

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71249 Marlon**  
**Email:** parts@liftpartsfl.com 📞 7862369209  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**City:** MIAMI  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

Marlon	Hello, I am your Acebuddy
Acebuddy	Hello Marlon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Marlon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Marlon	I'd like to raise a Request
Acebuddy	Please select your request type.
Marlon	Change in Applications
Acebuddy	Please select your desired option!
Marlon	Application Replacement
Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of th as its name and version.
	Additionally, please provide us with the name and version of the new application along with any license details that may l of QuickBooks).
	We request you to download the setup file for the new application from its respective website or portal and save it on you

	Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the in
	Do you need any further assistance on the topic?
Marlon	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!
Acebuddy has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70587 Gabriel Neumann

Email: gabrieln@pba-advisors.com 📞 4258905834

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 15 Secs

City: EVERETT

State: Washington

Country: UNITED STATES

Chat Transcript

Gabriel Neumann	Hello, I am your Acebuddy
Manish Singh	Hii Gabriel
Gabriel Neumann	Hi, I was getting pinged or messages. It was for ATX 2023.
	wasn't*
Manish Singh	May I know what is the message that you are getting?
Gabriel Neumann	I'm not really getting a message, it's just failing to login. usually there is a message when you use the wrong password.
Manish Singh	Alright, let me check once.

	Kindly check once.
Gabriel Neumann	Ok
	Now my ATX Admin PW is locked. Reseting it.
Manish Singh	Sure, take your time we will be happy to assist you along the way.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session



# Chat Transcript

Need urgent help. My RDP screen went black and it's not back

## Visitor Details

**#70633 Aamir Khowaja**  
**Email:** akhowaja@akfintaxadvisors.com ☎ 19014468492  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/?utm\_source=Bing&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Brande&utm\_term=Ace%20Cloud%20Hosting&utm\_adgroup=Primary&utm\_content=...  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 5 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript

Aamir Khowaja	Need urgent help. My RDP screen went black and it's not coming back
Dev Dubey	

	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.
	<i>Dev Dubey is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Aamir Khowaja	Hi Dev. I need urgent fix to this problem
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Aamir Khowaja	I was working on my RDP and suddenly the screen went black.
	I need urgent help
Tushar Pharswan	It seems you have initiated two chat sessions.
Aamir Khowaja	My bad
Tushar Pharswan	May I close the other chat session?
Aamir Khowaja	I mistakenly closed the windoe
	Yes you may close the other chay
	chat*
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Aamir Khowaja	FinTax Advisors
	User: Anum
	We have two users: Anum and Aamir. User Anum is not working
Tushar Pharswan	Kindly allow me two minutes to check the same.
Aamir Khowaja	Sure
	?
Tushar Pharswan	I'm here just checking the server still.
	The user Anum is in disconnected state I will sign the session of correctly.
	Kindly try to login again.
	Also is this issue happened earlier or its just the first time.
Aamir Khowaja	first time
Tushar Pharswan	Okay.
Aamir Khowaja	Let me try logging in again
Tushar Pharswan	Sure, please take your time
Aamir Khowaja	It worked
	Did you restart;
Tushar Pharswan	Disconnected you're stuck session.
	Same as reboot though.

Aamir Khowaja	ok thanks. Hopefully it won't happen again
Tushar Pharswan	The CPU utilization was high for some reason with user aamir.
	Which might have caused the issue.
Aamir Khowaja	ok, thanks
Tushar Pharswan	Rest assured everything is normal as of now.
	Is there anything else I may help you with ?
Aamir Khowaja	thank you so much
	have a great day
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us 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 appli
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70983 Ahtesham**  
**Email:** nedokk@gmail.com 📞 +923213898712  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**City:** LONDON  
**State:** Sindh South

Country: UNITED KINGDOM

Chat Transcript -----

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#70617 Kaileigh Sturdivant

**Email:** eaccounting@greenselectric.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:** NEEDLES  
**State:** California  
**Country:** UNITED STATES

Chat Transcript -----

Kaileigh Sturdivant	Hello, I am your Acebuddy
Acebuddy	Hello Kaileigh Sturdivant, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kaileigh Sturdivant	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kaileigh Sturdivant	I'd like to raise a Request
Acebuddy	Please select your request type.
	As we haven't got any response from your end, We are closing this chat. If you still n Kindly re-initiate the chat.

*Ended due to chat idle timeout*



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

**#70904 anewhart**  
**Email:** anewhart@glhvac.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** SOUTH BEND

**State:** Indiana

**Country:** UNITED STATES

Chat Transcript -----

anewhart	Hello, I am your Acebuddy
Acebuddy	Hello Anewhart, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
anewhart	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
anewhart	I'd like to report an Issue
Acebuddy	Please select an option!
anewhart	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
anewhart	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follo help you with resolving the issue
	Was that helpful?
anewhart	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be a
anewhart	Thank you
Tushar Pharswan	Hello anewhart.
	Kindly elaborate your issue.
anewhart	I am trying to log into QB and the file will not open
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and use



	anewhart	my user name is Admin 2
		where do i find my server name? Support asks every time and no one has told me wl name is so i can be better assisted?
	Tushar Pharswan	I will help with that may I know your company name?
		Or do you know your CID number registered with us. (Edited)
	anewhart	3 Prophet and a King, Great Lakes Heating and Air conditioning
	Tushar Pharswan	I found a company named Great Lakes Heating & Air Conditioning
	anewhart	is the server myrealdata?
		Yes that is us
	Tushar Pharswan	that's the end part.
		May I take the remote access of your server?
		Prior providing the access, I would suggest you to close any important documents at
	anewhart	yes
	Tushar Pharswan	Kindly accept the prompt.
		on server end.
	anewhart	I did
	Tushar Pharswan	For future chats your user name is AnnNewhart and server name is GreatLakesHAC.r
	anewhart	Thank you for providing me this helpful information
	Tushar Pharswan	May I log off your session as multiple instances of QuickBooks are launched in backg causing this issue.
	anewhart	yes
	Tushar Pharswan	Kindly log back in and check if the issue is resolved or not.
	anewhart	It states you are still logged in so it won't let me log in
	Tushar Pharswan	Kindly wait for your Field Edge application to complete its task after that QuickBooks
		You figured it out.
		As it is now working .
	anewhart	I am logged in now. thanks
	Tushar Pharswan	Is there anything else I may help you with ?
	anewhart	Nope that fixed the issue
	Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It me
	anewhart	thanks have a good day
	Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us

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

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

Thanks!

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

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

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70201 Katherine Perez**  
**Email:** [info@serficonbusinessservices.com](mailto:info@serficonbusinessservices.com) ☎ 15624167837  
**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:** PERRIS  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

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

	Please chose an option :
Katherine Perez	I'd like to report an Issue
Acebuddy	Please select an option!
Katherine Perez	Password Reset
Acebuddy	Please select an option below
Katherine Perez	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pa
	Do you need any further assistance on the topic?
Katherine Perez	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71009 krisika**  
**Email:** krisika@hkidata.com 📞 7383092838  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 49 Secs  
**City:** BORSAD  
**State:** Gujarat  
**Country:** INDIA

## Chat Transcript

krisika	Hello, I am your Acebuddy
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	Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	krisika	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	krisika	I'd like to report an Issue
	Acebuddy	Please select an option!
	krisika	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support r
	krisika	Hi
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be a today.
	krisika	Quickbook very slow in all pc
	Shubham Kataria	I deeply apologize for the inconvenience caused to you.
		I will be surely assisting you with this. Kindly help me with your server name and use
	krisika	Priorware.myrealdata.net
		Hkidata01
	Shubham Kataria	thank you for the information. Please allow me two minutes to check the same.
	krisika	Ok
	Shubham Kataria	I have checked CPU and RAM utilization, it seems normal now. Could you please try t check the performance.
	krisika	U can proceed the server reboot
	Shubham Kataria	Sure
	krisika	Yes
	Shubham Kataria	Could you please ask everyone to log off so that we can proceed with the server reb
	krisika	Logoff all server Wait
	Shubham Kataria	Sure, once all users will log off, I will initiate the reboot
	krisika	All server logoff
	Shubham Kataria	Thank you, I've initiated the reboot, and it will take around two minutes to complete.
	krisika	Ok

Shubham Kataria	Server is up now, you may check
krisika	Ok
	Quickbook fine working now in all pc
Shubham Kataria	That's great
krisika	Thank you
Shubham Kataria	Is there anything else I may help you with ?
krisika	No
	Thank you
Shubham Kataria	You're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can be working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a></p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a>)</p>
	<i>Shubham Kataria has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70995 Michael Ly**  
**Email:** [tori@picabooyearbooks.com](mailto:tori@picabooyearbooks.com) ☎ 18022421352  
**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:** SAUGUS  
**State:** Massachusetts  
**Country:** UNITED STATES

Chat Transcript -----

Michael Ly	Hello, I am your Acebuddy
Acebuddy	Hello Tori Martorina, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Ly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Ly	I'd like to raise a Request
Acebuddy	Please select your request type.
Michael Ly	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of yo technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate o
Michael Ly	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Michael Ly	Password Reset
Acebuddy	Please select an option below
Michael Ly	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pa
	Do you need any further assistance on the topic?
Michael Ly	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70498 Carolyn Sue Parsons**  
**Email:** csueparsons@gmail.com ☎ 512-423-3968  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 9 Secs  
**City:** COLUMBUS  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

Carolyn Sue Parsons	Hello, I am your Acebuddy
Acebuddy	Hello Carolyn Sue Parsons, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Carolyn Sue Parsons	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Carolyn Sue Parsons	I'd like to report an Issue
Acebuddy	Please select an option!
Carolyn Sue Parsons	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Carolyn Sue Parsons	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
Carolyn Sue Parsons	Ticket No. 619117 - Remote Desktop connection says "Your computer can't connect t computer because the remote Desktop Gateway server's certificate has expired or h Contact your network administrator for assistance."

	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Tushar Pharswan accepted the chat transfer request.</i>
	Carolyn Sue Parsons	Hello - please see above.
	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be a
		Kindly allow me two minutes to check the same.
	Carolyn Sue Parsons	I am also on hold with my phone
	Tushar Pharswan	You can cut the call we will resolve your issue on chat.
	Carolyn Sue Parsons	Ok - I did that.
		My client ID: CID66373; SuePa.pro1
	Tushar Pharswan	May I take the remote access of your local computer?
	Carolyn Sue Parsons	I'm not sure what you mean? take?
		Do you want to get on my computer?
		If so, yes!
	Tushar Pharswan	The access of your computer so that I can see and resolve the issue.
		Prior providing the access, I would suggest you to close any important documents at
	Carolyn Sue Parsons	YES~!
	Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/9282214928">https://assist.acecloudhosting.com/join/9282214928</a>
		Kindly Click on the link and open the downloaded file.
	Carolyn Sue Parsons	did that
		I think I did everything it asked
	Tushar Pharswan	Yes, you did great we are connected now I will now take over the screen.
	Carolyn Sue Parsons	ok
	Tushar Pharswan	Kindly guide me to the icon that you use to login.
	Carolyn Sue Parsons	Can you see the message i got?
		Icon is on the top right of my screen
	Tushar Pharswan	I'm checking at the server end as well.
		Kindly allow me two minutes to check the same.
		Its working now.
		Is there anything else I may help you with ?
	Carolyn Sue Parsons	No it is not. I am getting the same message!
	Tushar Pharswan	Okay kindly check the screen.



		can you take the screen shot of this error and share with me so that I can share it wil team.
	Carolyn Sue Parsons	How do I do that?
	Tushar Pharswan	No need now, I took it.
		Kindly allow me two minutes to check the same.
	Carolyn Sue Parsons	Thanks@!
	Tushar Pharswan	Thank you for waiting.
		The issue is resolved as of now.
		Kindly check if you want to as well.
		Are we still connected here?
	Carolyn Sue Parsons	Yes, Thank you very much!
	Tushar Pharswan	Great.
		This message has been deleted
		This message has been deleted
	Carolyn Sue Parsons	It keeps having this pop up: Somethings's Not right. We're unable to complete your r moment, try again later" What is it? I can get around it but don't like it
	Tushar Pharswan	Let me check.
	Carolyn Sue Parsons	My shortcuts on the left are gone also. That happened the same time the message a appear
	Tushar Pharswan	I have noted this, and will have a discussion with our team regarding this pop up dial generally contains the message that upgrade your QuickBooks to the latest 2024 vei
	Carolyn Sue Parsons	Do I need to upgrade? I don't want to pay more money particularly. I already pay mu client of mine who is also on Ace and has 2022 or 23
	Tushar Pharswan	Regarding the shortcuts there are in the desktop kindly elaborate on what shortcut y to.
	Carolyn Sue Parsons	On the left part of the screen it says My Shortcuts - but nothing is there now. It usual button, checks, etc.
	Tushar Pharswan	If you are able to work fine with the current version you have then there is no need t you mentioned about the others who are on ace server as well, we will have to conn as well they will email you once they see everything at there end.
	Carolyn Sue Parsons	I'm ok with 2020.
	Tushar Pharswan	Are these the shortcut you were talking about?
	Carolyn Sue Parsons	YES! Thanks!!
	Tushar Pharswan	Great as of now everything has been resolved.
		Is there anything else I may help you with ?

Carolyn Sue Parsons	I think that is all for now, Tushar, .. Thank you so much for your help!
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It me
Carolyn Sue Parsons	ok
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers c working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
	Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know

Tushar Pharswan has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71493 Arvind Kumar**  
**Email:** acct-sa@acfos.net  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 34 Secs  
**City:** LUCKNOW  
**State:** Uttar Pradesh  
**Country:** INDIA

## Chat Transcript

	Arvind Kumar	Hello, I am your Acebuddy
	Acebuddy	Hello Arvind Kumar, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Arvind Kumar	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Arvind Kumar	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Arvind Kumar	Password Reset
	Acebuddy	Please select an option below
	Arvind Kumar	Not Enrolled to Selfcare Portal
	Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username f password needs to be reset and we'll share an update once the request is processed
		Do you need any further assistance on the topic?
	Arvind Kumar	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be a today.
	Arvind Kumar	Hi Shubham
		I am not able to connect RDP
	Shubham Kataria	Hello Arvind
		I will be surely assisting you with this. Kindly help me with your server name and use
	Arvind Kumar	as I forgot my pas
		password
		ShobhitAG
	Shubham Kataria	Kindly allow me two minutes to check the same.
	Arvind Kumar	AdvancedCFO
	Shubham Kataria	I have checked that you are not enrolled in selfcare portal to reset the password. we from the account owner to reset the password.
	Arvind Kumar	Sure...

Shubham Kataria	Could you please ask the account owner to send an email to [support@acecloudhost (mailto:support@acecloudhosting.com) from [robzayas@acfos.net](mailto:robzayas@ reset your password
	Once we will receive the account owner approval, we will send the password
Arvind Kumar	okay
Shubham Kataria	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 (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#71684 Cassie Hicks  
Email: admin@equitablecpa.com  
Department: Support(QB & App Hosting)  
Operator:  
Website: https://www.acecloudhosting.com/support-chat.php  
Operating System: Microsoft Windows  
Browser: Google Chrome  
Device: Desktop  
Average Response Time: 1 Min 16 Secs  
City: SPANISH FORK  
State: Utah  
Country: UNITED STATES

## Chat Transcript

Cassie Hicks	Hello, I am your Acebuddy
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	Acebuddy	Hello Cassie Hicks, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Cassie Hicks	VDI/DaaS Support
	Acebuddy	Please wait while we connect you to an available Representative.
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Janardan Mishra accepted the chat transfer request.</i>
	Janardan Mishra	Thank you for choosing ACE cloud Hosting. My name is Janardan. How may I help yo
	Cassie Hicks	Hi, we're having problems with our VD and need you guys to reboot the server.
	Janardan Mishra	Sure. Please provide your account name or CID
		You may also provide server name so I may locate the account
	Cassie Hicks	Sorry for the delay, I had to go find it.
		CID70681
	Janardan Mishra	It seems you selected incorrect que so your chat landed to us. Unfortunately we do r your account so we are transferring your chat to concerned team. They will assist yo stay on chat.
	Cassie Hicks	Thanks
		<i>Janardan Mishra is transferring the chat to Support(QB &amp; App Hosting).</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be ass
	Cassie Hicks	Hi, we're having problems with our VD and need you guys to reboot the server.
	Sharath Kumar	sure, let me confirm your server
	Cassie Hicks	Sure, what do you need from me?
	Sharath Kumar	EquitableAS.myrealdata.net - is that the server name that needs to be rebooted
	Cassie Hicks	yes
	Sharath Kumar	Cassie, could you let me know the exact problem that you are having with this serve
	Cassie Hicks	It keeps freezing for me - just for about 30 seconds at a time. Another employee can our files
	Sharath Kumar	understood.
		the resource utilization appears to have comeback to normal
		there are 3 users still logged in on the server. Do you still want me to reboot the serv
	Cassie Hicks	yes please
	Sharath Kumar	server has been rebooted, please try signing in again
	Cassie Hicks	It's working. Hopefully that solved any problems.

Sharath Kumar	glad to know that it resolved your concern, anything else that I may assist you with?
Cassie Hicks	No, that's it. Thanks so much!
Sharath Kumar	<p>You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can be working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a>)</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>

Sharath Kumar has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70139 Michael Pourhossini**  
**Email:** michael@plantdomaine.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 11 Secs  
**City:** SACRAMENTO  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Michael Pourhossini	Hello, I am your Acebuddy
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	Acebuddy	Hello Michael Pourhossini, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Michael Pourhossini	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Michael Pourhossini	I'd like to report an Issue
	Acebuddy	Please select an option!
	Michael Pourhossini	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Michael Pourhossini	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follo help you with resolving the issue
		Was that helpful?
	Michael Pourhossini	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Tushar Pharswan accepted the chat transfer request.</i>
	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be a
	Michael Pourhossini	please call me at 916-531-7464
		i have an issue with login to Quickbooks
		Ticket number 614423
	Tushar Pharswan	Kindly allow me two minutes to check the ticket.
	Michael Pourhossini	Ok. Please you log onto my computer and see the issue for yourself
	Tushar Pharswan	sure.
		Prior providing the access, I would suggest you to close any important documents at
	Michael Pourhossini	I have already
	Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/2392571024">https://assist.acecloudhosting.com/join/2392571024</a>
		Kindly Click on the link and open the downloaded file.
		Kindly show me the issue you are facing.
	Michael Pourhossini	here is the issue
		this message which never appeared before
		What is the password ?



Tushar Pharswan	seems like the issue is with the password allow me two minutes to check it from back
Michael Pourhossini	ok thanks
Tushar Pharswan	The password seems to be wrong or either expired.
	So what you can do is
Michael Pourhossini	how do I get a new one?
Tushar Pharswan	Contact Lisa Menconi she will have access to MyPortal from there she can reset your password that is not possible kindly ask her to email us at support@acecloudhosting.com to request a new password from email id Lisa@plantdomaine.com.
	Is there anything else I may help you with ?
Michael Pourhossini	ok thanks
Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us with the details of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can be more effective in their working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70907 Jeff Ninnemann**  
**Email:** jeff@buffalofinances.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:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript -----

Jeff Ninnemann	Hello, I am your Acebuddy
Acebuddy	Hello Jeff Ninnemann, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jeff Ninnemann	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jeff Ninnemann	I'd like to raise a Request
Acebuddy	Please select your request type.
Jeff Ninnemann	Change in Applications
Acebuddy	Please select your desired option!
Jeff Ninnemann	Application Replacement
Acebuddy	To request replacement of an application, please send us an email at support@acecl with the details of the current application that needs to be uninstalled, such as its na
	Additionally, please provide us with the name and version of the new application aloi
	license details that may be necessary for the installation (for example, in case of Qui
	We request you to download the setup file for the new application from its respective
	and save it on your server desktop.
	Once this is done, kindly inform us by sending an email to support@acecloudhosting
	proceed with the installation of the new application at our end.
	Do you need any further assistance on the topic?
Jeff Ninnemann	Setback
Acebuddy	Please select your desired option!
Jeff Ninnemann	Setback
Acebuddy	Please select your request type.
Jeff Ninnemann	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :

Jeff Ninnemann	Other Application
Acebuddy	To begin the installation process, please download the setup file from your applicatio it to your server desktop.
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.
	Generally, application upgrades are completed during the night hours to avoid any d do specify if you need the request processed at a specific time.
	Do you need any further assistance on the topic?
Jeff Ninnemann has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71456 jend**  
**Email:** jend@taxproak.com 📞 19077431040  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 17 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript

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

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	jend	I'd like to report an Issue
	Acebuddy	Please select an option!
	jend	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support r
	jend	Cant connect to server when trying to open up atx 2023
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assis
	jend	Cant connect to server when trying to open up atx 2023
		Jen Desroches
		Tax Professionals of Alaska
	Manish Singh	I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
	jend	thx
	Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other us
	jend	its just me right now until i get all the cloud server set up the way i like
		and this happens every time i log in for the first time opening the app for the day
	Manish Singh	Kindly try to access now.
	jend	anwah was supposed to email me instructions on how to fix my self, however we hac migration over the weekeend so it might be stuck with the migration
		ok standby
		ok im logged in
		thank you,
		can you re email me the instructions to fix myself?
	Manish Singh	Sure, we will
		Is there anything else I may help you with ?
	jend	Nope that is all for right now.
		Thanks again
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.

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

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

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

Thanks!

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

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

Manish Singh has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71527 steven**  
**Email:** [steven@lynncpas.com](mailto:steven@lynncpas.com) ☎ 17204703581  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 48 Secs  
**City:** DENVER  
**State:** Colorado  
**Country:** UNITED STATES

## Chat Transcript

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

		Whom Would You Like to Connect With?
	steven	VDI/DaaS Support
	Acebuddy	Please wait while we connect you to an available Representative.
		<i>Acebuddy (bot) forwarded the chat request</i>
	steven	I was kicked off my server and am unable to log back in. This is the second time today happened
		<i>Sushant accepted the chat transfer request.</i>
	Sushant	Thank you for choosing ACE cloud Hosting, my name is Sushant. I will be assisting you. How may I help you?
		May I know your company name please ?
	steven	Lynn CPAs
		I was on with support this morning and the same problem is happening again
		I was kicked from the server and cannot log back on
		I need this problem fixed completely I can't keep getting kicked off
	Sushant	Please wait while we connect you to our concern team.
		<i>Sushant is transferring the chat to Support(QB &amp; App Hosting).</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you.
	steven	Ok please read above for my complaint
	Manish Singh	I will surely help you with this issue.
	steven	This is becoming frustrating and needs to be resolved
	Manish Singh	Is there someone using your credentials to login to the server other than you?
		Steven
	steven	no
	Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users?
	steven	no one else has credentials or even the ability to login
		No
	Manish Singh	Alright, Noted
		Kindly allow me two minutes to check the same.
	steven	I have this problem occur usually at least once a day
		I cannot finish a complete day without a server problem and I am considering moving to another provider
	Manish Singh	I apologize for the trouble you've experienced. I want to assure you that we're taking steps to resolve this issue as quickly as possible.

		steps to resolve this issue.
	steven	I was told that this morning when i was assured the problem was solved
	Manish Singh	You are keep getting in disconnected state over the server which is causing this issue
	steven	I dont know what that means
		i just know i am kicked off and cant log back on
		but have internet connection
		obviously
	Manish Singh	I would like to know if you are using any specific application from which you are getting disconnected from the server?
	steven	Nope
		The server freezes
		and i cant logoff i can close windows
		I cant even properly disconnect
		and then when i close and try to login i get an error
	Manish Singh	Alright, try now if in future this issue occurred again we will escalate this case and help you find a permanent solution.
		For now, we have resolved the issue and keep the ticket is follow up.
		We have checked the RAM and server configuration seems to be fine.
	steven	I have dealt with that previously so IDK what the problem is
	Manish Singh	May I take the remote access of your local computer?
	steven	sure
		I have a 1:00 meeting so i am pressed for time
	Manish Singh	It will take 5 minutes i need to check something Quick.
		<a href="https://assist.acecloudhosting.com/join/1362943339">https://assist.acecloudhosting.com/join/1362943339</a>
	steven	ok
	Manish Singh	Prior providing the access, I would suggest you to close any important documents at hand
	steven	ok
		i went clicked the link\
		and entered session
	Manish Singh	This message has been deleted
	steven	ok
	Manish Singh	Still waiting for the session.
	steven	i already clicked to join

Manish Singh	Are you using MAC?
steven	NO
Manish Singh	Are you getting an error or its still loading?
	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
steven	its connected
Manish Singh	Is there anything else I may help you with ?
steven	no
Manish Singh	I apologize for the trouble you’ve experienced.
	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 conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers c working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
	Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know
	<i>Manish Singh has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70622 antony.wu**  
**Email:** antony.wu@snrtea.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS

**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Sec  
**City:** OXNARD  
**State:** California  
**Country:** UNITED STATES

Chat Transcript -----

antony.wu	Hello, I am your Acebuddy
Acebuddy	Hello Antony.wu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
antony.wu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
antony.wu	I'd like to raise a Request
Acebuddy	Please select your request type.
antony.wu	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate o
antony.wu	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
antony.wu	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
antony.wu	I am currently stuck on a blue screen when logging into the remote desktop, please i user session, Server Name: SunrightCorp.myrealdata.net Username: myrealdata\Ant
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be a
	Kindly allow me two minutes to check the same.
antony.wu	alright, thanks
Tushar Pharswan	Till then can you tell me if this issue is frequent or any other users face this type of is
antony.wu	it happens on occasion, maybe like once every few weeks, not sure why it happens,



	usually occurs when loading into remote desktop and theres a disconnection somewh
Tushar Pharswan	I just disconnected your session correctly.
antony.wu	there will be a loading/trying to reconnect symbol, then crashes and goes to the blue
Tushar Pharswan	It happens sometimes when the session is not disconnected properly.
	Is the issue resolved as of now.
antony.wu	i see
	yes it has been fixed, thank you!
Tushar Pharswan	Great.
	Is there anything else I may help you with ?
antony.wu	no, that was all, thank you!
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers c working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/know">https://www.acecloudhosting.com/know</a></p>

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70045 Joel Rodriguez**  
**Email:** jrodriguez@nativefloral.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Aarush Aneja  
**Website:** <https://www.acecloudhosting.com/support-chat.php>

**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** MCHENRY  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript -----

Joel Rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Joel Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Joel Rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joel Rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
Joel Rodriguez	Password Reset
Acebuddy	Please select an option below
Joel Rodriguez	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pa
	Do you need any further assistance on the topic?
Joel Rodriguez	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assis
Joel Rodriguez	hi - im trying to log in for the first time, i have the link to enter my password but is n
Aarush Aneja	We will surely assist you
	May I take the remote access of your local computer?
Joel Rodriguez	yes
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at
	<a href="https://assist.acecloudhosting.com/join/1122214967">https://assist.acecloudhosting.com/join/1122214967</a>
	Please click on the link and open the downloaded file, and follow the instruction to cc

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

We are connected back

We assisted with the password issue

We unlocked the account and assisted in connecting back on to the server (Edited)

The selfcare will assist you resetting the password after 3-4 hours

We believe your issue is now resolved

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

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

I request you to kindly spare a moment to fill that out for me so that my managers ca  
working. I will appreciate that. or you may send your feedback at quality@acecloudh  
Thanks!

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

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

*Aarush Aneja has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71220 Tamara Bills

**Email:** tamara@smithtaxadvisors.com ☎ 8015995526  
**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:** HURRICANE  
**State:** Utah  
**Country:** UNITED STATES

Chat Transcript -----

Tamara Bills	Hello, I am your Acebuddy
Acebuddy	Hello Tamara Bills, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tamara Bills	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tamara Bills	I'd like to report an Issue
Acebuddy	Please select an option!
Tamara Bills	Password Reset
Acebuddy	Please select an option below
Tamara Bills	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pa
	Do you need any further assistance on the topic?
Tamara Bills	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

Hello, I am your Acebuddy

Visitor Details

**#70274 Dana Smith**  
**Email:** danas@boardwalk.net 📞 18443442677  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 9 Secs  
**City:** TUALATIN  
**State:** Oregon  
**Country:** UNITED STATES

Chat Transcript

Dana Smith	Hello, I am your Acebuddy
Acebuddy	Hello Dana Smith, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dana Smith	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dana Smith	I'd like to report an Issue
Acebuddy	Please select an option!
Dana Smith	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Dana Smith	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
Dana Smith	QBE14 will not open. I've tried the reset utility to no success.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be as
	I will be surely assisting you with this. Kindly help me with your server name and use

	Dana Smith	QBLIVEEnt.myrealdata.net
		rdg.myrealdata.net
	Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Dana Smith	myrealdata\DanaS.q15
	Shubham Yadav	Dana, could you please let me know if you are able to open QuickBooks?
	Dana Smith	No I can't. And, now the server is rebooting.
	Shubham Yadav	Alright dana, we are proceeding with reboot.
		Please try to connect on the server with in 5 minutes.
	Dana Smith	I tried again. QBE still wouldn't open. But, I just received another notice the server is wait a few minutes and try again.
	Shubham Yadav	Dana server is rebooting now, please try again logging in
		Dana are you able to login ?
	Dana Smith	Not yet. Gateway still not available.
	Shubham Yadav	Please wait for a moment
	Dana Smith	Login process is stuck on gateway configuration.
		Can't access the server.
	Shubham Yadav	Dana server is turning on. I will let you know
		Dana we are looking into it. Please wait for a moment.
		Thank you for your patience.
	Dana Smith	Okay
	Shubham Yadav	Dana please try to login now
		server is up now
	Dana Smith	I'm able to login. Trying QBE now.
	Shubham Yadav	alright
	Dana Smith	Okay, it opened. Thank you!
		<i>Dana Smith has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71197 celeste  
Email: celeste@creativeshelters.com ☎ 541-988-1099  
Department: Support(QB & App Hosting)  
Operator: Manish Singh  
Website: https://www.acecloudhosting.com/support-chat.php  
Operating System: Microsoft Windows  
Browser: Mozilla Firefox  
Device: Desktop  
Average Response Time: 1 Min 1 Sec  
City: SPRINGFIELD  
State: Oregon  
Country: UNITED STATES

Chat Transcript

celeste	Hello, I am your Acebuddy
Acebuddy	Hello Celeste, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
celeste	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
celeste	I'd like to report an Issue
Acebuddy	Please select an option!
celeste	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
celeste	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when is: might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error messag support@acecloudhosting.com. Our engineers will manually check and implement th be and share a confirmation via email.
	Do you need any further assistance on the topic?
celeste	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request	
Vignesh Arul accepted the chat transfer request.	
Vignesh Arul is transferring the chat to Manish Singh.	
Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assis
celeste	The meeage I am getting when I try to open QB is that wee have reached our unregi: I need to register
Manish Singh	I will surely help you with this issue.
celeste	Great thank you
Manish Singh	May I take the remote access of your local computer?
celeste	sure
Manish Singh	<a href="https://assist.acecloudhosting.com/join/7132507567">https://assist.acecloudhosting.com/join/7132507567</a>
	Prior providing the access, I would suggest you to close any important documents at
	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	3:44:38 AMManish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:108.82 KB )
	There will be a code given by Intuit support to activate the QuickBooks.
	Is there anything else I may help you with ?
celeste	I guess not - even though it says to contact QB support
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.  I request you to kindly spare a moment to fill that out for me so that my managers c working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!  Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).  For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know
Manish Singh has ended this chat session	



# Chat Transcript

I keep getting locked out of all my accounts. now I cannot  
my remote desktop

## Visitor Details

**#70700 Ashlee Maitland**  
**Email:** office@sadlonandassociates.com ☎ 18282000079  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/cyber-security/  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 6 Secs  
**City:** FRANKLIN  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

Ashlee Maitland	I keep getting locked out of all my accounts. now I cannot access my remote desktop
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further
	<i>Dikshant Yadav is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you
	I will be surely assisting you with this. Kindly help me with your server name and use
Ashlee Maitland	my real data Ashlee.npro1
	I am getting a password expiry notice so I updated my passwords. I was still getting password expiry notice on one account and now my password isn't working for the Remote Desktop care portal. I have them written down so I know they are correct
	An error occurred while communicating with the Remote Desktop Gateway. If this keeps occurring, please contact your network administrator for assistance.
Yash Kalra	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Ashlee Maitland	sure

	Yash Kalra	Prior providing the access, I would suggest you to close any important documents at
		Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/8122032454">https://assist.acecloudhosting.com/join/8122032454</a>
	Ashlee Maitland	Thank you! Will I need to do the same for the other user? That is the account that ke Ace expiry notice
	Yash Kalra	Yes, it's just a normal pop up please ignore that pop-up. (Edited)
		Is there anything else I may help you with ?
		Are we still connected here?
	Ashlee Maitland	My self care portal wasn't working, let me try
	Yash Kalra	After this chat, we will send you an SOP to enroll in the self-care portal. Please follow mentioned in the SOP to complete your enrollment.
		Is there anything else I may help you with ?
	Ashlee Maitland	that is it thank you
	Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback chat by clicking on the smilies.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers c working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudh">quality@acecloudh</a> Thanks!
		Note: You may change/reset your server password on your own by registering on our ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
		For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/know">https://www.acecloudhosting.com/know</a>

*Yash Kalra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#70953 Christine Baleto**  
**Email:** ajtr11.mr@gmail.com 📞 16714875301  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 11 Secs  
**City:** HAGATNA  
**State:** Guam  
**Country:** GUAM

Chat Transcript -----

Christine Baleto	Hello, I am your Acebuddy
Acebuddy	Hello Adam Rivera, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Christine Baleto	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christine Baleto	I'd like to report an Issue
Acebuddy	Please select an option!
Christine Baleto	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
Christine Baleto	Hi Ace
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be as:
Christine Baleto	im having issues with RDP file for one of my users
Anurag Sharma	Hello Adam
Christine Baleto	when she clicks on the file it automatically goes to MFA
	but she has not yet set up MFA
	its requesting an admin MFA
Anurag Sharma	I deeply apologize for the inconvenience caused to you.

	I will be surely assisting you with this. Kindly help me with your server name and use
	Are we still connected here?
Christine Baleto	froots
Anurag Sharma	Could you please confirm the account name? (Edited)
Christine Baleto	da'jah arceo
Anurag Sharma	Could you please share your CID?
	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 (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70384 Alexis**  
**Email:** alexisa@sentryusa.com ☎ 16057530880  
**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:** WATERTOWN  
**State:** South Dakota  
**Country:** UNITED STATES

## Chat Transcript

Alexis	Hello, I am your Acebuddy
Acebuddy	Hello Alexisa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Alexis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alexis	I'd like to raise a Request
Acebuddy	Please select your request type.
Alexis	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
Alexis	Setback
Acebuddy	Please select your request type.
Alexis	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate o
	As we haven't got any response from your end, We are closing this chat. If you still n Kindly re-initiate the chat.

Ended due to chat idle timeout

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#71181 ANDREW LEWIS KLEIN  
Email: burro7777@aol.com ☎ 15034903553  
Department: Support(QB & App Hosting)  
Operator: Manish Singh  
Website: https://www.acecloudhosting.com/support-chat.php  
Operating System: Microsoft Windows

**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 15 Secs  
**City:** LAS VEGAS  
**State:** Nevada  
**Country:** UNITED STATES

Chat Transcript -----

ANDREW LEWIS KLEIN	Hello, I am your Acebuddy
Acebuddy	Hello Burro7777, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ANDREW LEWIS KLEIN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ANDREW LEWIS KLEIN	I'd like to report an Issue
Acebuddy	Please select an option!
ANDREW LEWIS KLEIN	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ANDREW LEWIS KLEIN	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when is: might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error messag support@acecloudhosting.com. Our engineers will manually check and implement th be and share a confirmation via email.
	Do you need any further assistance on the topic?
ANDREW LEWIS KLEIN	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
ANDREW LEWIS KLEIN	Please update our Quickbooks. Can't log in
	<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 assis
ANDREW LEWIS	

	KLEIN	Thanks Manish
	Manish Singh	I will surely help you with this issue.
	ANDREW LEWIS KLEIN	Thanks
	Manish Singh	Kindly allow me two minutes to check the same.
	ANDREW LEWIS KLEIN	ok
	Manish Singh	May i know your username?
	ANDREW LEWIS KLEIN	AndrewKl.NENT1
	Manish Singh	We have made the required changes kindly check now.
	ANDREW LEWIS KLEIN	Not working
		Stalls while opening Quickbooks
	Manish Singh	Checking please wait.
		Alright, check now.
	ANDREW LEWIS KLEIN	Still not working
	Manish Singh	May I take the remote access of your server?
	ANDREW LEWIS KLEIN	freezes
		yes
	Manish Singh	Prior providing the access, I would suggest you to close any important documents at
	ANDREW LEWIS KLEIN	done
	Manish Singh	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
		Seems to be working fine now.
	ANDREW LEWIS KLEIN	Not opening! Freezes!
	Manish Singh	Opening company file will take some time let's wait for some time.
	ANDREW LEWIS KLEIN	ok
	Manish Singh	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 (1-888-415-5240) if any further assistance is required.

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70665 Sunita Karamchandani**  
**Email:** sunita@skcpallc.com 📞 14198823599  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 7 Secs  
**City:** SYLVANIA  
**State:** Ohio  
**Country:** UNITED STATES

## Chat Transcript

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



	Sunita Karamchandani	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follo help you with resolving the issue
		Was that helpful?
	Sunita Karamchandani	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist
		<i>Acebuddy (bot) forwarded the chat request</i>
	Sunita Karamchandani	i have been on phone for half an hour no one is answering i need to talk to someone
		<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 assis
	Sunita Karamchandani	are you closing hte company
	Manish Singh	I apologize for any delay. Thank you for your patience.
	Sunita Karamchandani	as your service is useless
	Manish Singh	No, Sunita
		I deeply apologize for the inconvenience caused to you.
	Sunita Karamchandani	my user is not able to log inn username is Daxap
	Manish Singh	I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
	Sunita Karamchandani	make sure she is able to get in quickbooks
	Manish Singh	Noted, mam
		May I take the remote access of Daxap local computer?
	Sunita Karamchandani	how can you take remote access if she is not able to log in]
	Manish Singh	I will share a link over this chat, kindly ask to paste that link on any browser so that I access.
		<a href="https://assist.acecloudhosting.com/join/1812542975">https://assist.acecloudhosting.com/join/1812542975</a>
		Prior providing the access, I would suggest you to close any important documents at
	Sunita Karamchandani	i have send her this link
	Manish Singh	Alright, Thanks we would be happy to assist you.
	Sunita Karamchandani	she is pressing join and cannot see
	Manish Singh	

		We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	Sunita Karamchandani	did you delete the remote desk top link on her desktop
	Manish Singh	Yes, made a new one.
	Sunita Karamchandani	she needs password to log in
	Manish Singh	Kindly ask her to use the old password.
	Sunita Karamchandani	it is not working
	Manish Singh	Checking please wait.
	Sunita Karamchandani	she is also waiting
	Manish Singh	I apologize for any delay. Thank you for your patience.
	Sunita Karamchandani	she is on line
		is it working
	Manish Singh	It will take some time Sunita, as it is the issue related to her password.
		Issue Resolved.
	Sunita Karamchandani	she does not have link on her desktop
	Manish Singh	It's there only with the name Daxap.
	Sunita Karamchandani	can she save her password
	Manish Singh	Yes, she can Sunita.
	Sunita Karamchandani	can you helo her please
		help
	Manish Singh	It's like when she tries to login before putting password, she can tick the save passw
		I will surely help her.
		Please Wait.
		Kindly ask her to logoff from the server end.
		So that we can proceed with the request of password save.
	Sunita Karamchandani	she did
		are things working
		problem connecting with remote her compueter is saying
	Manish Singh	She was in the disconnected state on the server removed her, checking now.

	Sunita Karamchandani	please do it fast it is tax season for me
	Manish Singh	Can we reboot the server once?
	Sunita Karamchandani	yes
	Manish Singh	Restarted
	Sunita Karamchandani	who else is on server
	Manish Singh	Please wait.
		Server is up.
		Kindly log back in.
	Sunita Karamchandani	help her please
		she is on line with me for half an hour i have other clients calling me please help her
	Manish Singh	She has accessed Server successfully.
	Sunita Karamchandani	where is the link on her desktop
	Manish Singh	Daxap.
	Sunita Karamchandani	she is not able to see that please help her
		you are trying my patient
	Manish Singh	We have created a one on her desktop.
		I apologize for the trouble you’ve experienced.
	Sunita Karamchandani	you have put link on her desktop shorcut what is that for
	Manish Singh	<div>The RDP to access Server.</div>
		Password issue also resolved.
		Is there anything else I may help you with ?
		Are we still connected here?
	Sunita Karamchandani	thanks
		can you have dharmendra call me not urgent
	Manish Singh	Sure, I will let him know Sunita.
	Sunita Karamchandani	i think chat is more helpful
		thanks
	Manish Singh	Thanks for your patience over the matter.

		Is there anything else I may help you with ?
	Sunita Karamchandani	no
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can be working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
		Note: You may change/reset your server password on your own by registering on our website (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
		<i>Manish Singh has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71163 Dennis Norman**  
**Email:** dennis@stlre.com ☎ 13143321012  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** BALLWIN  
**State:** Missouri  
**Country:** UNITED STATES

## Chat Transcript

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

Ended due to chat idle timeout

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71625 johnathon**  
**Email:** johnathon@islandenteretainment.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:** PENSACOLA

**State:** Alabama  
**Country:** UNITED STATES

Chat Transcript -----

johnathon	Hello, I am your Acebuddy
Acebuddy	Hello Johnathon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnathon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnathon	I'd like to raise a Request
Acebuddy	Please select your request type.
johnathon	Change in Users
Acebuddy	Please select your desired option!
johnathon	User Addition
Acebuddy	Kindly email us the full name of the User(s) who needs to be added at support@acec from your registered email address and we'll update you once the request has been
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still n Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

**#70160 sszoke**  
**Email:** sszoke@roofechconsulting.com  
**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** BREESE  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript -----

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

**#70289 Dennis Odom**  
**Email:** dennis@pinpointeaccounting.com ☎ 15207957505  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 3 Secs  
**City:** TUCSON  
**State:** Arizona  
**Country:** UNITED STATES

Chat Transcript

Dennis Odom	Hello, I am your Acebuddy
Acebuddy	Hello Dennis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dennis Odom	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dennis Odom	I'd like to report an Issue
Acebuddy	Please select an option!
Dennis Odom	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
Dennis Odom	Hi, I reported an issue with SmartPosting on our Sage 50 software. You emailed me s to do a live chat to fix the problem.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting
	I will be surely assisting you with this. Kindly help me with your server name and use
Dennis Odom	PASPC
	Dennis
Yash Kalra	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
Dennis Odom	Yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/1672867900">https://assist.acecloudhosting.com/join/1672867900</a>
	As we haven't got any response from your end, We are closing this chat. If you still n Kindly re-initiate the chat.

*Ended due to chat idle timeout*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71636 Deanna Logoteta**  
**Email:** dlogoteta@awakenjustice.org 📞 7752196737  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** RENO  
**State:** Nevada  
**Country:** UNITED STATES

## Chat Transcript

Deanna Logoteta	Hello, I am your Acebuddy
Acebuddy	Hello Deanna Logoteta, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Deanna Logoteta	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Deanna Logoteta	I'd like to report an Issue
Acebuddy	Please select an option!
Deanna Logoteta	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Deanna Logoteta	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when is: might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error messag support@acecloudhosting.com. Our engineers will manually check and implement th be and share a confirmation via email.

	Do you need any further assistance on the topic?
Deanna Logoteta	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>6:22:20 AMDeanna Logoteta is sharing a file with you</i> <i><a href="#">qbks error.jpg</a> - ( Size:224.4 KB )</i>
	<i>I'm getting an error when trying to run the update</i>
Deanna Logoteta	I closed everything out that I'm aware of
	<i>Chat request was not picked up by the operators</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70955 Amy Wiggins**  
**Email:** awdiver@yahoo.com 📞 2178170131  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 5 Secs  
**City:** GEORGE TOWN  
**State:** Cayman Islands  
**Country:** CAYMAN ISLANDS

## Chat Transcript

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

	Amy Wiggins	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Amy Wiggins	I'd like to report an Issue
	Acebuddy	Please select an option!
	Amy Wiggins	Password Reset
	Acebuddy	Please select an option below
	Amy Wiggins	Not Enrolled to Selfcare Portal
	Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username f password needs to be reset and we'll share an update once the request is processed
		Do you need any further assistance on the topic?
	Amy Wiggins	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Anurag Sharma accepted the chat transfer request.</i>
	Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be as:
		Hello Amy
	Amy Wiggins	Hello Anurag. Thank you for helping me.
		I am having a problem logging into my Hosted Quickbooks. I got a message while log system that my password had expired. I tried to reset it, however it hasn't worked.
		... and now I am unable to access at all.
	Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and use
	Amy Wiggins	The server name is Qblive10.myrealdata.net
		Username is AmyM.q10.
	Anurag Sharma	Thanks for the confirmation !
		Kindly allow me two minutes to check the same.
	Amy Wiggins	Indeed
	Anurag Sharma	As it is a password reset request.
		After this chat I will send you an email. You can just revert back to that email from th with an approval for the same so that I can proceed with this request. I will email you password after that.
		Is there anything else I may help you with ?
	Amy Wiggins	OK, thank you. I will look out for the e-mail.
	Anurag Sharma	

Thanks for the confirmation !

I would greatly appreciate if you could spare a minute to give your valuable feedback chat.

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

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

I request you to kindly spare a moment to fill that out for me so that my managers c working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!

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

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

Anurag Sharma has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70837 manny.n**  
**Email:** manny.n@andersentax.co.il ☎ 571-310-4062  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 3 Secs  
**City:** BANGALORE  
**State:** Andhra Pradesh  
**Country:** INDIA

## Chat Transcript

	manny.n	Hello, I am your Acebuddy
	Acebuddy	Hello Manny.n, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	manny.n	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	manny.n	I'd like to raise a Request
	Acebuddy	Please select your request type.
	manny.n	Reboot your Server
	Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email ac reason for server reboot and the support team will be happy to update you on the ta
		Do you need any further assistance on the topic?
	manny.n	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be a
		Hello manny
	manny.n	Hi can you please push lacerte updates and restart server - 622021 is the ticket ID
	Shashwat Verma	I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
	manny.n	thank you
	Shashwat Verma	We have noted your request and will complete it next 20 mins.
		Is that work for you ?
	manny.n	yes please
	Shashwat Verma	Sure, will update you on email when we are done with application update.
		Is there anything else I may help you with ?
	manny.n	no thats all
	Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in adv
		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 conversation, along with a ticket number and survey feedback form.

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

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

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

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70245 Nilay Patel**  
**Email:** nilay@priorware.com ☎ 12294570732  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 4 Secs  
**City:** BAJIPURA  
**State:** Gujarat  
**Country:** INDIA

## Chat Transcript

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

	Nilay Patel	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Nilay Patel	Change in Applications
	Acebuddy	Please select your desired option!
	Nilay Patel	Application Replacement
	Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of the current application that needs to be uninstalled, such as its name and version.
		Additionally, please provide us with the name and version of the new application along with its license details that may be necessary for the installation (for example, in case of QuickBooks, you will need to provide the license key).
		We request you to download the setup file for the new application from its respective website and save it on your server desktop.
		Once this is done, kindly inform us by sending an email to support@acecloudhosting.com and we will proceed with the installation of the new application at our end.
		Do you need any further assistance on the topic?
	Nilay Patel	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Yash Ahi accepted the chat transfer request.</i>
		<i>Yash Ahi is transferring the chat to Shashwat Verma.</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be a pleasure to assist you.
		hello Nilay
	Nilay Patel	Hey
		Shashwat
		this is regarding Adobe Acrobat Pro If we buy one monthly license can all users able to use it?
		?
	Shashwat Verma	I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
	Nilay Patel	ok
		also Acrobat Classic
		check both option
	Shashwat Verma	As per our records, ticket number #614087 is going on the issue, as per your present request, we would like to inform you that these licenses are user specific hence you have to pay for each user.

		To get you more clarity on this request we have to discuss the case with the related t
		As the case is going under escalation, we can schedule a call-back from the team for
		Would you like us to arrange a call-back for you?
		Are we still connected here?
	Nilay Patel	hi
		yes connected
	Shashwat Verma	Sure
		We have explained the status above.
	Nilay Patel	not even desktop based will work with all users
		?
	Shashwat Verma	As for now, we don't have the clarity of same.
	Nilay Patel	okey
		will talk to tech support
		thanks
	Shashwat Verma	Is there anything else I may help you with ?
		Are we still connected here?
		As we have scheduled a call-back for you, hence we are proceeding with closing this
		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 conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers c working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
		Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know
		<i>Shashwat Verma has ended this chat session</i>
	<div></div>	



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70399 Varun Kathait**  
**Email:** varun@sundackcpa.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 4 Secs  
**City:** FARMINGDALE  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

Varun Kathait	Hello, I am your Acebuddy
	Sorry Tushar I was on the phone with the sales rep from sureprep
Tushar Pharswan	Its okay.
	Kindly tell us the date and time to schedule the call.
Varun Kathait	do you have availability tomorrow?
Tushar Pharswan	yes, we are available 24/7.
Varun Kathait	oh wow
	ok, i will confirem with sureprep tech and respond to the ticket eamil... is that ok?
	confirm*
Tushar Pharswan	Yes, I will email you also kindly reply back on that email.
	Is there anything else I may help you with ?
Varun Kathait	no, you have been very helpful. thank you very much!
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It me
	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 conversation, along with a ticket number and survey feedback form.

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

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

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

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70616 Rachel Pierce**  
**Email:** [rachel.pierce@pfpfiber.com](mailto:rachel.pierce@pfpfiber.com) ☎ 14084393407  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** LOS ANGELES  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71029 courtney**  
**Email:** courtney@dottconstruction.com ☎ 7175870004  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 28 Secs  
**City:** COLUMBIA  
**State:** Pennsylvania  
**Country:** UNITED STATES

## Chat Transcript

courtney	Hello, I am your Acebuddy
Acebuddy	Hello Courtney, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
courtney	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
courtney	I'd like to report an Issue
Acebuddy	Please select an option!
courtney	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
courtney	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we

		application updates at the backend and apply the necessary patches as and when is: might get delayed due to unforeseen circumstances.
		If you're also getting an update popup, please grab a screenshot of the error messag support@acecloudhosting.com. Our engineers will manually check and implement th be and share a confirmation via email.
		Do you need any further assistance on the topic?
	courtney	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	courtney	Hi, it seems as if everytime my computer updates, my printer disconnects from quick
		<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 assis
	courtney	hello
		Hi, it seems as if everytime my computer updates, my printer disconnects from quick
	Manish Singh	I will surely help you with this issue.
	courtney	thanks.
		can you take remote control of my computer so this can be resolved asap?
	Manish Singh	May I take the remote access of your local computer?
	courtney	yes
	Manish Singh	<a href="https://assist.acecloudhosting.com/join/6902091583">https://assist.acecloudhosting.com/join/6902091583</a>
		Prior providing the access, I would suggest you to close any important documents at
	courtney	it is not working
		i clicked yes
	Manish Singh	It will take some time.
	courtney	syas waiting for confirmation
		are yout here
		?
	Manish Singh	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	courtney	ok
	Manish Singh	Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?

Are we still connected here?

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

Manish Singh has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70152 R Krishnan**  
**Email:** krishnan@webpackagingsolutions.com ☎ +919884525224  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** CHENNAI  
**State:** Tamil Nadu  
**Country:** INDIA

## Chat Transcript

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

R Krishnan	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option
R Krishnan	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
R Krishnan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
R Krishnan	WE need to setup Tally (that we have purchased new) in ACE Cloud. Please help!!
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vignesh Arul has not responded for the transfer request.</i>
	<i>Yash Ahi has not responded for the transfer request.</i>
	<i>Saurabh Surana has not responded for the transfer request.</i>
	<i>Sandeep Kumar has not responded for the transfer request.</i>
	<i>Chat request was not picked up by the operators</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70025 Damon Alley**  
**Email:** dalley@protecfiresolutions.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** PURCELLVILLE  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

Damon Alley	Hello, I am your Acebuddy
Acebuddy	Hello Damon Alley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Damon Alley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Damon Alley	I'd like to report an Issue
Acebuddy	Please select an option!
Damon Alley	Password Reset
Acebuddy	Please select an option below
Damon Alley	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username f password needs to be reset and we'll share an update once the request is processed
	Do you need any further assistance on the topic?
Damon Alley	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Visitor Details

#70153 nelly  
Email: producemolina@gmail.com 📞 404-363-8110  
Department: Support(QB & App Hosting)  
Operator: Acebuddy

Chat Transcript

Hello, I am your Acebuddy

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

Chat Transcript -----

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

# Chat Transcript

Hello, I am your Acebuddy



## Visitor Details

**#70839 krisika**  
**Email:** krisika@hkidata.com 📞 7383092838  
**Department:** Support(QB & App Hosting)  
**Operator:** Aarush Aneja  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 6 Secs  
**City:** BORSAD  
**State:** Gujarat  
**Country:** INDIA

## Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assis
krisika	Quickbook not open in all pc
Aarush Aneja	Hello Krisika
	May I know after a certain activity such incident occurs or random (Edited)
krisika	U can proceed the server reboot
Aarush Aneja	We will surely assist you. We checked and found the QuickBooks is not opening on o

	We successfully reboot the server. Kindly login back on to the server and check the a
krisika	Ok
Aarush Aneja	Krisika, Is there anything else I may help you with ?
krisika	Quickbook working now
	Thank u
Aarush Aneja	Welcome
krisika	No
Aarush Aneja	This message has been deleted
krisika	No
	Thank you
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers c working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/know">https://www.acecloudhosting.com/know</a></p>

Aarush Aneja has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70132 Lisa Comstock**  
**Email:** lcomstock@cthanities.org 📞 18609376582  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>

**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 3 Mins 50 Secs  
**City:** MIDDLETOWN  
**State:** Connecticut  
**Country:** UNITED STATES

Chat Transcript -----

Lisa Comstock	Hello, I am your Acebuddy
Acebuddy	Hello Lisa Comstock, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lisa Comstock	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lisa Comstock	I'd like to raise a Request
Acebuddy	Please select your request type.
Lisa Comstock	Password Reset
Acebuddy	Please select an option below
	<i>The visitor's phone number was changed to 18609376582.</i>
	As we haven't got any response from your end, We are closing this chat. If you still n Kindly re-initiate the chat.

*Ended due to chat idle timeout*



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

**#71524 Katherine Butz**  
**Email:** chloridewater@frontiernet.net ☎ 928-565-2122

**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** LOS ANGELES  
**State:** California  
**Country:** UNITED STATES

Chat Transcript -----

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

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71561 Thomas P Maher

**Email:** taxmanharrisburgpa@gmail.com 📞 17178362175

**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:** HARRISBURG

**State:** Pennsylvania

**Country:** UNITED STATES

Chat Transcript

Thomas P Maher	Hello, I am your Acebuddy
Acebuddy	Hello Thomas Maher, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Thomas P Maher	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Thomas P Maher	I'd like to raise a Request
Acebuddy	Please select your request type.
Thomas P Maher	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Thomas P Maher	Other Application
Acebuddy	To begin the installation process, please download the setup file from your applicatio it to your server desktop.
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.
	Generally, application upgrades are completed during the night hours to avoid any d do specify if you need the request processed at a specific time.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still n Kindly re-initiate the chat.

Ended due to chat idle timeout

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70193 nelly**  
**Email:** producemolina@gmail.com 📞 404-363-8110  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** FOREST PARK  
**State:** Georgia  
**Country:** UNITED STATES

## Chat Transcript

nelly	Hello, I am your Acebuddy
Acebuddy	Hello Helen Rivera, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
nelly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
nelly	I'd like to report an Issue
Acebuddy	Please select an option!
nelly	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
nelly	I am trying to log in to Quick Books, but when I type the password ,it doesn't let me i Login attempt failed "
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	

Shubham Kataria accepted the chat transfer request.

Shubham Kataria

Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be a

today.

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

nelly

agarciaproduce.myrealdata.net

Shubham Kataria

Thank you for the information.

Could you please confirm if you are unable to access the Remote desktop or just only application

nelly

please log in to the computer remotely to make easier for you to help me solve the i:

Shubham Kataria

okay, I will surely assist you

May I take the remote access of your local computer?

nelly

go ahead.

Shubham Kataria

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

nelly

okay

Shubham Kataria

<https://assist.acecloudhosting.com/join/8102321523>

Kindly join this link

We are connected on the remote session and will proceed with the troubleshooting o

the time, I am putting the chat on hold, please do not disconnect it. Once the issue is

give your confirmation on this chat.

Thank you for your patience.

As per our remote conversation your issue has been resolved.

Is there anything else I may help you with ?

nelly

problem fixed.

Shubham Kataria

Happy to see you login back

Is there anything else I may help you with ?

nelly

NO. That's all.

Shubham Kataria

I would greatly appreciate if you could spare a minute to give your valuable feedback

chat.

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

You may end this chat now. Once you end this chat, you will receive an email from us

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

I request you to kindly spare a moment to fill that out for me so that my managers c

working. I will appreciate that. or you may send your feedback at quality@acecloudh

Thanks!

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

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

*Shubham Kataria has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70500 Bryan Straight**  
**Email:** rbs@auto-graphics.com 📞 19095691535  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** NASHVILLE  
**State:** Indiana  
**Country:** UNITED STATES

## Chat Transcript

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



Acebuddy	Please specify the issue you are facing before I connect you to an available support r
Bryan Straight	Restart
Acebuddy	Hello Bryan Straight, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still n Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71417 hannah edwards**  
**Email:** mmace2305@gmail.com ☎ 15738593362  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 55 Secs  
**City:** KEARNEY  
**State:** Missouri  
**Country:** UNITED STATES

## Chat Transcript

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

		Please chose an option :
	hannah edwards	I'd like to report an Issue
	Acebuddy	Please select an option!
	hannah edwards	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support r
	hannah edwards	it will not let me connect the the remote desktop. it all the sudden says im not authr
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be ass
	hannah edwards	hello
	Sharath Kumar	Hi Hannah, could you please let me know the username and server name that you a with
	hannah edwards	user name is HannahE.nent1
		server is QBNXTENT1.myrealdata.net
	Sharath Kumar	got it. just allow me a moment
	hannah edwards	thank you
	Sharath Kumar	Hannah, server is currently undergoing an upgrade. As a result, you may experience accessing it at the moment.  Please try signing in again after 30 minutes. By then, the upgrade should be complet be able to access the server without any issues.
	hannah edwards	perfect thanks so much!
	Sharath Kumar	anything else that I can assist you with right now?
		As we haven't got any response from your end, We are closing this chat. If you still n Kindly re-initiate the chat.

*Ended due to chat idle timeout*

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#70989 CHRIS GILBERT**  
**Email:** chrisgil0125@gmail.com 📞 12766989819  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** YOUNGSVILLE  
**State:** North Carolina  
**Country:** UNITED STATES

Chat Transcript

CHRIS GILBERT	Hello, I am your Acebuddy
Acebuddy	Hello Chrisgil0125, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
CHRIS GILBERT	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
CHRIS GILBERT	I'd like to raise a Request
Acebuddy	Please select your request type.
CHRIS GILBERT	Password Reset
Acebuddy	Please select an option below
CHRIS GILBERT	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username f password needs to be reset and we'll share an update once the request is processed
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still n Kindly re-initiate the chat.
Ended due to chat idle timeout	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70458 jacob**  
**Email:** jacob@backstoptax.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** ALBANY  
**State:** Oregon  
**Country:** UNITED STATES

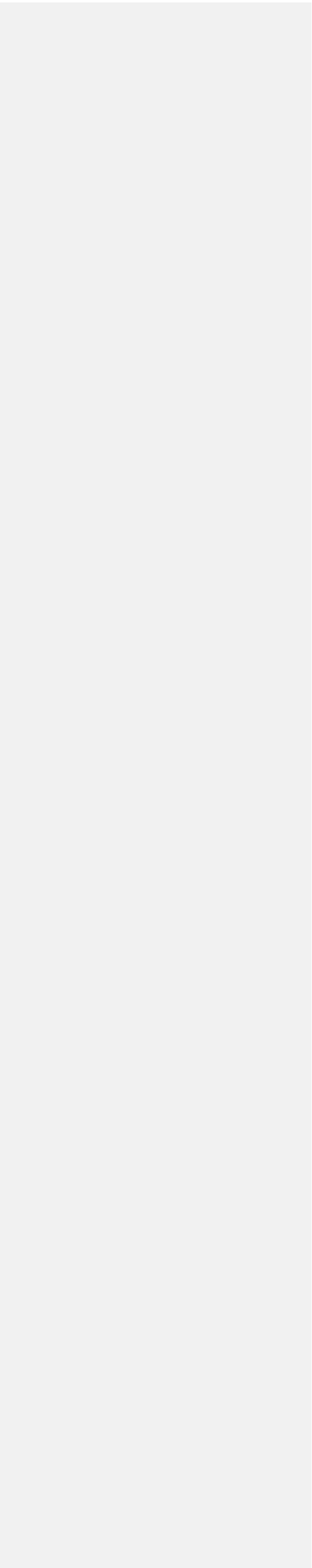
## Chat Transcript

jacob	Hello, I am your Acebuddy
Acebuddy	Hello Jacob Flores, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jacob	I'd like to report an Issue
Acebuddy	Please select an option!
jacob	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
jacob	Cannot connect dual monitor setup to remote servcer
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
jacob	server*
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be as:

	jacob	Can you help me with dual monitor setup please
	Anurag Sharma	Yes Jacob
		May I take the remote access of your local computer?
	jacob	yes
	Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at
	jacob	done
	Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/4392765371">https://assist.acecloudhosting.com/join/4392765371</a>
		Kindly paste this link in the browser of local computer and join the session.
		We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
		The issue seems to be resolved now.
		Is there anything else I may help you with ?
	jacob	No that is everything. Thank you
	Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
		Note: You may change/reset your server password on your own by registering on our ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
		For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/know">https://www.acecloudhosting.com/know</a>
		<i>Anurag Sharma has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy



## Visitor Details -----

**#71051 Robert Zeigen**  
**Email:** rzeigen@szcpa.tax 📞 15613920620  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** LAKE WORTH  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript -----

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

*Ended due to chat idle timeout*

