantore	Hi The user Bohlke-3_MNA mu
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the request to Gaurav Kumar</i>
	<i>Gaurav Kumar declined the request</i>
	<i>Anjainay Singh accepted the request</i>

Anjainay Singh	Thank you for contacting Ace
eduwardcantore	Hi, Anjaina
	The user Bohlke-3_MNA must
Anjainay Singh	Thank you for bringing this to you resolve it as quickly as pc
	Sure, I will provide the folder
	In order to proceed with that kindly mail me at eduwardcantore@hotmail.com
eduwardcantore	Yes no problem Please put a screenshot
Anjainay Singh	Sure I will provide the shortcu
eduwardcantore	I wait for email
Anjainay Singh	Could you please provide the location.
	I got the location.
	<i>11:59:10 PM</i> <i>Anjainay Singh is</i> <a href="#"><i>image.png</i></a> - ( Size:44.34 KB )
	I will do it on urgent basis.
eduwardcantore	yes these folder in blue
Anjainay Singh	Sure Eduardo.
	After this chat gets disconnected kindly send me documented email in which you have attached the screenshot.
	This will take only 15-20 minutes.
eduwardcantore	ok thanks
Anjainay Singh	Is there anything else I may help you with?
eduwardcantore	NO thank you. I wait for email
Anjainay Singh	Okay Eduard please stay connected with me from registered email address.
	I am waiting for your email.
eduwardcantore	ok
Anjainay Singh	Thankyou
	Please confirm when you are available.
eduwardcantore	I have not received the email
Anjainay Singh	As we have checked and found the icon at his desktop.
	Could you please confirm is it

May I take the remote access

eduwardcantore I check

Anjainay Singh Okay, could you please ask us

eduwardcantore Ok, is working

Thanks

Anjainay Singh Thankyou Eduardo for your cc

Is there anything else I may h

eduwardcantore No thank you again

Anjainay Singh Once the chat ends, we would smile emoji.

I will appreciate if you provide

I will also share the ticket id w

Thank you for choosing ACE c

eduwardcantore some you

Anjainay Singh You may disconnect this chat

*Anjainay Singh has ended this chat*

Cf

He

## Visitor Details

**#78770 stevec**

**Email:** stevec@lynchsupply.com ☎ 8323706733

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** MADISONVILLE

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

stevec	Hello, I am your Acebuddy
Acebuddy	Hello Steve Carter, I'm your A
	Whom Would You Like to Conn
stevec	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
stevec	I'd like to report an Issue
Acebuddy	Please select an option!
stevec	Other Issue
Acebuddy	Please specify the issue you a
stevec	Can not login for any user
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the ticket to Shivam Singh</i>
Shivam Singh	<i>Shivam Singh accepted the ticket</i>
Shivam Singh	Thank you for contacting Ace
	4:51:52 PM stevec is sharing a file
	<a href="#">Screenshot 2025-06-28 0620-114444.png</a>
	I deeply apologize for the inconvenie
stevec	We sent 2 emails yesterday and still no re
Shivam Singh	I will surely help you with this
	Could you please share the ticket number
stevec	Maybe this is number 721710
Shivam Singh	Thanks for providing the ticket number. The server's name - <b>LSCINC.myre</b>
stevec	yes
Shivam Singh	Thanks, Steve
	Allow me 5 minutes to check the status
stevec	k
Shivam Singh	Much appreciated your cooperation

Thanks for your patience, it is

Steve, could you please try no

stevec hang on

Shivam Singh Sure, please take your time

stevec still get the message

Shivam Singh Thanks for the confirmation, a

But before that Steve, Is this t

Also, has it started effecting t

stevec This hs happened before. Yes,

Shivam Singh As I checked the server is up : gateway.

May I take the remote access

stevec yes

Shivam Singh Thanks for your confirmation important documents at your

stevec go ahead

Shivam Singh Great, Kindly paste this link in

<https://assist.acecloudhosting>

I will be waiting for you to joir

We are connected on the rem the time, I am putting the cha give your confirmation on this

5:21:24 PM Shivam Singh is st  
[MikeCarter@myrealdatal.net.z](mailto:MikeCarter@myrealdatal.net.z)

I truly appreciate your patient minutes to have the team inv

stevec ok

Shivam Singh Also, could you please let me

So that we can apprise you of

Steve, are we still connected

Are we still connected here?

Are we still connected here?

Thank you for choosing ACE c

As there was no response, we (1-888-415-5240) if any furthe

Shivam Singh has ended this

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## Visitor Details

**#78359 t.morales**

**Email:** t.morales@moralesfinancial.com  1713906701

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

t.morales	Hello, I am your Acebuddy
Acebuddy	Hello Tino Morales, I'm your A
	Whom Would You Like to Conr
t.morales	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
t.morales	I'd like to raise a Request
Acebuddy	Please select your request typ
t.morales	Change in Users
Acebuddy	Please select your desired opt
t.morales	User Replacement

Acebuddy	We do not recommend modify to disable the existing user (tl
	Registered Account Owners have owner, Please refer to the following link
	Do you need any further assistance?
t.morales	Yes
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the message</i>
Anjainay Singh	Anjainay Singh accepted the invitation
	Thank you for contacting Ace
t.morales	Hello Anjainay, how are you today?
Anjainay Singh	I am doing good , Tino how are you?
	Thank you for bringing this to my attention, I will help you resolve it as quickly as possible.
t.morales	I'm doing well so far, I need some time to keep the same file access as the old user to continue the same access.
Anjainay Singh	Surely, I will be assisting you.
	Could you please provide the following details: User Full Name- User Email address- User Phone number-
t.morales	Is this for the old user or the new user?
Anjainay Singh	New user Tino.
t.morales	User Name: Susan Adams
Anjainay Singh	Please also specify old user name.
t.morales	Email: s.adams@moralesfinar.com
	Phone: 281-783-6874
	and the user that needs to be changed is Mary Aguilar.
Anjainay Singh	Thankyou so much Tino.
t.morales	You're welcome
Anjainay Singh	I will send you an email after confirming the password from registered email address (mailto:t.morales@moralesfinar.com)
t.morales	Okay

Anjainay Singh	Could you please also specify confirm the level of access?
t.morales	this is the file path to the files the QuickBooks Desktop Softw
Anjainay Singh	Thankyou so much for your cc
t.morales	you're welcome
Anjainay Singh	I will shortly send you the em
t.morales	ok
Anjainay Singh	Is there anything else I may h
t.morales	not at the moment no
Anjainay Singh	Once the chat ends, we would smiling emoji.
t.morales	sure
Anjainay Singh	I will also share the ticket id w
	Thank you for choosing ACE c
t.morales	ok
	Thank you, you too
Anjainay Singh	You may disconnect this chat.

*Tino Morales has ended this conversation.*

Cf

He

#### Visitor Details

**#77758 shari**

**Email:** shari@jkservicesinc.com  18054079440

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

**Operator:** Tushar Pharswan

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 54 Secs

**City:** MERIDIAN

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy
	Whom Would You Like to Contact?
shari	Technical Support (QB & App Integration)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing
shari	checking status of install on E
Acebuddy	Please wait while we connect you to the right person
	<i>Acebuddy (bot) forwarded the chat to Gaurava Tyagi</i>
	<i>Gaurava Tyagi accepted the chat from shari</i>
	<i>Gaurava Tyagi is transferring the chat to Yash Ahi</i>
	<i>Yash Ahi accepted the chat transcript</i>
Yash Ahi	Thank you for contacting Ace Support
	Hi Shari. How are you doing today?
shari	hi - i am ok but really need to speak with someone
	been waiting all day
Yash Ahi	I deeply apologize for the inconvenience
	I will surely help you with this
	Could you please help me with this issue?
shari	blue isle - drake
	jk services inc
Yash Ahi	Thank you for reaching out to us. We'll get back to you shortly.

Thank you for the information

Thank you for your patience S

I just checked and it seems like  
already tried to install it on th

shari I am on the phone with intuit

Yash Ahi Okay, you can just check for t

shari ok please hold

they are transferring me

Yash Ahi Once you have the details, yo

Okay Shari.

Are we still connected here?

shari yes

Yash Ahi Did you checked with Intuit?

shari on with them now

Yash Ahi Oh Okay

shari said 1-5 minutes

Yash Ahi No Issues Shari.

*Yash Ahi is transferring the ch*

*Shubham Gupta accepted the*

Shubham Gupta Thank you for contacting Ace

shari hi I'm on hold with intuit

Shubham Gupta Sure, take your time

shari I am noticing I had some of m

I am missing QB Accountant 2

I only have QB Desktop Accou

Please also make sure Jim and

*Shubham Gupta is transfe*

*Tushar accepted the chat tra*

Tushar Hello Shari, we will make sure  
your desktop.

shari I don't understand why they v

the only two users that have I

I will have to call back tomorrow

Tushar

We will check on previous tick

Okay.

shari

ok I will check bak in the am

Tushar

Is there anything else I may h

Thank you for choosing ACE c

You may end this chat now. O  
conversation, along with a tic

I request you to kindly spare a  
working. I will appreciate that  
Thanks!

Note: You may change/reset y  
(<https://selfcare.acecloudhost>

For self-help, check out our Kr

*Tushar has ended this chat se*

Cl

He

## Visitor Details

**#77862 shari**

**Email:** shari@jkservicesinc.com  18054079440

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** OXNARD

**State:** California

**Country:** UNITED STATES

## Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy
	Whom Would You Like to Connect?
shari	Technical Support (QB & App Integration)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing
shari	I am trying to set up the login
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the message to Manish Singh</i>
	<i>Manish Singh accepted the chat request</i>
Manish Singh	Thank you for contacting Ace Support
shari	Hi Manish
Manish Singh	I will surely help you with this
shari	I am working remotely on one of my computers
Manish Singh	May I know the username which you are using?
shari	It won't connect with the address
Manish Singh	User aadmin is already logged in
	<i>12:33:56 AM Manish Singh is sending an image file named <a href="#">image.png</a> - (Size: 19.69 KB)</i>
shari	Ok I have logged off
	can you set it up where it auto logs off
Manish Singh	You can just use logoff icon while you are away
	I will help the user to be not interrupted
shari	ok it is multiple computers in the network
	I logged off but it must still be connected
	can you please log it off

Manish Singh	Yes, you can access one RDP.
	I have signed off the user for
shari	understood but typically if I lo
Manish Singh	Try to access now.
	Yes It will
	Firstly you have to log off the
	To access it on another
	Is there anything else I may h
	As the user is successfully abl
shari	yes thank you
Manish Singh	Thank you for choosing ACE c
	You may end this chat now. O
	conversation, along with a tic
	I request you to kindly spare a
	working. I will appreciate that
	Thanks!
	Note: You may change/reset y
	( <a href="https://selfcare.acecloudhost">https://selfcare.acecloudhost</a> )
	For self-help, check out our Kr

*Manish Singh has ended this conversation.*

C

H

#### Visitor Details

**#78059 jdavis**

**Email:** jdavis@willscpas.com

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** CHARLOTTESVILLE

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

jdavis	Hello, I am your Acebuddy
Acebuddy	Hello Jdavis, I'm your Ace Bud
	Whom Would You Like to Conr
jdavis	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jdavis	I'd like to report an Issue
Acebuddy	Please select an option!
jdavis	Other Issue
Acebuddy	Please specify the issue you a
jdavis	Microsoft will not work correct
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the message to Shubham Kataria</i>
	<i>Manish Singh accepted the chat</i>
	<i>Manish Singh is transferring the chat to Shubham Kataria</i>
	<i>Shubham Kataria accepted the chat</i>
Shubham Kataria	Thank you for contacting Ace Support.
jdavis	Microsoft will not work correctly
Shubham Kataria	hello Jdavis
	I will be surely assisting you with your issue
jdavis	Joshua Davis
	JDavis@willscpas.com
	wills.myrealdatalnet
Shubham Kataria	Thank you for the information

jdavis	One Drive is the main issue. I seems to not open
	While the other do
Shubham Kataria	Alright, So you're the only use
jdavis	yes
Shubham Kataria	May I take the remote access
jdavis	yes
Shubham Kataria	Prior providing the access, I w
jdavis	All closed up
Shubham Kataria	We are connected on the rem the time, I am putting the cha give your confirmation on this
	As we haven't got any respon Kindly re-initiate the chat.

*Ended due to chat idle timeout*

Cſ

He

## Visitor Details

### #78631 team

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

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** ZAPOTE

**State:** Laguna

**Country:** PHILIPPINES

## Chat Transcript

team	Hello, I am your Acebuddy
Acebuddy	Hello Team, I'm your Ace Buddy
	Whom Would You Like to Contact?
team	Technical Support (QB & App Integration)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
team	I'd like to report an Issue
Acebuddy	Please select an option!
team	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue?
team	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login. I will help you with resolving the issue.
	Was that helpful?
team	No
Acebuddy	No issues, please wait while I forward the message to my colleague.
	<i>Acebuddy (bot) forwarded the message to Tushar.</i>
Tushar	Thank you for contacting Ace Support.
team	Good day, may I have an assistance?
Tushar	Yes
	Currently there is a maintenance issue with our system.
	It will be accessible soon in next 10 minutes.
	Is there anything else I may help you with?
team	We are encountering a problem with our system. The password and login is not working.
Tushar	Kindly try to login after 10 to 15 minutes. It will be accessible soon.
team	okay thank you
	much appreciated
	i'll get back to you after 10 to 15 minutes.

Tushar Sure, please do connect with  
Kindly share your feedback by  
Thank you for choosing ACE c  
You may end this chat now. O  
conversation, along with a tic  
I request you to kindly spare a  
working. I will appreciate that  
Thanks!  
Note: You may change/reset y  
(<https://selfcare.acecloudhost>)  
For self-help, check out our Kr

*Tushar has ended this chat session.*

Crl

He

## Visitor Details

**#77969 srinivas**

**Email:** srinivas@taxgeeks.com  2252847776

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

srinivas Hello, I am your Acebuddy

Acebuddy	Hello Srinivas, I'm your Ace Bi
	Whom Would You Like to Conr
srinivas	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you a
srinivas	OLD server
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the message to Anjainay Singh</i>
	<i>Anjainay Singh accepted the message</i>
srinivas	hi
Anjainay Singh	Thank you for contacting Ace
srinivas	we have the old server TAXG1
	CAN YOU make it active
	few proseries file status is not
	we are currently using TAXGE
Anjainay Singh	Sure Srinivas , I will assist you
srinivas	it is urgent
Anjainay Singh	Please provide me two minute
	I am discussing it with my ser
srinivas	thanks
Anjainay Singh	Srinivas I have activated the s
	Could you please confirm are
srinivas	checking
Anjainay Singh	Sure.
srinivas	please make sure that you ke
	for some reason we are missi
	becoming a big issue
Anjainay Singh	Sure I will make sure that we

notification from you to close

I totally understand your conc

Is there anything else I may h

srinivas one min

Anjainay Singh Sure.

srinivas from the old server to new se

can you remove the mapping  
drive path

Anjainay Singh Sure please let me pass this i  
resolution.

srinivas ok

Anjainay Singh May I take the remote access

srinivas the old or new?

Anjainay Singh I need access of both server s

I want remote access of old se

srinivas ok

Anjainay Singh Please provide me remote acc

Could you please help me to l

srinivas it is on new server

Anjainay Singh Please provide me remote acc

srinivas ok

don't worry

I can right click on click on DI!

Anjainay Singh Sure you can click on disconn

srinivas GOT IT

i got it done

just keep the old server activiv

thanks

bye

Anjainay Singh As I need to make sure that Z

srinivas can you do it from your side?

now I disconnected on my pc

Anjainay Singh	Okay no worries actually I need to drive from every users end.
srinivas	you want to restart now ?
Anjainay Singh	We may do it later as well in regular time.
	Please provide your approval
srinivas	you can do it now
Anjainay Singh	Sure I am rebooting the server.
srinivas	ok
Anjainay Singh	I have rebooted the new server.
	I have rebooted the server and everything is working fine.
	Are we connected?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we will call you back at (1-888-415-5240) if any further assistance is required.

*Anjainay Singh has ended this conversation.*

C:\

He

## Visitor Details

**#78572 Rose Dunaway**

**Email:** rose@heroic.cpa

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** WILLISTON

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Rose Dunaway	Hello, I am your Acebuddy
Acebuddy	Hello Rose Dunaway, I'm your
	Whom Would You Like to Conr
Rose Dunaway	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rose Dunaway	I'd like to report an Issue
Acebuddy	Please select an option!
Rose Dunaway	Other Issue
Acebuddy	Please specify the issue you a
Rose Dunaway	Slow Computer
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the chat to Yash Kalra</i>
	<i>Yash Kalra accepted the chat</i>
Yash Kalra	Thank you for contacting Ace (Edited)
	I will be surely assisting you w
	Are we still connected here?
Rose Dunaway	My username is Rose.D
Yash Kalra	Hello Rose, kindly help me wit
Rose Dunaway	Server is HSProSeries.myrealm
Yash Kalra	Kindly allow me two minutes t
Rose Dunaway	Doesn't seem to be a server i
Yash Kalra	Rose, please remain connecte
Rose Dunaway	Ok
Yash Kalra	May I take the remote access
Rose Dunaway	Yes
Yash Kalra	Prior providing the access, I w
	Kindly Click on the link and op

<https://assist.acecloudhosting>

Please let me know if you nee

Please elaborate the issue so

Are we still connected here?

Are we still connected here?

Are we still connected here?]

As there was no response, we  
(1-888-415-5240) if any furthe

*Yash Kalra has ended this cha*

Cl

He

## Visitor Details

### #78555 elizabeth

**Email:** elizabeth@vingc.com ☎ 17814070606

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** HYANNIS

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

elizabeth	Hello, I am your Acebuddy
Acebuddy	Hello Elizabeth, I'm your Ace I
	Whom Would You Like to Conr

	elizabeth	Technical Support (QB & App
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	elizabeth	I'd like to report an Issue
	Acebuddy	Please select an option!
	elizabeth	Other Issue
	Acebuddy	Please specify the issue you a
	elizabeth	REMOTE DESKTOP CONNECTI
	Acebuddy	Please wait while we connect
		<i>Acebuddy (bot) forwarded the message to Anurag Sharma</i>
	Anurag Sharma	Anurag Sharma accepted the message
	elizabeth	Thank you for contacting Ace
	Anurag Sharma	error 0x3000016
	Anurag Sharma	Hello Elizabeth
		I deeply apologize for the incc
		I will be surely assisting you w
	elizabeth	ElizabethGa@myrealdatalnet
		It just connected
		I think I'm all set
	Anurag Sharma	Great, is there anything else I
	elizabeth	No. Thank you
	Anurag Sharma	Thanks for the confirmation !
		I would greatly appreciate if y
		chat.
		Thank you for choosing ACE c
		You may end this chat now. O
		conversation, along with a tic
		I request you to kindly spare a
		working. I will appreciate that
		Thanks!
		Note: You may change/reset y
		( <a href="https://selfcare.acecloudhost">https://selfcare.acecloudhost</a> )
		For self-help, check out our Kr

Ct

He

## Visitor Details

### #78083 Brenda Rosales

**Email:** brenda.rosales@eneos.com.ph  636325071840

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 51 Secs

**City:** MAYBUNGA

**State:** National Capital Region

**Country:** PHILIPPINES

## Chat Transcript

Brenda Rosales	Hello, I am your Acebuddy
Acebuddy	Hello Brenda Rosales, I'm you
	Whom Would You Like to Conr
Brenda Rosales	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Rosales	I'd like to report an Issue
Acebuddy	Please select an option!
Brenda Rosales	QuickBooks Issue
Acebuddy	What type of QuickBooks Issu
Brenda Rosales	QuickBooks Update

Acebuddy	Quickbooks update related application updates at the base might get delayed due to unfor
	If you're also getting an update support@acecloudhosting.com be and share a confirmation v
	Do you need any further assis
Brenda Rosales	Yes
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the message</i>
	<i>Shashwat Verma accepted the message</i>
Shashwat Verma	Thank you for contacting Ace
	Hello Brenda
Brenda Rosales	Hi Shashwat
	i think we also chat yesterday
	but anyways
	i would like to follow up on my
	i have not seen any charges y
	and not seen any QB installat
Shashwat Verma	I will surely help you with this
	Kindly allow me two minutes t
Brenda Rosales	please help
	thank u
Shashwat Verma	Brenda, we have checked and delay was caused by the billir currently escalated with the b before your deadline
Brenda Rosales	oh my gee
	thank u
Shashwat Verma	I have just checked with team you have shared is outside th
Brenda Rosales	thank u for checking
Shashwat Verma	Brenda, can we get the new b
Brenda Rosales	i already informed our bank a
	we can do bank transfer if nee

	because we do bank transfer
Shashwat Verma	Kindly allow me two minutes to respond.
Brenda Rosales	thank u
Shashwat Verma	Brenda, kindly check your email.
Brenda Rosales	no email
	but i have been following up consistently.
Shashwat Verma	As I have just escalated this matter to our billing team.
Brenda Rosales	thank u so much
Shashwat Verma	I really appreciate your efforts.
	In each circumstance we'll get back to you.
Brenda Rosales	yes, because record keeping is my forte.
	thank u for the help always!
Shashwat Verma	Thanks, Brenda, also billing team.
Brenda Rosales	thank u again Shashwat.
Shashwat Verma	Is there anything else I may help you with?
Brenda Rosales	none
Shashwat Verma	Thank you for choosing ACE cloudhost.
	You may end this chat now. Our team will review your conversation, along with a ticket.
	I request you to kindly spare some time for working. I will appreciate that.
	Thanks!
	Note: You may change/reset your password at <a href="https://selfcare.acecloudhost.com">https://selfcare.acecloudhost.com</a>
	For self-help, check out our Knowledgebase.

*Shashwat Verma has ended the chat.*

Cl

He

## Visitor Details -----

**#78160 info.okdriver**

**Email:** info.okdriver@gmail.com  9319500121

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** DELHI

**State:** Delhi

**Country:** INDIA

## Chat Transcript -----

info.okdriver	Hello, I am your Acebuddy
Acebuddy	Hello Info.okdriver, I'm your A
	Whom Would You Like to Conr
info.okdriver	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any respon
	Kindly re-initiate the chat.

*Ended due to chat idle timeout*

Ct

He

## Visitor Details -----

**#78149 carrie morrell**

**Email:** officemanager@woodlawnandlandscaping.com   
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** <https://www.acecloudhosting.com/support-chat>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 29 Secs  
**City:** NEWPORT  
**State:** North Carolina  
**Country:** UNITED STATES

### Chat Transcript

carrie morrell	Hello, I am your Acebuddy
Acebuddy	Hello Officemanager, I'm your
	Whom Would You Like to Conr
carrie morrell	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
carrie morrell	I'd like to report an Issue
Acebuddy	Please select an option!
carrie morrell	QuickBooks Issue
Acebuddy	What type of QuickBooks Issu
carrie morrell	Other QB related issue
Acebuddy	Please specify the issue you a
carrie morrell	printer not working
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the message to Anjainay Singh</i>
Anjainay Singh	Anjainay Singh accepted the message
carrie morrell	Thank you for contacting Ace
Anjainay Singh	you helped me before, printer
	Thank you for bringing this to
Anjainay Singh	you resolve it as quickly as pos
	Could you please confirm sinc
carrie morrell	it happens every few days, ur

Anjainay Singh Thankyou for your information

May I take the remote access

Prior providing the access, I w

<https://assist.acecloudhosting.com>

Please copy this URL at your l

We are connected remotely.

Please confirm the session so

Could you please confirm the

Please stay connected.

Could you please remove the

Please stay connected.

Are we still connected?

Are we still connected?

As there was no response, we  
(1-888-415-5240) if any furthe

*Anjainay Singh has ended this*

Cf

He

## Visitor Details

**#78295 will**

**Email:** will@soleilfoors.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** ROUND ROCK

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

will	Hello, I am your Acebuddy
Acebuddy	Hello Will, I'm your Ace Buddy
	Whom Would You Like to Conr
will	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
will	I'd like to report an Issue
Acebuddy	Please select an option!
will	QuickBooks Issue
Acebuddy	What type of QuickBooks Issu
will	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound goo
	Was that helpful?
will	No
Acebuddy	No issues, please wait while I
	<i>Acebuddy (bot) forwarded the ticket to Deepak Taneja</i>
will	I cannot login to the remote s
	<i>Deepak Taneja declined the ticket</i>
	hello
	<i>Manish Singh accepted the ticket</i>
	<i>Manish Singh is transferring the ticket to Ashutosh Mishra</i>
	<i>Ashutosh Mishra accepted the ticket</i>
Ashutosh Mishra	Thank you for contacting Ace
	Hello Will, I will be surely assis: name?
will	I am not sure, it is for my com
	can I please grant remote acc
Ashutosh Mishra	Thanks for the confirmation !

Sure, please allow me few minutes for the remote session.

will ok

Ashutosh Mishra I checked on server and your connection is up.

will it says unable to connect

Ashutosh Mishra Is this the first time you are facing this issue?

will no

Ashutosh Mishra Is this issue occurring only for specific users?

will once last week

I don't know

Ashutosh Mishra Thanks for the confirmation!

May I take the remote access

will yes

Ashutosh Mishra Prior providing the access, I would like to know if there is any specific user who is facing this issue.

will ok

Ashutosh Mishra Kindly paste this link in the browser.

<https://assist.acecloudhosting.com>

will is it fixed?

Ashutosh Mishra We are not connected on remote desktop.

I will check on your local computer. A user Shreenivas is also logged in.

will now

?

Ashutosh Mishra Please accept all permissions.

I see that you are now logged in.

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we will try to connect via port 22 (1-888-415-5240) if any further issues arise.

*Ashutosh Mishra has ended the session.*

Cl

He

## Visitor Details

**#77868 ricky pais**

**Email:** ricky@brannanhessel.cpa

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** WILLISTON

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

ricky pais	Hello, I am your Acebuddy
Acebuddy	Hello Ricky Pais, I'm your Ace
	Whom Would You Like to Con
ricky pais	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ricky pais	I'd like to report an Issue
Acebuddy	Please select an option!
ricky pais	Other Issue
Acebuddy	Please specify the issue you a
ricky pais	Everyone in our office accessi
	our local internet appears to k
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the message</i>

Shubham Kataria accepted th

Shubham Kataria	Thank you for contacting Ace today.
ricky pais	hello
Shubham Kataria	I will be surely assisting you v
	hello Ricky
ricky pais	HSProseries.myreald
Shubham Kataria	Kindly confirm if you're also re
ricky pais	[Window Title] Remote Desktop Connection - HSProSeries.myreald... the specified network. Verify t Hide details [OK] [Expanded I (UTC): 06/04/25 07:54:55 PM
Shubham Kataria	Please allow me two minutes
ricky pais	ok
Shubham Kataria	Please be connected our syste
	Kindly confirm if someone has
ricky pais	i don't believe so, not today?
Shubham Kataria	okay
ricky pais	i would have to check with ev on my home computer, but i t
Shubham Kataria	Okay no problem, We are wor
ricky pais	thank you
Shubham Kataria	Kindly ask everyone to try to
ricky pais	it appears to be working agai
Shubham Kataria	It was related to the network . stopped working.
	But now the server is up, you
ricky pais	ok, thank you.
Shubham Kataria	You're welcome
	Is there anything else I may h
ricky pais	no, thank you for your assista
Shubham Kataria	I would greatly appreciate if y smileys at the end of this cha
	Thank you for choosing ACE c

You may end this chat now. Or continue the conversation, along with a ticket.

I request you to kindly spare a few moments for working. I will appreciate that. Thanks!

Note: You may change/reset your password at <https://selfcare.acecloudhost.com>

For self-help, check out our Knowledge Base at <https://acecloudhost.com/knowledgebase>

*Shubham Kataria has ended the chat.*

Chat History

Help

## Visitor Details

**#78779 sll**

**Email:** sll@sllcpa.com 8473708883

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

**Operator:** Rohit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 27 Secs

**City:** NORTHBROOK

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

sll	Hello, I am your Acebuddy
Acebuddy	Hello SII, I'm your Ace Buddy.
	Whom Would You Like to Connect With?
sll	Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
sll	I'd like to report an Issue
Acebuddy	Please select an option!
sll	Other Issue
Acebuddy	Please specify the issue you a
sll	Unable to log in. Not recogniz
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the message</i>
	<i>Rohit Kumar accepted the chat invitation</i>
Rohit Kumar	Thank you for contacting Ace
sll	Steven L Lopata CPA LTD - CIE
Rohit Kumar	Thank you for the information
	If I understand you correctly you
sll	Keeps asking me to enter password
Rohit Kumar	Alright. Let me check the details
sll	ok
Rohit Kumar	thanks
	May I know if this is for user: ?
sll	yes
Rohit Kumar	Thanks
	We see that you're already enrolled in our system.
	To reset the password using Selfcare Portal:
	1. Visit Selfcare Portal ( <a href="https://selfcare.ace.com">https://selfcare.ace.com</a> )
	2. Enter your Server Username and Password
	3. Enter the CAPTCHA verification code
	4. In the window that opens, click on "Forgot Password?"
	5. Enter your new password and click on "Reset".
	Please let me know if you can proceed.
sll	ok... I'm good. Thanks.
Rohit Kumar	alright.
	Is there anything else I may help you with?

sll No thanks.

sll has ended this chat session

Cſ

He

## Visitor Details

**#77728 cesar**

**Email:** cesar@cesartax.com  14048651510

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** PRAGUE

**State:** Stredocesky Kraj

**Country:** CZECH REPUBLIC

## Chat Transcript

cesar	Hello, I am your Acebuddy
Acebuddy	Hello Cesar Tolico, I'm your Ac
	Whom Would You Like to Conr
cesar	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
cesar	I'd like to raise a Request
Acebuddy	Please select your request typ
cesar	Other Request
Acebuddy	Please drop an email to supp

technicians will connect with :

If you are facing any issue/prc

cesar Yes, I'm facing issues with my

Acebuddy Please select an option!

cesar Other Issue

Acebuddy Please specify the issue you a

cesar You wanted me to call, ticket i

Acebuddy Please wait while we connect

*Acebuddy (bot) forwarded the ticket to Ashutosh Mishra*

*Ashutosh Mishra accepted the ticket*

Ashutosh Mishra Thank you for contacting Ace

I will surely help you with this

Please let us know if we can c

cesar yes

770-685-4834

Ashutosh Mishra Can we contact in 15 to 20 m

cesar sure

Ashutosh Mishra Thanks for the confirmation !

I have forwarded the ticket to assistance over the phone.

Is there anything else I may h

cesar no, thanks.

Ashutosh Mishra Thank you for choosing ACE c

You may end this chat now. O conversation, along with a tic

I request you to kindly spare a working. I will appreciate that Thanks!

Note: You may change/reset y  
(<https://selfcare.acecloudhost>)

For self-help, check out our Kr

*Ashutosh Mishra has ended the chat*

Cl

He

## Visitor Details

**#77745 curt.anderson**

**Email:** curt.anderson@nciusa.com

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** LITITZ

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

curt.anderson	Hello, I am your Acebuddy
Acebuddy	Hello Curt.anderson, I'm your
	Whom Would You Like to Conr
curt.anderson	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
curt.anderson	I'd like to report an Issue
Acebuddy	Please select an option!
curt.anderson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issu
curt.anderson	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound goo
	Was that helpful?

curt.anderson	No
Acebuddy	No issues, please wait while I
	<i>Acebuddy (bot) forwarded the</i>
	<i>Shubham Kataria accepted the</i>
Shubham Kataria	Thank you for contacting Ace today.
curt.anderson	My quickbooks froze while I w
Shubham Kataria	I will be surely assisting you w
curt.anderson	Network Connections & myreac
Shubham Kataria	Thank you for the information
	Thank you for your patience.
	I've unfreeze your QuickBooks
	And would like to inform you t placed on your task bar.
curt.anderson	OK.Thanks for your help.
Shubham Kataria	You're welcome
	Is there anything else I may h
curt.anderson	That is all
Shubham Kataria	I would greatly appreciate if y chat.
	Thank you for choosing ACE c
	You may end this chat now. O conversation, along with a tic
	I request you to kindly spare a working. I will appreciate that Thanks!
	Note: You may change/reset y ( <a href="https://selfcare.acecloudhost">https://selfcare.acecloudhost</a> )
	For self-help, check out our Kr

*Shubham Kataria has ended the chat*

Cl

He

## Visitor Details

**#77955 jolai.clover**

**Email:** jolai.clover@gmail.com  85294261088

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** SHEUNG WAN

**State:** Hong Kong

**Country:** HONG KONG

## Chat Transcript

jolai.clover	Hello, I am your Acebuddy
Acebuddy	Hello Jolai.clover, I'm your Acebuddy
	Whom Would You Like to Contact?
jolai.clover	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jolai.clover	I'd like to raise a Request
Acebuddy	Please select your request type
jolai.clover	Application Version Upgrade
Acebuddy	Please select the application you want to upgrade
jolai.clover	QuickBooks
Acebuddy	Please email us the below mentioned details so we can provide you with an update via email.
	<ul style="list-style-type: none"><li>• QuickBooks Year</li><li>• Variant : Pro / Premier / Enterprise</li><li>• License Number</li><li>• Product Code</li></ul>
	Generally, application upgrade will take 2-3 days.

do specify if you need the req

Do you need any further assis

jolai.clover No

Acebuddy Thank you for contacting Ace

*Acebuddy has ended this chat.*

Cl

He

## Visitor Details

**#78072 charlie**

**Email:** charlie@centennialhillscpa.com  17024627277

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** PAHRUMP

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

charlie Hello, I am your Acebuddy

Acebuddy Hello Charlie, I'm your Ace Bu

Whom Would You Like to Conr

charlie Sales & Solutions

Acebuddy Please wait while we connect

*Acebuddy (bot) forwarded the message to Akash.*

*Akash accepted the chat transcript.*

Akash	Hi Charlie, How can I help ?
charlie	Hello. We had Drake Tax host our VM be closed down. Howe price on this?
	My firm is Centennial CPA, Las
Akash	Hi Charlie, please allow me a
charlie	ok
Akash	Do you wish to host QuickBoo new setup ?
charlie	A new setup please.
	I would like the old account st Everything on the old account
Akash	Understood, and you would lik company or a different one ?
charlie	Same company. 2 users, yes
Akash	In that case, I will recommend my team will ensure that stor
charlie	Ok, great. Let's do it.
	Please wipe everything from t the old data or apps
Akash	Let me transfer you to the sup
	<i>Akash is transferring the chat</i>
	<i>Anjainay Singh accepted the c</i>
Anjainay Singh	Thank you for contacting Ace
charlie	Ok, what is the price per user
	Hello
Anjainay Singh	Thank you for bringing this to you resolve it as quickly as po
	Could you please confirm whe access to new server?
charlie	Yes. We will be installing Quic
Anjainay Singh	Thankyou for your confirmation
	Could you please provide the License details - Product Code-
	Could you please also provide

Users Email address-

Users Phone Number-

Users Full Name-

charlie

I don't have the license numb

Anjainay Singh

Sure.

charlie

The two users: (1) Charlie Ezu  
accounting@centennialhillscpa.cc

Anjainay Singh

Could you please also share t

charlie

Can we do 2 factor by email i

Anjainay Singh

Yes we can do that but we nee  
necessary details.

charlie

Company telephone: 702.462

Anjainay Singh

Sure I will same telephone nu

charlie

Thanks.

Anjainay Singh

Please also share the QB 202

. (Edited)

Please also share your author  
Charlie@centennialhillscpa.cc

charlie

Ok, I will send that shortly

What is the price for 2 users?

Anjainay Singh

Once this chat gets disconne  
license details .

charlie

Sounds good

Anjainay Singh

I will send the request to sale

They will update you the pric

charlie

ok

Anjainay Singh

Is there anything else I may h

Are we still connected here?

charlie

All good. Thank you :)

Anjainay Singh

Once the chat ends, we would  
smiling emoji.

*Anjainay Singh has ended this*

Cr

He

## Visitor Details

**#78055 Chris Digman**

**Email:** ap@cklns.com ☎ 9197445455

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chris Digman	Hello, I am your Acebuddy
Acebuddy	Hello Chris Digman, I'm your ,
	Whom Would You Like to Conn
Chris Digman	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chris Digman	I'd like to report an Issue
Acebuddy	Please select an option!
Chris Digman	Other Issue
Acebuddy	Please specify the issue you a
Chris Digman	Getting the error in all Microso
	Microsoft 365 Account on this
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
	<i>Yash Ahi accepted the chat tra</i>

Yash Ahi	Thank you for contacting Ace
	Hi Chris. How are you doing to
Chris Digman	ok thanks
Yash Ahi	I will surely help you with this
	Could you please help me wit
Chris Digman	MDG Partners
Yash Ahi	Thank you for the information
	Kindly allow me two minutes t
Chris Digman	sure
Yash Ahi	Thank you for your patience.
	May I take the remote access
Chris Digman	yes
Yash Ahi	Prior providing the access, I w
Chris Digman	done
Yash Ahi	Kindly paste this link in the br <a href="https://assist.acecloudhosting.com">https://assist.acecloudhosting.com</a>
	We are connected on the rem the time, I am putting the cha give your confirmation on this
	As we haven't got any respon Kindly re-initiate the chat.

*Ended due to chat idle timeout*

Cr

He

### Visitor Details

**#77836 heidi**

**Email:** heidi@scottscpa.com **Phone:** 512-900-7974 ext 115

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

**Operator:** Anjainay Singh  
**Website:** <https://www.acecloudhosting.com/support-chat>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 24 Secs  
**City:** AUSTIN  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

heidi	Hello, I am your Acebuddy
Acebuddy	Hello Heidi, I'm your Ace Buddy
	Whom Would You Like to Connect?
heidi	Technical Support (QB & App Integration)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
heidi	I'd like to report an Issue
Acebuddy	Please select an option!
heidi	Other Issue
Acebuddy	Please specify the issue you are facing
heidi	can't log into ACE
Acebuddy	Please wait while we connect you to the right support
	<i>Acebuddy (bot) forwarded the message to Anjainay Singh</i>
Anjainay Singh	Anjainay Singh accepted the message
heidi	Thank you for contacting Ace Support. I understand you are facing an issue with logging into ACE.
Anjainay Singh	morning --- now that I started getting the error message
	I understand your issue and will try to resolve it as soon as possible.
heidi	Since when and how many times have you been unable to log in?
	just today
heidi	but I am logged in now
	just took 6 tries
Anjainay Singh	Could you please confirm that you are able to log in now?
	May I take the remote access to check the issue?

heidi	I don't know if anyone had- nc
	why
Anjainay Singh	As this issue may appear agai
heidi	sorry I don't have time this m
	if it happens again I will reach
Anjainay Singh	No worries , I understand you
heidi	thanks
Anjainay Singh	Thankyou for your confirmatic
	Is there anything else I may h
	Once the chat ends, we would smiling emoji.
heidi	no that is all ..
	have a nice day
Anjainay Singh	I will also share the ticket id w
heidi	ok
Anjainay Singh	You can provide us the status
	You may close this chat.
	Thank you for choosing ACE c

*Anjainay Singh has ended this conversation.*

Cl

He

## Visitor Details

**#78211 Richard Schmidt**

**Email:** r.schmidt@rcfppllc.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 7 Secs

**City:** WALDORF

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Richard Schmidt	Hello, I am your Acebuddy
Acebuddy	Hello Richard Schmidt, I'm yo
	Whom Would You Like to Conn
Richard Schmidt	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Richard Schmidt	I'd like to report an Issue
Acebuddy	Please select an option!
Richard Schmidt	Other Issue
Acebuddy	Please specify the issue you a
Richard Schmidt	Please see Ticket ID #709180
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the message to Anurag Sharma</i>
Anurag Sharma	<i>Anurag Sharma accepted the message</i>
	Thank you for contacting Ace
	Hello Richard
	Are we still connected here?
	Are we still connected here?
Richard Schmidt	We are still connected.
Anurag Sharma	Thanks for the confirmation !
	Richard, could you please elai
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we

(1-888-415-5240) if any further

Thank you for choosing ACE c

Anurag Sharma has ended thi

C

He

## Visitor Details

**#78199 zahid**

**Email:** zahid@columbiatax.onmicrosoft.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** DHAKA

**State:** Dhaka

**Country:** BANGLADESH

## Chat Transcript

zahid	Hello, I am your Acebuddy
Acebuddy	Hello Zahid, I'm your Ace Bud
	Whom Would You Like to Conr
zahid	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
zahid	I'd like to report an Issue
Acebuddy	Please select an option!
zahid	QuickBooks Issue
Acebuddy	

What type of QuickBooks Issu

zahid	QuickBooks Update
Acebuddy	Quickbooks update related application updates at the base might get delayed due to unfo
	If you're also getting an updat support@acecloudhosting.co be and share a confirmation v
	Do you need any further assis
	As we haven't got any respon Kindly re-initiate the chat.

*Ended due to chat idle timeout*

Cl

He

## Visitor Details

**#78207 Laurie Tyre**

**Email:** laurie@applied-adventure.com ☎ 19708333139

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** GRAND JUNCTION

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Laurie Tyre Hello, I am your Acebuddy

Acebuddy Hello Laurie, I'm your Ace Buc

Whom Would You Like to Conr

Laurie Tyre Technical Support (QB & App |

Acebuddy Welcome to Ace Support.

Please chose an option :

Laurie Tyre I'd like to raise a Request

Acebuddy Please select your request typ

Laurie Tyre Application Update

Acebuddy Please send us an email at su  
once the task has been comp

Typically, the application upd

Do you need any further assis

As we haven't got any respon  
Kindly re-initiate the chat.

*Ended due to chat idle timeout*

C

H

## Visitor Details

**#77946 Jenifer Graham**

**Email:** jgraham@mca80238.com  3033880724

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Secs

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Jenifer Graham	Hello, I am your Acebuddy
Acebuddy	Hello Jenifer Graham, I'm you
	Whom Would You Like to Conr
Jenifer Graham	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jenifer Graham	I'd like to report an Issue
Acebuddy	Please select an option!
Jenifer Graham	QuickBooks Issue
Acebuddy	What type of QuickBooks Issu
Jenifer Graham	Other QB related issue
Acebuddy	Please specify the issue you a
Jenifer Graham	I am having issues being able
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the message to Anurag Sharma</i>
Jenifer Graham	I have restarted my computer
	<i>Anurag Sharma accepted the message</i>
Anurag Sharma	Thank you for contacting Ace
	Hello Jenifer
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we will call you back shortly at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE customer support.
	<i>Anurag Sharma has ended the chat</i>

Cl

He

## Visitor Details

**#78065 Omprakash Ahuja**

**Email:** prakash@om-hospitality.com  12817724678

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** JACKSONVILLE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Omprakash Ahuja	Hello, I am your Acebuddy
Acebuddy	Hello Omprakash M Ahuja, I'm
	Whom Would You Like to Conr
Omprakash Ahuja	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Omprakash Ahuja	I'd like to raise a Request
Acebuddy	Please select your request typ
Omprakash Ahuja	Change in Users
Acebuddy	Please select your desired opt
Omprakash Ahuja	User Addition
Acebuddy	Registered Account Owners ha
	owner, Please refer to the foll
	Do you need any further assis
	<i>The visitor's name and phone</i>
Omprakash Ahuja	Yes

Acebuddy Please wait while we connect

Acebuddy (bot) forwarded the message to Shubham Kataria

Shubham Kataria accepted the message

Shubham Kataria Thank you for contacting Ace today.

Omprakash Ahuja hi Shubham

Shubham Kataria Hello Omprakash

Omprakash Ahuja i reactivated a user Rosa now

Shubham Kataria I will be surely assisting you with this issue

Omprakash Ahuja earlier she had access to only merlin

Rosa

Shubham Kataria Thank you for the information

Could you please send us an email with the details

Omprakash Ahuja i sent an email earlier today to Tushar P, however i saw that i just sent it to myself, however i saw that i just sent it to myself

Shubham Kataria Yes, that's for user addition request. I have received the email from your email - [prakash@omprakash.ahuja.com]

Omprakash Ahuja would you please provide me with the details

Shubham Kataria You may revert on same email once we receive the details

Once we will receive your email, we will revert on this

Omprakash Ahuja i just sent an email, but the name was misspelled. he was the last person to work on this issue, but email was to the Tushar P

Shubham Kataria Yes, that will be fine

You may revert on this.

Omprakash Ahuja please let me know if you have received the email confirming the same

Shubham Kataria Yes, I have received the email

Let me provide the permission details

Omprakash Ahuja awesome, thank you

Shubham Kataria You're welcome

I have provided the required permission details

Once the user log off and re-fo

Omprakash Ahuja perfect, i am able to view the

Shubham Kataria You're welcome

Is there anything else I may h

Omprakash Ahuja no, thanks again

Shubham Kataria I would greatly appreciate if you smileys at the end of this chat

Thank you for choosing ACE c

You may end this chat now. Once the conversation, along with a tick

I request you to kindly spare a few minutes working. I will appreciate that. Thanks!

Note: You may change/reset your password at <https://selfcare.acecloudhost.com>

For self-help, check out our Knowledge Base at <https://www.acecloudhosting.com/support-center>

*Shubham Kataria has ended the chat.*

Cloud  
Hosting

## Visitor Details

**#78747 Kelsey Tobias**

**Email:** nicole.gandf@gmail.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** RIPON

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Kelsey Tobias	Hello, I am your Acebuddy
Acebuddy	Hello Kelsey Tobias, I'm your /
	Whom Would You Like to Conn
Kelsey Tobias	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kelsey Tobias	I'd like to raise a Request
Acebuddy	Please select your request typ
Kelsey Tobias	Other Request
Acebuddy	Please drop an email to supp technicians will connect with :
	If you are facing any issue/prc
	As we haven't got any respon Kindly re-initiate the chat.

*Ended due to chat idle timeout*

Cl

He

## Visitor Details

**#78068 william Coble**

**Email:** edwardc@vetoutletinc.com **Phone:** 575-763-5020

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 27 Secs

**City:** PHOENIX

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

william Coble	Hello, I am your Acebuddy
Acebuddy	Hello Edwardc, I'm your Ace B
	Whom Would You Like to Conr
william Coble	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
william Coble	I'd like to report an Issue
Acebuddy	Please select an option!
william Coble	Other Issue
Acebuddy	Please specify the issue you a
william Coble	One Drive will not install on m
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the message to Yash Ahi</i>
	<i>Yash Ahi accepted the chat transcript</i>
Yash Ahi	Thank you for contacting Ace
	Hi Edward. How are you doing
william Coble	Doing well, thank you. Howev
Yash Ahi	I will surely help you with this
	Could you please help me wit
william Coble	Thank you
	High Plains Vet Outlet Inc
Yash Ahi	Thankyou for the information.
	Kindly allow me two minutes t
	Thank you for your patience.
	May I take the remote access
william Coble	

	sure
Yash Ahi	I just sent you a remote request.
william Coble	accepted
Yash Ahi	Alright, let me check
	Alright Edward, I have installed it.
	Now you can use it.
william Coble	Very good, thanks for your help.
Yash Ahi	My pleasure.
	Is there anything else I may help you with?
	I have closed the remote session.
	Are we still connected here?
	Are we still connected here?
	As there was no response, we will end the session. If you need further assistance, please call us at (1-888-415-5240) if any further assistance is required.

*Yash Ahi has ended this chat session.*

Cl

He

## Visitor Details

**#78031 jorge**

**Email:** jorge@nautilus-homes.com  19414002240

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** SARASOTA

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

jorge	Hello, I am your Acebuddy
Acebuddy	Hello Jorge, I'm your Ace Buddy
	Whom Would You Like to Contact?
jorge	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jorge	I'd like to raise a Request
Acebuddy	Please select your request type
jorge	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com once the task has been completed.
	Typically, the application update will take 24 hours.
	Do you need any further assistance?
	As we haven't got any response from you, kindly re-initiate the chat.

*Ended due to chat idle timeout*

Cl

He

## Visitor Details

**#78470 Lahka Peacock**

**Email:** lahka@ruralfinancialservices.com  1907304601

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** SEATTLE

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Lahka Peacock	Hello, I am your Acebuddy
Acebuddy	Hello Lahka, I'm your Ace Bud
	Whom Would You Like to Conr
Lahka Peacock	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lahka Peacock	I'd like to report an Issue
Acebuddy	Please select an option!
Lahka Peacock	QuickBooks Issue
Acebuddy	What type of QuickBooks Issu
Lahka Peacock	Other QB related issue
Acebuddy	Please specify the issue you a
Lahka Peacock	Server connection not working
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the message to Anjainay Singh</i>
Anjainay Singh	Anjainay Singh accepted the message
	Thank you for contacting Ace
	Thank you for bringing this to my attention. I will look into it and let you know once you resolve it as quickly as possible.
Lahka Peacock	Thank you
	<i>10:28:58 PM Lahka Peacock is sending a file named "Ace_Error.png" - (Size:38.81 KiB)</i>
	I have been getting this error message every time I log in. It eventually logs in.
	RFS_QB.Pro2 is one of the logs.
	The other is Qcard1.pro2
Anjainay Singh	I truly understand your concern. I will look into it further.

I will assist you in resolving yo

Could you please confirm sinc

Lahka Peacock Off and on for the past few we

Were you able to see the scre

Anjainay Singh Yes I saw it Lakha.

Please allow me two minutes

May I take the remote access

Prior providing the access, I w

Lahka Peacock Yes

Anjainay Singh <https://assist.acecloudhosting>

Please copy this URL at your I

Please click on setup file and

We are connected.

Please stay connected.

Please stay connected.

Please stay connected.

Once the chat ends, we would smiley emoji.

I will also share the ticket id w

Lahka Peacock Thank you. I will. Great suppo

Anjainay Singh Thank you for choosing ACE c

You may disconnect this chat.

*Anjainay Singh has ended this chat.*

C

H

Visitor Details

**#77814 Dan Segawa**

**Email:** dsegawa@armdynamics.com  3102935861

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 49 Secs

**City:** TORRANCE

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Dan Segawa	Hello, I am your Acebuddy
Acebuddy	Hello Dan Segawa, I'm your A
	Whom Would You Like to Conr
Dan Segawa	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dan Segawa	I'd like to report an Issue
Acebuddy	Please select an option!
Dan Segawa	QuickBooks Issue
Acebuddy	What type of QuickBooks Issu
Dan Segawa	Other QB related issue
Acebuddy	Please specify the issue you a
Dan Segawa	My users are not able to open
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the chat to Shubham Kataria</i>
	<i>Shubham Kataria accepted the chat</i>
	<i>Shubham Kataria is transferring the chat to Yash Kalra</i>
Yash Kalra	<i>Yash Kalra accepted the chat</i>
	Thank you for contacting Ace
	I will be surely assisting you w
Dan Segawa	advancedarmprod

	you can remote to my session
DanS	
Yash Kalra	Kindly allow me two minutes to respond.
	sure, please allow me <b>2-3 minutes</b> .
	Dan, Could you please confirm if this issue is limited to specific users?
Dan Segawa	everyone
	it just started today
	did you guys update something recently?
Yash Kalra	we haven't implemented any new changes or updates.
	We also need to reboot the server.
Dan Segawa	Yes please proceed.
	please warn users first
	5 minutes
Yash Kalra	We are currently in the process of addressing this issue. ✓ All users will receive a pop-up message. ✓ The system will be temporarily unavailable. ✓ Normal operations will resume shortly.
Dan Segawa	ok
	looks like server is rebooting
	can you remote to DanS and check if we are connected?
Yash Kalra	We've made the necessary backups.
	<b>Next Steps:</b> Please test the system from your end. Confirm if the issue persists. Reply to this email with your findings.
Dan Segawa	hello??? still errors
Yash Kalra	May I take the remote access to investigate?
Dan Segawa	yes
Yash Kalra	Prior providing the access, I would like to know if you are available.
Dan Segawa	DanS
	i am here

Yash Kalra Dan, we assisted you regardir  
Is there anything else I may h

Dan Segawa Are we still connected here?

Yash Kalra that will be all  
thank you for the support.

Yash Kalra I would greatly appreciate if y  
chat by clicking on the Smilie

Thank you for choosing ACE c

You may end this chat now. O  
conversation, along with a tic

I request you to kindly spare a  
working. I will appreciate that  
Thanks!

Note: You may change/reset y  
(<https://selfcare.acecloudhost>

For self-help, check out our Kr

*Yash Kalra has ended this chat*

C

H

## Visitor Details

**#78294 Shujman**

**Email:** david@ryatt.net ☎ 3053235468

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**City:** ISSAQUAH

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Shujman	Hello, I am your Acebuddy
Acebuddy	Hello David Shujman, I'm you
	Whom Would You Like to Conr
Shujman	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shujman	I'd like to raise a Request
Acebuddy	Please select your request typ
Shujman	Setup Ace Server
Acebuddy	If you would like to configure Operating System
Shujman	MacOS
Acebuddy	Please refer to the below link MacOS computer.
	Do you need any further assis
	As we haven't got any respon Kindly re-initiate the chat.

*Ended due to chat idle timeout*

C

H

## Visitor Details

**#78818 Beth Florestal**

**Email:** orders@luckygoatcoffee.com 📞 +1

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

**Operator:** Yash Ahi

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** ORLANDO

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Beth Florestal	Hello, I am your Acebuddy
Acebuddy	Hello Beth Florestal, I'm your
	Whom Would You Like to Con
Beth Florestal	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Beth Florestal	I'd like to report an Issue
Acebuddy	Please select an option!
Beth Florestal	QuickBooks Issue
Acebuddy	What type of QuickBooks Issu
Beth Florestal	Other QB related issue
Acebuddy	Please specify the issue you a
Beth Florestal	I cannot get into the software
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the chat transcript to Yash Ahi</i>
	<i>Yash Ahi accepted the chat transcript</i>
Yash Ahi	Thank you for contacting Ace
	Hi Beth. How are you doing to
Beth Florestal	Hi, I'm alright, how about you
Yash Ahi	I am also doing good Beth. Th
Beth Florestal	I cannot get into QB the app v
Yash Ahi	I will surely help you with this
	Could you please help me wit
Beth Florestal	Lucky Goat Coffee LGC.myrea

Yash Ahi Thankyou for the information.

Kindly allow me two minutes to

Beth Florestal Please note, that on Saturday we keep having issues

I don't know if it's because I have

Yash Ahi Alright let me check that

Please allow me two minutes.

Beth Florestal Alright

Yash Ahi Thank you for your patience.

May I take the remote access

Beth Florestal Yes please

Yash Ahi Prior providing the access, I will

Beth Florestal We're all good

Yash Ahi Could you please try to open

Beth Florestal Yes it's good now

Yash Ahi It was just opening minimized

Now you won't face that issue

Is there anything else I may help you with?

Beth Florestal No, that was all.. thank you!!

Yash Ahi My pleasure.

I would greatly appreciate if you could provide me with some details about the issue you are facing.

After this chat you will get the link to our self-help center.

Thank you for choosing ACE cloudhost.

You may end this chat now. Once you have completed the conversation, along with a ticket.

I request you to kindly spare some time for working. I will appreciate that. Thanks!

Note: You may change/reset your password at <https://selfcare.acecloudhost.com>

For self-help, check out our Knowledge Base.

*Yash Ahi has ended this chat session.*

Cr

He

## Visitor Details

**#78624 Brenda Clayton**

**Email:** bclayton@owensboroderm.com  12709251159

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** AURORA

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Brenda Clayton	Hello, I am your Acebuddy
Acebuddy	Hello Brenda Clayton, I'm you
	Whom Would You Like to Conr
Brenda Clayton	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Clayton	I'd like to raise a Request
Acebuddy	Please select your request typ
Brenda Clayton	Other Request
Acebuddy	Please drop an email to supp
	technicians will connect with :
	If you are facing any issue/prc
	As we haven't got any respon
	Kindly re-initiate the chat.

*Ended due to chat idle timeout*

Cl

He

## Visitor Details

**#77825 shari**

**Email:** shari@jkservicesinc.com  18054079440

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing
shari	I am currently logged in as myself. I have full access to the entire Drake system.

Acebuddy Please wait while we connect

*Acebuddy (bot) forwarded the message*

*Tushar accepted the chat transfer*

Tushar Thank you for contacting Ace

I will surely help you with this

shari hi - first off I am only addressing joel.b and aadmin

Tushar Kindly allow me two minutes to check

shari ok

Tushar Thank you for waiting as per your request. I have granted access to the Beacon folder (no access to other folders)

shari i am currently logged in to test the access

Tushar Let me recheck the permission

May I know the Beacon folder path?

shari d:\client data\beacon

Tushar Kindly allow me two minutes to check

May I take the remote access

Prior providing the access, I would like to know the folder path.

shari ok

Tushar May I take over your screen?

shari yes I was trying to set up the folder.

Tushar This is the folder correct?

shari yes

nothing else should be shown

Tushar Okay we will fix the folder permission issue. I will be here after 4 hr.

shari ok it is very important that on time

Tushar Just to make sure you want Joel and admin users to be accessible?

shari i have had work stop on my office

yes but they need to be able to access the files

Tushar Okay Joel and admin users will have full access to the files in the folder and will have full access to the system.

shari thank you

i may need assistance with th

I am going to login as aadmin

Tushar We will email you once this is permissions are working prop

shari ok I will check early tomorrow

Tushar We will be available for you tc

Is there anything else I may h

As this session is disconnecte

We will be ending this chat se

Thank you for choosing ACE c

*Tushar has ended this chat se*

Cl

He

## Visitor Details

**#78254 sll**

**Email:** sll@sllicpa.com ☎ 8473708883

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Secs

**City:** NORTHBROOK

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

sll	Hello, I am your Acebuddy
Acebuddy	Hello SII, I'm your Ace Buddy.
	Whom Would You Like to Conr
sll	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sll	I'd like to report an Issue
Acebuddy	Please select an option!
sll	Other Issue
Acebuddy	Please specify the issue you a
sll	Steven L Lopata CPA LTD - CIE
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the message to Steven L Lopata CPA LTD - CIE</i>
sll	Once again, my server is not responding
	<i>Anurag Sharma accepted the message</i>
Anurag Sharma	Thank you for contacting Ace
	Hello
sll	Working now.... VERY frustrated
	<i>sll has ended this chat session</i>

Cſ

He

### Visitor Details

**#78393 shari**

**Email:** shari@jkservicesinc.com ☎ 18054079440

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

**Operator:** Yash Kalra

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 17 Secs

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy
	Whom Would You Like to Connect?
shari	Technical Support (QB & App Integration)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing
shari	Got disconnected
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the chat to Yash Kalra</i>
	<i>Yash Kalra accepted the chat</i>
Yash Kalra	Hello Shari
shari	Ok looks like we are all set
	thank you
Yash Kalra	Is there anything else I may help you with?
shari	So just need the app installed
Yash Kalra	We have already scheduled this for you
	I would greatly appreciate if you could rate this chat by clicking on the Smiley icon
	Thank you for choosing ACE customer support
shari	Will do thanks
Yash Kalra	You may end this chat now. Once again, thank you for choosing ACE customer support

conversation, along with a tic

I request you to kindly spare a few moments for working. I will appreciate that. Thanks!

Note: You may change/reset your password at <https://selfcare.acecloudhost.com>

For self-help, check out our Knowledge Base at <https://www.acecloudhosting.com/support-center>

*Yash Kalra has ended this chat session.*

Cl

He

## Visitor Details

**#78480 Lee K**

**Email:** management@midwaycm.com  18479713301

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 28 Secs

**City:** HINSDALE

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Lee K	Hello, I am your Acebuddy
Acebuddy	Hello Management@midwaycm.com
	Whom Would You Like to Connect With?
Lee K	Technical Support (QB & App Hosting)
Acebuddy	

Welcome to Ace Support.

Please chose an option :

Lee K I'd like to raise a Request

Acebuddy Please select your request type

Lee K Change in Users

Acebuddy Please select your desired option

Lee K User Addition

Acebuddy Registered Account Owners have been created by the owner, Please refer to the following link

Do you need any further assistance?

Lee K Yes

Acebuddy Please wait while we connect you to the concerned person

*Acebuddy (bot) forwarded the message to Manish Singh*

*Manish Singh accepted the connection*

Manish Singh Thank you for contacting Ace Support

I will surely help you with this issue

Lee K Hi I am trying to connect with someone

Manish Singh Rajan is not in the shift right now

Lee K regarding 519694 ticket

Manish Singh This message has been deleted

Please wait

Kindly allow me two minutes to check

User Guest1.q14 has been added to the system

And we have emailed you registration details

Are we still connected here?

Lee K Hi

yes

so that user is activated?

Manish Singh Have you tried with accessing the account?

Lee K Not yet

I need my partner to setup the account

Manish Singh Alright, let me share the credentials with you

Is there anything else I may h

But as I can check user is in d

and reset the password for yo

Lee K can we follow the same instru

yes please activate the user

and yes please reset the pass

and send the password to me

Manish Singh Please send us an email from  
we could proceed further with

Also, the registered email for  
(mailto:Management@midwa

Is there anything else I may h

Are we still connected here?

Lee K hi yes

What should i send in the ema

Manish Singh To reactivate the user Guest1

Is there anything else I may h

Lee K I will send email now

Manish Singh Sure, we will activate the user

Is there anything else I may h

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we  
(1-888-415-5240) if any furthe

*Manish Singh has ended this conversation.*

Cl

## Visitor Details

**#77714 Susan Smith**

**Email:** mferguson@veehealthtek.com  19738864556

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

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

**City:** NORTH HOLLYWOOD

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Susan Smith	Hello, I am your Acebuddy
Acebuddy	Hello Miranda Ferguson, I'm y
	Whom Would You Like to Conn
Susan Smith	Technical Support (QB & App
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Susan Smith	I'd like to report an Issue
Acebuddy	Please select an option!
Susan Smith	QuickBooks Issue
Acebuddy	What type of QuickBooks Issu
Susan Smith	Other QB related issue
Acebuddy	Please specify the issue you a
Susan Smith	Unable to connect to VPN ser
	lencense"
Acebuddy	Please wait while we connect
	<i>Acebuddy (bot) forwarded the</i>
Susan Smith	no changes have been made
	<i>Manish Singh accepted the ch</i>

Manish Singh is transferring to

Ashutosh Mishra accepted the transfer

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting.
Susan Smith	hello
Ashutosh Mishra	I will surely help you with this.
	Do you have an existing ticket?
Susan Smith	Katie Jeffery just started on -
Ashutosh Mishra	Thanks for the confirmation!
	Kindly allow me two minutes to connect.
Susan Smith	sure
Ashutosh Mishra	I am checking from the back-end.
Susan Smith	no problem
Ashutosh Mishra	The backend changes may take some time. Kindly connect to my computer to help connect through the browser.
	Are we still connected here?
	Are we still connected here?
Susan Smith	yes
Ashutosh Mishra	Prior providing the access, I would like to share a link.
	Kindly paste this link in the browser.
	<a href="https://assist.acecloudhosting.com">https://assist.acecloudhosting.com</a>
	Please also check if you are able to connect.
Susan Smith	yes i was able to connect.
	thank you!
Ashutosh Mishra	Thanks for the confirmation!
	Is there anything else I may help you with?
Susan Smith	that's all - thanks again
Ashutosh Mishra	I would greatly appreciate if you could end this chat.
	You may end this chat now. Our conversation, along with a ticket, will be available for review.
	I request you to kindly spare some time for working. I will appreciate that.
	Thanks!

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

For self-help, check out our Knowledge Base

*Ashutosh Mishra has ended the session.*

Close

## Visitor Details

**#78213 Andrew Baranowski**

**Email:** abaranowski@abitconsult.com  5167325691

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** COMMACK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Andrew Baranowski	Open Case
Acebuddy	Hello Andrew Baranowski, I'm
	Whom Would You Like to Contact?
Andrew Baranowski	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andrew Baranowski	I'd like to raise a Request
Acebuddy	Please select your request type
Andrew Baranowski	Other Request

Acebuddy

Please drop an email to support@acecloudhosting.com  
Our technicians will connect with you.

If you are facing any issue/problem  
please let us know.

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

*Ended due to chat idle timeout.*

Cloud  
Hosting

Help

## Visitor Details

**#78089 krisika**

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

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 50 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

krisika

Hello, I am your Acebuddy

Acebuddy

Hello Krisika Panchal, I'm your support operator.

Whom Would You Like to Connect With?

krisika

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

krisika

I'd like to report an Issue

Acebuddy Please select an option!

krisika Other Issue

Acebuddy Please specify the issue you are facing

krisika Hi

Acebuddy Please wait while we connect

*Acebuddy (bot) forwarded the message to Ashutosh Mishra*

*Ashutosh Mishra accepted the message*

Ashutosh Mishra Thank you for contacting AceCloudHosting

krisika Hi

Quickbook not open in all pc

Ashutosh Mishra Krisika, I will be surely assistir

krisika HKIDATA01

Priorware.myrealdatal.net

Ashutosh Mishra Thanks for the confirmation !

Krisika please let me know if there is any issue

krisika Priorware

Ashutosh Mishra I understand by this statement that you are facing issue with server/Quickbooks?

*3:17:59 PM krisika is sharing a file named 174954885596418815958081.xls*

*This error*

krisika Quickbook not open in all user's system

Ashutosh Mishra We regret the inconvenience caused. Can you please provide us your contact number so that we can assist further?

krisika Yes

Ashutosh Mishra Prior providing the access, I would like to share the file with you.

krisika Ok

Ashutosh Mishra Kindly paste this link in the browser.

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

As per discussion over the recent call, we have resolved the related services from backend issues.

*Ashutosh Mishra has ended the conversation*

Cl

He

## Visitor Details

**#78764 Laura Garcia**

**Email:** lgarcia@visitingangels.com  8314300616

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

**Operator:** Yash Kalra

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** SAN MATEO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Laura Garcia	Hello, I am your Acebudd
Acebuddy	Hello Laura Garcia, I'm yo
	Whom Would You Like to
Laura Garcia	Technical Support (QB &
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Laura Garcia	I'd like to raise a Request
Acebuddy	Please select your request
Laura Garcia	Printer/Scanner Addition
Acebuddy	Please select your desire
Laura Garcia	Printer Addition
Acebuddy	Kindly install the client ve

instructions mentioned in

Once the local client has  
'Uniprint' option from the

Do you need any further

Laura Garcia Yes

Acebuddy Please wait while we con

*Acebuddy (bot) forwarded*

*Yash Kalra accepted the c*

Yash Kalra Thank you for contacting  
today.

I will be surely assisting yo

Laura Garcia My name is Laura Garcia

Yash Kalra Kindly allow me two min

Laura Garcia Server name is Qblivepro

Yash Kalra May I take the remote ac

Laura Garcia yes

Yash Kalra Prior providing the access  
end.

Kindly Click on the link attached  
<https://assist.acecloudhosting.com/>

We are connected on the  
remote. Till the time, I am  
issue is resolved, kindly c

Laura Garcia yes it is resolved

Yash Kalra Laura, we assisted you re  
Is there anything else I m

Laura Garcia no thank you

Yash Kalra I would greatly appreciate  
end of this chat by clickir

Thank you for contacting  
today.

You may end this chat no  
regarding this conversati

I request you to kindly sp  
how I am working. I will a  
quality@acecloudhosting

Note: You may change/re  
Portal (<https://selfcare.ac>

For self-help, check out o  
(<https://www.acecloudho>

*Yash Kalra has ended this*