

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74446 spandya**

**Email:** spandya@raland.com ☎ 2243864117

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

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

**City:** MCHENRY

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

spandya	Hello, I am your Acebuddy
Acebuddy	Hello Spandya, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
spandya	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
spandya	I'd like to report an Issue
Acebuddy	Please select an option!
spandya	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
spandya	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
spandya	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

*Acebuddy (bot) forwarded the chat request*

*Shivam Singh accepted the chat transfer request.*

Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
spandya	Hi Shivam
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
spandya	spandya@raland.com
Shivam Singh	Could you please provide the server name.
spandya	ralandcp.myrealdatal.net
	No one has asked this question before
Shivam Singh	I just need it to confirm the account.
	Please allow me 2 minutes to check the same.
spandya	Ok. no problem. Yesterday, Anjainay helped but it is always hit and miss to get in the server. Re:[## 661801 ##] Raland (
Shivam Singh	Okay. Thank you for the information.
spandya	I find the problem. There is a different way to get in that worked. The other access he set up does not work
Shivam Singh	Okay
	May I take the remote access of your local computer?
spandya	sure
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
spandya	k
	Shivam, I think we can do some other time. I have figured out the icon on the desktop is different than the other gateway time I have issue. Thanks.
Shivam Singh	sure
spandya	Bye for now
Shivam Singh	You may re-initiate the chat or call us at (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 regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	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> )

*Shivam Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74595 office

**Email:** office@rkirkdev.com  4086861199

**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 4 Secs

**City:** MORGAN HILL

**State:** California

**Country:** UNITED STATES

## Chat Transcript

office	Hello, I am your Acebuddy
Acebuddy	Hello Jody Siderits, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
office	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
office	I'd like to report an Issue
Acebuddy	Please select an option!
office	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
office	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
office	Ticket 664157 We have four companies hosted thru you. Only four will show on the server.

Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
office	Hi again
Manish Singh	Hii Jody
office	You can access my computer
Manish Singh	Can you please elaborate the issue as the last agent already resolved the issue for Randy.
office	Right now the company missing is 360 Solo LLC. The other four companies are listed on the server QB box. When I open a the list
Manish Singh	Alright
	May I take the remote access of your server?
office	yes please
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting give your confirmation on this chat.
	Is this the company file which was missing?
	Are we still connected here?
office	The company missing is Solo LLC
	360 Solo LLC
Manish Singh	I have recently opened that company file on the screen kindly check once again.
	All Set!
	Is there anything else I may help you with ?
office	it's not on the list
Manish Singh	You can open it manually.
	Once you log off and login it will appear automatically.
	But you can also access the company file manually.
office	The owner it not going to do that
	I followed the same steps you did.
Manish Singh	You can open via Open or restore an existing company.
office	All five companies can't stay on the list?
Manish Singh	Yes, they can kindly login to the company file once and then log off from the server and login back let's see if that helps.
office	please wait
	please wait

Manish Singh	Login once and then we will see.
	Seems to be working now.
	Is there anything else I may help you with ?
office	Johnson Rd LC is missing now
Manish Singh	At a time, you can only see 4 files which are recently opened by your end.
	Jody
	As soon as you open this file you will see it over the list.
office	That's correct. we have five that were all listed in the past. We need all five companies on the list. The owner is not going
	Are you still with me?
Manish Singh	Yes, I am still checking.
	Login once
office	please wait
	Sorry
Manish Singh	Let us update the QuickBooks in the night hours and then check if it will work.
office	ok
Manish Singh	Try to login once.
office	please wait
Manish Singh	Kindly set this number to 20.
office	it won't let me change the number
Manish Singh	Seems to be working now.
office	they're all there now
Manish Singh	Is there anything else I may help you with ?
office	thank you for your help
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
office	nothing else
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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 appri
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

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**#73606 Thaili Hoorod**

**Email:** thoorod@docomopacific.com

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

**Operator:** Rohit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** TAMUNING

**State:** Guam

**Country:** GUAM

### Chat Transcript

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

Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Thaili Hoorod	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohit Kumar accepted the chat transfer request.</i>
Thaili Hoorod	#652225
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.
	Let me check the ticket for you.
	May I take the remote access of your screen. So, I can check the issue you are facing.
	Please open the link in browser.
	<a href="https://assist.acecloudhosting.com/join/8492517970">https://assist.acecloudhosting.com/join/8492517970</a>
Thaili Hoorod	Hi Rohit. My name is Thaili from Docomo Pacific. I never changed my password for Quickbooks before and so when I tried from Docomo Pacific IT and he sent me the reset link. I followed the instructions to where it will send me an email verifica
Rohit Kumar	May I know if you are talikng about QB password reset or Cloud login password.
Thaili Hoorod	Cloud login
Rohit Kumar	Please join the session so I can check the issue.
Thaili Hoorod	okay
Rohit Kumar	Prior providing the access, I would suggest you to close any important documents at your end.
	I have the access of your screen now.
	Thank you for your patience. I need to check some information for you. I'll be placing you on a brief hold. Is that okay?
	As the issue is fixed now so may i close this chat now?
	Thaili, May I close this chat?
Thaili Hoorod	Duly noted about closing out the important documents.
	You may close. Thank you!
Rohit Kumar	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	<i>Rohit Kumar has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #73796 Chetan.seastars

**Email:** chetan.seastars@gmail.com  9004973014

**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:** 29 Secs

**City:** CHAKAN

**State:** Maharashtra

**Country:** INDIA

## Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

Chetan.seastars wont be able to connect

*Manish Singh accepted the chat transfer request.*

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

Chetan.seastars i need support

Manish Singh I will surely help you with this issue.

Regarding the Dual monitor setup.

May I take the remote access of your local computer?

Are we still connected here?

Chetan.seastars yes

please guid me

Manish Singh <https://assist.acecloudhosting.com/join/6712307761>

Kindly open this link on your browser.

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

Chetan.seastars ye s

are you able to view my screen

Manish Singh We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the loop. I will give you confirmation on this chat.

Is there anything else I may help you with ?

Chetan.seastars Thank you !!

for your support

Manish Singh I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this conversation.

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

Chetan.seastars yes

Manish Singh You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback!

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

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

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74668 btessman

**Email:** btessman@exp-logistics.com ☎ +1

**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:** URBANDALE

**State:** Iowa

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #73813 Ashley Silva

**Email:** ashley@dejenetax.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:** MERRIFIELD

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

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

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# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

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**#74270 srinivas**

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

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

**Operator:** Shivam Singh

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

**Operating System:** Apple iPad

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 1 Min 30 Secs

**City:** IRVING

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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srinivas Hello, I am your Acebuddy

Hi

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

srinivas can you transfer the chat to escalation team

Shivam Singh We are here to assist you, kindly let me know of your issue so that I can assist you better.

srinivas taxg1

server name

we are having issues

they are pending tyickets

server needs to be replaced

immediately

	nothing is working
	we have a huge business impact loss because of the of the this issue
	I already told your team that this is very important date
Shivam Singh	I sincerely apologize for any inconvenience caused.
	However, I would like to tell you that Escalation team is working on it.
srinivas	Ok
Shivam Singh	Could you please assist us with the ProSeries 2024 setup? We have completed all server-side troubleshooting, but it appears
srinivas	Whenever the server is reaching cpu usage 60% it is  not working  As soon it crashes CPU's usage is 70, 90
Shivam Singh	Noted. I will mention this point to the escalation. It might help them resolve the issue.
srinivas	this is ongoing from last 7 days  you are not able to figure the issue  I told them to move to a new server  they said they are doing it in parallel  we cannot take it any more  today is the last date to file business return and extensioonsand ex  there is no point of having this bad experience
Shivam Singh	I understand, and I would like to inform you that the Escalation team is currently working on it. Once you share the setup,
srinivas	What do you want  Pro series has been reinstalled from fresh 4 days back
Shivam Singh	the ProSeries 2024 setup
srinivas	the file is already saved on the server
Shivam Singh	If you would want, we can arrange a callback from Escalation team.
srinivas	we are unable to login  everyone is waiting to connecty
Shivam Singh	Kindly give your number and best time to make the call.
srinivas	9729535160
Shivam Singh	About this, kindly retry now.
srinivas	In the last 20 mins  what are the steps taken  to fix it

we are just kicking the can

ask the escalation team to call me asap

Shivam Singh I have shared your number with Escalation team and soon Escalation engineer will get in touch with you.

srinivas sur

will wait for you

can you update me on the status of the new server setup

Shivam Singh Kindly help us with setup of Share File (Edited)

Also, Share the setup of ProSeries 2021, ProSeries 2022, ProSeries 2023, ProSeries 2024.

Please rest assured that our Escalation Engineers (Malkeet and Sumeet) are working on this Dedicatedly on priority.

srinivas I will download them

Shivam Singh Thanks

srinivas proseries 2023 and 2024 are already in the server

email me and I will share the path

moving to the new server is the top priority

Shivam Singh As I mentioned earlier, this is a priority for our escalation engineers, and they are working diligently to ensure the change may have caused.

Are we still connected here?

Are we still connected here?

srinivas send an email after this chat and I will respond

Shivam Singh okay

Is there anything else I may help you with ?

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.

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

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

*Shivam Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74163 Amanda Wright

**Email:** awright@wrightchoiceinc.com  19705657469

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** GREELEY

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Amanda Wright	Hello, I am your Acebuddy
Acebuddy	Hello Amanda Wright, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amanda Wright	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amanda Wright	I'd like to raise a Request
Acebuddy	Please select your request type.
Amanda Wright	Password Reset
Acebuddy	Please select an option below
Amanda Wright	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Amanda Wright	Yes
Acebuddy	Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shashwat Verma accepted the chat transfer request.*

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello amanda
Amanda Wright	Good morning, I need to reset a password for 'Les' on our account. The selfcare portal is asking for my favorite cartoon ch
Shashwat Verma	I will surely help you with this issue.
	Have tried to do the same from Myportal as you are the POC of the account?
Amanda Wright	No. Do you have that link?
Shashwat Verma	Yes, let me share you the same
	<a href="https://myportal.acecloudhosting.com/">https://myportal.acecloudhosting.com/</a>
Amanda Wright	Thank you.
Shashwat Verma	Kindly login and in users section, you can find the password reset option
	Is there anything else I may help you with ?
	<i>The visitor's phone number was changed to 19705657469.</i>
Amanda Wright	I am trying to login right now. Thank you.
	I'm in - than you. Have a nice day.
Shashwat Verma	Great
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecl">https://selfcare.acecl</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

## Visitor Details

**#74791 mike**

**Email:** mike@backstoptax.com  6026867247

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

mike	Hello, I am your Acebuddy
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mike	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mike	I'd like to report an Issue
Acebuddy	Please select an option!
mike	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mike	Explorer not responding. Shivam (sp?) was trying to help me.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
mike	ok
Shivam Singh	Hi Mike
mike	Hello
Shivam Singh	Could you please tell me now. if the issue is resolved?

	As we did a successful profile reset.
mike	Well, nothing looks the same. Let me try explorer.
Shivam Singh	sure
mike	Explorer appears to work
Shivam Singh	And please let me know what has changed?
mike	The icons in the tray (Teams, Axcess, etc...)
	I can restore those I think
Shivam Singh	yes, surely
mike	There's one in there now I don't recognize at all
Shivam Singh	Please ensure everything is working before you go, especially your QB company files .
mike	I don't work in QB. Can't get into Outlook yet
	Still trying outlook
Shivam Singh	Rest assured, I am still here and will help you.
	okay
	May I take the remote access of your server?
mike	Yes
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
mike	Ok
Shivam Singh	Kindly sign in with your email one associated with Outlook.
mike	I tried entering a pw but no luck
Shivam Singh	Kindly enter your email and following it up with the password
mike	Once I log into the system I don't have a separate login for outlook
	I'll try
	Do I use the myrealdate username?
Shivam Singh	use your email associated with Outlook.
mike	I don't have a pw for this...
Shivam Singh	Mike, to get yourself logged in to Outlook you require to enter your password associated with your outlook account.
mike	I just typed in the only one I use
	I'll figure it out. I need to get back to work
Shivam Singh	sure
	you can ask your admin to reset it
	Anything else I can assist you with ?

mike	No
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our interaction.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. 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> )

*Shivam Singh has ended this chat session*

## Chat Transcript

Hi Has our update been completed?

### Visitor Details

#### #73835 Ali Wynn

**Email:** ali.wynn@montesanogroup.com  18056981608

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

**Operator:** Shashwat Verma

**Website:** [https://www.acecloudhosting.com/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=ace fXPSymhYnbv53Vkt3v9E4d9hpkIKF5KKoYeHfKRDZMyspEXHPLO6cMaAqp8EALw\\_wcB](https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace fXPSymhYnbv53Vkt3v9E4d9hpkIKF5KKoYeHfKRDZMyspEXHPLO6cMaAqp8EALw_wcB)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** SANTA BARBARA

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Ali Wynn	Hi Has our update been completed?
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further.
	Hi Ali, How are you doing?

Ali Wynn	Good I'm wondering if our update has been completed?
Rahul	Are you an existing customer with us?
Ali Wynn	yes
Rahul	Can you please help me with your Customer ID or business name
Ali Wynn	Montesano Group
Rahul	great
	Let me transfer your Chat to our support team
Ali Wynn	ok thank you
	<i>Rahul is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Ali
Ali Wynn	hi! I'm wondering if our update has been completed?
Shashwat Verma	We are just emailing you the same.
	Kindly try now
	<i>12:19:28 AMAli Wynn is sharing a file with you <a href="#">image.png</a> - ( Size:17.8 KB )</i>
	<i>I got this message?</i>
	Kindly close and re-login the QB
Ali Wynn	Still getting the same message
Shashwat Verma	Looks we have to reboot the server to reflect the changes at your end.
	Shall we proceed?
Ali Wynn	yes, how long will that take?
Shashwat Verma	1 min
Ali Wynn	ok
Shashwat Verma	Try now
Ali Wynn	Got in, thank you so much!
Shashwat Verma	Great!
	Is there anything else I may help you with ?
	<i>12:24:35 AMAli Wynn is sharing a file with you <a href="#">image.png</a> - ( Size:60.14 KB )</i>
	<i>Is there a way to permanently keep my units accessible? I keep having to open another file every time</i>

Ali Wynn	I have two more QB files but they disappear and I have to open new ones every time
Shashwat Verma	In the above picture, there is option set number of previous company  Kindly try to add more files from that.
Ali Wynn	Oh yes I got it thank you!!  that's all
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!  Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73973 Aman Sajwani

**Email:** reliable\_accounting@yahoo.com  +1-(901) 881-1265

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 50 Secs

**City:** KARACHI

**State:** Sindh South

**Country:** PAKISTAN

## Chat Transcript

Aman Sajwani	Hello, I am your Acebuddy
Acebuddy	Hello Aman Sajwani, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Aman Sajwani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Aman Sajwani	I'd like to report an Issue
Acebuddy	Please select an option!
Aman Sajwani	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Aman Sajwani	TaxSlayer 2024 Not working in My System
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>
	<i>Sharath Kumar 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 assisting you today.
	Hello Aman
Aman Sajwani	HI
	Software TaxSlayer 2024 Not working in My System
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Aman Sajwani	Yes Please
Shashwat Verma	Could you please confirm the CID of your account associated with the ACE?
Aman Sajwani	RAS17
Shashwat Verma	Thanks for the confirmation !
	May I take the remote access of your local computer?
Aman Sajwani	yes Sure
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/3462993477">https://assist.acecloudhosting.com/join/3462993477</a>

	Kindly Click on the link and open the downloaded file.
Aman Sajwani	ok I close it
Shashwat Verma	Are you able open the remote session?
Aman Sajwani	You can access now?
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
	Issue resolved on remote session by re-installing the application
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	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> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74116 Heather Marcum**

**Email:** rainbowlawns@tds.net  12188385994

**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:** PEQUOT LAKES

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73368 fady.hocheimy**

**Email:** fady.hocheimy@mfhgroup.com ☎ +2207751010

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

**Operator:** Anurag Sharma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 9 Secs

**City:** FAJARA

**State:** Banjul

**Country:** GAMBIA

## Chat Transcript

fady.hocheimy	Hello, I am your Acebuddy
Acebuddy	Hello Fady, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fady.hocheimy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fady.hocheimy	I'd like to report an Issue
Acebuddy	Please select an option!
fady.hocheimy	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
fady.hocheimy	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
fady.hocheimy	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
fady.hocheimy	ok
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Fady
fady.hocheimy	hi Anurag
	hope all well
	<i>1:34:06 PM fady.hocheimy is sharing a file with you</i>
	<i><a href="#">Screenshot 2025-03-01 at 8.01.07 AM.png</a> - ( Size:352.5 KB )</i>
	getting this when try to log in
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
fady.hocheimy	MFH GROUP
	fady

Anurag Sharma	Thanks for the confirmation !
fady.hocheimy	i am trying to repair the file. lets see
Anurag Sharma	May I take the remote access of your server?
fady.hocheimy	one. min  let the repair finish please
Anurag Sharma	Okay  Please let me know once we can connect.
fady.hocheimy	ok  says hosting mode is off
<i>1:38:35 PM fady.hocheimy is sharing a file with you</i> <a href="#"><u>Screenshot 2025-03-01 at 8.08.04 AM.png</u></a> - ( Size:541.79 KB )	
Anurag Sharma	Okay  May I take the remote access of your server?
fady.hocheimy	sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
fady.hocheimy	ok
Anurag Sharma	Please accept the remote session request on the server.  We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the loop. I will give your confirmation on this chat.
fady.hocheimy	ok  hi
Anurag Sharma	Fady, I am proceeding with the QB update right now.
fady.hocheimy	ok go ahead please
Anurag Sharma	I will inform you on email once it is completed
fady.hocheimy	you can log everyone out  thanks
Anurag Sharma	You can then login back to the server and check if the issue is resolved.  If the issue persists, which I don't anticipate, please re-initiate another chat so we can resolve it.
	Is there anything else I may help you with ?
fady.hocheimy	she i wait here?  better  shall

	when do i try again ?
Anurag Sharma	Actually, it will take some time.
	I will inform you via mail once it is completed
fady.hocheimy	ok
Anurag Sharma	You can then try again
	And check if the issue is resolved or not.
fady.hocheimy	ok
Anurag Sharma	Is there anything else I may help you with ?
fady.hocheimy	no thanks
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this 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 appri
	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> )

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73381 Jon Ruby

**Email:** msdn001jr@hotmail.com  14026701249

**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:** 8 Secs

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Jon Ruby	Hello, I am your Acebuddy
Acebuddy	Hello Msdn001jr, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jon Ruby	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jon Ruby	I'd like to report an Issue
Acebuddy	Please select an option!
Jon Ruby	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jon Ruby	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jon Ruby	Unable to open company files with QB Desktop Pro 2023. This was working earlier this morning.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
Jon Ruby	Hello
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
Jon Ruby	Yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/7482790205">https://assist.acecloudhosting.com/join/7482790205</a>
	Kindly Click on the link and open the downloaded file.
Jon Ruby	taking some time for the download

Shashwat Verma	Okay
Jon Ruby	Just finished, when I launch ZA... it says unable to connect
Shashwat Verma	No problem, let take the access directly from server.
Jon Ruby	redownloaded, now it worked
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
Jon Ruby	Thank you
Shashwat Verma	Issue resolved on remote session by restarting the services of quickbooks  It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. 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> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

How can I use "alternate control delete" feature in windows environment?

### Visitor Details

**#74379 jaycru**

**Email:** jaycru@me.com  9148379521

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

**Operator:** Manish Singh

**Website:** <https://www.acecloudhosting.com/knowledgebase/category/how-to-resources/page/6/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** STAFFORD

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

jaycru How can I use "alternate control delete" feature in Ace Cloud environment?

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

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

jaycru Hi

How can I use "alternate control delete" feature in Ace Cloud environment?

*Manish Singh accepted the chat transfer request.*

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

I will surely help you with this issue.

Are you able to use it in your local system?

jaycru I am. But when I got to the server environment I can't. If I Type there the command CTRL ALT DEL it takes effect only on my local system.

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

jaycru There is only one other user and she has never bought it to my attention.

Manish Singh Alright, May I know your account name associated with us?

jaycru Real Tax Service, Emilio Cruz

Manish Singh May I take the remote access of your local computer?

jaycru yes

Manish Singh <https://assist.acecloudhosting.com/join/7012204160>

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

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the session, I will give your confirmation on this chat.

Is there anything else I may help you with ?

jaycru No. Thats it. Thank you.

Manish Singh I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this conversation.

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the summary of the conversation.

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.

Thanks!

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

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

*Manish Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73972 David Weinstein**

**Email:** david@davidweinsteincpa.com  19149071180

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	I have a user that uses a mac, how do they get set up with the RDP
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
I will be surely assisting you with this. Kindly help me with your server name and user name?	
David Weinstein	DavidWein david weinstein
cid71023	
Tushar Pharswan	Thank you for the details.
May I know the username who needs to be setup on MAC and also is it possible as of now to connect with that user's system?	
David Weinstein	John.Ch@myrealdata.net
Tushar Pharswan	Do you want to create a new user profile ? Currently there are three user profile which are Chetan Chaure, Praghati Gupta
David Weinstein	I just created it
in the self portal	
Tushar Pharswan	It just reflected on our end as well John Chartier.
Is it possible to connect to John Chartier system which is MAC so that I can set it up.	
<i>8:11:30 PM Tushar Pharswan is sharing a file with you</i>	
<u><a href="#">New ACE Cloud Hosting Setup Guide (Mac) 1.3.pdf</a></u> - ( Size:1.27 MB )	
<i>Or if you wish to do it yourself then kindly follow this guide.</i>	
The app name is now updated to new one which is in Appstore with the name windows app.	
Server name would be : DavidWeinstein.myrealdata.net	
user name : John.Ch@myrealdata.net	
Is there anything else I may help you with ?	
David Weinstein	I'll send to the staff person
Can you give me the chat link to send to him as well	
Tushar Pharswan	Sure.
I will be sharing the link for remote connection. (Edited)	
Prior providing the access, I would suggest you to close any important documents at your end.	
<u><a href="https://assist.acecloudhosting.com/join/3722959731">https://assist.acecloudhosting.com/join/3722959731</a></u>	
Kindly ask your staff to Click on the link and open the downloaded file.	
David Weinstein	No, the good support chat button

	no remote access needed
Tushar Pharswan	<a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a>
	this is the link through which they can initiate the chat with us or you can call us at 888-415-5240 (toll-free).
David Weinstein	ty
Tushar Pharswan	Is there anything else I may help you with ?
David Weinstein	No
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	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

My screen is locked, I am trying to close one file  
and it is locked up. Can you reset my

### Visitor Details

**#74913 beth**

**Email:** beth@stillwaterfundservices.com  13122084104

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

**Operator:** Shivam Singh

**Website:** [https://www.acecloudhosting.com/ace-support/?utm\\_source=Bing&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=Ace+cloud&utm\\_adgroup=Primary&msclkid=ebe87](https://www.acecloudhosting.com/ace-support/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace+cloud&utm_adgroup=Primary&msclkid=ebe87)

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 15 Secs

**City:** BUFFALO GROVE

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

beth	My screen is locked, I am trying to close one file to work on another and it is locked up. Can you reset my profile.
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
<i>Rishabh Gogia is transferring the chat to Support(QB &amp; App Hosting).</i>	
beth	CID72032
	I cannot login to the self care portal, it says I do not have access
	My user name is Beth spryatos
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	Kindly allow me two minutes to check the same.
beth	ty
Shivam Singh	As I can check that you are the account owner.
	You can use My portal App for the rest of the password as well as to manage users.
beth	can you just restart my server so I can login? I cannot get into the account. When I have called and tried to reset the PW I
	My screen is frozen on a company entry
	entity
Shivam Singh	Sure.
	Let me restart the server.
	I will let you know when to log in back again.
	Server is now up and running, please log in now.
beth	I am trying to get in
Shivam Singh	okay
	Please let me know if everything is working fine.
beth	yes.
	Who can assist with setting up a login and PW so I can manage the account?
	I assume the user name is CID72032
Shivam Singh	Are you referring to My Portal credentials ?
beth	<a href="https://selfcare.acecloudhosting.com/authorization.do">https://selfcare.acecloudhosting.com/authorization.do</a>
	I believe so? On your site I clicked on the above

Shivam Singh	<p>you manage the account only with My Portal</p> <p>I will share the article for you to set it up.</p>
beth	Self Care Portal ? Top right on the site?
Shivam Singh	Self Care portal: is for the Password reset of the users.
beth	okay, send me via email the link or article & I can try this later
Shivam Singh	Sure, after the chat I will share the article with you on the email.
beth	ty
	I am in again so we are done and you will send the info, yes?
Shivam Singh	yes
	Anything else I may assist you with ?
	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 appri
	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> )

*Shivam Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73418 Josh Martin**

**Email:** bb.martinautopaint@gmail.com

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** MEMPHIS

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Josh Martin	Hello, I am your Acebuddy
Acebuddy	Hello Josh Martin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Josh Martin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Josh Martin	I'd like to report an Issue
Acebuddy	Please select an option!
Josh Martin	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Josh Martin	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Josh Martin	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

*Acebuddy (bot) forwarded the chat request*

*Rohan Prajapati accepted the chat transfer request.*

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Josh, How are you doing today ?
Josh Martin	Good , it requested me to change my password now it is saying i am unable to login to this account
Rohan Prajapati	May I confirm that you are getting this while accessing the server not QuickBooks ?
Josh Martin	Its an Ace Cloud Hosting pop up window while trying to log into quickbooks
Rohan Prajapati	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the same.
Josh Martin	Okay thank you
Rohan Prajapati	I'm checking the same from the backend, Kindly allow us few more minutes

Josh Martin	okay
Rohan Prajapati	Kindly try to login again with your existing Password.
Josh Martin	it let me log in but the ace cloud screen is still there
Rohan Prajapati	May I take the remote access of your local computer?
Josh Martin	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
Josh Martin	okay
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your local PC and Join the session  <a href="https://assist.aceclouddhosting.com/join/4812519924">https://assist.aceclouddhosting.com/join/4812519924</a>  We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.  Since we have successfully resolved your issue and received confirmation over the chat. Therefore, we are now proceeding.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a confirmation.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. 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.aceclouddhosting.com/knowledgebase/">https://www.aceclouddhosting.com/knowledgebase/</a> )

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73504 andy.brower**

**Email:** andy.brower@worldmfgcorp.com  16059418288

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 54 Secs

**City:** SIOUX FALLS

**State:** South Dakota

**Country:** UNITED STATES

## Chat Transcript

andy.brower	Hello, I am your Acebuddy
Acebuddy	Hello Andy.brower, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
andy.brower	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
andy.brower	I'd like to report an Issue
Acebuddy	Please select an option!
andy.brower	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
andy.brower	security concern
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to 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 assisting you today.
	Hello Andy
	<i>8:23:41 PMandy.brower is sharing a file with you</i>
	<i><u>1_image.png</u> - ( Size:278.25 KB )</i>
andy.brower	hello
	i noticed if i go to the file explorer, I'm able to see every user on your system
Shashwat Verma	Okay, Kindly elaborate your concern.
andy.brower	if I can see other people's log in Id's they can see mine which is a large security risk
	it makes it that much easier to hack

	also, they can see our email, which should be PII
Shashwat Verma	Kindly allow me two minutes to check the same.
	<i>8:26:39 PMandy.brower is sharing a file with you <a href="#">image.png</a> - ( Size:291.81 KB )</i>
andy.brower	if i can see everyone's, they can see mine
Shashwat Verma	Andy, allow me 5 minutes to check the same.
andy.brower	thank you
	<i>8:33:47 PMandy.brower is sharing a file with you <a href="#">1_image.png</a> - ( Size:136.26 KB )</i>
	i can see the entire directory
Shashwat Verma	We have reviewed the case with the team, and I would like to inform you that we already have a security policy in place to prevent such issues on your server. Thank you for bringing this to our attention. We will ensure the issue is corrected within the next 30 minutes.
andy.brower	thank you
Shashwat Verma	Is there anything else I may help you with ?
andy.brower	just assurance that this is resolved immediately
Shashwat Verma	Andy, will do that.
andy.brower	how do i know that you are not just fixing mine, but everyone's so they can't see my stuff
Shashwat Verma	Andy, we have security drills to pitch these policies on each server, however as said above, due to some technical glitch it is not reflected on all servers.
	Thanks for raising this concern.
andy.brower	is my server wmc.myrealdata.net or is the server myrealdata.net
Shashwat Verma	Your server name is WMC.myrealdata.net
andy.brower	but my location is myrealdata.net
Shashwat Verma	myrealdata.net is the domain of the server, under which all servers got linked under one jurisdiction. (Edited)
andy.brower	ok
Shashwat Verma	Thanks again.
	Is there anything else I may help you with ?
andy.brower	no, that should take care of it, i sent an email to the onboarding team as well. I would like an email confirmation once confirmed.
Shashwat Verma	Sure, will update you for the same on email.
andy.brower	before we can proceed with uploading our data
Shashwat Verma	Sure
andy.brower	thank you

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript.

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.

Thanks!

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

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

andy.brower you as well

*Shashwat Verma has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73849 Kerry Durkin

**Email:** kerrydurkincpa@lynndurkincpa.com  7813781845

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 3 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

Kerry Durkin Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Kerry Durkin Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kerry Durkin	I'd like to raise a Request
Acebuddy	Please select your request type.
Kerry Durkin	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Kerry Durkin	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Kerry Durkin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kerry Durkin	low computer
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Kerry Durkin	slow
	<i>Shivam accepted the chat transfer request.</i>
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today.
Kerry Durkin	hi there
	RAM was added to our server earlier
	it seemed to help for a bit
	now i'm having the same problem
	incredibly slow and freezing
Shivam	I understand, please allow me two minutes to look into it.
	As per ticket #655924, we have shared the details. However, if you're still experiencing the issue, we will escalate it to th
Kerry Durkin	yes please
Shivam	A scrutiny needs to be done at our end to ascertain the exact cause of the issue as this seems to be a recurrent issue.
Kerry Durkin	it seems like the system can't handle our stuff?
	is there any way you can make sure this scrutiny is done asap
	because if we can't fix this this week, we will need to switch to a differnet hosting platform
	this has been an incredible hindrance to our firm's productivity during our busiest time of year
Shivam	Surely, we are on it.
Kerry Durkin	

	thanks
	when should I expect an update
Shivam	I understand the constraint that you are facing while doing your job, please rest assured we are looking this case on prior
Kerry Durkin	thanks
Shivam	Our escalation engineer will soon get in touch with you.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Shivam has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73898 doug.boyce**

**Email:** doug.boyce@andersen.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** RESTON

**State:** Virginia

**Country:** UNITED STATES

### Chat Transcript

doug.boyce

Hello, I am your Acebuddy

Acebuddy	Hello Doug Boyce, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
doug.boyce	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
doug.boyce	I'd like to raise a Request
Acebuddy	Please select your request type.
doug.boyce	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
doug.boyce	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
doug.boyce	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
doug.boyce	New User set-up
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Vishal Dharan declined the transfer request.*

*Manish Singh accepted the chat transfer request.*

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
doug.boyce	Hello
Manish Singh	Hii Doug!
	Regarding the user addition request.
	Kindly help me with your account name associated with us? (Edited)
doug.boyce	I dont know the server name.
	my username is Doug.B@myrealdatal.net
	the company is R&R Reinforcing
	I am the CPA and they created a user for me. I am the new user
	but no one told me how to actually access the Quickbooks
Manish Singh	Alright, I will surely help you with this issue.
	Are you not able to access server?
doug.boyce	No one told me how

	I received an email with my username and password
	Said I had been set up as a new user on the account
Manish Singh	Alright
	May I take the remote access of your local computer?
doug.boyce	You can try
Manish Singh	<a href="https://assist.acecloudhosting.com/join/7682924438">https://assist.acecloudhosting.com/join/7682924438</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
doug.boyce	I dont think it will allow me to on my work computer
Manish Singh	Is it MAC?
doug.boyce	network is blocking the download of the app
Manish Singh	Kindly provide the permission of accessing the remote session.
doug.boyce	I can't, that's in the hands of the IT team
	I can you just answer me one question
	I received an email saying my user account was set up, and i have my login and password
Manish Singh	Alright, let me one thing I will share you with the RDP link over the email save that in your desktop and use the password
doug.boyce	should I expect to receive another email at some point with instructions on how to connect?
	Maybe I just haven't received that email yet?
Manish Singh	I will email you regarding the RDP link use the password given to you.
	Is there anything else I may help you with ?
doug.boyce	I don't think I received your email yet
Manish Singh	I will email you after this chat ends.
	Doug
doug.boyce	ok
	oh
	then yes, I think we are good
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
doug.boyce	thank you
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	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 (<https://www.acecloudhosting.com/knowledgebase/>)

*Manish Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73934 mark.sanger

**Email:** mark.sanger@team448.com ☎ 281.530.0001

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

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

	If you are facing any issue/problem with your server, Please select the appropriate option below :
mark.sanger	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
mark.sanger	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mark.sanger	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
mark.sanger	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
mark.sanger	My name is mark Sanger - I need to get one of my employees access to our QB file that you are hosting. I have been on tl
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Mark
mark.sanger	Hello Anurag
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
mark.sanger	no problem
Anurag Sharma	There was high call flow, maybe due to which we were unable to get connect with you.
	But, I will make sure to assist you on chat.
mark.sanger	It's ok.
	I have the employee on chat right now - waiting for your instructions
Anurag Sharma	thankyou for understanding Mark.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
mark.sanger	what is the URL she needs to visit - so you can set up access on her machine
	Marks.q1
	Company Name = DonorLogix
	my name is Mark Sanger
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
mark.sanger	I have access
	I would like you to get one of my employees access

	Her name is Myrna - she is ready for you to assist her now
Anurag Sharma	Okay
	I will be sharing you a remote session link. Please ask her to connect to us through that.
mark.sanger	ok
	ty
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
mark.sanger	ok
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/1452257630">https://assist.acecloudhosting.com/join/1452257630</a>
	Kindly allow me two minutes to check the same.
	Do you want to make another user?
mark.sanger	ok - she is connecting
Anurag Sharma	Or you want to setup the same RDP on her device? (Edited)
mark.sanger	the same RDP is fine
Anurag Sharma	For the user MarkS.q1 right? (Edited)
mark.sanger	yes
Anurag Sharma	Thanks for the confirmation
mark.sanger	yw
Anurag Sharma	Please ask her to connect through the link shared.
mark.sanger	she is trying
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
mark.sanger	ok
	she is not able to access the server
	I gave her the password - it's not working
Anurag Sharma	Okay
mark.sanger	can you reset it please?
Anurag Sharma	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further
mark.sanger	ok
	sent
Anurag Sharma	Kindly allow me two minutes to check the same.
mark.sanger	The Ticket Number is: 657123
	hello?

Anurag Sharma	Thanks for the information
	I am connected over the remote session. Please ask Myrna to check my texts over there
mark.sanger	ok
Anurag Sharma	Please check the mail again.
mark.sanger	Hi  I own the company  I pay the bill  I have another email address -
Anurag Sharma	Please send us the approval from primary contact (mark.sanger@team448.com) email.
mark.sanger	Mark.sanger@team448.com  sent
Anurag Sharma	Thank you Mark.  Please allow me 2 minutes to check the same.
mark.sanger	if we can go quickly that wouyld be good - I am late for another call
Anurag Sharma	I am so sorry for any delay.  I am sharing you an email within 3 minutes with the new password.  Please stay connected till then.
mark.sanger	I am waiting
Anurag Sharma	Please stay connected. I am working on that.  I am sharing the password to her on the remote session chat.
mark.sanger	ok
Anurag Sharma	I will be sharing you an email in 5 minutes.  with the new password  The issue seems to be resolved now.
	Is there anything else I may help you with ?
mark.sanger	not yet  one moment please
Anurag Sharma	Okay  Please let me know what I can do for you now.
mark.sanger	ok  she is in  send me passord please

	to access server
Anurag Sharma	Yes, I am sending you the password right away.
mark.sanger	are you emailing it to me or will you send via this chart?  chat
	I received emial
	thanks - have a good day/evening!
	I have to go
Anurag Sharma	I have emailed the password to you.
mark.sanger	now

*mark.sanger has ended this chat session*

---

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73999 Jorge Ortiz**

**Email:** jorge.ortiz@staffers.us

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

**Operator:** Acebuddy

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

**Operating System:** Linux

**Browser:** Google Chrome

**Device:** Desktop

**City:** MONTREAL

**State:** Quebec

**Country:** CANADA

### Chat Transcript

Jorge Ortiz Hello, I am your Acebuddy

Acebuddy

	Hello Jorge Del Grande Ortiz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jorge Ortiz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jorge Ortiz	I'd like to raise a Request
Acebuddy	Please select your request type.
Jorge Ortiz	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73585 Aaron Akzin

**Email:** aakzin@lanspeed.com  13234320379

**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:** 23 Secs

**City:** LONG BEACH

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Aaron Akzin	Hello, I am your Acebuddy
Acebuddy	Hello Aaron Akzin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Aaron Akzin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Aaron Akzin	I'd like to report an Issue
Acebuddy	Please select an option!
Aaron Akzin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Aaron Akzin	Ticket ID: 650901 Issue: Low Disk Space Issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Aaron
Aaron Akzin	I work at the MSP for Natural Healing Center LLC
	This ticket was opened by you
	Ticket ID: 650901 Issue: Low Disk Space Issue
	I need the device name that is low on space please
Anurag Sharma	Thank you so much Aaron for sharing the ticket number.
	Kindly allow me 2-3 minutes to check the same.
Aaron Akzin	Thank you
Anurag Sharma	Aaron I just rechecked you case. And found that your C drive of the server is running very low on disk space.
Aaron Akzin	What is the device name?
Anurag Sharma	You now only have 8% of disk space available out of 152.5 GB
Aaron Akzin	Please give me the device name
Anurag Sharma	The server name is NHC.myrealdatal.net
Aaron Akzin	Is that a hosted server?
Anurag Sharma	Yes

Aaron Akzin	Ok thank you
Anurag Sharma	Is there anything else I may help you with ?
Aaron Akzin	No thank you
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	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> )

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #74532 Ravi Shah

**Email:** ravi@yourtaxadvisor.com  +1 9739609951

**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:** LAS VEGAS

**State:** Maryland

**Country:** UNITED STATES

### Chat Transcript

Ravi Shah Hello, I am your Acebuddy

Acebuddy	Hello Ravi Shah, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ravi Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ravi Shah	I'd like to raise a Request
Acebuddy	Please select your request type.
Ravi Shah	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Ravi Shah	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit Kumar has not responded for the transfer request.</i>
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #74416 Michelle Carrillo

**Email:** michelle.azsmartbooks@gmail.com ☎ 16025703558

**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:** PHOENIX

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

Michelle Carrillo	Hello, I am your Acebuddy
Acebuddy	Hello Michelle.azsmartbooks, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michelle Carrillo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michelle Carrillo	I'd like to raise a Request
Acebuddy	Please select your request type.
Michelle Carrillo	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Michelle Carrillo	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update.
	<ul style="list-style-type: none"><li>• QuickBooks Year</li><li>• Variant : Pro / Premier / Enterprise / Accountant</li><li>• License Number</li><li>• Product Code</li></ul>
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need immediate assistance.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #73652 MESHE WARE

**Email:** tware88@yahoo.com

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** NASHVILLE

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

MESHE WARE	Hello, I am your Acebuddy
Acebuddy	Hello Meshe Ware, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
MESHE WARE	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
MESHE WARE	I'd like to report an Issue
Acebuddy	Please select an option!
MESHE WARE	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
MESHE WARE	cant acces rdp onmy mac
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Meshe, How are you doing today ?
MESHE WARE	good thank you
Rohan Prajapati	I will surely help you with this issue.
	May I take the remote access of your local computer?
MESHE WARE	yes

Rohan Prajapati

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

*MESHE WARE has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73993 Chris Brown

**Email:** chris.ryan.brown@gmail.com  9736475392

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 56 Secs

**City:** NORTH HAVEN

**State:** Connecticut

**Country:** UNITED STATES

### Chat Transcript

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

Chris Brown	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset.
Chris Brown	Do you need any further assistance on the topic?
Acebuddy	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your account name and user name?
Chris Brown	OptimumEnergy and LeonaGJ
	Leona is one of our employees and her password seems to have been reset.
Ashutosh Mishra	I will surely help you with this issue.
Chris Brown	Besides that we changed our email service last year but I don't know if we properly updated it with you guys.
	We never registered for the self-care portal or anything either.
Ashutosh Mishra	We would require an approval mail from the account holder to reset the password and change the email for the account.
Chris Brown	Right, the issue there is I don't know if the account holder's email address was properly updated when we changed email.
	Is the main account holder's email address robertb@optimumenergy.llc
Ashutosh Mishra	The email address we have is oellc@optimum.net
Chris Brown	That's what I was worried about. How do we go about changing that when we no longer have access to that email?
Ashutosh Mishra	I will forward the request to concerned department, and they will assist you in changing the Email.
	You can end this chat now so that I can forward the ticket for required changes and within 24 hours the changes will be communicated to you.
Chris Brown	Ok are they going to email me about it at my current email?
Ashutosh Mishra	I will email you that I am forwarding the request and accordingly once changes are made you will receive email from me.
Chris Brown	Ok, thank you.
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

*Ashutosh Mishra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #73629 John Hasslacher

Email: john@jhasslacher.com ☎ 6239744778

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 24 Secs

City: AVONDALE

State: Arizona

Country: UNITED STATES

## Chat Transcript

John Hasslacher	Hello, I am your Acebuddy
Acebuddy	Hello John Hasslacher, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
John Hasslacher	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
John Hasslacher	I'd like to report an Issue
Acebuddy	Please select an option!
John Hasslacher	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
John Hasslacher	I stepped away from my computer -- and tried to login from my conference room computer and it will not let me login. On trouble. I do need to login from both machines
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.

	Hello John, How are you doing today ?
John Hasslacher	Doing Ok thank you -- your day going well?
Rohan Prajapati	That's Great. I'm good too, thanks for asking.  I will surely help you with this issue.
	Kindly allow me 5-6 minutes to check the same.
	May I take the remote access of your local computer?
	I need the remote access of that PC where you are facing this issue
John Hasslacher	ok -- tell me how
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
John Hasslacher	ready
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session  <a href="https://assist.acecloudhosting.com/join/7192447069">https://assist.acecloudhosting.com/join/7192447069</a>  We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you confirmation on this chat.
	Is there anything else I may help you with ?
John Hasslacher	Ok
Rohan Prajapati	This message has been deleted  Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of this transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Rohan Prajapati has ended this chat session</i>

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## Chat Transcript

## Visitor Details

**#73986 martha**

**Email:** martha@wootoncpa.com  14058505592

**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:** 1 Min 11 Secs

**City:** LAS CRUCES

**State:** New Mexico

**Country:** UNITED STATES

## Chat Transcript

martha	Hello, I am your Acebuddy
Acebuddy	Hello Martha, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
martha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
martha	I'd like to report an Issue
Acebuddy	Please select an option!
martha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
martha	New user MisstyDi is receiving Low C: drive space message. All of our other users have unlimited space.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
martha	Thanks
Manish Singh	Hii Martha
	May I know the server's name of this user?

martha	MarthaATX4
Manish Singh	Kindly allow me two minutes to check the same.
martha	OK
Manish Singh	Cleaning junk files from C:/ drive
martha	Thanks
	<p><i>10:57:12 PM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:16.04 KB )</i></p> <p><i>RAM Consumption is high because of Teams and filecenter.exe</i></p>
	FileCenter is our primary document management tool, we do not use Teams on ACE since it was not supported.
	<p><i>10:58:27 PM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:48.46 KB )</i></p>
	I did not request Teams for this user, maybe it is now part of ACE default install. We do not use it on other login.
Manish Singh	I am able to clean 1.86 GB of space in C;/ drive I would suggest adding space for smooth functioning of server.
martha	We purchased unlimited space, should not be paying for more!
Manish Singh	Unlimited space is for shared server, Martha.
	Alright
martha	I pay the same price for all of the users, I am not going to pay more. I will contact my account manager and if not resolved
Manish Singh	I deeply apologize for the trouble you've experienced.  let me arrange a call with my senior to assist you regarding the disk space issue.
	I am adding 10 GB disk space to resolve the issue for now.
	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

Hello, I am your Acebuddy

**#73915 Marty Jones**

**Email:** client.services@amowc.com  18133412600

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** TAMPA

**State:** Florida

**Country:** UNITED STATES

**Chat Transcript**

Marty Jones	Hello, I am your Acebuddy
Acebuddy	Hello Angela Breeding, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Marty Jones	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Marty Jones	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 need assistance, Kindly re-initiate the

*Ended due to chat idle timeout*

**Chat Transcript**

Hello, I am your Acebuddy

**Visitor Details****#74740 sharath.kumar**

**Email:** sharath.kumar@myrealdata.in

**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:** NEW DELHI

**State:** Delhi

**Country:** INDIA

## Chat Transcript

sharath.kumar	Hello, I am your Acebuddy
Acebuddy	Hello Sharath.kumar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sharath.kumar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sharath.kumar	I'd like to raise a Request
Acebuddy	Please select your request type.
sharath.kumar	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
sharath.kumar	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
sharath.kumar	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
sharath.kumar	chat sound test
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>sharath.kumar has ended this chat session</i>

# Chat Transcript

I am working with Coleman Metal Products / Tex  
not used this in several months. Gene asked me  
reports.

## Visitor Details

#73527 tim

Email: tim@theledgerfirm.com ☎ 8177239294

Department: Support(QB & App Hosting)

Operator: Rohan

Website: <https://www.acecloudhosting.com/vdi/remote-desktop-services/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: FT WORTH

State: Texas

Country: UNITED STATES

## Chat Transcript

tim I am working with Coleman Metal Products / Texas Hot Tub. I have not used this in several months. Gene asked me to help

I am currently unable to get remote access. Can you help me get setup again?

Rishab Hi My name is Rishabh, I will be assisting you further

Please allow me a minute. Let me check

tim Sure.

Rishab Tim, let me transfer this to my Support team and they will assist you with your setup.

tim sure

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

*Rohan Prajapati accepted the chat transfer request.*

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

tim Thanks.

Rohan Prajapati Hello Tim, How are you doing today ?

I will surely help you with this issue.

Kindly allow me 5-6 minutes to check the same.

tim	sure
Rohan Prajapati	May I know if you remember the Password of this "CMP_Tim" user ?
tim	Gene reset it this morning. Do you need it?
	When I logged in with the password I got an error.
	<i>12:48:04 AM tim is sharing a file with you</i> <u><a href="#">1_image.png</a></u> - ( Size:14.02 KB )
Rohan Prajapati	No Tim, all seems to be good at our end.
	May I take the remote access of your local computer?
	I need to check this at your end
tim	SURE
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
tim	OK. I'm ready.
Rohan Prajapati	Kindly Copy and Paste below link in any browser of your Local PC and Join the session.  <a href="https://assist.acecloudhosting.com/join/8732595781">https://assist.acecloudhosting.com/join/8732595781</a>  We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the session. Please do not close this window.
	Is there anything else I may help you with ?
tim	OK. Thanks.
Rohan Prajapati	Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. 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> )

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74153 Sara Oconlon

**Email:** sara3trees@gmail.com  18056207509

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

**Operator:** Sandeep Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 46 Secs

**City:** NEWBURY PARK

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Sara Oconlon	Hello, I am your Acebuddy
Acebuddy	Hello Sara3trees, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sara Oconlon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sara Oconlon	I'd like to report an Issue
Acebuddy	Please select an option!
Sara Oconlon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sara Oconlon	Need to reset a company password
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sandeep Kumar accepted the chat transfer request.</i>
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.
	Hi Sara, How are you doing today?
Sara Oconlon	Good. I set up a company a few months ago, Katrina Rydzewski Psyd I can not get into the company and need it reset
Sandeep Kumar	I will surely help you with this.
	May I take the remote access of your server?

Sara Oconlon	yes
Sandeep Kumar	Please accept the remote prompt on your server end.
Sara Oconlon	completed
Sandeep Kumar	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
Sara Oconlon	yes
	I have another issue. See the red "X" below. I can't get ride of it. Ticket number 654495 and the "QB Web Connector pops every time I log into QB, I get these two things popping up
Sandeep Kumar	Ok. you may keep on working on the QB, im checking the same on my end over the server.
Sara Oconlon	ok great!
Sandeep Kumar	Sara, i have made some changes on the backend. You may log off of the server and check if the pop up is coming up again
Sara Oconlon	logging in now
	Whoo Hooo! Your third person to work on this and its fixed.
	about a week ago i sent in an email to create a new server. did a ticket get created?
Sandeep Kumar	I will have to check for the same.
	Kindly allow me 3-4 minutes.
Sara Oconlon	ok
Sandeep Kumar	Thank you for waiting.
	#616425
	The dedicated department is working on this.
	And they will get back to you as soon as possible.
Sara Oconlon	this ticket was initiated about a week ago, ticket number 616425 says it was initiated in January??? and got achieved??? I
Sandeep Kumar	No , the team is working on the same ticket.
Sara Oconlon	so any idea how long this will take??? when someone will contact me?
	is it our of archive?
	should i email support?
Sandeep Kumar	Someone from the concerned team will be connecting with you.
Sara Oconlon	ok thanks for helping me out
Sandeep Kumar	Im informing them to speed up the process.
Sara Oconlon	Great!! My client is waiting. Have a nice evening
Sandeep Kumar	You too!!
	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 appr  
Thanks!

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

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

*Sandeep Kumar has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73388 john**

**Email:** john@claritymba.com ☎ 415.491.1099

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** SAN RAFAEL

**State:** California

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
john	I'd like to report an Issue
Acebuddy	Please select an option!
john	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
john	re 648846 and numerous other tickets, the user session for user Admin_CMBA is frozen, please log off user from server, th
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 assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
john	hello Shubham! me again
Shubham Yadav	Hey john, how you doing ?
john	doing fine, thanks - hope same for you
	just this one nagging issue that I'm hoping you can help with
Shubham Yadav	Sure john, always there for you
	Let me check
	John as I can check user Admin_CMBA is in disconnected mode right now.
	Since when are you facing the issue ?
john	I see that - I should be able to log in now
	just happened, within the last hour or so
Shubham Yadav	Alright
john	I have not been able to determine a pattern of why this is happening
Shubham Yadav	John this might happen due to network connectivity with the server and local computer.
	As everything is fine on the server
john	this issue is new as of last month, I am hoping it will fix itself at some point :)
	it only affects the one user account
Shubham Yadav	John do not worry, I will monitor your pattern now
john	thank you
	I have been able to log back in now so I will continue work at this time. Appreciate all your help!
Shubham Yadav	If it keeps happening, we will reset your profile
	Welcome John

	Thanks for the confirmation
john	it might be appropriate to take that course of action at this time - is that possible?
Shubham Yadav	John it will take some time to reflect, I will make some changes then we will see. If it happens again. Then we will surely p
john	very good, thank you
	I think that's all I need for now then
Shubham Yadav	Welcome john
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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 appri
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.ace">https://selfcare.ace</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shubham Yadav has ended this chat session*

## Chat Transcript

What is the website URL for users to login into?  
different URL than the My Portal login

### Visitor Details

**#73666 Cjcarr5150**

**Email:** cjcarr5150@gmail.com ☎ 4025988577

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

**Operator:** Rohan

**Website:** [https://www.acecloudhosting.com/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=ace%20cloud%20hosting&utm\\_adgroup=Primary](https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary)

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 33 Secs

**City:** HIALEAH

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Cjcarr5150	What is the website URL for users to login into? I believe this is a different URL than the My Portal login. Thanks
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
	Hi Chad,
	How are you doing today ?
Cjcarr5150	Great
	can you help me with my question
Gantavya	Yes, I think we forwarded this interaction to our support team couple of times
Cjcarr5150	My chat keeps getting cut off and nobody will answer my question via email
Gantavya	I understand, could you please confirm the name of your account associated with us or your CID
Cjcarr5150	Ticket Express / Client ID = CID67331
Gantavya	My apologies for the delay Chad
	let me transfer the chat again and I will also align the team to pick the chat as soon as possible.
Cjcarr5150	Thanks
Gantavya	If you don't get the resolution, please feel free to share a mail to me gantavya.sharma@acecloudhosting.com and I will es
	<i>Gantavya is transferring the chat to Support(QB &amp; App Hosting).</i>
Cjcarr5150	Thanks.
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
Cjcarr5150	I just need to verify where my users that I set up should log in
Rohan Prajapati	Hello Chad, How are you doing today ?
	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
Cjcarr5150	I'm doing well
	thnaks
Rohan Prajapati	That's Great
	<i>1:00:39 AM Rohan Prajapati is sharing a file with you <a href="#">image.png</a> - ( Size:9.39 KB )</i>
	<i>These are your active users which are associated with Server name: TicketExpress.myrealdatal.net</i>

Cjcarr5150	I agree with the user names do they do to:  TicketExpress.myrealdatal.net In order to login?
Rohan Prajapati	Have you used the My Portal Before ?
Cjcarr5150	Yes, but it's been a long time
Rohan Prajapati	You can download RDP files for all users from there and even reset their passwords.  I can show the same.  May I take the remote access of your local computer?
Cjcarr5150	I'm not on my desktop. I'm texting from my phone
Rohan Prajapati	Let me share the Document with you for the same.  You can go through the same and you can download the RDP files and reset users Password from that Portal which is My F  <i>1:06:41 AM Rohan Prajapati is sharing a file with you (My Portal) How to Manage ACE Server Users 1.pdf - ( Size:1.33 MB )</i>
	<i>Here is the Document</i>
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Cjcarr5150	We are
Rohan Prajapati	Is there anything else I may help you with ?  Are we still connected here?  Are we still connected here?  Are we still connected here?  As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Rohan Prajapati has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74291 srinivas**

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

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

**Operator:**

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

**Operating System:** Apple iPad

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 52 Secs

**City:** IRVING

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

srinivas	Hello, I am your Acebuddy
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
srinivas	servers down
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
srinivas	Taxg1nservet name
	blank screen
	no one is able to work
	please restart the servdr
	taxg1

Sharath Kumar	Sure, Sir. One moment while I check the server why it is doing that
	The server is accessible and working fine when I signed in
srinivas	ok
	everyone is getting blank screen
	you can see on mine
Sharath Kumar	May I take a remote of your server session
srinivas	windows explorer is not working
Sharath Kumar	thank you! one moment please
	Prior providing the access, I would suggest you to close any important documents at your end.
srinivas	i gave permission for you
	please fix it
	everyohe is waiting to work
	server issues are from 7 days
	there is an escalation ticket
	can you restart asap
	hi
	are you there
Sharath Kumar	My apologies and thank you for your patience
	could you check with others and let me know if that resolved your concern
	I was trying to not disrupt anybody's work by restarting the server
	do let me know if that did the trick
srinivas	checking
Sharath Kumar	Thank you!
srinivas	server is really crazy
	for some reason the cpu is spiking 60%
Sharath Kumar	I totally understand that, I was checking with my colleague about your concern and got to know that the escalation team
srinivas	working now
Sharath Kumar	I will have them reach out to you with a resolution at the earliest
	glad to hear this! is this something that happens very often?
srinivas	no
	today only
Sharath Kumar	I see, it should not trouble you with this concern any longer since I have restarted the services that was causing this

srinivas	we have one person  still black screen for her
Sharath Kumar	I see, it must not have updated for her.  If nothing needs to be saved for her, can I log her out of the server  or I can take the remote session and do what I did on yours
srinivas	log out
Sharath Kumar	sure, whats the useraccount
srinivas	teamd
Sharath Kumar	one moment  done!  That should do it  anything else that I may assist you with?
srinivas	how many users are connected  now  to the server
Sharath Kumar	6 in total  TeamB is in disconnected state
srinivas	should we restart to be on the safe side  so that we don't call you again  put a message to say server is restarted a  and restart
Sharath Kumar	The CPU and RAM appears to be stable now
srinivas	ok
Sharath Kumar	Ok sure, let me send the message to everyone and restart in 5 minutes  so that users can save any data if they need  is that acceptable
srinivas	yes
Sharath Kumar	done!  server will restart in 5 minutes  would that be all or is there anything else that I may assist you with?  Are we still connected here?

	Are we still connected here?
srinivas	yes
	That's all
	thank you
Sharath Kumar	alright sir! Wishing you a good rest of your day
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74531 Ravi Shah**

**Email:** ravi@yourtaxadvisor.com  +1 9739609951

**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:** LAS VEGAS

**State:** Maryland

**Country:** UNITED STATES

### Chat Transcript

Ravi Shah	Hello, I am your Acebuddy
Acebuddy	Hello Ravi Shah, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ravi Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ravi Shah	I'd like to raise a Request
Acebuddy	Please select your request type.
Ravi Shah	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.  Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Ravi Shah	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit Kumar has not responded for the transfer request.</i>
Ravi Shah	hello  are you there?
	<i>Chat request was not picked up by the operators</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73438 Moeller**

**Email:** kelly@farmfinancialsolutions.com  6122908679

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 36 Secs

**City:** WILLMAR

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Moeller	Hello, I am your Acebuddy
Acebuddy	Hello Kelly Moeller, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Moeller	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Moeller	I'd like to report an Issue
Acebuddy	Please select an option!
Moeller	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Moeller	Cannot update Lacerte due to low disk space,
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Kelly, How are you doing today ?
Moeller	I cannot update Lacerte 2024 due to low C disk space.
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 5-6 minutes to check the same.
	Thank you for your patience.
	Yes As I can see you have only 5.69GB Free out of 75GB which is 8% of the total drive.
Moeller	Can we get more space?
Rohan Prajapati	I will surely share the disk space plan with you. However let me check if i can free up some space by deleting the trash fil
Moeller	Okay, thanks!

Also, can you send me the data for 2020?

Rohan Prajapati Sure, Please allow me some time to check the same

Kelly, I've tried to free up space, but the results were limited. To resolve this and ensure smooth server operation, I kindly

**Remove Unnecessary Files:** Please review the C drive and delete any unnecessary files (temporary files, old logs, unus

**Disk Cleanup:** We've completed this, and no removable files were found.

**Disk Expansion:** If space is still insufficient, we may need to expand disk capacity or reallocate resources.

Here are the available plans:

**Plan 1 :** 200GB – \$120/month

**Plan 2 :** 100GB – \$60/month

**Plan 3 :** 80GB – \$50/month

**Plan 4 :** 60GB – \$40/month"

Are we still connected here?

Moeller Yes!

They were supposed to remove 2020 from our server when they added 2024.

That might help free up some space.

Rohan Prajapati Okay, Kelly, here's the plan: I will provide you with the backup of Lacerte 2020 through a link. Then, we'll proceed with un  
please let us know which plan you'd like to proceed with, and we'll handle it accordingly. Once the space is added, we'll u|

**Alternatively, I can update Lacerte 2024 right away if you can log out from the server for 15 minutes. I'll up**

Moeller That sounds great. If we need more disk space I would like to start with the \$40/mo plan.

Rohan Prajapati Thanks for the confirmation !

Kindly log out from the server so that I can update Lacerte 2024

We will update you via email once its done

Moeller I am out.

Rohan Prajapati Thanks for the confirmation !

Is there anything else I may help you with ?

Moeller Nope, that is all. Thank you so much for your help!

Rohan Prajapati Thanks for the confirmation !

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi  
Thanks!

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

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

*Rohan Prajapati has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

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#### #74944 Brooke Day

**Email:** finance@blythandburrows.com  12073563820

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** PORTLAND

**State:** Maine

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Brooke Day	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Brooke
Brooke Day	Hello, I am trying to log into the portal and the password is not working. When I try to reset the email it is giving is not on
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Brooke Day	mirandagroupbb CID72005
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the same.
	Thank you for your patience.
	May I take the remote access of your local computer?
	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)
	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

**#73891 April Bennett**

**Email:** april@northpointedev.com **Phone:** 9202034421

**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:** OSHKOSH

**State:** Wisconsin

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73976 mdillc**

**Email:** mdillc@machlink.com ☎ 563-263-5057

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 5 Mins 17 Secs

**City:** MUSCATINE

**State:** Iowa

**Country:** UNITED STATES

## Chat Transcript

mdillc	Hello, I am your Acebuddy
Acebuddy	Hello Julia Honts, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mdillc	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mdillc	I'd like to report an Issue
Acebuddy	Please select an option!
mdillc	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mdillc	I can't send emails for QB since you updated
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
mdillc	My server is MuscatineInvest.
	<i>Shashwat Verma accepted the chat transfer request.</i>
	<i>Shashwat Verma is transferring the chat to Ashutosh Mishra.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
mdillc	I can't send emails ever since the update can you help?
	If you get in my system I'll show you what I'm talking about

Ashutosh Mishra	I will surely help you with this issue.
mdillc	Ok, I'll go over to QB and wait for your request to get in
Ashutosh Mishra	Kindly help me with your server name and user name?
mdillc	I did up above
	It's MuscatineInvest
	Admin
Ashutosh Mishra	Thank you for the details, kindly allow me two minutes to check from backend and connect to you over remote session.
mdillc	ok
	I haven't gotten a request yet
Ashutosh Mishra	My apologies for the delay. Kindly allow me a minute as it is taking longer than usual.
mdillc	ok
Ashutosh Mishra	Is there anything else I may help you with ?
	Issue has been resolved over remote session.
mdillc	I found you. Thank you the issue has been resolved.
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#73496 **jolai.clover**

Email: [jolai.clover@gmail.com](mailto:jolai.clover@gmail.com) ☎ 85294261088

**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 11 Secs

**City:** TUNG CHUNG

**State:** Hong Kong

**Country:** HONG KONG

## Chat Transcript

jolai.clover	Hello, I am your Acebuddy
Acebuddy	Hello Jolai.clover, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jolai.clover	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jolai.clover	I'd like to report an Issue
Acebuddy	Please select an option!
jolai.clover	Password Reset
Acebuddy	Please select an option below
jolai.clover	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
jolai.clover	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
jolai.clover	re: ticket# 652385
	I still cannot log in to the ACE server
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Jo, let me quickly check your account once again
	Thank you for your patience, Jo

Could you try signing in once again and let me know the result

jolai.clover ok

[Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your r  
code: 0x3000008 Extended error code: 0x0 Timestamp (UTC): 03/04/25 01:15:52 PM Press Ctrl+C to copy.

Sharath Kumar I see, let me take remote of your local computer and check the RDP settings

I am sending you the link for the same

jolai.clover ok

Sharath Kumar <https://assist.acecloudhosting.com/join/2562646043>

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

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting  
give your confirmation on this chat.

jolai.clover ok

Sharath Kumar please enter your password here

There you go!

It appears we needed to clear the existing password and after that you were able to sign in

jolai.clover So, ok now?

Sharath Kumar yes, all good

jolai.clover Great! thank you

Sharath Kumar may I disconnect from the session or you need any further assistance/

jolai.clover yes. thank you

Sharath Kumar 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 appreciate your help.  
Thanks!

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

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

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

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74003 assembly

**Email:** assembly@rortax.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

assembly	Hello, I am your Acebuddy
Acebuddy	Hello Assembly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
assembly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
assembly	I'd like to report an Issue
Acebuddy	Please select an option!
assembly	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
assembly	Unable to print from Lacerte 2024 in the cloud server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
	<i>Shashwat Verma is transferring the chat to Manish Singh.</i>

*Manish Singh accepted the chat transfer request.*

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
assembly	Hello
Manish Singh	Hii
assembly	We had this issue yesterday, and I'm hoping to fix it moving forward
Manish Singh	I will surely help you with this issue.  As this issue is reoccurring I will identify the root cause of this issue.
	Are you using Uniprint for printing?
assembly	No, we use a redirect to print to our paper printer. We also use the TaxDome printer app within the cloud
Manish Singh	Alright, let me check once.
assembly	For what it is worth, the TaxDome printer app works fine, it's the Canon printer that we are having issues with
Manish Singh	May I take the remote access of your local computer?
assembly	iR-ADV 4845 is the printer name  Sure!
Manish Singh	<a href="https://assist.acecloudhosting.com/join/7642916576">https://assist.acecloudhosting.com/join/7642916576</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
assembly	Ok, done
	Should I click "Join Session"?
Manish Singh	yes please
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
	Is there anything else I may help you with ?
assembly	No, I don't think so. Am I good to disconnect the remote session?
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this conversation.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Yes please
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #73686 Linda Nevis

**Email:** lnevis@managetax.com  16509619007

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** SAN JOSE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

# Chat Transcript

My server name isn't popping up when trying to management account?

## Visitor Details

### #74447 Shakira Doston

**Email:** doston.shakira@gmail.com  2393792058

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

**Operator:** Ashutosh Mishra

**Website:** [https://www.acecloudhosting.com/?s=Server+name&post\\_type=knowledgebase&kb\\_search\\_nonce=c51e31b394&wp\\_http\\_referer=%2F%3Fs%3DMy%2Bserver%2Bname%2Bisnt%2Bc](https://www.acecloudhosting.com/?s=Server+name&post_type=knowledgebase&kb_search_nonce=c51e31b394&wp_http_referer=%2F%3Fs%3DMy%2Bserver%2Bname%2Bisnt%2Bc)

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 1 Min 29 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Shakira Doston	My server name isn't popping up when trying to log in to my school management account?
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
Shakira Doston	Ok
Gantavya	Hi Shakira, Could you please confirm the name of your account (Edited)
Shakira Doston	vineacademy
Gantavya	My apologies, I am not able to find with that name.  Could you please confirm the name of your server  you can share the link here
Shakira Doston	How can I find the server name  name*

Gantavya	Do you have a CID of the account
Shakira Doston	No
Gantavya	Let me transfer you to support team, they would able to guide you with the issue and also with your CID
<i>Gantavya is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Shakira Doston	My server name isn't popping up when trying to log in to my school management account?
Ashutosh Mishra	I will surely help you with this issue. Please let me know the complete name of your account?
Shakira Doston	Vineacademy
<i>Visitor changed the visitor's Email to Doston.shakira@gmail.com.</i>	
Ashutosh Mishra	I cannot find any account with the name Vineacademy.
	Have you opened the account with Ace or is it anyone else?
Shakira Doston	Yes with ace school management
Ashutosh Mishra	This is Ace Cloud Hosting Service.
	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)

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74100 jon**

**Email:** jon@sundackcpa.com ☎ 6314999437

**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 22 Secs

**City:** FARMINGDALE

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

jon	Hello, I am your Acebuddy
Acebuddy	Hello Jon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jon	I'd like to report an Issue
Acebuddy	Please select an option!
jon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jon	applications crashing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
jon	hi Sharath- on eof our users Robert is having applications crash and the keyboard stops working but only when connected to server not on local machine
Sharath Kumar	understood! No worries, let me help you with that  could you confirm if they are able to use the mouse on the server
jon	they were  he just logged off and is restarting his local machine  give me a minute please
Sharath Kumar	May I ask what is the username that they are signed in with

jon	not sure but his name is robert fein
Sharath Kumar	got it! could you ask Robert to sign back in and let me know if further assistance is required
jon	hes is logging in now
Sharath Kumar	Are we still connected here?
jon	yes
	still not working
	he just logged in
Sharath Kumar	I will have take a remote session to check RDP file on the on the local computer
	we could check the settings there are appropriately set
jon	ok that is fine
	ok
	can you do that?
	wnat to send me a link
Sharath Kumar	certainly, one moment please
	this is the link you 'll need to open on the local computer
	<a href="https://assist.acecloudhosting.com/join/7742198696">https://assist.acecloudhosting.com/join/7742198696</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
jon	ok looks like you are in
	im here if you need me
Sharath Kumar	Jon, checking some settings on the server, one moment please
	Jon, I am connected with Robert and now he is able to type on the server
	I actually think restarting the local computer did the trick as there no relevant changes made on the RDP file
jon	ok thank you
Sharath Kumar	Is there anything else I may help you with ?
jon	that is all thank you for your help once again
Sharath Kumar	My pleasure!
	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 appri
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecl">https://selfcare.acecl</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #74921 Rob Riss/ Go West

**Email:** rob@justgowest.com ☎ 19704938441

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 18 Secs

**City:** FT COLLINS

**State:** Colorado

**Country:** UNITED STATES

### Chat Transcript

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

	Setback
Acebuddy	Please select an option!
Rob Riss/ Go West	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rob Riss/ Go West	server issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
	<i>Rohan Prajapati is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Rob Riss/ Go West	hi shivam how are you
Shivam Singh	Doing Great, Thank you for asking. how can I assist you?
Rob Riss/ Go West	can't log into our server, are you having issues today?
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Rob Riss/ Go West	GoWest.myrealdatal.net
	GWG_Admin
Shivam Singh	As I can see you are logged in  Are you facing any challenge ?
Rob Riss/ Go West	We were all facing a challenge this morning and getting an error that the server does not belong to the specified network.  thank you!
Shivam Singh	Great  Please let us know if you face any challenges in future.  Is there anything else I may help you with ?  Are we still connected here?  Are we still connected here?  Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Shivam Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #73402 Gretchen Carol Reeves

**Email:** gr@skygroupacct.com  9706884829

**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:** 11 Secs

**City:** EDWARDS

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Gretchen Carol Reeves	Hello, I am your Acebuddy
Acebuddy	Hello Gretchen Carol Reeves, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gretchen Carol Reeves	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gretchen Carol Reeves	I'd like to raise a Request
Acebuddy	Please select your request type.
Gretchen Carol Reeves	Password Reset
Acebuddy	Please select an option below
Gretchen Carol Reeves	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.

	<p>Do you need any further assistance on the topic?</p>
Gretchen Carol Reeves	<p>Yes</p>
Acebuddy	<p>Please wait while we connect you to our Support Representative</p>
	<p><i>Acebuddy (bot) forwarded the chat request</i></p>
	<p><i>Shubham Kataria accepted the chat transfer request.</i></p>
Shubham Kataria	<p>Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.</p>
Gretchen Carol Reeves	<p>hi</p>
Shubham Kataria	<p>Hello Gretchen</p>
	<p>Kindly confirm if you require a password reset</p>
Gretchen Carol Reeves	<p>yes I do. I have already tried through the self care portal and it just asked me to do it again. How often to I have to change my password</p>
Shubham Kataria	<p>Could you please show me where you're receiving the notification to change the password again</p>
Gretchen Carol Reeves	<p>its on the myrealdata screen with windows security at the top</p>
Shubham Kataria	<p>I will be surely assisting you with this. Kindly help me with your server name and user name?</p>
Gretchen Carol Reeves	<p>GCRCorp my real data</p>
Shubham Kataria	<p>Thank you for the information.</p>
	<p>Could you please logon to the server so that we can connect over remote to see the notification.</p>
Gretchen Carol Reeves	<p>I can't log into the server because of the pw problem</p>
Shubham Kataria	<p>okay</p>
	<p>May I take the remote access of your local computer?</p>
Gretchen Carol Reeves	<p>yes</p>
Shubham Kataria	<p>Prior providing the access, I would suggest you to close any important documents at your end.</p>
Gretchen Carol Reeves	<p>ok</p>
Shubham Kataria	<p><a href="https://assist.acecloudhosting.com/join/1752580922">https://assist.acecloudhosting.com/join/1752580922</a></p>
	<p>Kindly join this link.</p>
	<p><i>8:02:07 AM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - ( Size:16.81 KB )</i></p>
	<p><i>Could you please rejoin the session. It seems that the connection was not established properly.</i></p>
	<p>We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the queue. I will give you confirmation on this chat.</p>
	<p>Thank you for your patience.</p>

	As per our remote conversation, your issue has been resolved.
	Is there anything else I may help you with ?
Gretchen Carol Reeves	all for today!
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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 appri 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> )

*Shubham Kataria has ended this chat session*

## Chat Transcript

I need your help

### Visitor Details

#### #74456 Alpha

**Email:** n.ko@alphasn100.com  4704398252

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

**Operator:** Shivam Singh

**Website:** [https://www.acecloudhosting.com/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=ace%20cloud%20hosting%20pricing&utm\\_adgroup=Cloud%20Hosting%20Pricing](https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting%20pricing&utm_adgroup=Cloud%20Hosting%20Pricing)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 51 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

Alpha	I need your help
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
Alpha	Hi how are you doing?
Vatsal	Hi! I am doing good. How are you?
Alpha	Good, thanks! I have some troubles to use this serve. I need to install the printer and it's saying i have to ask the technici
	Can you help me please?
Vatsal	Yes. Is your business - Alpha SN LLC?
Alpha	Yes
Vatsal	Alright! I am forwarding this chat to the support team, they'll be assisting you further.
	<i>Vatsal is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Alpha	Thank you. I also want to ask about that I have two monitors and I want to use them as a dual setup. Can you help me fix
	Hi how are you doing
Shivam Singh	Doing Great! Thanks for asking.
	Let me have a look at the server end. Allow me 2 minutes to check.
Alpha	Sure, take your time !
Shivam Singh	As I checked the server, Printer services are up and running. Could you please check the printer issue now.
Alpha	Okay I'm checking now
Shivam Singh	Thereafter I will assist you with the Dual monitor setup
Alpha	It's saying t hat Administrator privileges are required to install software to your system. Please contact your system admir
	@@
Shivam Singh	Okay. So, you are trying to install the application.
Alpha	Yes HP Printer
Shivam Singh	Let me take the remote access and check
Alpha	Sounds good
Shivam Singh	I will be taking the access of your server to check the issue.
Alpha	@@
Shivam Singh	thanks for the confirmation
	could you please confirm you are logged in through which user account
	AlphaSN1,

	AlphaSN2 are connected.
Alpha	Umm..
	I think it's SN2
Shivam Singh	okay
	Please allow the request.
	Thanks
	Let me install it for you
Alpha	Thank you!
Shivam Singh	Please let me take over.
Alpha	You got it right?
Shivam Singh	Absolutely.
	<i>1:05:40 AM Shivam Singh is sharing a file with you <a href="#">image.png</a> - ( Size:38.72 KB )</i>
	<i>I have tried installing the Application however it is not the compatible one. See the screenshot below</i>
Alpha	Hmm I wonder why
Shivam Singh	I would recommend you download the application setup for Windows Server 2019
Alpha	Can you tell me what server for now??
Shivam Singh	Sure, Windows Server 2019
Alpha	Oh and i have to download the application for 2019
Shivam Singh	Could you please tell me the printer model number.
Alpha	It's 4301
Shivam Singh	Could you please let me know as to why you would want an additional printer service.
Alpha	I need to print the report to my boss
	⌚
Shivam Singh	Could you confirm is this the model we are talking about? HP Color LaserJet Pro MFP 4301-4303dw/fdn/fdw Printer series
Alpha	Yes
Shivam Singh	I understand
	You could use Uniprint for printing job.
Alpha	Uniprint??
	Is it different kind of the printer?
Shivam Singh	It's a printer application that redirects prints from the local machine to the server and vice versa.

Alpha	Maybe I should try that too..
	I
	I'm so bad at machine things
Shivam Singh	sure, give it a try.
Alpha	Can you help me out this?
Shivam Singh	Rest Assured, I'm here just to walk you through steps
	Absolutely. I would be my pleasure.
Alpha	Thank you for your helps
Shivam Singh	Let me have things setup at my end to run you through all the process.
Alpha	
Shivam Singh	May I take the remote access of your local computer?
Alpha	Sure
Shivam Singh	As the uniprint needs to be installed on your local machine
	Prior providing the access, I would suggest you to close any important documents at your end.
Alpha	Okay!
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/5702048692">https://assist.acecloudhosting.com/join/5702048692</a>
	We're currently connected through the remote session and will start troubleshooting right away. I'll be placing the chat on everything, just let me know here in the chat.
Alpha	Are you in?
Shivam Singh	Kindly paste this link.
	<a href="https://assist.acecloudhosting.com/join/4702909694">https://assist.acecloudhosting.com/join/4702909694</a>
	Could you please provide us the best contact number and time zone with time, so that we can assist you over the call
	Seems like we are not able to take access of the Local machine
Alpha	It's saying it's terminated
	Can I get another url?
Shivam Singh	Sure, let us give it another go.
	Allow me 2 minutes.
Alpha	Yes
Shivam Singh	<a href="https://assist.acecloudhosting.com/join/9062553262">https://assist.acecloudhosting.com/join/9062553262</a>
	make sure you share the local machine screen
Alpha	Are you in?

Shivam Singh	yes
	Is there anything else I may help you with ?
Alpha	you did the dual things too, right??
Shivam Singh	No that.
	Could please reiterate as to what need to be fixed on the dual screen ?
	I'll make sure I look into it.
	Hi there ?
	You mentioned that have two monitors and you want to use them as a dual setup ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Alpha	oh
	I haven't checked here
	Correct
	Sorry
	I thought you are doing work
Shivam Singh	could you check the if you are able to access the server as you wanted.
Alpha	I want to look at the Quickbooks screen with my local screen
Shivam Singh	could you please check if you could do that now, if not then I will configure it.
	As I Initially joined in the RDP is setup to use it for dual monitor.
Alpha	You mean check the server?
Shivam Singh	Yes.
Alpha	Sorry I don't know how to check the server
Shivam Singh	no problem just checks what you wanted and let me know if you require any other configuration changes
	I will wait for your configuration.
Alpha	When I switch the server window to full screen, my local screen turns off. I want to be able to see both at the same time.
Shivam Singh	Okay
	have checked are you still facing the same issue.
	?
Alpha	Yes..
Shivam Singh	okay
	May I take the remote access of your local computer?

Alpha	Sure
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.  <a href="https://assist.acecloudhosting.com/join/8852497103">https://assist.acecloudhosting.com/join/8852497103</a>
	Is there anything else I may help you with ?
Alpha	Yes it's everything
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Alpha	You helped so much
	Thank you, you too
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat session.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. 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> )
Alpha	For sure

*Shivam Singh has ended this chat session*

