

# Chat Trans

Hello, I am your A

## Visitor Details

### #71434 Erica Shepp

**Email:** erica@sasisprinklers.com  14356699793

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 14 Secs

**City:** LOS ANGELES

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Erica Shepp	Hello, I am your Acebuddy
Acebuddy	Hello Erica Shepp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Erica Shepp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erica Shepp	I'd like to report an Issue
Acebuddy	Please select an option!
Erica Shepp	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Erica Shepp	There is nothing on my remote desktop when I connect to the server
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.

Erica Shepp	Hello Tushar
Tushar Pharswan	Hello Erica.
Erica Shepp	So yes, the only thing on my desktop is a recycle bin  E  everything else is gone
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Erica Shepp	"windows cannot access \\qblivepro2\profiles\$\EricaS.pro2\Desktop
Tushar Pharswan	May know your account CID number
Erica Shepp	I'm not sure, which one is that?
Tushar Pharswan	Your company would help us too.
Erica Shepp	Oh sorry Southwest Automatic Sprinklers
Tushar Pharswan	May I take the remote access of your local computer?  Prior providing the access, I would suggest you to close any important documents at your end.
Erica Shepp	Yes
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/9302597528">https://assist.acecloudhosting.com/join/9302597528</a>  Kindly Click on the link and open the downloaded file.  We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat.
	Is this issue first time or has happened previously also? (Edited)
Erica Shepp	First time  Oh.  I think last week we had to be moved (possibly) because we were getting an error that only one user could get on quickbooks.
	I don't recall if the resolution was moving the server or not, but we did have to wait for it to be fixed overnight.
Tushar Pharswan	This happened right now all the folders disappeared just now ?
Erica Shepp	When I tried to connect to server, this is all that showed up
Tushar Pharswan	I deeply apologize for the inconvenience caused to you.  Our team is working from back end kindly recheck in next 30 min.
Erica Shepp	Okay, I will do that
Tushar Pharswan	We will email you for the same regarding issue.
	Is there anything else I may help you with ?
Erica Shepp	Sounds good  No that is all. Thank you!

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

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

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

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

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy.

### Visitor Details

#### #71610 Adriane.tucker

**Email:** adriane.tucker@yahoo.com ☎ 2098970307

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

**Operator:** Tushar Pharswan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** PIONEER

**State:** California

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
Adriane.tucker	I'd like to report an Issue
Acebuddy	Please select an option!
Adriane.tucker	Password Reset
Acebuddy	Please select an option below
Adriane.tucker	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?
Adriane.tucker	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Adriane.tucker	Cant connect to self support
	<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?
Adriane.tucker	Password to access server isnt working
	DebraG
	Im Adriane
	I cant even access the self help portal
Tushar Pharswan	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Adriane.tucker	yes
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.
Adriane.tucker	ok
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/6032147003">https://assist.acecloudhosting.com/join/6032147003</a>
	Kindly Click on the link and open the downloaded file.
	Do you know the CID of your account associated with us?
	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 Trans

Good afternoon! It looks like I now have Cloud access. But, when I try to open QuickBooks, I get an error message stating license properties could n

## Visitor Details

### #71449 Katie Kispert

Email: kkispert@dixon-associates.com ☎ 7819340648

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

Website: [https://www.acecloudhosting.com/?utm\\_source=Bing&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=Ace%20Cloud%20Hosting](https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting)

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 21 Secs

City: NATICK

State: Massachusetts

Country: UNITED STATES

## Chat Transcript

Katie Kispert Good afternoon! It looks like I now have Cloud access. But, when I try to open QuickBooks, I get an error message stating

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

Katie Kispert Thank you!

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

*Tushar Pharswan accepted the chat transfer request.*

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?

Katie Kispert Da.NENT1 is the server name - username is admin

Tushar Pharswan Kindly allow me two minutes to check the same.

Katie Kispert HTank you!

Tushar Pharswan May I take the remote access of your server?

Katie Kispert Yes - you may.

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

<https://assist.aceclouddhosting.com/join/2192320757>

Kindly Click on the link and open the downloaded file.

Katie Kispert Do you have access?

Tushar Pharswan We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat.

Katie Kispert Great! Thank you!

Tushar Pharswan This message has been deleted

Kindly show me the error.

Katie Kispert Were you able to see the error?

Tushar Pharswan Yes

Katie Kispert Ok - perfect!

Tushar Pharswan Kindly let me know the QuickBooks version that you are trying to access.

Katie Kispert 19.0

Tushar Pharswan Kindly allow me two minutes to check the same on server.

Katie Kispert Thank you!

Tushar Pharswan I deeply apologize for the inconvenience caused to you.

Katie Kispert Thank you! Is there something additional that you need from me to resolve?

Tushar Pharswan The server is rebooting.

Katie Kispert I just saw that

Tushar Pharswan Also regarding the issue we were trying to fix this on back end, as a result we will now have to reinstall the QuickBooks 2019.

I deeply apologize for the inconvenience caused to you regarding this.

Katie Kispert Ok - thank you! So, I will wait to hear as to the next steps via an email?

Tushar Pharswan Yes once it is reinstalled on server we will let you know probably our team will repair it during the night time hours.

Is there anything else I may help you with ?

Katie Kispert OK - thank you! I will wait to receive an email. Have a good day!

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

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

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.aceclouddhosting.com/knowledgebase/>)

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy.

## Visitor Details

### #70666 Zaur Gasanov

**Email:** zaur@aurorahh.com  2146065577

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

**Operator:** Aarush Aneja

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** PLANO

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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

	Unable to create report in Excel. Excel is not loading
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
Zaur Gasanov	Hello Aarush
	CID65089
Aarush Aneja	Hello Zaur
Zaur Gasanov	Excel is not working to create a report
Aarush Aneja	We will surely assist you
	Kindly close all the office applications for now and tell all users to allow close the applications
Zaur Gasanov	Ok. closed
Aarush Aneja	May I take the remote access of your server?
Zaur Gasanov	sure
	do you want to call me?
Aarush Aneja	We shared a remote request on the server. I am only aligned on chats
	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 the chat.
Zaur Gasanov	ok
Aarush Aneja	We are checking 1-2 more settings. Kindly provide 2-3 more minutes
Zaur Gasanov	ok thank you!
	it works. Thank you!!
	ok
Aarush Aneja	Welcome
	We provided you the Excel access
	Zaur, Is there anything else I may help you with ? (Edited)
Zaur Gasanov	perfect! please close the ticket
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us 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 cooperation.
	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/>)

*Aarush Aneja has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy.

### Visitor Details

#### #70548 Karen Kropp

**Email:** karen.bythebooks@gmail.com  16074374988

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

**Operator:** Aarush Aneja

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Secs

**City:** ONEONTA

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Karen Kropp	Outlook not working
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Aarush Aneja accepted the chat transfer request.</i>	
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
	Hello Karen
Karen Kropp	Hello. Outlook is not working properly on my remote server
Aarush Aneja	I will be surely assisting you with this. Kindly help me with your server name and user name?
Karen Kropp	ByTheBooks.myrealdata.net
	KarenK_BTB
Aarush Aneja	Thank you for the details
	We are checking the server resources from the backend (Edited)
	Thank you for the patience and hold. Kindly re-login on to the server and check the performance now (Edited)
Karen Kropp	I'm getting an error message: There was a problem connecting to the remote resource. Ask your network admin for help
Aarush Aneja	Kindly try logging back now once.
Karen Kropp	Same message
Aarush Aneja	May I take the remote access of your local computer?
	Apologies for the inconvenience caused.
Karen Kropp	yes
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/7852627258">https://assist.acecloudhosting.com/join/7852627258</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.
	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 Trans

Hello, I am your A

## Visitor Details

### #71430 Fenil Shah

Email: tax@sktaxaddison.com ☎ 8473508121

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 43 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

## Chat Transcript

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

	Hello Darshak, could you please help me with your server name
Fenil Shah	sktaxaddison1
	Darshak Shah
Sharath Kumar	please allow me a moment while I sign into the server
Fenil Shah	sure
	Update please ?
	Urgent
Sharath Kumar	Darshak, am having some issues signing into the server
	trying a workaround, one moment please
Fenil Shah	Okay,
Sharath Kumar	I am logged in on the server now. Taking remote access of your account to see what's happening please accept my request and make sure no confidential data is on the screen
	I have sent you the request on SKTAXADDISON1 but not receiving any response
	Darshak, are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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
	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*

## Chat Trans

Hello, I am your A

### Visitor Details

#71175 tkorzan

**Email:** tkorzan@baymarine.net  2392954332

**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:** BONITA SPRINGS

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

tkorzan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

tkorzan Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

tkorzan I'd like to raise a Request

Acebuddy Please select your request type.

tkorzan 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 Trans

Hello, I am your A

## Visitor Details

**#71023 Cheryl**

**Email:** clientsupport@silversfs.com  7905922798

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

**Operator:** Aarush Aneja

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Cheryl	Hello, I am your Acebuddy
Acebuddy	Hello Clientsupport, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cheryl	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cheryl	I'd like to report an Issue
Acebuddy	Please select an option!
Cheryl	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Cheryl	My server is very slow. I taking too long to open sheet. Even typing a message is difficult
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
Cheryl	Hi Aarush
Aarush Aneja	Hello
	How may I assist you today
Cheryl	My server is running very slow. I cant work . I cannot open sheets properly
Aarush Aneja	We will surely assist you
	We are checking the sever performance from the backend

Cheryl	Alright
	Are you still checking?
Aarush Aneja	Yes, we deleted the temp files, checked the high resources coming programs and files on the server
	Kindly login back on to the server once and check the performance now
Cheryl	Its better now
Aarush Aneja	Also, we will keep the server under observation and will follow up tommorow
Cheryl	Great, thanks
Aarush Aneja	Welcome
	Is there anything else I may help you with ?
Cheryl	No as such
Aarush Aneja	This message has been deleted
	We will keep the server under observation and will follow up tommorow
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.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> )

*Aarush Aneja has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

**#71726 maya**

**Email:** maya@yourvirtualasset.biz  17708152465

**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:** 34 Secs

**City:** SNELLVILLE

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

maya	Hello, I am your Acebuddy
Acebuddy	Hello Maya Sims, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
maya	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
maya	I'd like to report an Issue
Acebuddy	Please select an option!
maya	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
maya	I am hosting Drake Tax Software on your platform. I am using TaxDome as our CRM and communications platform. The re
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 maya
maya	hello
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
maya	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/4872026229">https://assist.acecloudhosting.com/join/4872026229</a>
	Kindly Click on the link and open the downloaded file.
maya	1 moment

Shashwat Verma	Are you able to connect?
maya	I'm not sure what is wrong, but it won't allow me to download the link. It might be my monitored security/firewall.
Shashwat Verma	Okay, let try to take access from server side, but kindly confirm whether you are able to print from your pc ?
maya	1 moment
Shashwat Verma	Okay
maya	Wow, I'm glad you brought that up. It appears there is actually an issue with the TaxDome printer. OK, well I will contact them
Shashwat Verma	No problem
	Is there anything else I may help you with ?
maya	nope. that was it.
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 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 cooperation.
	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> )
maya	u 2

*Shashwat Verma has ended this chat session*

## Chat Transcript

I was just setup as a new user and trying to download the RDP but it is saying "IP not found". I believe I do not have the correct IP address? Can you advise?

### Visitor Details

#### #70917 Brooke Wilcox

**Email:** brookewilcox@elitefinancialvt.com **Phone:** 504-430-8265

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

**Operator:** Tushar Pharswan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** MIDDLEBURY

**State:** Vermont

**Country:** UNITED STATES

## Chat Transcript

Brooke Wilcox	I was just setup as a new user and provided login information. I am trying to download the RDP but it is saying "Error occu
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
	Kindly help with your Business name or CID?
Brooke Wilcox	CID71178
	<i>Dikshant Yadav is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	Kindly allow me two minutes to check the same.
	May I know the username for which you want the access.
Brooke Wilcox	I'm confused if my user name is Brooke.W@myreldata.net or brookewilcox@elitefinancialvt.com
Tushar Pharswan	Brooke.W@myreldata.net
	is the correct one.
	May I take the remote access of your local computer?
Brooke Wilcox	Thank you. I don't know what to put for Server Name.
Tushar Pharswan	So that I can assist you get logged in?
	EliteFinancial.myreldata.net
	server name is this.
Brooke Wilcox	Excellent, it has downloaded!
Tushar Pharswan	Great.
	Is there anything else I may help you with ?
Brooke Wilcox	My computer is not recognizing it. I am on a Mac, is this an issue?
Tushar Pharswan	I will have to check it on your end.
Brooke Wilcox	Ok, you can take remote access.
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.
Brooke Wilcox	Ok, I am ready.

Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/1462292645">https://assist.acecloudhosting.com/join/1462292645</a>
	Kindly Click on the link and open the downloaded file.
	We are connected noe.
	It is now setup.
	Is there anything else I may help you with ?
Brooke Wilcox	I guess that is it! Thank you SO much!
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	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> )

*Tushar Pharswan has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

**#70846 Anais Dilger**

**Email:** ezrad@rortax.com

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

**Operator:** Aarush Aneja

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

### Chat Transcript

Anais Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Ezra Dilger, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anais Dilger	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Pradeep, How may I help you for today?
Anais Dilger	Hello! I need to recover my password for user RT_Anais on the RORTax server
Pradeep Kumar	Alright, Let me Transfer the chat to the concerned Team.
Anais Dilger	Thanks!
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
Anais Dilger	Hello Aarush
	I need to recover the password for user RT_Anais on the RORTax server
Aarush Aneja	We checked and found the user is enrolled on the self care portal
	We see that you're already enrolled on Selfcare Portal.
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:
	<ol style="list-style-type: none"> <li>1. Visit Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). Click "Forgot your password".</li> <li>2. Enter your Server Username.</li> <li>3. Enter the CAPTCHA verification and Click Continue.</li> <li>4. In the window that opens, Choose an authentication method from the list.</li> <li>5. Enter your new password and click Reset to finish.</li> </ol>
Anais Dilger	Great, thank you!
Aarush Aneja	Welcome
Anais Dilger	So, It's telling me that my account has been restricted
Aarush Aneja	We are checking the same in the backend. Kindly provide 1-2 minutes
Anais Dilger	Thank you!
Aarush Aneja	Kindly check now
	Your previous password will also work now
Anais Dilger	It's still telling me that my account is restricted

Aarush Aneja	May I take the remote access of your local computer?
Anais Dilger	Please do!
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/1532430072">https://assist.acecloudhosting.com/join/1532430072</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.
	We are connected back (Edited)
Anais Dilger	Ok
Aarush Aneja	We provided you the registered email address for the password
	Once we receive an approval, we will provide you a new password
	Erza, Is there anything else I may help you with ?
Anais Dilger	Thanks so much!
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Anais Dilger	No, that will be all
Aarush Aneja	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 message.
	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.
	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> )

*Aarush Aneja has ended this chat session*

## Chat Transcript

Hello, I am your AI-powered support assistant.

### Visitor Details

**#70770 Cindy Haden**

**Email:** chaden@ascendmedie.com  913-344-1397

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Cindy Haden	Hello, I am your Acebuddy
Acebuddy	Hello Chaden, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cindy Haden	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cindy Haden	I'd like to report an Issue
Acebuddy	Please select an option!
Cindy Haden	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Cindy Haden	Microsoft Outlook is throwing off errors and will not operate outside of Safe Mode.
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?
Cindy Haden	Hello
Tushar Pharswan	Hello Chaden.
Cindy Haden	I am having problems with Microsoft Outlook. It is throwing off errors and will not operate outside of Safe Mode.
Tushar Pharswan	Okay.
	Kindly help me with your server name and user name?
Cindy Haden	AscendMediaLLC
	CindyHad

Tushar Pharswan	<p>Thank you for the details.</p> <p>I checked on server end as to resolve this issue we will have to reinstall the application for which we will need all users to We will email you once the reinstallation is done as well.</p> <p>Is there anything else I may help you with ?</p> <p>Are we still connected here?</p>
Cindy Haden	Should we all log off now?
Tushar Pharswan	Yes, you may.
	Once all the users are logged off, we will initiate the process and will email you once its reinstalled.
Cindy Haden	Okay, logging off now. This dialogue box will close. We will wait to receive an email before we log back on. Thank you.
Tushar Pharswan	Kindly log off after this chat session.
	This message has been deleted
	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
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.aceclou">https://selfcare.aceclou</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Trans

I have been collaborating with Ace an  
call between Ace and QB Desktop to re  
from employee who is no longer with t  
in credentials under

### Visitor Details

**#71278 kate**

**Email:** kate@jbid.co 📞 6125980852

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

**Operator:** Anurag Sharma

**Website:** <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 1 Min 33 Secs

**City:** LAPEER

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

kate I have been collaborating with Ace and am trying to triangulate a call between Ace and QB Desktop to reset username an

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

Let me transfer you to support for this.

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

*Anurag Sharma accepted the chat transfer request.*

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

Hello Kate

kate HI!

Anurag Sharma Could you please elaborate your issue?

kate Yes-- I have talked with y'all a couple times-- i am the bookkeeper for this business and am trying to get the bank account employee and we do not have access to that info. I want to get it reset. But when I have called QB they aren't able to bec

\*you can't do anything to help either.

We left it off with someone at Ace offering to call me and then loop QB into the conversation to see if we could figure it ou

Anurag Sharma I deeply apologize for the inconvenience caused to you.

kate It's been a struggle for sure!

Anurag Sharma Kate do you have the new license details with you? (Edited)

kate I do but remind me how to get to it

Anurag Sharma I will be surely assisting you with this. Kindly help me with your server name and user name?

kate server name: Persing

user name: admin

(I think. I am waaaay more familiar with QBO!)

Anurag Sharma Thanks for the confirmation !

Could you please help me with your business name?

kate Joanna Branzell Interior Design (JBID)

Anurag Sharma	As per our records the license is being provided by you.
	I deeply apologize, but, we do not have your QB detials.
kate	Indeed. But how do I change the Intuit sign in??
Anurag Sharma	Once you will provide me the QB license details. We will immediately proceed with the QB re-installation.
	Kate, only intuit can help you with this.
	If there's anything we can assist you with, we'd be more than happy to help. Trust me.
kate	BUT THEY CAN'T HELP ME!!!!
	They won't let me sign in or do anything because I don't have the credentials!!!!
Anurag Sharma	Kindly allow me 4-5 minutes to check the same.
kate	ok
Anurag Sharma	May I take the remote access of your server?
kate	yes p[lease
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
kate	done
Anurag Sharma	Please accept the remote session request on the server.
kate	done
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting up the chat.
kate	ok!
Anurag Sharma	You can find the licensing details on the CAMP portal of intuit.
	With your registered email Id
kate	are you still here?
Anurag Sharma	Yes
kate	what am i supposed to do now?
	she IS the primary licens holder.
	those are the primary license holder's credentials.
Anurag Sharma	I am so sorry Kate. But I tried all the things to help you.
	Only intuit can help you with this issue.
kate	ok. i'll call them. this is so frustrating.
Anurag Sharma	As you do not have the details over your registered email ID as well.
kate	have a good one. wish me luck.
Anurag Sharma	I suggest you to contact us on Phone: 1-888-415-5240.

For immediate assistance.

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)

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

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70887 KEITH

**Email:** ks.partsfast@gmail.com  7133203009

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

**Operator:** Gaurava Tyagi

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

KEITH Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

KEITH Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

KEITH I'd like to report an Issue

Acebuddy Please select an option!

KEITH QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

KEITH Other QB related issue

Acebuddy Please specify the issue you are facing before I connect you to an available support representative!

KEITH DUPLICATE PROGRAM INSTALLED ON SERVER

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Anurag Sharma accepted the chat transfer request.*

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

KEITH KEITH

I SENT THE FING EMAIL. I NEED THE THE ENTERPEISE DATED 10/12 UNTILLED NOW

UNINSTALLED

YOU SAID 3 TO 4 MINUTES AND ITS BEEN 15 TO 20 MINUTES

Anurag Sharma Let me transfer you to a specialist who can better address your concern.

*Anurag Sharma is transferring the chat to Gaurava Tyagi.*

*Gaurava Tyagi accepted the chat transfer request.*

KEITH BRO- I DONT HAVE ANY MORE TIME

I SNE T THE EMAIL I NEED IT DONE

Gaurava Tyagi Hello Keith!

On it Please wait

Uninstalling QB 24 Manufacturing and wholesale version

Users are logged in, Please ask them to log off

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 Trans

Hello, I am your A

## Visitor Details

### #70918 Robert Zeigen

Email: rzeigen@szcpa.tax 15613920620

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 7 Secs

City: LAKE WORTH

State: Florida

Country: UNITED STATES

## Chat Transcript

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

Robert Zeigen	I had Ace install Outlook yesterday as it is needed to send emails from another software that you host. I am running a pro
	Can we do a screen share
	szcpa robert.zeigen
Tushar Pharswan	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
Robert Zeigen	okay
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/7392519462">https://assist.acecloudhosting.com/join/7392519462</a>
	Kindly Click on the link and open the downloaded file.
	Kindly click on Allow.
Robert Zeigen	Good bye
Tushar Pharswan	As per our chat session over the remote session, we advise you to connect with application support of UltraTax if there is
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.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> )

*Tushar Pharswan has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

**#70460 sheryl**

**Email:** sheryl@homerbayclub.com ☎ 541-913-8322

**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:** 1 Sec

**City:** PORTLAND

**State:** Oregon

**Country:** UNITED STATES

## Chat Transcript

sheryl	Hello, I am your Acebuddy
Acebuddy	Hello Sheryl, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sheryl	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sheryl	I'd like to report an Issue
Acebuddy	Please select an option!
sheryl	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
sheryl	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
sheryl	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>
	<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.
sheryl	Hello
Anurag Sharma	Hello Sheryl
	I deeply apologize for the inconvenience caused to you.
	Sheryl are you the only one facing this issue?
sheryl	Yes, I was working on 1099 tax forms and I am in single user mode right now
Anurag Sharma	Okay
	Do you face this issue regularly?

sheryl	no
Anurag Sharma	Okay
	I will be surely assisting you with this. Kindly help me with your server name and user name?
sheryl	Sheryloh and BayClubLLC
Anurag Sharma	Thanks for the confirmation !
	Can I log you off from the server?
sheryl	done
Anurag Sharma	Yes
	Please check if the issue is now resolved.
sheryl	doing that now
Anurag Sharma	Sure, please take your time
	Please confirm if the issue is resolved.
sheryl	it logged out of QB and I am able to log back in now. Thank you
Anurag Sharma	Thanks for the confirmation !
	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 appi
	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 Transcription

Hello, I am your AI-powered virtual assistant.

### Visitor Details

#71558 Fenil Shah

**Email:** tax@sktaxaddison.com  8473508121

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Fenil Shah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Fenil Shah Managed IT

Acebuddy Please wait while we connect you to an available Representative.

*Acebuddy (bot) forwarded the chat request*

*Himanshu accepted the chat transfer request.*

Himanshu Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today.  
How may I help you.

Fenil Shah I Created a new rdp but when i try to open it doesnt open

Himanshu Sorry for the inconvenience you faced.

Please allow me a moment, connecting you with the conern department for your assistance.

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

*Shubham Kataria accepted the chat transfer request.*

Shubham Kataria Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.  
I will be surely assisting you with this. Kindly help me with your server name and user name?

Fenil Shah Just A minute

User Name - New user Server Name - Sktaxaddison5

Shubham Kataria Could you please confirm if you're receiving any error while accessing RDP?

Fenil Shah Please do it asap. yesterday also took 30 minutes of mine from my busy time . And still the issue didnt got sorted

Shubham Kataria I deeply apologize for the inconvenience caused to you.

Fenil Shah Today also i am complaining and dont know how much time will it take

Shubham Kataria	May I take the remote access of your local computer?
	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.
Fenil Shah	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Fenil Shah	okay
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/8252522276">https://assist.acecloudhosting.com/join/8252522276</a>
Fenil Shah	Its showing your computer cant connect to rdp. contact your network administrator for assistance
Shubham Kataria	okay
	Kindly join this link.
	Thank you for your patience.
	As per our remote conversation, You're logged onto the server but the user was aligned to server 4 and you require a new server.
	I'll draft the email right after our chat. Kindly provide your approval
	As you are disconnected from the chat, we are ending the chat session. You may re-initiate the chat or call us at (1-888-4).

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your AI support agent.

### Visitor Details

#### #71153 Daniel Lemus

**Email:** daniel@lbsdallas.com  12143900017

**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:** CARROLLTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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

Hello, I am your Acebuddy

### Visitor Details

**#71598 tyler.laviale**

**Email:** tyler.laviale@montesanogroup.com **Phone:** 18056981608

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 1 Sec

**City:** SANTA BARBARA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

tyler.laviale	Hello, I am your Acebuddy
Acebuddy	Hello Tyler.laviale, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tyler.laviale	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tyler.laviale	I'd like to report an Issue
Acebuddy	Please select an option!
tyler.laviale	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
tyler.laviale	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
tyler.laviale	After attempting to run a report in the "Transaction list by Date" tab and hitting the excel tab "Create new Spreadsheet" I some applications"
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?
tyler.laviale	How do I find the name of my server?
Tushar Pharswan	Your company name would help too.
tyler.laviale	Montesano Group
Tushar Pharswan	May I know your user name as well.
tyler.laviale	It should just be Tyler
Tushar Pharswan	Thank you for the details, as I checked you don't have excel access to get excel access and resolve the issue kindly email Ian Smith email id: ian@montesanogroup.com to give excel access to user Tyler do not that it costs \$5.99 per user per mo
	Is there anything else I may help you with ?

	This message has been deleted
	Are we still connected here?
tyler.laviale	Thank you for your help, nothing else is needed
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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 cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy.

### Visitor Details

#### #70706 johnathon

**Email:** johnathon@islandentertainment.com

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

**Operator:** Manish Singh

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 9 Secs

**City:** GULF SHORES

**State:** Alabama

**Country:** UNITED STATES

### Chat Transcript

johnathon Hello, I am your Acebuddy

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

johnathon	Ticket ID: 618605
Manish Singh	May I take the remote access of your local computer?
johnathon	No.
	This has been done 4 times and you guys have not been able to fix the issue
Manish Singh	I apologize for the trouble you've experienced.
johnathon	i I want to schedule an upgrade of quickbooks to see if it fixes the issue
Manish Singh	Would you like to clean install the QuickBooks application?
johnathon	upgrade  from 2023 to 2024  everything needs to be backed up and available in the newer version
Manish Singh	Alright, kindly email us with the license number and product code of QuickBooks version so that we can proceed with the
johnathon	are you able to work with quickbooks support and get the issue fixed
Manish Singh	Sure, we have noted your request.  For that we need to set a 3 way call with Intuit.  Kindly provide us with your Callback number to assist you.
johnathon	2057469706
Manish Singh	Alright  Is there anything else I may help you with ?  I apologize for any delay. Thank you for your patience.
johnathon	i don't think we will need to upgrade if intuit can just fix the pop up that is causing the issue
Manish Singh	Sure  We will arrange a callback to resolve the issue.
johnathon	thanks
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
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.aceclou">https://selfcare.aceclou</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

# Chat Trans

Hello, I am your A

## Visitor Details

**#70655 liz**

**Email:** liz@cjklns.com ☎ 9192259110

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

liz	Hello, I am your Acebuddy
Acebuddy	Hello Liz Guzman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
liz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
liz	I'd like to report an Issue
Acebuddy	Please select an option!
liz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
liz	outlook keeps shutting down
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
liz	hello
Shubham Kataria	Hello Liz
	Good Day
liz	is outlook something you can help with?
	help sorry
Shubham Kataria	Could you please specify if you're receiving any error on outlook
liz	yes, after it shut down it asked if we want to open in safe mode. if we click hes it still shuts down
Shubham Kataria	I deeply apologize for the inconvenience caused to you.  We have identified this as a common issue affecting all servers. Our dedicated team is working diligently to resolve it. We appreciate your patience as we work to resolve this as quickly as possible.
liz	thank you
Shubham Kataria	you're welcome  Once the issue resolved, we will inform you  Is there anything else I may help you with ?
liz	no, that was all
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this 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 cooperation.  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

Hello, I am your AI Assistant.

Visitor Details

**#71187 jend**

**Email:** jend@taxproak.com  19077431040

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

**Operator:** Vignesh Arul

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** ANCHORAGE

**State:** Alaska

**Country:** UNITED STATES

## Chat Transcript

jend	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Desroches, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jend	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jend	I'd like to report an Issue
Acebuddy	Please select an option!
jend	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jend	anurag
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.
jend	hi
Anurag Sharma	Hello Jennifer, please end the previous chat so that we can concentrate on your issue.
jend	ok
	ok can you see the error msg still there?
Anurag Sharma	May I take the remote access of your local computer?
jend	by the way im also on phone hold with atx regarding ticket 184+4431 (ATX Ticket Number)

	yes
	wait, my local or my virtualserver?
Anurag Sharma	Okay
	Your local
jend	why would you need my local?
Anurag Sharma	To resolve if the issue is occurring due to rdp.
jend	ok let me close stuff
	ok come in
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.acecloudhosting.com/join/3442545205">https://assist.acecloudhosting.com/join/3442545205</a>
	Kindly paste this link in the browser of local computer and join the session.
	Are you there?
jend	just hit join
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat.
	As per our remote session, I found that the error was arising while ATX application launching.
	The issue seems to be resolved now.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
jend	yesa
Anurag Sharma	Is there anything else I may help you with ?
jend	im typing on the other chat can you see it
	call 907 5623035
Anurag Sharma	Okay
jend	can you see the other chat or do i need to retype here
Anurag Sharma	Please share your availability and timezone so that I can arrange a callback for you.
jend	alaska
Anurag Sharma	I can see.
jend	can i call you now?
	how do i make atx smaller
	i cannot seem to drag and resize

Anurag Sharma	You can directly reach out to us at Phone: 1-888-415-5240
jend	okill call
Anurag Sharma	I have helped you with this. Kindly check
jend	thx
	callimg
Anurag Sharma	Is there anything else I may help you with ?
jend	how do i get to talk to you
	i need help with atx trying to find the c dir
Anurag Sharma	A senior agent will assist you on call.
jend	i will need a reboot when theios is downloaded
Anurag Sharma	Yes, he will also help you with that.
	Are you connected to someone?
jend	no im in a loop
Anurag Sharma	Someone will surely connect with you.
jend	support currently assisting others
	can you see my virtual server schreen
Anurag Sharma	Yes
jend	please reboot
Anurag Sharma	Okay
jend	ready for me to try?
Anurag Sharma	Yes
	Should I arrange a callback for you now ?
	Or the issue is resolved now?
jend	not resolved
	pleasestandby while i log in
Anurag Sharma	Okay
	Please login and let me know where else I can help you.
jend	thank you i got atx on the line
Anurag Sharma	Is there anything else I may help you with ?
jend	i still cannot find c drive
Anurag Sharma	You cannot find the C drive as due to security reasons. It is hide.
jend	ok whell the lacerte conversion tool looks for c drive to convert files

	atx is joining the remote session
Anurag Sharma	Okay
	As I can see the last ticket. One of our agent has mentioned that the ATX support team has escalated this concern to their manager.
jend	no no answer
Anurag Sharma	May I know how I can help you?
jend	i need access to the conversion files  can atx support reach out to you?
Anurag Sharma	If you need we can arrange a three way call for you.
jend	ok he said he was going to try to reach out to you
Anurag Sharma	Okay.  Please share your availability time to me.
jend	can he see our chat on the virtual
Anurag Sharma	When I can arrange a callback  I will mention everything on notes. You don't need to worry.  This message has been deleted
jend	ok thanks
Anurag Sharma	Please share this to me
jend	what does that mean?
Anurag Sharma	Please share me at what time I can arrange a callback for you.
jend	i have atx on the phone right now... we need to be connected at the same time
Anurag Sharma	Time at which you are available.
jend	right now till 230 pm alaska time i have to go pick up my kid at 245
Anurag Sharma	If you want immediate assistance, then you may contact us on your phone number. Phone: <b>1-888-415-5240</b>
	Will it work?
jend	ok atx guy it rep will call it
Anurag Sharma	Okay  Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	Let me transfer you to a specialist who can better address your concern.

*Anurag Sharma is transferring the chat to Vignesh Arul.*

*Vignesh Arul accepted the chat transfer request.*

Vignesh Arul  
Please contact us one of our senior engineer over the call would be able to support you along with the application support.  
Thank you for choosing ACE cloud Hosting, you have a wonderful day.  
Thanks for your kind cooperation. Really appreciate that.

*Vignesh Arul has ended this chat session*

## Chat Transf

Hello, I am your A

### Visitor Details

**#70968 nguyen**

**Email:** chinh\_cn@yahoo.com  4082096515

**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:** 3 Secs

**City:** LAKE CITY

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

nguyen Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

nguyen Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

nguyen I'd like to raise a Request

Acebuddy	Please select your request type.
nguyen	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?
nguyen	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
nguyen	HELLO
Manish Singh	Hii
	I will surely help you with this issue.
nguyen	YES, PLEASE HELP UPDATE QUICKBOOK
Manish Singh	May i know the name of the application version? (Edited)
nguyen	QUICKBOOK
Manish Singh	Kindly allow me two minutes to check the same.
nguyen	THX
Manish Singh	Working on the QuickBooks update
	It will take 15-20 minutes
	Once the update is done, we will notify you over the email.
	Is there anything else I may help you with ?
nguyen	THAT'S ALL
	THANK YOU KINDLY
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 message. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
nguyen	YES, WILL DO
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 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.
	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 Ace Buddy.

### Visitor Details

#### #70519 Vince Sobek

**Email:** admin@fortressholdingsinc.com  7023313020

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

Vince Sobek	Hello, I am your Acebuddy
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Vince Sobek	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Vince Sobek	I'd like to report an Issue
Acebuddy	Please select an option!
Vince Sobek	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Vince Sobek	My remote desktop certificate has expired

Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Tushar Pharswan	<i>Tushar Pharswan accepted the chat transfer request.</i>
Vince Sobek	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.  seems like its fine again. for some reason  <i>admin has ended this chat session</i>
<hr/>	

## Chat Transcript

Hello, I am your Acebuddy.

### Visitor Details

**#71612 hart**

**Email:** hart@transwestfinance.com ☎ 4039989547

**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:** CALGARY

**State:** Alberta

**Country:** CANADA

### Chat Transcript

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

	I'd like to report an Issue
Acebuddy	Please select an option!
hart	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
hart	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at our end, there are circumstances where it may not work as expected.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com email.
	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

**#70875 betzaida.montero**

**Email:** betzaida.montero@deliverydynamics.com  8507494432

**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:** RUFINA ALFARO

**State:** Panama

**Country:** PANAMA

### Chat Transcript

betzaida.montero	Hello, I am your Acebuddy
------------------	---------------------------

Acebuddy	Hello Betzaida.montero, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
betzaida.montero	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
betzaida.montero	I'd like to raise a Request
Acebuddy	Please select your request type.
betzaida.montero	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 :
betzaida.montero	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

*Acebuddy has ended this chat session*

## Chat Trans:

Hello, I am your A

### Visitor Details

#### #70077 BINITA ADHIKARI

**Email:** abctaxllc@outlook.com **Phone:** 12025319519

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

BINITA ADHIKARI	Hello, I am your Acebuddy
Acebuddy	Hello Abctaxllc, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
BINITA ADHIKARI	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
BINITA ADHIKARI	I'd like to raise a Request
Acebuddy	Please select your request type.
BINITA ADHIKARI	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 :
BINITA ADHIKARI	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
BINITA ADHIKARI	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
BINITA ADHIKARI	Hello, I downloaded the drake accounting 2024. Can you see the path error
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?
BINITA ADHIKARI	abc tax llc
Tushar Pharswan	Can you tell me the location where you downloaded the drake setup file.
BINITA ADHIKARI	desktop
	may be c drive
Tushar Pharswan	Let me check on server end.
	You were given the temporary rights to install the application by yourself and the application is installed on the server.
	<i>2:12:21 AM BINITA ADHIKARI is sharing a file with you</i>
	<i><u>1_image.png</u> - ( Size:17.11 KB )</i>
	What is the issue you are having with Drake 2024 now ?

BINITA ADHIKARI

got this error

2:13:55 AM BINITA ADHIKARI is sharing a file with you

[1\\_image.png](#) - (Size:17.11 KB)

Tushar Pharswan

Kindly close drake and try again I have set the permission to Drake folder on C drive for you. (Edited)

Let us know if the issue is resolved or not.

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.

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

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

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

*Tushar Pharswan has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

**#71400 Fenil Shah**

**Email:** tax@sktaxaddison.com  8473508121

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Het Sanghavi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fenil Shah	I'd like to report an Issue
Acebuddy	Please select an option!
Fenil Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Fenil Shah	I'm not able to open RDP - sktaxaddison5
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Fenil Shah	I'm not able to open RDP - sktaxaddison5
	Also, all rdp is lagging
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your user name?
Fenil Shah	Hardik Panchal
Shubham Kataria	Thank you for the information.
	Could you please confirm if you are the only user who is unable to access RDP
Fenil Shah	yes
Shubham Kataria	May I know if you are receiving any error while accessing RDP
Fenil Shah	no such error
Shubham Kataria	Okay, Kindly allow me two-three minutes. I'm checking the same
Fenil Shah	Sure
Shubham Kataria	Thank you
Fenil Shah	Now I can see the error RDP can't find the computer and says it doesn't belong to specified network.

Shubham Kataria	There was few windows updates going on while rebooting the server on last chat, now the server is up. you may try to access it.
Fenil Shah	Yes, now I'm able to access it, but it is too lagging.
Shubham Kataria	May I take the remote access of your local computer?
Fenil Shah	Yes, sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Fenil Shah	yes, done'
Shubham Kataria	it seems you're disconnecting from the server

*het sanghavi has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70864 melvin\_bird\_cpa

**Email:** melvin\_bird\_cpa@hotmail.com  13162634226

**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:** 9 Secs

**City:** WICHITA

**State:** Kansas

**Country:** UNITED STATES

### Chat Transcript

melvin_bird_cpa	Hello, I am your Acebuddy
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Melvin
melvin_bird_cpa	Hi....sorry someone came to the front door

Anurag Sharma	Okay, no problem Melvin.
	Have you entered the password?
melvin_bird_cpa	entered username and password
Anurag Sharma	Did you entered the server?
melvin_bird_cpa	Looks like username on rdp is not same as CID #
	yes
Anurag Sharma	Could you please elaborate the issue?
	May I take the remote access of your local computer again?
melvin_bird_cpa	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
melvin_bird_cpa	done
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/1662346218">https://assist.acecloudhosting.com/join/1662346218</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	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 AI Assistant.

### Visitor Details

**#71140 Fenil Shah**

**Email:** tax@sktaxaddison.com **Phone:** 8473508121

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Fenil Shah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

*tax has ended this chat session*

## Chat Trans

Hello, I am your A

## Visitor Details

**#71095 Raymond Crump**

**Email:** ray@raycrumpcpa.com  8045982500

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** GLEN ALLEN

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Raymond Crump	Hello, I am your Acebuddy
Acebuddy	Hello Raymond W Crump, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Raymond Crump	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Raymond Crump	I'd like to report an Issue
Acebuddy	Please select an option!
Raymond Crump	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Raymond Crump	i am trying to login to remote server from a new computer. i cannot get the rdc to work; and i may have locked out the us
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
	<i>Shubham Kataria is transferring the chat to Sharath Kumar.</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.
	Allow me a moment to look into your account, Raymond.
	could you confirm that the user account that you are signing in with is Raymond_RWCCP
Raymond Crump	That is my login. i am trying to login with user STAFF1
	i am currently logged in with RAYMOND
Sharath Kumar	understood
	I have just unlocked the user account staff1 from the server.
Raymond Crump	can you assist with rdc on this workstation
Sharath Kumar	of course, would you like remote assistance for this?
Raymond Crump	yes
Sharath Kumar	one moment, sending you the link
	<a href="https://assist.acecloudhosting.com/join/7382897431">https://assist.acecloudhosting.com/join/7382897431</a>
	make sure to close any confidential data before providing the remote access
Raymond Crump	appears i need password reset
Sharath Kumar	sure, let me help you with that.

	Raymond, before I reset the password for Staff1 user account, could you quickly send us an email request for the same
Raymond Crump	done
Sharath Kumar	thank you! let me share the link with you. One minute please.
	<a href="https://otp.acecloudhosting.com/s/6DakA9GCAS1Htw78oTnDJR4VVGcHJ5zX">https://otp.acecloudhosting.com/s/6DakA9GCAS1Htw78oTnDJR4VVGcHJ5zX</a>
	Here is the new password link for staff1
Raymond Crump	thank you for your assistance
Sharath Kumar	You're welcome. Anything else that I may assist you with?
Raymond Crump	im good, thanks again
Sharath Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us 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
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acec">https://selfcare.acec</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Sharath Kumar has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

#### #70987 srinivas

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

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** WILMINGTON

**State:** Illinois

**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	ticket pending
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.
srinivas	check this ticket
	AceCloud: Your support ticket 623664 has been created
Tushar Pharswan	Kindly allow me two minutes to check the same.
srinivas	ok
Tushar Pharswan	Based on your ticket, it appears you're attempting to install a third-party application on the server. Kindly provide the link and compatible with the server.
srinivas	it is already installed
	it is not an application
	it a tool to fetch data from salesforce
Tushar Pharswan	Also, if you could elaborate further the use and purpose of the application as well will be helpful.
	Okay let me check on server end as well.
srinivas	<a href="https://developer.salesforce.com/docs/atlas.en-us.dataLoader.meta/dataLoader/loader_install_mac.htm">https://developer.salesforce.com/docs/atlas.en-us.dataLoader.meta/dataLoader/loader_install_mac.htm</a>
Tushar Pharswan	As you mentioned it is already installed on the server can you elaborate the issue which is happening.
srinivas	when I open it now it saying Java 17 is needed

Tushar Pharswan	Okay let me check if java 17 is installed on server or not.
srinivas	thanks
Tushar Pharswan	Thank you for waiting.
	Please email us at support@acecloudhosting.com with your request for Java 17, as it's required for one of your installed a zone) for a callback, should we need to reach out to you
	Is there anything else I may help you with ?
srinivas	send
	sent
	same ticket number
Tushar Pharswan	Okay.
	Our team will review it form back end and will update you on the request.
	Also, as this chat ends, I will document this session which will help the other engineer regarding the issue.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.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> )
srinivas	ok

*SRINIVAS has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

#### #70609 Luke Reinstetle

**Email:** luke@morganwood.com  614-336-4000

**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:** 5 Secs

**City:** NORTH OLMSTED

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Luke Reinstetle Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Luke Reinstetle Sales & Solutions

Acebuddy Please wait while we connect you to one of our Sales Representative.

*Acebuddy (bot) forwarded the chat request*

*Yash Bhardwaj declined the transfer request.*

*Dikshant Yadav accepted the chat transfer request.*

Dikshant Yadav Hello Luke

How may I assist you today?

Luke Reinstetle Can you tell me if our Quickbooks license needs to be renewed or when it is expiring?

Dikshant Yadav Let me transfer you to support to assist you further

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

*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.

Luke Reinstetle Okay.

Manish Singh Regarding this issue kindly login to Camps.Intuit.com to let know your license details.

When your License to be renewed or when it will be expiring.

Luke Reinstetle okay

It is not working

License # is 9322-6449-4317-934

Product # is 538-185

Okay I am in

Manish Singh Great, kindly check now.

Luke Reinstetle	Where do i go?
Manish Singh	Kindly share the Screenshot once.
	<i>2:30:57 AM Luke Reinstetle is sharing a file with you</i> <a href="#"><u>Overview _ One Intuit Account Manager (OIAM).html</u></a> - ( Size:290.01 KB )
Luke Reinstetle	You host our Quickbooks, is this not something you can easily find?
Manish Singh	May I take the remote access of your local computer?
Luke Reinstetle	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/1822426747">https://assist.acecloudhosting.com/join/1822426747</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
Luke Reinstetle	okay
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting up the chat.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your AI-powered support assistant.

### Visitor Details

**#70767 DAVID HOFFMAN**

**Email:** dave@groundforcecrew.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** SAN DIEGO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

DAVID HOFFMAN	Hello, I am your Acebuddy
Acebuddy	Hello David Hoffman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
DAVID HOFFMAN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
DAVID HOFFMAN	I'd like to report an Issue
Acebuddy	Please select an option!
DAVID HOFFMAN	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
DAVID HOFFMAN	I am having issues with the audit trail process with my B2W software that is on the hosted server. It has been previously a
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
DAVID HOFFMAN	the audit trail process in services needs to be started in order to make the software operate
	<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 HOFFMAN	Obrero Corporation dba Groundforce my user name is dave hoffman
Tushar Pharswan	Kindly allow me two minutes to check the same.
	I was just checking your previous ticket #617829 regarding the same issue as it is a reoccurring issue we have emailed your team.
DAVID HOFFMAN	today is not a good day for the reinstallation as i am faced with a deadline that requires using the software. I would like to know if i just need to use the software for a few hours
Tushar Pharswan	Sure, we will fix it as of now kindly email afterward whenever you want it to be reinstalled.
DAVID HOFFMAN	Thank you!
Tushar Pharswan	Kindly check now.
	Is it working ?

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.

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

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/>)

*Tushar Pharswan has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

**#71566 jtavarez**

**Email:** jtavarez@sophelle.com  8574922029

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

jtavarez

Hello, I am your Acebuddy

Acebuddy	Hello Jtavarez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jtavarez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jtavarez	I'd like to report an Issue
Acebuddy	Please select an option!
Jtavarez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jtavarez	Can't connect to remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Jtavarez	thanks
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jtavarez	I am unable to access our remote server
	Sophelle
	<i>8:07:43 PM Jtavarez is sharing a file with you</i>
	<i><u>1_image.png</u> - ( Size:27.34 KB )</i>
Shubham Kataria	Thank you for the information.
	Could you please confirm if you are the only user who is unable to access Remote desktop
Jtavarez	as of right now yes
Shubham Kataria	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?
Jtavarez	yes
	sorry
Shubham Kataria	Thank you
Jtavarez	my PC turned off
Shubham Kataria	no problem (Edited)

	May I take the remote access of your local computer if its turned on now
jtavarez	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
jtavarez	okay done
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/9942602109">https://assist.acecloudhosting.com/join/9942602109</a>
	Kindly join this link
	Thank you for your patience.
jtavarez	this happens often
Shubham Kataria	As per our remote conversation, your issue has been resolved
	Is there anything else I may help you with ?
jtavarez	do you know why this happened?
Shubham Kataria	It was happen due to the saved credentials on the RDP file because you are using two RDPS from the same local compute
	Now, I've removed the saved credentials, you can access the server without any issue
jtavarez	I have to go into the other RD sometimes as well
	so this will happen again?
Shubham Kataria	Yes, you can access the other RDP as well now, it won't show the error
jtavarez	thanks!
Shubham Kataria	You're welcome (Edited)
	Is there anything else I may help you with ?
jtavarez	that's it
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 appr
	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> )

*Shubham Kataria has ended this chat session*

# Chat Transcription

Hello, I am your Acebuddy.

## Visitor Details

### #71703 donna

**Email:** donna@brkimcpa.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** CARROLLTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

donna	Hello, I am your Acebuddy
Acebuddy	Hello Donna, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
donna	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
donna	I'd like to report an Issue
Acebuddy	Please select an option!
donna	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
donna	server black out
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>2:52:07 AM donna is sharing a file with you <a href="#">1_image.png</a> - ( Size:10.02 KB )</i>
donna	my server is blacked out

	?
	<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?
donna	as you can see the screen, I cannot connect my server  there is my server name in the screenshot
	<i>2:54:22 AM donna is sharing a file with you <a href="#">image.png</a> - ( Size:18.65 KB )</i>
	Donna_BK_Bongryong.myrealdatal.net
Tushar Pharswan	Kindly allow me two minutes to check the same.
donna	okay
Tushar Pharswan	Kindly try to login again your session was stuck so I disconnected the session from task manager.
donna	now it works.  thanks
Tushar Pharswan	Is there anything else I may help you with ?
donna	nope. thanks

*donna has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

#### #70621 Sayr Jamil

**Email:** midnightzonevi@gmail.com **Phone:** 340-998-1171

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** SAN JUAN

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript

Sayr Jamil	Hello, I am your Acebuddy
Acebuddy	Hello Midnightzonevi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sayr Jamil	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sayr Jamil	I'd like to report an Issue
Acebuddy	Please select an option!
Sayr Jamil	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Sayr Jamil	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Sayr Jamil	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>	
<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.
	I will surely help you with this issue.
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Sayr Jamil	no
Manish Singh	Alright, let me check once.
	May I know your username is it Carol Berry or SayrJ.Ent ?
Sayr Jamil	Sayr J ENterprise
Manish Singh	Kindly try now.
Sayr Jamil	Still cant get in

Manish Singh	Kindly click once on QuickBooks icon.
	There is multiple session opening at your end.
Sayr Jamil	Cant get on
Manish Singh	Is another user able to access QuickBooks?
Sayr Jamil	Not that I am aware of Noone is on now
Manish Singh	Let me reboot the server once.
Sayr Jamil	ok
Manish Singh	Rebooting in 5 mins.
Sayr Jamil	ok
Manish Singh	Rebooted the server.
	Kindly login after 2 minutes.
Sayr Jamil	ok
Manish Singh	Try to access now.
Sayr Jamil	Notice came up stating that I cant connect to the remote compter
Manish Singh	Try to access now.
Sayr Jamil	Finally got on thank you
Manish Singh	Is there anything else I may help you with ?
Sayr Jamil	no thanks 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 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  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> )

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Ace Buddy.

## Visitor Details

### #70150 Kim Roberts

Email: krcr80@gmail.com ☎ 19378982178

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: 6 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

## Chat Transcript

Kim Roberts	Hello, I am your Acebuddy
Acebuddy	Hello Krcr80, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kim Roberts	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kim Roberts	I'd like to report an Issue
Acebuddy	Please select an option!
Kim Roberts	Password Reset
Acebuddy	Please select an option below
Kim Roberts	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?
Kim Roberts	Yes
Acebuddy	Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Anurag Sharma accepted the chat transfer request.*

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Kim Roberts	hELLO
Anurag Sharma	Hello
Kim Roberts	My Admin2 account has access to two out of the 3 books in quickbooks  How do I give Admin2 access to the other book?
	Winston
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?  <i>6:18:49 AM Kim Roberts is sharing a file with you</i> <a href="#"><u>1_image.png</u></a> - ( Size:21.73 KB )
Kim Roberts	One second do I need to be log into the server
Anurag Sharma	Yes, please help me with your server name and user name as well.
Kim Roberts	QBNXTPRO.MYREALDATA.NET  JudyD.NPRO  Im in the wrong server currently  profile i mean  Im under KimR.NPRO
Anurag Sharma	Could you please help me with your account name?
Kim Roberts	Account name?  Like Business Name?
Anurag Sharma	Yes
Kim Roberts	Roberts & Sons Hauling  Roberts & Son Hauling  Did you find it?
Anurag Sharma	Yes  Thanks for the information!
Kim Roberts	When I was setting the Admin user accounts up. Admin 2 has access to II and the LLC quickbooks. However, I can not get
Anurag Sharma	Kim as I can see this company file is under user specific drive. If you wish to access this company file by other user then v other user will also be able to access this company file.
Kim Roberts	Yes please
Anurag Sharma	Okay  Kindly allow me two minutes to check the same.

Kim Roberts	what will the password be?
	Sounds good
Anurag Sharma	The password will remain the same.
Kim Roberts	Trash2024
Anurag Sharma	We are only moving the file location. Everything will remain same.
Kim Roberts	Trash2024!
	Okay, please let me know when this completed
Anurag Sharma	Okay
	May I take the remote access of your server?
Kim Roberts	Yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Kim Roberts	okay
	let me know when you wanna take access I got to switch to JudyD
Anurag Sharma	Right now.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.
	We have changed the location of the company files. Please ask all the users to access the company file from the same location. Ask all the users to double click and open the file on the first login. And you will be good to go. Moreover, we have put the company file on the origin location inside a folder name "old". Just to make sure no data loss case.
	The file location is : Z:\Client Data\Roberts & Son Hauling LLC
	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)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

# Chat Trans

Hello, I am your A

## Visitor Details

### #71521 Jodi Chemes

Email: jodi@jodichemescpa.com ☎ 17272376223

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: 53 Secs

City: ST PETERSBURG

State: Georgia

Country: UNITED STATES

## Chat Transcript

Jodi Chemes	Hello, I am your Acebuddy
Acebuddy	Hello Jodi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jodi Chemes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jodi Chemes	I'd like to report an Issue
Acebuddy	Please select an option!
Jodi Chemes	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jodi Chemes	Proseries 2024 will not start up. Keeps freezing after I enter my login credentials.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Vignesh Arul accepted the chat transfer request.</i>	
<i>Vignesh Arul is transferring the chat to Sharath Kumar.</i>	

*Sharath Kumar accepted the chat transfer request.*

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Jodi Chemes	Proseries 2024 will not start up. Keeps freezing after I enter my login credentials.
Sharath Kumar	Hello Jodi, could you please help me with the server name and the profile you're logged in with
Jodi Chemes	jodichemescpa
Jodi Chemes	Jodi Chemes
Sharath Kumar	thank you. please bear with me while I sign into the server  I am on the server now  I am going to request for remote access. Please make sure to close out any confidential information on the screen
Jodi Chemes	ok  will i see a request pop up in my remote desktop?
Sharath Kumar	yes, in a moment
Jodi Chemes	ok  of course it works now  i've tried it 3 times and my employee tried it as well  thank you
Sharath Kumar	I think it took a while because the RAM utilization was high  is this something that happens very often?
Jodi Chemes	ok  yes it has happened before
Sharath Kumar	I see, we need to monitor if this is because of resource utilization  I am disconnecting from the remote session for now
Jodi Chemes	ok thank you
Sharath Kumar	Do let us know if this happens again  anything else that I may assist you with?  Are we still connected here?
Jodi Chemes	i'm good  thanks
Sharath Kumar	My pleasure, Jodi. I wish you have a good 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

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

#### #71150 Melanie Cole

**Email:** accounting@rondopoolstn.com  7707785400

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 10 Secs

**City:** THOMPSONS STATION

**State:** Tennessee

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please select an option!
Melanie Cole	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Melanie Cole	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Melanie Cole	I am having a problem with bill.com sync and update web services sync
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?
Melanie Cole	RDG.myrealdata.net
	sorry irs RPLLC.myrealdata.net
	yesterday i had a problem connecting tax1099 and tax1099 had me troubleshoot using troubleshhot access via quickbook
	melanie
Tushar Pharswan	Kindly allow me two minutes to check the same.
	Thank you for waiting.
	May I take the remote access of your local computer?
Melanie Cole	yes
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/1452528733">https://assist.acecloudhosting.com/join/1452528733</a>
	Kindly Click on the link and open the downloaded file.
Melanie Cole	do you need the session id
Tushar Pharswan	Till you proceed with the connection. May I reboot the server once?
Melanie Cole	i need to reboot the server first?
	yes go ahead
Tushar Pharswan	Kindly just click on the link above and open the file.
	okay. (Edited)
	Are you able to proceed further with this?
Melanie Cole	yes i will log back in to the server.
	though you reset it
Tushar Pharswan	Kindly log back in and I will take the remote session from their kindly just accept the prompt.

Melanie Cole	are you in ?
Tushar Pharswan	We connected through the server lets troubleshoot the issue now.
	Kindly try to use BigTime sync agent the server reboot should most probably fix the issue.
Melanie Cole	should i try the bill.com sync now?
Tushar Pharswan	Yes
	Kindly open the file once shown in the error. (Edited)
	rondopools
Melanie Cole	where do i go?
	the sync that we do is NOT a webconnect sync and was set up long ago so i dont know where to go to correct the sync.
Tushar Pharswan	Kindly allow me 2 minutes.
	Let me try to reconnect Bill.com with Quickbooks.
Melanie Cole	we probably need to correct it here in setup
Tushar Pharswan	As you can see, we are trying to reconnect it.
	Kindly fill the information.
Melanie Cole	the USE is the correct one
Tushar Pharswan	Okay.
	It worked.
	Kindly check and confirm.
	Are we still connected here?
Melanie Cole	yes
Tushar Pharswan	Is there anything else I may help you with ?
Melanie Cole	ok yes it did work
	yes
	the initial problem that started yesterday was the sync / webconnector issue with tax 1099
	can you help me with that?
Tushar Pharswan	Yes, we will try.
	We will have to reconnect the tax1099 so do you have the QuickBooks web connector file for the tax1099? (Edited)
Melanie Cole	i will take to it how i did it yesterday
Tushar Pharswan	Okay.
	Let me take it from here
Melanie Cole	ok
Tushar Pharswan	

	Please type in the password in the 1099 web connector as per the highlighted text
	then please proceed
Melanie Cole	error occured
Tushar Pharswan	We tried our best, now you will have to connect with the tax1099 support, if they will ask for any server related changes kindly provide me the details.
Melanie Cole	great ok
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us 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.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your AI-powered chatbot.

### Visitor Details

#### #70057 Patrick Wong

**Email:** info@hpwcards.com  7806552839

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** EDMONTON

**State:** Alberta

**Country:** CANADA

### Chat Transcript

Patrick Wong	Hello, I am your Acebuddy
Acebuddy	Hello Patrick Wong, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Patrick Wong	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Patrick Wong	I'd like to raise a Request
Acebuddy	Please select your request type.
Patrick Wong	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?
Patrick Wong	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Patrick Wong	Hi i submitted ticket 613383 and require immediate assistance since it involves payroll  um let me check
Tushar Pharswan	Kindly allow me two minutes to check the ticket.
	No need I found it with the ticket.
	Currently working on your QuickBooks update issue.
Patrick Wong	thank you
Tushar Pharswan	Patrick, you have initiated this chat from your local desktop or server?
Patrick Wong	local desktop
Tushar Pharswan	May I disconnect you server session from back end as the update will prompt for a server reboot.
Patrick Wong	yes
Tushar Pharswan	Server is restarting.
	Kindly log back in and check if the issue is resolved at your end as well or not.
Patrick Wong	ok
Tushar Pharswan	Kindly let me know once you check.

Patrick Wong	it is resolved
	thank you very much
Tushar Pharswan	Is there anything else I may help you with ?
Patrick Wong	there might be another issue but i'll contact support after ive verified a few things
Tushar Pharswan	Okay.
Patrick Wong	thanks again
Tushar Pharswan	At the end of this chat, you'll see some smiley faces. Please take a moment to click one and share your feedback, your input is very valuable 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 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 cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello,

### Visitor Details

#### #70426 Dawn Langrell

**Email:** dmltrainingdays@gmail.com ☎ 0872071724

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

**Operator:** Tushar Pharswan

**Website:** <https://www.acecloudhosting.com/knowledgebase/how-to-setup-email-in-quickbooks/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** ENNIS

**State:** Sligo

**Country:** IRELAND

## Chat Transcript

Dawn Langrell	Hello,
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further. <i>Amit Raina is transferring the chat to Support(QB &amp; App Hosting).</i>
Dawn Langrell	I'm having a problem getting invoices to send my email/Whatsapp - how do I configure the email settings? Thank you.
Amit Raina	Let me transfer you to our technical team in that case <i>Tushar Pharswan accepted the chat transfer request.</i>
Dawn Langrell	How do I configure Quickbooks online for emailing invoices via Gmail? And to send a link via Whatsapp? Thanks.
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?
Dawn Langrell	My user name is dmltrainingdays@gmail.com I don't have a server name
Tushar Pharswan	Do you know the CID number of your account?
Dawn Langrell	Yes it's 9130356365262816
Tushar Pharswan	It's a 4-digit number. May I know your company name.
Dawn Langrell	No, I don't have that sorry. The Quickbooks company name is Training Co.
Tushar Pharswan	Kindly allow me two minutes to check the details so that I can assist you further. Kindly right click on the icon through which you connect to server. and go to edit option.
Dawn Langrell	Thank you - I've done that.
Tushar Pharswan	if you can't see edit option, click on show more then you will be able to see the edit option. Could you share the screenshot of that. (Edited) I'm doing this so I can find your exact server's name so that we can check the details of your account on our end to confirm
Dawn Langrell	I've clicked on 'Show more' I don't see an Edit option
	<i>6:32:53 PM Tushar Pharswan is sharing a file with you <a href="#">image.png</a> - ( Size:8.04 KB )</i>
Tushar Pharswan	Is there an icon like this on your end? Name would be different at your end.
Dawn Langrell	No, there are 7 icons on the page but not that one (Sign in & security, Profile, Data & Privacy, Preferences, Products & billi

Tushar Pharswan	Are there any other users you might know they will tell you the company name that is registered with us. To provide you s
Dawn Langrell	Does the Company ID number I gave not identify it? It was set up by Donal Ryan Accountants
Tushar Pharswan	May I take the remote access of your local computer?
	So that I can see the Icon from my side to confirm details for you?
Dawn Langrell	Not at the minute cause I'm going on lunch. I'll get back on to support later. Thanks for your help.
Tushar Pharswan	Okay, do initiate the chat or call us directly we will resolve the issue whenever you are free again.
Dawn Langrell	Thank you.

*Dawn Langrell has ended this chat session*

## Chat Transcription

Hello, I am your AceBuddy.

### Visitor Details

#### #70845 JoeyVance

**Email:** joeyvance@setaxandacct.onmicrosoft.com  4239689236

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 7 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
JoeyVance	I'd like to report an Issue
Acebuddy	Please select an option!
JoeyVance	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
JoeyVance	When I try to launch the ATX 2024 program, I am getting the message "An attempt was made to start the server process, Services...App, etc.
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?
JoeyVance	Server name is STAPC-ATX3 and User is JoeyVa and our CID is 68664.
Tushar Pharswan	Kindly allow me two minutes to check the same.
JoeyVance	Will do
Tushar Pharswan	Kindly check now I have started the ATX 24 services from backend.
JoeyVance	Yes...that did it...I'm back up and running...thank you so much for your help.
Tushar Pharswan	Great.
	Is there anything else I may help you with ?
JoeyVance	That will do it. Have a great day!
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 w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.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 Trans

Hello, I am your A

## Visitor Details

**#71234 bennysmith21757**

**Email:** bennysmith21757@gmail.com ☎ 9906368341

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** LOHGARH

**State:** Chandigarh

**Country:** INDIA

## Chat Transcript

bennysmith21757	Hello, I am your Acebuddy
Acebuddy	Hello Bennysmith21757, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bennysmith21757	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bennysmith21757	I'd like to report an Issue
Acebuddy	Please select an option!
bennysmith21757	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
bennysmith21757	Not able to login my ace and ace disconnected issue
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?
bennysmith21757	Hi Tushar
	I'm having issue with login ace
	I have disconnected many times and not able to login
Tushar Pharswan	Hi, Benny
	Kindly help me with your server name and user name?
bennysmith21757	BennySm
Tushar Pharswan	Kindly allow me two minutes to check the same.
bennysmith21757	okay
Tushar Pharswan	Thank you for waiting.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
bennysmith21757	sure
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/8352647751">https://assist.acecloudhosting.com/join/8352647751</a>
	Kindly Click on the link and open the downloaded file.
	We are connected now.
	As per the error.
	your session is stuck.
bennysmith21757	okay no problem
Tushar Pharswan	So, I will be disconnecting your session from server through task manger.
	Kindly try to login again.
bennysmith21757	sure
	let me check
Tushar Pharswan	Also kindly tell me if this is the first time you faced this issue?
	Did the issue arise during login or after the login?
bennysmith21757	Yes I have faced this first time
Tushar Pharswan	Okay.
	As of now the issue is resolved.
	Is there anything else I may help you with ?
bennysmith21757	Perfect, thanks for help
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.

bennysmith21757

Sure

Tushar Pharswan

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 cooperation.

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

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

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy.

### Visitor Details

#### #71313 support

**Email:** support@silversfs.com  +919084599218

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

**Operator:** Aarush Aneja

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

support Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

support Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
support	I'd like to report an Issue
Acebuddy	Please select an option!
support	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
support	ticket number 627685
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Aarush Aneja accepted the chat transfer request.</i>	
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
support	Hi Aarush
Aarush Aneja	Hello Disha
support	My ticket number is 627685  and this issue is faced by everyone  in the team
Aarush Aneja	We are connecting with your account owner Michael Silvers for this issue. We require making few changes on the server v  Our escalation is working the best to resolve the issue at the earliest
support	Thanks for the update Aarush
Aarush Aneja	We are aware about the issue and applying the resolution quickly. We will email surely once the issue is resolved.  Welcome
	Is there anything else I may help you with ?
support	Thank you  no just this
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us 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.
	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> )

*Aarush Aneja has ended this chat session*

# Chat Trans

my server SK

## Visitor Details

### #70400 Sunita Karamchandani

**Email:** sunita@skcpallc.com  14198823599

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

**Operator:** Tushar Pharswan

**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+Cloud+Hosting](https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary+Cloud+Hosting)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Sec

**City:** SYLVANIA

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Sunita Karamchandani	my server SKCPA
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
Sunita Karamchandani	i am not able to assist one of quickbook file
	i am holding onphone for 15 minutes
	<i>Dikshant Yadav is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Sunita Karamchandani	my server SKCPALLC
	user logged in sunitaK
	i am not able to quickbook file
Tushar Pharswan	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the details you provided.

Thank you for waiting.

May I take the remote access of your server?

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.

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

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/>)

*Tushar Pharswan has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

**#71634 anewtonmanda**

**Email:** anewton@riverviewtaxcpa.com ☎ +18136728297

**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:** Florida

**Country:** UNITED STATES

### Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Trans

Hello, I am your A

### Visitor Details

**#70099 Fenil Shah**

**Email:** tax@sktaxaddison.com ☎ 8473508121

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Secs

**City:** MUMBAI

**State:** Maharashtra

**Country:** INDIA

## Chat Transcript

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Darshak Shah, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Fenil Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fenil Shah	I'd like to report an Issue
Acebuddy	Please select an option!
Fenil Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative
Fenil Shah	I'm unable to connect remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria and I work as a Technical Support Representative at Ace Cloud Hosting. How can I assist you today?
	I will be surely assisting you with this. Kindly help me to know more about the issue you are facing.
Fenil Shah	Hardik Panchal and server sktaxaddison5
Shubham Kataria	Thank you for the information.
	May I know if you are receiving any error while accessing the remote desktop?
Fenil Shah	Yes
Shubham Kataria	Could you please specify the error, it will help me to resolve the issue faster.
	<i>4:49:03 PM Fenil Shah is sharing a file with you</i>
	<i><u>1_image.png</u> - ( Size:8.71 KB )</i>
	thank you
	Kindly confirm if you are the only user who is unable to access the remote desktop.
Fenil Shah	We are facing this in all remote desktop
Shubham Kataria	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer?
Fenil Shah	Yes

	sure
Shubham Kataria	Prior providing the access, I would suggest you to clos
Fenil Shah	Yes
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/5142971461">https://assist.acecloudhosting.com/join/5142971461</a>
	Kindly join this link
Fenil Shah	Yes please wait
Shubham Kataria	Sure, please take your time
Fenil Shah	Hey
	are you able
Shubham Kataria	Yes I can see your screen
	We are connected on the remote session and will proc the time, I am putting the chat on hold, please do not give your confirmation on this chat.
	Thank you for your patience.
	As per our remote session your issue has been resolve
	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 c (1-888-415-5240) if any further assistance is required

*Shubham Kataria has ended this chat session*

## Chat Trans

Hello, I am your A

### Visitor Details

**#70081 barry kay**

**Email:** barry@barryjkaycpas.com ☎ 516-487-9500 ext 1

**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:** DELRAY BEACH  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

barry kay	Hello, I am your Acebuddy
Acebuddy	Hello Barry Kay, I'm your Ace Buddy. I'll be happy to a
	Whom Would You Like to Connect With?
barry kay	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
barry kay	I'd like to raise a Request
Acebuddy	Please select your request type.
barry kay	Password Reset
Acebuddy	Please select an option below
barry kay	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.co password needs to be reset and we'll share an update
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Trans

Hello, I am your A

## Visitor Details

**#71474 Martin Manriquez**

**Email:** mmanriquez@flyaeroguard.com  16232194873

**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

Martin Manriquez	Hello, I am your Acebuddy
Acebuddy	Hello Martin Manriquez, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
Martin Manriquez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Martin Manriquez	I'd like to raise a Request
Acebuddy	Please select your request type.
Martin Manriquez	Change in Users
Acebuddy	Please select your desired option!
Martin Manriquez	User Replacement
Acebuddy	Kindly email us at support@acecloudhosting.com mentioning the existing username that needs to be Name.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We assistance, Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

