

# Chat Transcript

I need to provide a login for a new person so they can access our QB programs

## Visitor Details

### #75105 Bryan Straight

Email: rbs@auto-graphics.com 📞 19095691535

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: DEPAUW

State: Indiana

Country: UNITED STATES

## Chat Transcript

Bryan Straight I need to provide a login for a new person so they can access our QB programs

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

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

*Rohan Prajapati accepted the chat transfer request.*

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

Hello Bryan, How are you doing today ? (Edited)

Bryan Straight fine

Rohan Prajapati That's Great

May I know if you would like to add a new user to the server so that they can access QuickBooks?

Bryan Straight Yes

Rohan Prajapati Please note that now you can Add / Remove users as well as reset their passwords (if need be) from your end via [Ace MyF](#) process. The attached document provides clear instructions on adding new users and removing existing ones along with i

Please log in to <https://myportal.acecloudhosting.com/login>. Your **username** will be your **CID number** . In case you forge

**Please note that only registered account owner is allowed to perform the user's management activity through this feature.**

10:28:45 PM Rohan Prajapati is sharing a file with you  
[How to Manage ACE Server Users 4.pdf](#) - ( Size:1.33 MB )

Here is the document with detailed instructions.

Bryan Straight What is our CID?

Rohan Prajapati This is your CID number "CID61428"

Is there anything else I may help you with ?

Bryan Straight No

Rohan Prajapati Thanks for the confirmation !

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will 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/>)

*Rohan Prajapati has ended this chat session*

## Chat Transc

Hello, I am your Ace

### Visitor Details

**#76161 analia.fernandez**

**Email:** analia.fernandez@dispartilaw.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:** 1 Min 48 Secs

**City:** BOYDTON

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

analia.fernandez	Hello, I am your Acebuddy
Acebuddy	Hello Analia.fernandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
analia.fernandez	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
	<i>Priyanshu is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
analia.fernandez	Hi, ticket 668085. I need you to uninstall the program DOMO workbench from our server, I need to reinstall it
Tushar	Kindly allow me two minutes to check the ticket 668085.
analia.fernandez	ok
Tushar	It is a closed ticket and our escalation team was handling the case at that time, did the issue reoccur?
analia.fernandez	Yes, still unable to make it work, now I just need you to uninstall it for now
	I will keep working by myself as your team was unable to resolve and told me they could not help
Tushar	For the application uninstall request kindly email us at support@acecloudhosting.com from email address kayla.williams@
	These two email address ae the registered email address with us to make these type of request.
	I deeply apologize for the inconvenience caused to you regarding this we will note this case and re escalate it if you want
	Is there anything else I may help you with ?
analia.fernandez	ok
Tushar	Do you want to re escalate this issue with our escalation team? (Edited)
analia.fernandez	yes
Tushar	Okay so then do you want to hold off the uninstallation process till then? After this chat ends I will note down the case and brief our escalation team about the issue not being resolved with this c
analia.fernandez	no, I would like to resolve this as soon as possible
	Madison and Kayla are not data analysts I have to do this
Tushar	For application removal request which effects the billing of an account we need authorization approval for your company
analia.fernandez	I will reinstall, billing should not change

we need the program but it's stucked

I uninstalled it several times but now it's stuck

Tushar I will have to escalate this case but in order to do so we will have to disconnect this chat session as the escalation team re  
session or email.

*analia.fernandez has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #75662 Pardeep Kumar

**Email:** pardeep@leaselypm.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Mins 40 Secs

**City:** WADALA

**State:** Haryana

**Country:** INDIA

### Chat Transcript

Pardeep Kumar Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Pardeep Kumar Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Pardeep Kumar I'd like to report an Issue

Acebuddy	Please select an option!
Pardeep Kumar	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Pardeep Kumar	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Pardeep Kumar	QB connector not working
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Anjainay Singh accepted the chat transfer request.</i></p>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Pardeep Kumar	qb connectro issue while filling tax1099  TotalMedical.myrealdata.net  i hve ticket
Anjainay Singh	Please confirm whether your QB Web Connector is not working efficiently .  Please provide me the ticket number so that I can look into the issue .
Pardeep Kumar	ok  677674
Anjainay Singh	May I take the remote access of your server?  Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.acecloudhosting.com/join/4472965601">https://assist.acecloudhosting.com/join/4472965601</a>  Please copy the URL in server browser , so that we can access your server .
Pardeep Kumar	ok
Anjainay Singh	Is there anything else I may help you with ?  As I have resolved the issue you have confirmed to end the chat on remote session so we are closing this chat
Pardeep Kumar	yes all done  thankyou
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Pardeep Kumar	sure
Anjainay Singh	Please click on smile emoji  Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anjainay Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy.

## Visitor Details

### #75248 Dale Trahan

Email: tbroussard@la.glacoxmail.com ☎ 13373343779

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: 41 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

## Chat Transcript

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

Dale Trahan	Yes
Acebuddy	Please wait while we connect you to our Support Representative  <i>Acebuddy (bot) forwarded the chat request</i>
Sharath Kumar	<i>Sharath Kumar accepted the chat transfer request.</i>
Dale Trahan	Hi our server is LAS Server. In the self care portal it will not allow me to change the password or email for DSBLLC.
Sharath Kumar	Hello Tammy, one moment while I look into this for you  Thank you for your patience.  could you please provide a screenshot of your self care portal and highlight the details that you are referring to
	<i>6:21:00 PM Dale Trahan is sharing a file with you</i> <u><a href="#">1_image.png</a></u> - ( Size:137.33 KB )
Dale Trahan	Then when I try to update the password, it says the password doesn't meet the criteria even though I am using the specific
Sharath Kumar	understood! checking your account, one moment please
Dale Trahan	Ok it just let me, I had to activate the account. I don't know why it was deactivated.  But still will not let me put an email address in.
Sharath Kumar	It usually happens if you have not used your account in a while or if you input the incorrect password a couple of times.
Dale Trahan	Ok - do you know why it won't let me input an email address?
Sharath Kumar	that is something am looking into, one more moment please  in the meantime, could you confirm that it is self care portal that you are signed into and not the "myportal"
Dale Trahan	It's my portal.
Sharath Kumar	noted! thanks you  what is the email address that you are putting in?
Dale Trahan	frankj@dsbcpcfirm.com
Sharath Kumar	Have you tried updating any other user account's email address and got the same error?
Dale Trahan	Um no let me check.  It gives me the same error.
Sharath Kumar	understood!  I got the same error on Myportal, trying a workaround now
	Thanks again for your patience. Unfortunately, I am unable to do this as well. I will have the appropriate team add the em
	This may take a day's time to reflect.
Dale Trahan	Ok thank you
Sharath Kumar	You can let me know if the email address and phone numbers for other users needs to be updated as well

	I will be shortly sending an email address and you can provide the relevant info by replying
	Is there anything else I may help you with ?
Dale Trahan	That's it = thank you.
Sharath Kumar	alright, in that case I wish you have a wonderful day ahead
	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.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> )

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #76021 Philip DiMartino

**Email:** phil@philicpa.com ☎ 19546498718

**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:** HOLLYWOOD

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

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

Philip DiMartino	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Philip DiMartino	I'd like to raise a Request
Acebuddy	Please select your request type.
Philip DiMartino	Change in Applications
Acebuddy	Please select your desired option!
Philip DiMartino	Application Addition
Acebuddy	Please select your Application
Philip DiMartino	Drake Tax
Acebuddy	<p>Please send us an email from your registered email address to support@acecloudhosting.com with the following information:</p> <ul style="list-style-type: none"> <li>• Drake Version/Year</li> <li>• Account Number</li> <li>• Serial Number</li> </ul> <p>• Please download the latest Drake Tax Setup/Installer file from the Application Portal and place it on your server Desktop</p>
	We will update you via email once the installation is complete.
	Application Addition usually takes 1-2 Hour(s)
	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 AceCloud Support Assistant.

### Visitor Details

#75767 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 30 Secs

**City:** BAKROL

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

ankit	Hello, I am your Acebuddy
Acebuddy	Hello Ankit, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
ankit	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ankit	I'd like to report an Issue
Acebuddy	Please select an option!
ankit	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ankit	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ankit	Slowness and freezing
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.
	Kindly confirm if you're facing freezing and slowness in QB only or on the entire server itself
ankit	QB only
	In all pc
Shubham Kataria	Kindly confirm the company file name in which you're facing slowness
ankit	Priorware Solutions
Shubham Kataria	Thank you for providing the account name. Kindly confirm the company file name in which you're experiencing slowness,
ankit	I think reboot the server is the solution

	All pc on server having issue
Shubham Kataria	Sure, Let me reboot the server for you
ankit	Ok
	All user are logged off
	Did u see any update?
Shubham Kataria	Yes, I have initiated server reboot. I will inform you here once server up
ankit	Ok
	Please do proper check after it
	We done QB update this week
Shubham Kataria	Sure, I will check once the server up
ankit	Ok
	May i know the time for all ?
Shubham Kataria	Server is up now
ankit	Ok
	Can i check
Shubham Kataria	Sure
	Please specify the company file name and the location of it so that we can check further
ankit	QB file name?
	All employees working on different QB files..different companies
	All got issue
	It may be server issue..
	<i>11:07:27 AM Shubham Kataria is sharing a file with you  <a href="#">image.png</a> - (Size:100.77 KB)</i>
	<i>I noticed there is a critical update pending again in QB. (Edited)</i>
Shubham Kataria	If you allow I can update it for you now else we can also schedule it for night hours
	Are we still connected here?
ankit	Yes..i m here
	How much time taken for these updates?
Shubham Kataria	It will take 20-25 minutes
ankit	Wait
Shubham Kataria	Sure, please take your time
ankit	2/3 employees started work, then after 2 min all QB stopped

	Can all updates solve the problem?
Shubham Kataria	Sure, I will start the clean installation of QB which will resolve the issue
ankit	Problem?
	We use 24 version right?
Shubham Kataria	Yes
ankit	Hopefully no data loss in this process
Shubham Kataria	Don't worry no data will be affected in this
ankit	Ok
Shubham Kataria	Can we proceed with the clean installation?
ankit	Then start
	Yes
Shubham Kataria	Thank you
ankit	Clean installation means?
Shubham Kataria	We will re-install QB with new configurations
ankit	Same version of QB?
Shubham Kataria	yes the version and data will remains same
ankit	Okk
	Any extra charges?
Shubham Kataria	No, it is just the re-installation
ankit	Ok
	Do needful
Shubham Kataria	Sure
ankit	We need permanent solution
	Of slowness and freezing
Shubham Kataria	Sure, we will provide you the permanent fix
ankit	Ok
Shubham Kataria	Would you like to stay connected over chat or shall I inform you via email once clean installation completed
ankit	I m here
	Or u can call me after complete
Shubham Kataria	I can inform you here as well, or if you'd prefer, I can provide an update over the phone. Please provide your contact num
ankit	95863 45145
Shubham Kataria	Thank you, we will update you over call once completed

	Is there anything else I may help you with ?
ankit	Thanks
	No thank u
Shubham Kataria	You're welcome
	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> )

*Shubham Kataria has ended this chat session*

## Chat Transc

Hello, I am your Ace

### Visitor Details

#### #75874 Geraldine Cruz

**Email:** office@tryptmayaguez.com

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** MAYAGUEZ

**State:** Puerto Rico

**Country:** PUERTO RICO

### Chat Transcript

Geraldine Cruz	Hello, I am your Acebuddy
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Acebuddy	Hello Geraldine Cruz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Geraldine Cruz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Geraldine Cruz	I'd like to report an Issue
Acebuddy	Please select an option!
Geraldine Cruz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Geraldine Cruz	When opening Sage 50 on remote desktop connection, a notice appears saying that it could not be started and to contact support.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Geraldine, How are you doing today ?
Geraldine Cruz	Hello Rohan, I'm doing good and you?
Rohan Prajapati	That's Great. I'm good too, thanks for asking.
	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
Geraldine Cruz	Perfect
Rohan Prajapati	May I please know your business name or company name once ?
Geraldine Cruz	Sure, the company's name is EJ Global Investment, Corp.
Rohan Prajapati	<b>EJ Global Investment, Corp</b>
	<b>We don't have any account registered with this name</b>
Geraldine Cruz	How about Cloud Accounting?
Rohan Prajapati	Yes, we do have Cloud Accounting Services Inc. registered with us; however, the server (CAS.myreldata.net) associated with this account is not active.
	<i>6:59:43 PM Rohan Prajapati is sharing a file with you <a href="#">image.png</a> - ( Size:6.33 KB )</i>
	<i>These are the active users associated with this account</i>
Geraldine Cruz	Hmm. I'm using the cas_accountant(2) profile
Rohan Prajapati	Yes, you can see the server name in the center, right above, in the remote session.
Geraldine Cruz	it says CloudAServices.myreldata.net

Rohan Prajapati	Thanks for the confirmation !
Geraldine Cruz	No problem
Rohan Prajapati	I'm accessing the server now
Geraldine Cruz	Perfect! Thank you!
Rohan Prajapati	I need to reboot the server once
	May I reboot it ?
Geraldine Cruz	Of course
Rohan Prajapati	Thanks for the confirmation !
	Kindly check now and let me know the status
Geraldine Cruz	Perfect
Rohan Prajapati	Is it working fine now ?
	This message has been deleted
Geraldine Cruz	Yes, it is working now! Thank you for your help Rohan
Rohan Prajapati	Thanks for the confirmation
	Is there anything else I may help you with ?
Geraldine Cruz	That will be all
Rohan Prajapati	I would request you to please give your Valuable feedback after ending the chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Geraldine Cruz	Thank you again!
Rohan Prajapati	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> )

*Rohan Prajapati has ended this chat session*

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## Chat Transc

## Visitor Details

**#76358 AIFinancedone**

**Email:** aifinancedone@outlook.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** KHARAR

**State:** Punjab

**Country:** INDIA

## Chat Transcript

AIFinancedone	Hello, I am your Acebuddy
Acebuddy	Hello Aifinancedone, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
AIFinancedone	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
AIFinancedone	I'd like to report an Issue
Acebuddy	Please select an option!
AIFinancedone	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
AIFinancedone	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com for confirmation via email.
	Do you need any further assistance on the topic?
AIFinancedone	Yes
Acebuddy	Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Arjun Sikarwar declined the transfer request.*

*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.
	Hello there, how may I assist you today
AIFinancedone	Hey. I am getting a messgage for quickbooks update.  I am not able to do that. By this issues I am only able to clse quickbooks only
Sharath Kumar	understood, no worries. let me quickly sign into the server and update QuickBooks for you
	<i>3:22:07 PMAIFinancedone is sharing a file with you</i> <i><u>Capture11.PNG</u> - ( Size:20.01 KB )</i>
AIFinancedone	Please do at earliest
Sharath Kumar	absolutely, doing it right now  it should not take more than 5-10 minutes
AIFinancedone	Please let me know after completion
Sharath Kumar	I will  anything else that I can assist you with in the meantime?
AIFinancedone	No Please do at earliest  & let me know I am waiting
Sharath Kumar	sure, it is in progress  I will let you know as soon as it is done  may I ask if you are signed in with the user account, Sachin.B?
AIFinancedone	yes
Sharath Kumar	could you please logout as I have to restart the server to update the application
AIFinancedone	Please do update for all users
Sharath Kumar	you can sign back in after 2 minutes
AIFinancedone	Done
Sharath Kumar	thank you, server has been restarted.
AIFinancedone	Can I login now & check the QBD
Sharath Kumar	yes, you may  I see you are signed into the server, are you able to access QB now
AIFinancedone	Thanks

*AIFinancedone has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy.

## Visitor Details

### #76175 Chuck

**Email:** chuck@clean-works.com 17175091453

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** EPHRATA

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Chuck	I'm trying to set up one of our users
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Chat request was not picked up by the operators*

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## Chat Transcript

Need to update my quickbooks

### Visitor Details

**#76029 brian**

**Email:** brian@wefixuglypools.com  6022534499

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** SALINAS

**State:** Arizona

**Country:** UNITED STATES

### Chat Transcript

brian	Need to update my quickbooks
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
	Hey Brian. How are you?
brian	Good Thank you. I think I need to update my QB because whenever I log in it asks me for update
Vatsal	Okay Brian. I am forwarding this to support, they'll assist you. Have a good day

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

*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.
brian	Hello Brian, could you please allow me a few minutes to check this on the server
Sharath Kumar	yes
brian	thank you!
Sharath Kumar	and just to confirm, you are using QB 2021 enterprise, is that correct?
brian	2024
Sharath Kumar	got it!
brian	Brian could you close QB for a few minutes and also if you could request UPA_Administrator to close QB as well (Edited)
Sharath Kumar	Doing now
brian	One moment
Sharath Kumar	thank you! let me know when you are done so that I can start the update process
brian	Are we still connected here?
Sharath Kumar	Are we still connected here?
brian	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)
Sharath Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

## Chat Transc

Hello, I am your Ace

### Visitor Details

#### #75736 Tammy Boles Melton

**Email:** aggressiveconcrete@hotmail.com ☎ 843-450-2935

**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:** MYRTLE BEACH

**State:** South Carolina

**Country:** UNITED STATES

## Chat Transcript

Tammy Boles Melton	Hello, I am your Acebuddy
Acebuddy	Hello Tammy Boles Melton, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tammy Boles Melton	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tammy Boles Melton	I'd like to report an Issue
Acebuddy	Please select an option!
Tammy Boles Melton	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Tammy Boles Melton	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at unforeseen circumstances.  If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh confirmation via email.
	Do you need any further assistance on the topic?
Tammy Boles Melton	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

## Chat Transc

Hello, I am your Ace

## Visitor Details

**#75340 krisika**

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

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

**Operator:** Varun Bisht

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 42 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Varun Bisht accepted the chat transfer request.</i>	
Varun Bisht	Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be assisting you today.
krisika	Quickbook not open in all pc
Varun Bisht	Please share the account name so that I can fetch the details
krisika	Priorware.myrealdatal.net
Varun Bisht	Kindly allow me two minutes to check the same.
krisika	

	Ok
Varun Bisht	May I know since when you are facing this issue also please confirm is it will all the users?
	Are we still connected here?
krisika	Yes
Varun Bisht	May I know since when you are facing this issue also please confirm is it will all the users?  <i>12:22:13 PM krisika is sharing a file with you</i> <a href="#"><u>17441815084938774064538210853414.jpg</u></a> - ( Size:1.99 MB )
krisika	This error
Varun Bisht	Alright  Let me check from our end  allow 2 mins
krisika	Ok
Varun Bisht	I am working on it  If it is okay can we ask all the users to log out from the server for 5 mins  I have restarted couple of services and need to reboot the server
krisika	Ok
Varun Bisht	Let me know once everyone is logged out  I'll reboot the server  Please let me know if everyone is logged out  Are we still connected here?
krisika	Quickbook not open in all pc  Please can u proceed the server reboot
Varun Bisht	Kindly ask everyone to log out to reboot the server  alright  let me reboot the server
krisika	Ok
Varun Bisht	Server is up kindly now (Edited)  You may check now
krisika	Ok
Varun Bisht	We also have some pending updates for QuickBooks

krisika	Quickbook open in all pc
Varun Bisht	Do you want us to install the updates as well?
krisika	Thank u
Varun Bisht	Is there anything else I may help you with ?
krisika	Np
	No
	Thank you
Varun Bisht	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will 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> )

*Varun Bisht has ended this chat session*

## Chat Transc

Hello, I am your Ace

### Visitor Details

#### #76325 Claire Speake

**Email:** claire@sgwfresno.com  15593479965

**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

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

Hello, I am your Ace

### Visitor Details

**#76084 chris**

**Email:** chris@thesteelbreeze.com ☎ 12039945674

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

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

**City:** SIMSBURY

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

chris	Hello, I am your Acebuddy
Acebuddy	Hello Chris, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
chris	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
chris	I'd like to report an Issue
Acebuddy	Please select an option!
chris	Password Reset
Acebuddy	Please select an option below
chris	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?
chris	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
chris	my login is not accepting my passsord. I need to get into my account now!!!
	I did not change my password
	I've been on hold for over half an hour!
Sharath Kumar	Hello Chris, could you please let me know when was the last time that you were able to sign into the server
chris	yesterday
	CID72767
Sharath Kumar	Noted! Are your colleagues able to sign in or is it just you who can't sign in
chris	he's not in the office, do not know
	i have not changed my password, so i don't know why this is happening...
Sharath Kumar	no problem, I understand the inconvenience that has caused due to this and am here to assist you sign into the server
	please allow me a few minutes to check the server status and your user account settings
	may I know the username that you are trying to sign in with

chris	ChristopherK
Sharath Kumar	checking, allow me a couple more minutes
chris	my 9:00 client just left...angry...
Sharath Kumar	am sorry to hear that, but I do appreciate your patience here
	I did check the server and it was accessible to me, and your user account is also active
	I have just restarted the server, hoping that it should resolve your concern
chris	that fixed it
	thanks. I have to get to work...
Sharath Kumar	Understandable, I will keep the ticket open for you today. If any further assistance is required, please reply to my email or Is there anything else I may help you with?
	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.

*Sharath Kumar has ended this chat session*

## Chat Transc

Hello, I am your Ace

### Visitor Details

#### #76225 Dennis Collins

**Email:** admin@stormwateroregon.com  15415484049

**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:** 2 Mins 10 Secs

**City:** PEORIA

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

Dennis Collins	Hello, I am your Acebuddy
Acebuddy	Hello Shirley Bridge, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dennis Collins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dennis Collins	I'd like to report an Issue
Acebuddy	Please select an option!
Dennis Collins	Password Reset
Acebuddy	Please select an option below
Dennis Collins	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?
Dennis Collins	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Dennis Collins	We are unable to log in, even after resetting our password. We cannot wait 4 hours for resolution. Our ticket number is 68
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Hi Shirley, please allow me minute to sign into the server and check the same for you
Dennis Collins	Thank you
Sharath Kumar	Thank you for your patience.
	Since nobody was signed into the server, I have just restarted it
	could you please try signing in and let me know the result
	Are we still connected here?
Dennis Collins	I was able to log in.
Sharath Kumar	glad to hear that
	anything else that I may assist you with??
Dennis Collins	Not at this time. Thank you
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

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

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/>)

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

*Sharath Kumar has ended this chat session*

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## Chat Transc

Hello, I am your Ace

### Visitor Details

#### #76279 andy.monarrez

**Email:** andy.monarrez@nuwavecom.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** LONG BEACH

**State:** California

**Country:** UNITED STATES

### Chat Transcript

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

	I'd like to raise a Request
Acebuddy	Please select your request type.
andy.monarrez	Restart
Acebuddy	Hello Andy Monarrez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
andy.monarrez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
andy.monarrez	I'd like to report an Issue
Acebuddy	Please select an option!
andy.monarrez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
andy.monarrez	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
andy.monarrez	Shivam was suppose to help install QB Remote Apps
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.
	Hello Andy
andy.monarrez	Hello
	I already reached out earlier and was suppose to get help
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
andy.monarrez	Shivam was suppose to install the Remote Apps of QuickBooks on my laptop
Anurag Sharma	Could you please share me the ticket ID?
andy.monarrez	685429
	here is another ticket that was opened 685307
Anurag Sharma	Thanks for the confirmation !
	Are you referring to the RDP?
	Which is used to login into the server?
andy.monarrez	I am looking to have a QuickBooks Icon on my desktop that is the remote app for QuicBooks

	So i do not have to click into the RDP everytime I want to use QB
Anurag Sharma	Can you login into the server ?
andy.monarrez	For RDP?
Anurag Sharma	May I take the remote access of your local computer?
andy.monarrez	I can login into the RDP fine. I want the remote APP for QB on my laptop so that I do not have to open up the RDP everytir
Anurag Sharma	Okay
	I will surely assist you with the issue. Please allow me to take the remote session of your local computer to better assist y
andy.monarrez	YES
	Take over
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
andy.monarrez	ok
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/6212247856">https://assist.acecloudhosting.com/join/6212247856</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 this chat.
	Is there anything else I may help you with ?
andy.monarrez	No sir. I will be on the lookout for the email. What does the ETA look like?
Anurag Sharma	Thanks for the confirmation ! It will take around 12-14 hours.
andy.monarrez	Okay 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 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> )

*Anurag Sharma has ended this chat session*

# Chat Transc

Hello, I am your Ace

## Visitor Details

**#75935 apreeel**

**Email:** apreelbone@gmail.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** FAISALABAD

**State:** Punjab

**Country:** PAKISTAN

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transc

## Visitor Details

### #76299 Misha.Nagar

**Email:** misha.nagar@finsq.in

**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:** 33 Secs

**City:** GWALIOR CITY

**State:** Madhya Pradesh

**Country:** INDIA

## Chat Transcript

Misha.Nagar	Hello, I am your Acebuddy
Acebuddy	Hello Misha.nagar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Misha.Nagar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Misha.Nagar	I'd like to report an Issue
Acebuddy	Please select an option!
Misha.Nagar	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Misha.Nagar	Server not connecting
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Arjun Sikarwar declined the transfer 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.
	Hi Misha, could you please let me know the last time that you were able to connect to the server
Misha.Nagar	Half an hour before

	Sorry yeaterday
	Yesterday
Sharath Kumar	understood, thank you for the information
	let me quickly sign into the server and check why this is happening
Misha.Nagar	ok
Sharath Kumar	could you please let me know the username that you are signing into the server with
	Are we still connected here?
Misha.Nagar	User 2_iZoe
Sharath Kumar	may I take remote of your local computer to check the connectivity issue
Misha.Nagar	ok
Sharath Kumar	here is the link that you'll need
	<a href="https://assist.acecloudhosting.com/join/9412074168">https://assist.acecloudhosting.com/join/9412074168</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
Misha.Nagar	Please let me know how you can connect
	Please reply
Sharath Kumar	all you need to do is click on this link - <a href="https://assist.acecloudhosting.com/join/9412074168">https://assist.acecloudhosting.com/join/9412074168</a>
	and then allow access
Misha.Nagar	ok Can you please give 10 Min i will connect then
Sharath Kumar	No problem, you can reinitiate the chat
	I will be on the lookout and will take your chat you assist you further
	anything else that I may assist you in the meantime
	I am disconnecting from this chat for now, please reinitiate the chat when you are available.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

Chat Transc

Hello, I am your Ace

## Visitor Details

### #75210 assembly

**Email:** assembly@rortax.com

**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:** 16 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

assembly	Hello, I am your Acebuddy
Acebuddy	Hello Assembly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
assembly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
assembly	I'd like to report an Issue
Acebuddy	Please select an option!
assembly	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
assembly	Lacerte 2023 needs an update
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
assembly	Hi there
Shashwat Verma	I will surely help you with this issue.
	We have noted your request and will do the needful, once we are done will inform you on email.

assembly	Ok, how long do you think this will take?
Shashwat Verma	If you have any priority, we require at least 50-60 mins.
	Nevertheless, will update you on email.
assembly	Ok
Shashwat Verma	Is there anything else I may help you with ?
assembly	Just one moment
Shashwat Verma	No problem.
assembly	Thank you for holding
	So, we will wait until our team members are done with meetings
	Thank you! I will come back on a chat with you guys in a couple of hours
Shashwat Verma	Sure.
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

## Chat Transc

Hello, I am your Ace

### Visitor Details

**#74994 georgema973**

**Email:** georgema973@gmail.com ☎ 2013944359

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** NEWARK

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

georgema973	Hello, I am your Acebuddy
Acebuddy	Hello Georgema973, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
georgema973	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
georgema973	I'd like to report an Issue
Acebuddy	Please select an option!
georgema973	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
georgema973	is the system currently down? I am unable to connect to the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
georgema973	nvm, looks like it is back up, ty
Shivam Singh	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?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Shivam Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy.

## Visitor Details

### #75001 assembly

**Email:** assembly@rortax.com

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy

Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Rohan Prajapati accepted the chat transfer request.*

Rohan Prajapati

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

Hello, How are you doing today ?

assembly

Hello, I need to update Lacerte 2024

I am good, how are you?

Rohan Prajapati

I will surely help you with this issue.

That's Great. I'm good too, thanks for asking

This message has been deleted

Would it be okay if we update you via email once it's done? Also, would you like us to schedule it for tonight, as we'll nee

assembly

Now is okay, update via email is okay too

Rohan Prajapati

Can we proceed with updat now and update you via email once its done ?

assembly

yes please

Rohan Prajapati

Thanks for the confirmation !

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will 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/>)

*Rohan Prajapati has ended this chat session*

## Chat Transc

Hello, I am your Ace

### Visitor Details

#75578 accountant

**Email:** accountant@silversfs.com  7472192947

**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:** 3 Secs

**City:** SRINAGAR

**State:** Jammu And Kashmir

**Country:** INDIA

## Chat Transcript

accountant	Hello, I am your Acebuddy
Acebuddy	Hello Accountant, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
accountant	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
accountant	I'd like to report an Issue
Acebuddy	Please select an option!
accountant	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
accountant	Server disconnected issue again and again
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Accountant
accountant	Hello Benny this side
	I am having server disconnecting issue
<i>accountant has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #76331 office

**Email:** office@dacchilleconstruction.com

**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:** 15 Secs

**City:** BOONE

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

office	Hello, I am your Acebuddy
Acebuddy	Hello Raven, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
office	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
office	I'd like to report an Issue
Acebuddy	Please select an option!
office	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
office	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
office	I have a current open ticket: 686053
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shashwat Verma accepted the chat transfer request.*

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Raven
	Kindly allow me two minutes to check the same.
	I will surely help you with this issue.
office	thank you
Shashwat Verma	May I take the remote access of your local computer?
office	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/2992470671">https://assist.acecloudhosting.com/join/2992470671</a>
	Kindly Click on the link and open the downloaded file.
office	its open
Shashwat Verma	Kindly open the file downloaded
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat.
	Issue resolved on remote session by rebooting the server
	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 it.
	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> )

*Shashwat Verma has ended this chat session*

**Chat Transcript**

Hello, I am your Acebuddy.

## Visitor Details

**#75496 AIFinancedone**

**Email:** aifinancedone@outlook.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** LOHGARH

**State:** Punjab

**Country:** INDIA

## Chat Transcript

AIFinancedone	Hello, I am your Acebuddy
Acebuddy	Hello Ai Finance, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
AIFinancedone	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
AIFinancedone	I'd like to raise a Request
Acebuddy	Please select your request type.
AIFinancedone	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 :
AIFinancedone	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
AIFinancedone	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
AIFinancedone	I am not able to connect my RDP
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.

	Hello AI
AIFinancedone	Its a problem for me everyday now & if it's not gonna fixed permanently then I believe I need to go somewhere else  My RDP not connects
Anurag Sharma	I deeply apologize for the inconvenience caused to you.  I will be surely assisting you with this. Kindly help me with your server name and user name?
	<i>12:26:35 AMAI</i> <i>Financedone is sharing a file with you</i> <a href="#"><u>RDP.PNG</u></a> - ( Size:403.74 KB )
AIFinancedone	Accountssavvycpas & Sachin Bansal be the user
Anurag Sharma	Please confirm if your server name is AccountSavvyNew.myrealdata.net?
AIFinancedone	Yes
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
AIFinancedone	Sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
AIFinancedone	Please go ahead. Repetitive error now gonna be problem for me now
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/2012655541"><u>https://assist.acecloudhosting.com/join/2012655541</u></a>  Kindly paste this link in the browser of local computer and join the session.
	Are you able to connect?
AIFinancedone	Is my screen visible
Anurag Sharma	No, please refresh the webpage again.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat.
	The issue seems to be resolved.
	Is there anything else I may help you with ?

*AI Finance has ended this chat session*

**Chat Transc**

Hello, I am your Ace

## Visitor Details

**#76344 martha**

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

**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:** 44 Secs

**City:** LAS CRUCES

**State:** New Mexico

**Country:** UNITED STATES

## Chat Transcript

martha	Hello, I am your Acebuddy
Acebuddy	Hello Martha, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
martha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
martha	I'd like to report an Issue
Acebuddy	Please select an option!
martha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
martha	Lost chat when I logged off.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Martha
	Please check if the application is working now.
martha	ok
	Yes it is working now. Will it also work for Monica on MarthaATX2?

Anurag Sharma	Yes
	Is there anything else I may help you with ?
martha	Yes, there was a program update which would not install.
	Program Update for Payroll-2024.
Anurag Sharma	Okay
	We will surely do that for you.
martha	Do I need to logoff again?
Anurag Sharma	No
	Please confirm the server name ?
martha	MarthaATX1
Anurag Sharma	May I take the remote access of your server?
martha	Yers
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	Please login to the server and accept the remote session request.
martha	All closed, I have been logged off.
Anurag Sharma	Please login again on the server
martha	ok
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat.
martha	ok
Anurag Sharma	Please try to update the application now
martha	ok
	did not complete
Anurag Sharma	Please close the application and open it again
martha	same
Anurag Sharma	Okay please let me check
	Please log off from the server once
martha	OK
Anurag Sharma	Please login back to the server
martha	ok
Anurag Sharma	Please try to update the application now
martha	same

Anurag Sharma	Please login into the server again
martha	ok
Anurag Sharma	Please try now
martha	ok
	Yea!
Anurag Sharma	Please confirm if you were able to update the application
martha	Yes, updated. Opening now to make sure file can be received.
Anurag Sharma	Okay
	Please let me know if I can help you with anything else?
martha	Got the file we needed - thanks!
Anurag Sharma	Is there anything else I may help you with ?
martha	Nope, thanks again.
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 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> )

*Anurag Sharma has ended this chat session*

## Chat Transc

Hello, I am your Ace

### Visitor Details

**#75164 Lawrence R Harrington**

**Email:** Ihrngtn@verizon.net **9452208225**

**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:** 2 Mins 14 Secs

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Lawrence R Harrington	Hello, I am your Acebuddy
Acebuddy	Hello Lawrence R Harrington, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lawrence R Harrington	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lawrence R Harrington	I'd like to report an Issue
Acebuddy	Please select an option!
Lawrence R Harrington	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lawrence R Harrington	Restart
Acebuddy	Hello Lawrence R Harrington, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lawrence R Harrington	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>mayank accepted the chat transfer request.</i>	
<i>mayank is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi Lawrence, how may I assist you today

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.

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #75008 Salman

**Email:** salmansadiq5152@gmail.com  916-291-9691

**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 Min 57 Secs

**City:** SACRAMENTO

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Salman Hello, I am your Acebuddy

Acebuddy Hello Salmansadiq5152, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Salman Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Salman I'd like to report an Issue

Acebuddy Please select an option!

Salman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Salman	Company Frozen
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Salman
Salman	Hi Anurag
	Accountax Inc
	ATINC3
	I cannot Login in my one company of QB. Please see the screen and fix this.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me 5-6 minutes to check the same.
Salman	ok Please be Quick
Anurag Sharma	Thank you for your patience.
	May I take the remote access of your local computer?
Salman	yes please
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Salman	All set
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/435229331">https://assist.acecloudhosting.com/join/435229331</a>
	Kindly paste this link in the browser of local computer and join the session.
Salman	Can you see my Qb screen?
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat.
Salman	ok
Anurag Sharma	The issue seems to be resolved.
	Is there anything else I may help you with ?
Salman	No all set for today
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 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/>)

*Anurag Sharma has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy.

### Visitor Details

**#75471 Scott Burke**

**Email:** dsburkecpa@gmail.com  8594332299

**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:** 27 Secs

**City:** GEORGETOWN

**State:** Kentucky

**Country:** UNITED STATES

### Chat Transcript

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

Scott Burke	I'd like to report an Issue
Acebuddy	Please select an option!
Scott Burke	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Scott Burke	Unable to open Drake
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Shashwat Verma accepted the chat transfer request.</i></p>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Scott
Scott Burke	One of my employees are unable to access Drake on their server
Shashwat Verma	I will surely help you with this issue.
	Kindly confirm that username.
Scott Burke	kaylaleslie
Shashwat Verma	Kindly allow me two minutes to check the same.
	May I take the remote access of kayla?
Scott Burke	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
Scott Burke	nothing is open in kayla
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat.
	Scott, Kayla is not responding.
	Is she is using multiple monitors?
Scott Burke	Sorry. She couldn't see
	She is responding now
Shashwat Verma	Yes
	Scott, looks like we have to reboot the server.
	Shall we proceed with that?
Scott Burke	The entire server? will that kick anyone else off or just kayla
Shashwat Verma	Yes, it will kick off all users.
	We can give the prompt to all users to save their work.
Scott Burke	Ok. give me 1 min to notify the other users

Shashwat Verma	Sure
Scott Burke	You should be good.
Shashwat Verma	Sure  Kindly ask Kayla to re-login in 2 mins.
Scott Burke	ok  she is logged on
Shashwat Verma	Okay  Looks like issue resolved
Scott Burke	Great thank you.
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!  Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your AceCloud Support Assistant.

### Visitor Details

#### #75212 Suzanne Beauchemin

**Email:** suzanne@bstireco.com **Phone:** 17742638701

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 7 Secs

**City:** NEW BEDFORD

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

Suzanne Beauchemin	Hello, I am your Acebuddy
Acebuddy	Hello Suzanne Beauchemin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Suzanne Beauchemin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Suzanne Beauchemin	I'd like to report an Issue
Acebuddy	Please select an option!
Suzanne Beauchemin	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Suzanne Beauchemin	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Suzanne Beauchemin	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>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Suzanne Beauchemin	Hi - I was chatting with someone earlier and increased my c drive storage but now I can't open quickbooks after logging in it says can't find company file
	I was in without issue earlier and it kicked me out when I was running statements
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Suzanne Beauchemin	BobsTire.myrealdatal.net
	Admin

Ashutosh Mishra	Thanks for the confirmation !
Suzanne Beauchemin	Kindly allow me two minutes to check the same.
Ashutosh Mishra	ok
Suzanne Beauchemin	May I take the remote access of your server?
Ashutosh Mishra	yes
Suzanne Beauchemin	Prior providing the access, I would suggest you to close any important documents at your end.
Ashutosh Mishra	please burry
Suzanne Beauchemin	*hurry
Ashutosh Mishra	Sure, please accept the request on server.
Suzanne Beauchemin	can you stay on while I run statements
	so make sure this doesn't happen again
Ashutosh Mishra	Sure, please take your time
Suzanne Beauchemin	ok than you
	*thank
	ok it should be fine
	thank you
Ashutosh Mishra	Great to see it is working now.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Suzanne Beauchemin	ok
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Ashutosh Mishra has ended this chat session*

## Chat Transc

Hello, I am your Ace

**#75234 Moeller**

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

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

**Operator:** Gaurav kumar

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 57 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Moeller	Hello, I am your Acebuddy
Acebuddy	Hello Kelly, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Moeller	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Moeller	I'd like to report an Issue
Acebuddy	Please select an option!
Moeller	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Moeller	Server keeps freezing and kicking my dad out
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Gaurav Kumar accepted the chat transfer request.</i>	
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.
Moeller	Hello!
	My dad RobertA said his server keeps freezing on him and sometimes is will kick him off the server
Gaurav Kumar	I will be surely assisting you with this. Kindly help me with your server name and user name?
Moeller	RobertAnderson
	His user name is RobertA
Gaurav Kumar	Kindly allow me 2-3 minutes to check the same.

	May I take the remote access of your local computer?
Moeller	Yes, but mine isn't having issues, it is my dad's
Gaurav Kumar	understood, I need to take your dad's remote access
Moeller	Would it work best to call him? or how should we do this?
Gaurav Kumar	sure, you can call us directly on 888-415-5240 and the available agent will assist you further
Moeller	Thank you! I will have him call.  It says that the call cannot be completed as dialed
Gaurav Kumar	can you try again please
Moeller	He said it is working
Gaurav Kumar	understood
Moeller	Thank you!
Gaurav Kumar	Is there anything else I may help you with ?
Moeller	Nope! Thanks!
Gaurav 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 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> )

*Gaurav Kumar has ended this chat session*

## Chat Transcript

Hello, I am your AceCloud Support Agent.

### Visitor Details

#75014 Michelle Pitters

**Email:** michelle@philpitters.com  13138244447

**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:** GROSSE POINTE

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

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

Hello, I am your Acel

## Visitor Details

**#75474 Daniel Deriscavage****Email:** dan@bladeequip.com  19199896660**Department:** Support(QB & App Hosting)**Operator:** Shashwat Verma**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 15 Secs**City:** CLAYTON**State:** North Carolina**Country:** UNITED STATES**Chat Transcript**

Daniel Deriscavage	Hello, I am your Acebuddy
	Hey I found proof of payment
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Dan
Daniel Deriscavage	Hey I found proof of payment
Shashwat Verma	Kindly share the same
Daniel Deriscavage	how do I get that to you? Can I email it?
Shashwat Verma	We have emailed you recently, kindly revert to that email with proof.
	Billing team, will connect you shortly.
	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)
<i>Shashwat Verma has ended this chat session</i>	

## Visitor Details

### #75556 Holmberg

**Email:** jack.b.holmberg@gmail.com ☎ 18142032931

**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 20 Secs

**City:** COUDERSPORT

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Holmberg	Hello, I am your Acebuddy
Acebuddy	Hello Jack Holmberg, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Holmberg	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 acecloudhosting. My name is Pradeep how may I help you for today?
Holmberg	Hi I do IT for Ultimate Power and one of users can't login
Pradeep Kumar	Alright, Let me transfer the chat to the concerned Team.
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>
Holmberg	Thanks
	<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.
Holmberg	Hi Sharath. The username is either Sarah_Swchab or Morgan_UPC. I asked for it to be changed few weeks ago but it hasn't
	Relevant ticket IDs: 667993 and 676818
Sharath Kumar	Thank you, allow me a few minutes to check the both tickets and the user account as well
Holmberg	Thank you

Sharath Kumar	Still working on this, 2 more minutes please
Holmberg	No problem
Sharath Kumar	Thank you for your patience.
	I can see that the Account for Morgan is active and enabled. With the right password, Morgan should be able to sign in
	I can provide you with their RDP file so that you may sign in
Holmberg	Which username is it?
Sharath Kumar	Username is Morgan_UPC
	the first and last name are still for Sarah Shwab
Holmberg	Would you be able to reset the password for us?
Sharath Kumar	Sir, we actually encourage you to sign into Myportal to do this.
	I can provide you with a detailed document on how to manage your user accounts there. If you come up with any issues,
Holmberg	I tried but the password we have saved isn't working.
	The same password that was working before the username change is no longer working
Sharath Kumar	understood, it should work once you reset the password
Holmberg	Very well, I'll give it a try. That's all I needed help with today.
	Actually Sharath one second
Sharath Kumar	Thank you for the understanding. I will keep a ticket open with you and will follow up shortly. Do let me know if there is an
Holmberg	I just tried resetting using the security questions and it didn't work
Sharath Kumar	try the Myportal instead.
	You must be signing into selfcare portal for the user but try this instead
Holmberg	I'm on <a href="https://selfcare.acecloudbhosting.com/">https://selfcare.acecloudbhosting.com/</a>
	Can you provide me the link?
Sharath Kumar	<a href="#">MyPortal - Ace Cloud Hosting - Login</a>
	username - CID74723
Holmberg	What do I put for password?
Sharath Kumar	click on the forgot password
	Myportal is accessible for only account owners and you can manager your user account details as well as the billing relate
Holmberg	We're not getting a verification code
Sharath Kumar	check your email address for the same
Holmberg	I have access to the phone # on file but the person's email address that it's linked to is out of the office this week
	Not getting the phone # verification
Sharath Kumar	Understood, no worries then. Let me reset the password for you. Please allow me 30 minutes and I will send you the new

	You can reply and let me know if you encounter any issues
Holmberg	Ok thank you
Sharath Kumar	Is there anything else I may help you with in the meantime?
Holmberg	No that was all
Sharath Kumar	<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p>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.</p> <p>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.</p> <p>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>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>
Holmberg	You too

*Jack Holmberg has ended this chat session*

## Chat Transcript

Need to add a user who has lost his access  
CID70461

### Visitor Details

#### #75554 Doris M. Butler

**Email:** doris.butler1@gmail.com **Phone:** 6126703003

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

**Operator:** Rohan

**Website:** [https://www.acecloudhosting.com/quickbooks-hosting/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=acecloudhosting&utm\\_adgroup=Primary&gad\\_source=0\\_D\\_BwE](https://www.acecloudhosting.com/quickbooks-hosting/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=acecloudhosting&utm_adgroup=Primary&gad_source=0_D_BwE)

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

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

**City:** GLOBE

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Doris M. Butler	Need to add a user who has lost his connection. Server# is CID70461
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
<i>Rishabh Gogia is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
Hello Doris, how are you doing today ?	
Doris M. Butler	Fine, Thank You
Rohan Prajapati	I will surely help you with this issue.
Kindly allow me 5-6 minutes to check the same.	
Doris M. Butler	Dave Alpaugh,CPA has lost his access to the company file. He prepares the corporate tax return. I know we have only 3 users access other years.
Are you still there?	
Rohan Prajapati	Yes Doris, I'm checking this
<i>7:19:18 PM Rohan Prajapati is sharing a file with you <a href="#">image.png</a> - ( Size:6.51 KB )</i>	
<i>Could you please elaborate this bit more as i can check you have currently 4 users.</i>	
Doris M. Butler	Yes, that is correct. Mr. Alpaugh said he was not able to access. His email address is dave@stormsandalpaugh.com and his phone number is 888-415-5240.
Rohan Prajapati	Is this a new user that you would like us to add to the server or would like us to replace him with any existing user ?
Doris M. Butler	Since he is already listed, I don't see why he needs to be replaced; however, I don't know the reason he couldn't access the system.
Rohan Prajapati	Oh, if that's the case, please ask him to initiate the chat so that we can provide him with assistance directly. (Edited)
Will that be okay for you ?	
Or you can let us know the best time to contact him so that we can arrange the callback for this issue.	
Doris M. Butler	Please send him an email or phone him. I'm wondering if he has his password for the remote connection.
Rohan Prajapati	Doris, This is our email "support@acecloudhosting.com" and support number "888-415-5240"
I will inform the team to call him directly as soon as possible to assist him with this issue.	
Is there anything else I may help you with ?	
Doris M. Butler	Thank you so much for your help and have a nice day.
Rohan Prajapati	This message has been deleted
This message has been deleted	
This message has been deleted	
Thanks for the confirmation !	

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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 (<https://selfcare.acec>

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

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75445 szolad**

**Email:** szolad@cdt.org

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** WASHINGTON

**State:** District Of Columbia

**Country:** UNITED STATES

### Chat Transcript

szolad Hello, I am your Acebuddy

Acebuddy Hello Szolad, I'm your Ace Buddy. I'll be happy to assist yo

Whom Would You Like to Connect With?

szolad Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
szolad	I'd like to report an Issue
Acebuddy	Please select an option!
szolad	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
szolad	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks. I will help you with resolving the issue
	Was that helpful?
szolad	No
Acebuddy	No issues, please wait while I connect you to one our support agents.
	<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.
	Hello
szolad	Hello I am contacting you in regards to issue 676114
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
szolad	Thanks. Sure.
Shashwat Verma	Have you got the validation code?
szolad	When I contacted Intuit they said that our account expired. They asked me to contact them about any expiring account.
	We were under the impression that we bought the license through Ace. We have an admin name
	So we thought it was set up by Ace.
Shashwat Verma	Kindly allow me two minutes to check the same.
szolad	Sure, thanks.
Shashwat Verma	May I take the remote access of your local computer?
szolad	yes
Shashwat Verma	Prior providing the access, I would suggest you to close all the browser tabs.
	<a href="https://assist.acecloudhosting.com/join/3282576398">https://assist.acecloudhosting.com/join/3282576398</a>
	Kindly Click on the link and open the downloaded file.
szolad	I have downloaded the software.

	Can you see my screen?
Shashwat Verma	Not now
	Still loading
szolad	It is asking for accessibility and screen recording
Shashwat Verma	Kindly allow the permission
	We are connected on the remote session and will proceed the time, I am putting the chat on hold, please do not disconnect your confirmation on this chat.
	<b>Sarah</b> , we have reviewed the issue and found that your account is not associated with an enterprise license. Kindly allow us some time to verify this with them. If we're unable to retrieve the details, we will assist you with this.
	Our sales team will soon connect with you with an update.
szolad	Thank you. We are not able to afford an enterprise license.
Shashwat Verma	No problem, they will help you out with an existing version.
szolad	Perfect. I appreciate your quick understanding of our issue.
Shashwat Verma	It would be great if you could share your feedback after the session.
szolad	Are we done with the screen sharing?
Shashwat Verma	Yes
	Thank you for choosing ACE cloud Hosting, you have a welcome message in your inbox.
	You may end this chat now. Once you end this chat, you will receive a summary of the conversation, along with a ticket number and survey feedback.
	I request you to kindly spare a moment to fill that out for working. I will appreciate that. or you may send your feedback. Thanks!
	Note: You may change/reset your server password on your self-care 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/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> ).

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Ace

## Visitor Details

**#75883 bianca**

**Email:** bianca@enscpany.com ☎ 6317345330

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** EAST HANOVER

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

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

Please wait while we connect you to our Support Represen

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati

Thank you for contacting Ace Cloud Hosting. My name is F

Hello Bianca, how are you doing today ?

bianca

Good morning Rohan i am having trouble with my quickbc  
it will not updated the payroll

can you please login to my computer and fix the issue

Rohan Prajapati

I will surely help you with this issue.

Kindly allow me 4-5 minutes to check the same.

bianca

ok

Rohan Prajapati

This message has been deleted

May I take the remote access of your server?

bianca

yes

Rohan Prajapati

Prior providing the access, I would suggest you to close all

bianca

no problem

Rohan Prajapati

We are connected on the remote session and will proceed  
the time, I am putting the chat on hold, please do not disc  
give your confirmation on this chat.

As discussed, please reinitiate the chat from the local PC.

*Rohan Prajapati has ended this chat session*

## Chat Transc

Hello, I am your Ace

### Visitor Details

**#75241 Lachey Baker**

**Email:** lachey.baker@bakerstaxprepservices.com **119296898298**

**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:** BRONX  
**State:** New York  
**Country:** UNITED STATES

### Chat Transcript

Lachey Baker	Hello, I am your Acebuddy
Acebuddy	Hello Lachey Monique Baker, I'm your Ace Buddy. I'll be ha
Whom Would You Like to Connect With?	
Lachey Baker	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lachey Baker	I'd like to raise a Request
Acebuddy	Please select your request type.
Lachey Baker	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com wi technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Plea
Lachey Baker	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

*Acebuddy has ended this chat session*

### Chat Transc

Hello, I am your Ace

### Visitor Details

**#75805 diamond****Email:** diamond@turnerandsonhomes.com**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 47 Secs**City:** EDMOND**State:** Oklahoma**Country:** UNITED STATES**Chat Transcript**

diamond	Hello, I am your Acebuddy
Acebuddy	Hello Diamond, I'm your Ace Buddy. I'll be happy to assist Whom Would You Like to Connect With?
diamond	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
diamond	I'd like to report an Issue
Acebuddy	Please select an option!
diamond	Password Reset
Acebuddy	Please select an option below
diamond	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com as password needs to be reset and we'll share an update once
	Do you need any further assistance on the topic?
diamond	Yes
Acebuddy	Please wait while we connect you to our Support Representat
	<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 I
diamond	680291
	I am needing to escalate this ticket. Can I get a password

Manish Singh	Kindly allow me two minutes to check the same.
diamond	perfect, thank you
Manish Singh	No need to escalate this case 680291 I will assist you rega
diamond	great thanks!
	I was told if I needed assistance prior to 2 hours to escala
Manish Singh	Emailed you with the new password link
	Kindly check
diamond	Got it!
Manish Singh	Is there anything else I may help you with ?
diamond	no, thanks so much
Manish Singh	I would greatly appreciate if you could spare a minute to c smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wc
	You may end this chat now. Once you end this chat, you w conversation, along with a ticket number and survey feed
	I request you to kindly spare a moment to fill that out for working. I will appreciate that. or you may send your feed Thanks!
	Note: You may change/reset your server password on you ( <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 Transc

Hello, I am your Ace

### Visitor Details

**#75661 Abc**

**Email:** abc@gmail.com **Phone:** 285458083050385

**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:** NEW DELHI  
**State:** Delhi  
**Country:** INDIA

### Chat Transcript

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

Chat Transc

Hello, I am your Ace

## Visitor Details

**#75375 admin**

**Email:** admin@consultingctx.com **Phone:** 17609568500

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** RIVERSIDE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

admin	Hello, I am your Acebuddy
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist yo
Whom Would You Like to Connect With?	
admin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
admin	I'd like to raise a Request
Acebuddy	Please select your request type.
admin	Password Reset
Acebuddy	Please select an option below
admin	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below ino
	Do you need any further assistance on the topic?
admin	Yes
Acebuddy	Please wait while we connect you to our Support Represe
	<i>Acebuddy (bot) forwarded the chat request</i>
admin	thank you
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>

Anurag Sharma



admin	no thank you
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to chat.
	Thank you for choosing ACE cloud Hosting, you have a wo
	You may end this chat now. Once you end this chat, you w conversation, along with a ticket number and survey feed
	I request you to kindly spare a moment to fill that out for working. I will appreciate that. or you may send your feed Thanks!
	Note: You may change/reset your server password on you ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Ace

### Visitor Details

**#75446 David Weinstein**

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

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** FULLERTON

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you.
David Weinstein	I can't find emails on outlook
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh.
David Weinstein	SeastarAccountant hasn't gotten an email in its inbox in a while. It may come up.
Shivam Singh	I will be surely assisting you with this. Kindly help me with the details.
David Weinstein	DavidWein David@davidweinsteincpa.com
Shivam Singh	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close all the unnecessary windows.
David Weinstein	yes
Shivam Singh	Thanks for the confirmation
	May I takeover ?
	Could you please join the session
	Is it okay if I arrange a callback for you? As I need a Contractor.
David Weinstein	yes 954-859-6384
	sorry for being uncooperative, we are busy
Shivam Singh	Thanks, for the confirmation
	That's alright

Is there anything else I may help you with ?

Please Note we are arranging a callback to ensure proper

After the termination of Chat, we will schedule a callback

Are we still connected here?

David Weinstein

yes

when are you calling me back

Shivam Singh

After the chat.

Is there anything else I may help you with ?

We are closing the chat, assuming that you have moved f  
right away on the provided number.

Thank you for choosing ACE cloud Hosting, you have a wc

You may end this chat now. Once you end this chat, you w  
conversation, along with a ticket number and survey feed

I request you to kindly spare a moment to fill that out for  
working. I will appreciate that. or you may send your feed  
Thanks!

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

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

*Shivam Singh has ended this chat session*

## Chat Transc

Hello, I am your Ace

### Visitor Details

**#76397 anishkaredia**

**Email:** akaredia@anishcpa.com ☎ 8328601238

**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:** MISSOURI CITY

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

anishkaredia Hello, I am your Acebuddy

Acebuddy Hello Anish Karedia, I'm your Ace Buddy. I'll be happy to a

Whom Would You Like to Connect With?

As we haven't got any response from your end, We are clicking  
Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Ace

### Visitor Details

**#76244 Melissa Harbater**

**Email:** harbater3@yahoo.com  13053108043

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** OCALA

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Melissa Harbater	Hello, I am your Acebuddy
Acebuddy	Hello Melissa Harbater, I'm your Ace Buddy. I'll be happy t
	Whom Would You Like to Connect With?
Melissa Harbater	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Melissa Harbater	I'd like to report an Issue
Acebuddy	Please select an option!
Melissa Harbater	Password Reset
Acebuddy	Please select an option below
Melissa Harbater	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below ino
	Do you need any further assistance on the topic?
Melissa Harbater	Yes
Acebuddy	Please wait while we connect you to our Support Represen
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is S
	I will be surely assisting you with this. Kindly help me with
Melissa Harbater	I did not change the password, but somehow my passwor
	the self help portal it tells me the old password is incorrec
Melissa_H	
	FMFSI.myrealdata.net
Shivam Singh	I understand that, allow me 2 minutes to check the same.
Melissa Harbater	Okay. The old password should've been Vestaharb@840
Shivam Singh	Please allow me 2 minutes, I am checking things at the ba
	Please try in 2 minutes with the same password.
	We have made some changes at the backend.
Melissa Harbater	To sign in directly to the server?
Shivam Singh	Exactly
	Kindly try now.

Melissa Harbater	It said logon attempt failed
Shivam Singh	Are trying to enter the old password?
Melissa Harbater	Yes
Shivam Singh	Thanks for the confirmation.
	May I take the remote access of your local computer?
Melissa Harbater	yes
Shivam Singh	Prior providing the access, I would suggest you to close all the browser windows and kindly open a new browser window and
	Kindly paste this link in the browser of local computer and click on it.
	<a href="https://assist.acecloudhosting.com/join/4572841483">https://assist.acecloudhosting.com/join/4572841483</a>
	Is there anything else I may help you with ?
	Are we still connected here?
Melissa Harbater	yes

*Melissa Harbater has ended this chat session*

## Chat Transcript

Hello, I am your AceCloud Support Chatbot.

### Visitor Details

**#75137 joy.zhang**

**Email:** joy.zhang@changcpa.com

**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:** 29 Secs

**City:** VALENCIA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

joy.zhang	Hello, I am your Acebuddy
Acebuddy	Hello Joy.zhang, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
joy.zhang	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
joy.zhang	I'd like to report an Issue
Acebuddy	Please select an option!
joy.zhang	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you
joy.zhang	Drake 2022 App has difficulty to login
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 today.
	I will be surely assisting you with this. Kindly help me with your issue.
joy.zhang	user name is joy.zhang@changcpa.com
Shubham Kataria	Thank you for the information
joy.zhang	Server name should be:JChangCPA
Shubham Kataria	Could you please confirm which kind of issue you're facing?
joy.zhang	i cannot log in
Shubham Kataria	Are you unable to launch it or receiving any error while launching it?
joy.zhang	actually i never log in successfully
	my admin set password for me to try, but it always shows incorrect password
Shubham Kataria	Okay no problem let me check
	May I take the remote access of your server?
joy.zhang	i think maybe need to reinstall it
	yes
Shubham Kataria	Prior providing the access, I would suggest you to close all the applications

We are connected on the remote session and will proceed the time, I am putting the chat on hold, please do not disc give your confirmation on this chat.

joy.zhang

got it

what credential do you need?

I think i only have user name as joy.zhang

no password because i never login

Shubham Kataria

Alright

I would like to inform you that login require password

joy.zhang

I know, my admin try several times to set a temp password

but it did not work

Shubham Kataria

Sorry to hear that

joy.zhang

only 2022 Drake has this issue

Shubham Kataria

But actually we don't have rights to reset your Drake pass

I would suggest to contact Drake support as they have more surely assist you for the password issue

As the application is launching fine without any issue

joy.zhang

would you mind helping me put the Drake22 on desktop?

Shubham Kataria

Yes, sure

Please allow me two minutes, let me put it on your desktop

Thank you for your patience.

I've saved the shortcut of Drake 2022 on your desktop

joy.zhang

I see. Thank you for your help!

Shubham Kataria

You're welcome. You may check with the Drake support for required from our end

Please feel free to react out to us. we will be happy to assist

Is there anything else I may help you with ?

joy.zhang

nothing for today. I'll try again with the app

Thank you!

Shubham Kataria

Sure

You're welcome

Thank you for choosing ACE cloud Hosting, you have a welcome

You may end this chat now. Once you end this chat, you will receive a confirmation message with a ticket number and survey feed

I request you to kindly spare a moment to fill that out for working. I will appreciate that. or you may send your feed Thanks!

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

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

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74967 abuonpane**

**Email:** abuonpane@gmail.com **Phone:** 9085079240

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** MARCO ISLAND

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

abuonpane Hello, I am your Acebuddy

Acebuddy Hello Abuonpane, I'm your Ace Buddy. I'll be happy to assi

Whom Would You Like to Connect With?

abuonpane Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

abuonpane I'd like to report an Issue

Acebuddy Please select an option!

abuonpane QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

abuonpane QuickBooks Login Issue

Acebuddy I understand that you are unable to login to your QuickBooks help you with resolving the issue

Was that helpful?

abuonpane No

Acebuddy No issues, please wait while I connect you to one our support

*Acebuddy (bot) forwarded the chat request*

abuonpane Ticket number 670595

*Anjainay Singh accepted the chat transfer request.*

I can't get on to the server

Anjainay Singh Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh

abuonpane Hi

Anjainay Singh Please allow me two minutes so that I can look into the issue

abuonpane ok

Anjainay Singh May I take the remote access of your local?

abuonpane yes

Anjainay Singh <https://assist.acecloudhosting.com/join/4942059902>

Please copy this URL at your server browser.

Please copy this at your local browser so that I can take the remote access.

Hello Anthony.

Please let us know if you have any other issue apart from this.

Are we still connected ?

As your issue has been resolved so we are disconnecting.

*Anjainay Singh has ended this chat session*

# Chat Transc

Hello, I am your Acebuddy

## Visitor Details

**#75918 hamerenterprisespllc**

**Email:** hamerenterprisespllc@outlook.com  4065440089

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 7 Secs

**City:** TANGER

**State:** Massachusetts

**Country:** MOROCCO

## Chat Transcript

hamerenterprisespllc	Hello, I am your Acebuddy
Acebuddy	Hello Hamerenterprisespllc, I'm your Ace Buddy. I'll be happy to help you today.
	Whom Would You Like to Connect With?
hamerenterprisespllc	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hamerenterprisespllc	I'd like to report an Issue
Acebuddy	Please select an option!
hamerenterprisespllc	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to the appropriate support team.
hamerenterprisespllc	I need my Drake Accounting software updated please
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.

hamerenterprisespllc	Hello Hamer
Shashwat Verma	Hello. I need to have my Drake Accounting software upda
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
	Will do it from your end
hamerenterprisespllc	Yes
Shashwat Verma	Prior providing the access, I would suggest you to close all
	<a href="https://assist.acecloudhosting.com/join/3122157307">https://assist.acecloudhosting.com/join/3122157307</a>
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed the time, I am putting the chat on hold, please do not disc give your confirmation on this chat.
	issue resolved on remote session by updating the same
	Thank you for choosing ACE cloud Hosting, you have a wc
	You may end this chat now. Once you end this chat, you w conversation, along with a ticket number and survey feed
	I request you to kindly spare a moment to fill that out for working. I will appreciate that. or you may send your feed Thanks!
	Note: You may change/reset your server password on you ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Shashwat Verma has ended this chat session*

## Chat Transc

Hello, I am your Ace

Visitor Details

**#75859 Anthony Standifer**

**Email:** anthony@mseedgroup.com  312-400-6001

**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:** 22 Secs

**City:** HOMEWOOD

**State:** Illinois

**Country:** UNITED STATES

**Chat Transcript** -----

Anthony Standifer	Hello, I am your Acebuddy
Acebuddy	Hello Anthony Standifer, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Anthony Standifer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anthony Standifer	I'd like to raise a Request
Acebuddy	Please select your request type.
Anthony Standifer	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com wi technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Plea
Anthony Standifer	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Anthony Standifer	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Anthony Standifer	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect yo
Anthony Standifer	While inside of the virtual server for QBE I am attempting and cannot do so.
Acebuddy	Please wait while we connect you to a Support Representat

*Acebuddy (bot) forwarded the chat request*

*Shivam Singh accepted the chat transfer request.*

*Shivam Singh is transferring the chat to Tushar.*

*Tushar accepted the chat transfer request.*

Tushar Thank you for contacting Ace Cloud Hosting. My name is Tushar.

Anthony Standifer ok

Tushar I will be surely assisting you with this. Kindly help me with

Anthony Standifer mSEED group

Tushar May I take the remote access of your local computer?

Prior providing the access, I would suggest you to close all

Anthony Standifer Yes you can

Tushar <https://assist.acecloudhosting.com/join/5362290501>

Kindly Click on the link and open the downloaded file.

We are connected now.

As per our remote session we were able to fix the issue with

Is there anything else I may help you with ?

Anthony Standifer No. I am good now

Tushar Thank you for choosing ACE cloud Hosting, you have a welcome message.

You may end this chat now. Once you end this chat, you will receive a summary of the conversation, along with a ticket number and survey feed back.

I request you to kindly spare a moment to fill that out for working. I will appreciate that. or you may send your feedback. Thanks!

Note: You may change/reset your server password on you (https://selfcare.acecloudhosting.com).

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

*Tushar has ended this chat session*

# Chat Transc

Hello, I am your Ace

## Visitor Details

**#76136 brian**

**Email:** brian@wefixuglypools.com ☎ 6022534499

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** SALINAS

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

brian Hello, I am your Acebuddy

Need to continue chat

Ashutosh Mishra Thank you for contacting Ace Cloud Hosting. My name is /

Are we still connected here?

Are we still connected here?

brian Yes

I need to find out why the software is not allowing for upd permissions of my server

Ashutosh Mishra We can update the payroll for you, since you are part of A are some restrictions in place for updates. I can schedule interruptions.

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

*Ashutosh Mishra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy.

## Visitor Details

**#76184 Enzo Alpinieri**

**Email:** enzoniquis@gmail.com **Phone:** 18587528288

**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 17 Secs

**City:** LA JOLLA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Enzo Alpinieri	Hello, I am your Acebuddy
Acebuddy	Hello Enzoniquis, I'm your Ace Buddy. I'll be happy to assist you.
Whom Would You Like to Connect With?	
Enzo Alpinieri	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Enzo Alpinieri	I'd like to report an Issue
Acebuddy	Please select an option!
Enzo Alpinieri	Password Reset
Acebuddy	Please select an option below
Enzo Alpinieri	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below in our documentation.

Do you need any further assistance on the topic?

Enzo Alpinieri

Yes

Acebuddy

Please wait while we connect you to our Support Represen

*Acebuddy (bot) forwarded the chat request*

*Tushar accepted the chat transfer request.*

Tushar

Thank you for contacting Ace Cloud Hosting. My name is Tushar

Enzo Alpinieri

ok

Tushar

I will be surely assisting you with this. Kindly help me with your issue

Enzo Alpinieri

Steven Alpinieri CPA

and I am just trying to access the admin self care

not a specific user

and I tried reseting the password but someone added an account

or is not ours

Tushar

Thank you for the detailed information.

Just to be clear you know that MYPortal and SelfCare are two different things. SelfCare is for users to reset their password and MyPortal is for Admins to reset every users passwords plus see information regarding their accounts.

Enzo Alpinieri

ok can you give me the link on where to sign on for myportal

Tushar

[MyPortal - Ace Cloud Hosting - Login](#)

This is the link for MyPortal login.

the user name to be entered is the CID number of your account and the password is the password you have set for your account through which you login to remote server.

Enzo Alpinieri

perfect I am in

*The visitor's phone number was changed from 85875282 to 858752821*

one second I have another issue but will explain it shortly

Tushar

Sure, please take your time

Are we still connected here?

Enzo Alpinieri

yes one second

Tushar

Okay.

Enzo Alpinieri

ok problem 1 the current profile I am trying to sign into is blocked

Tushar

May I know the user name I will unblock it, after that kind of issue

Enzo Alpinieri

i already reset the password

zachary lopez

	?
Tushar	Thank you for waiting I have unblocked the user zachary I
Enzo Alpinieri	perfect I have another problem just give me one moment
Tushar	Sure, please take your time
Enzo Alpinieri	for the log in side of things even after resetting the password
Tushar	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close all the applications.
Enzo Alpinieri	hold on
	might have solved it
Tushar	Thats good to hear.
Enzo Alpinieri	nope take over send me the link
Tushar	<a href="https://assist.acecloudhosting.com/join/7072363408">https://assist.acecloudhosting.com/join/7072363408</a>
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed the time, I am putting the chat on hold, please do not disconnect. Kindly enter the password.
Enzo Alpinieri	ok
Tushar	Kindly enter the password.
	Are we still connected here?
	Are we still connected here?
	As per our remote session the issue is resolved again you can close the session.
	Is there anything else I may help you with ?
Enzo Alpinieri	yes
Tushar	Kindly let me know.
Enzo Alpinieri	I am still testing. I will be back soon
	so the next terminal i tested was steve's
	and he cannot print directly to the one i was able to print
	please adjust accordingly
	?
Tushar	Kindly initiate the chat session from steves system so that our engineer will be then assisting him as my work hours
Enzo Alpinieri	ok

Tushar

Is there anything else I may help you with ?

Thank you for choosing ACE cloud Hosting, you have a wc

You may end this chat now. Once you end this chat, you w  
conversation, along with a ticket number and survey feed

I request you to kindly spare a moment to fill that out for  
working. I will appreciate that. or you may send your feed  
Thanks!

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

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

*Tushar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#75473 joe constantino**

**Email:** joe@warpool.org

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** CHEYENNE

**State:** Wyoming

**Country:** UNITED STATES

### Chat Transcript

joe constantino

Hello, I am your Acebuddy

Acebuddy

Hello Joe Constantino, I'm your Ace Buddy. I'll be hap|

Whom Would You Like to Connect With?

joe constantino

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

joe constantino

I'd like to raise a Request

Acebuddy

Please select your request type.

joe constantino

Other Request

Acebuddy

Please drop an email to support@acecloudhosting.co  
request and our technicians will connect with you for

If you are facing any issue/problem with your server,  
below :

As we haven't got any response from your end, We a  
assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

