

# Chat Tran

Hello, I am your .

## Visitor Details

### #70522 Judi Fontana

**Email:** judifontanaea@gmail.com ☎ 15153604850

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** LITTLE ROCK

**State:** Arkansas

**Country:** UNITED STATES

## Chat Transcript

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

Judi Fontana	Yes
Acebuddy	Please wait while we connect you to our Support Representative  <i>Acebuddy (bot) forwarded the chat request</i>
Anurag Sharma	<i>Anurag Sharma accepted the chat transfer request.</i>
Judi Fontana	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
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?
Judi Fontana	My CCATLLC1 Enterprise server has the same QB 2023 Fixes
Anurag Sharma	I am currently working on your request. We will update you on email once it is completed.
Judi Fontana	Is there anything else I may help you with ?
Anurag Sharma	Yes, after this chat I will send you an email you can just revert back to that email with this request.
Judi Fontana	I appreciate your help. Thank you so much!! Have a great evening.
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 the discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Anurag Sharma has ended this chat session</i>

# Chat Tran

Hello, I am your ..

## Visitor Details

### #70816 Ali Wynn

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

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** SANTA BARBARA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

Ali Wynn	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Ali Wynn	Hi! My QB just updated and I'm having trouble adding my company files
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Ali Wynn	server name: MontesanoGroup.myreldata.net  username: myreldata\AliWY
Tushar Pharswan	Kindly allow me two minutes to check the same.
	May I know the version of QuickBooks.
Ali Wynn	I believe it's the new enterprise
	<i>2:38:32 AMAli Wynn is sharing a file with you</i> <a href="#"><u>1_image.png</u></a> - ( Size:35.29 KB )
Tushar Pharswan	Okay I, going to check the QuickBooks enterprise 24 on the server.
Ali Wynn	ok thank you!
Tushar Pharswan	As I can see it was recently installed previously you had Premier Accountant 2021 So if you are trying to use the files of 2021
Ali Wynn	ok, how do I update?  and will we still have all of our data?
Tushar Pharswan	Once you upgrade the files, they will not be able to open in 2021.  It will then be accessible on 24 only.
Ali Wynn	ok, but we won't lose any of our data once it's updated?
Tushar Pharswan	No, you won't lose your data.
Ali Wynn	ok, can you help me update the files?
Tushar Pharswan	sure.  Are you logged in on server?
Ali Wynn	YES  *yes sorry
Tushar Pharswan	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.
Ali Wynn	yes
Tushar Pharswan	Kindly open the file from here.

	That you want to upgrade.
	Kindly allow me 2 minutes to fix this.
	Kindly open the file again.
	Login with Admin.
Ali Wynn	thank you so much! so I just do the same thing for each file?
Tushar Pharswan	Now you can try to upgrade rest of the other files like this.  Is there anything else I may help you with ?
Ali Wynn	no, thank you!
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your support agent.

### Visitor Details

#### #71087 Emalee Pappalardo

**Email:** emalee@connorconcretecutting.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** NEWPORT BEACH

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Emalee Pappalardo	Hello, I am your Acebuddy
Acebuddy	Hello Emalee Pappalardo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Emalee Pappalardo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Emalee Pappalardo	I'd like to report an Issue
Acebuddy	Please select an option!
Emalee Pappalardo	Password Reset
Acebuddy	Please select an option below
Emalee Pappalardo	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-set.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Tran

Hello, I am your .

## Visitor Details

**#70403 help**

**Email:** help@triadcybersolutions.com ☎ 3362999989

**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:** 7 Secs

**City:** SPRING VALLEY

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

help	Hello, I am your Acebuddy
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
help	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
help	I'd like to report an Issue
Acebuddy	Please select an option!
help	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
help	ned to install sql server for drake ccounting sw
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.
help	hi
Anurag Sharma	Hello
	Could you please elaborate your issue?
help	need to install SQL server on rdp too run drake accounting software
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
help	oik
	tcssecuredsvr.net
	username anne.g@
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.

	help	ssecuredsvr.myrealdata.net
		tcsssecuredsvr.myrealdata.net
		the last msg
		tcssecuredsvr.myrealdata.net
Anurag Sharma		I deeply apologize for the inconvenience caused but I am unable to understand your last sent messages. Could you please
	help	tcssecuredsvr.myrealdata.net this is the server name
		anne.g@ is the user name
Anurag Sharma		Okay
		As I can understand you want to install a SQL server application on the server : tcssecuredsvr.myrealdata.net.
		Am I right?
	help	yes
Anurag Sharma		Okay
		After this chat, I will be sending you an email. You can just revert back to that email from the primary contact with an app
		Meanwhile I request you to kindly download the setup file on the server. And please share us the setup file location so tha
		Is there anything else I may help you with ?
	help	You can simply send an email to me and CC Will@triadcyersolutions.com so he can reply back and we can move forward
Anurag Sharma		Okay
		Kindly allow me two minutes to do the same.
	help	ok let me know when you send email
Anurag Sharma		Okay
		We have sent you the email.
		Please check.
	help	ok wait
Anurag Sharma		Sure, please take your time
	help	done
		please can you make the process a bit quick
Anurag Sharma		Mr. Will has written this email to us.
		<i>2:02:20 AM Anurag Sharma is sharing a file with you <a href="#">image.png</a> - ( Size:24.52 KB )</i>
	help	so he approved
		now please can we move forward?
Anurag Sharma		Okay

	Could you please share me the setup file location?
help	downloads
	<i>2:04:49 AM Anurag Sharma is sharing a file with you <a href="#">image.png</a> - ( Size:14.81 KB )</i>
Anurag Sharma	Please confirm which application has to be installed.
help	wait
Anurag Sharma	Okay
	Are we still connected here?
help	yes bro
	please wait
Anurag Sharma	Sure, please take your time
help	DrakeAccounting 2024 setup.exe
Anurag Sharma	Thanks for the confirmation !
	I have successfully installed the DrakeAccounting 2024 application on the server.
help	ok wait
Anurag Sharma	Sure!
	Please check if the application is working on your end.
	Before that I need to log you off once.
	May I ?
help	log off why?
Anurag Sharma	When we install an application we require to log off the users so that all the services of the installed application works properly.
	When you log off and login back again everything becomes fine then.
help	ok have you done?
Anurag Sharma	Yes, please login back and check if the application is working fine.
	Are we still connected here?
help	yes
Anurag Sharma	Is it working?
help	yes thanks
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
help	nope bye
Anurag Sharma	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 (<https://selfcare.acec>

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

*Anurag Sharma has ended this chat session*

## Chat Tran

Hello, I am your .

### Visitor Details

#### #71576 Fenil Shah

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

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 35 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

Fenil Shah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Fenil Shah Managed IT

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

*Acebuddy (bot) forwarded the chat request*

*Sushant accepted the chat transfer request.*

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

Fenil Shah Can you please connect the storage to our new server

Sushant Please let me know your company name please.

Are we still connected?

Please let me know your company name please.

Fenil Shah SK TAX ADDISON LLC

Please connect our storage to the new server

Hello ?3

Sushant Please wait while we connect you to our concern team.

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

*Vignesh Arul accepted the chat transfer request.*

*Vignesh Arul is transferring the chat to Sharath Kumar.*

*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 Sanjay, am looking into your request, please allow me a moment

Could you let me know more about the storage that you'd like to connect to the server

Is there a ticket number that you can provide for reference?

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 Tran

Hello, I am your

## Visitor Details

**#70194 Javier Echevarria**

**Email:** javier.chevarria@sicllc.net

**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:** MIAMI

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Javier Echevarria	Hello, I am your Acebuddy
Acebuddy	Hello Javier Echevarria, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Javier Echevarria	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Javier Echevarria	I'd like to report an Issue
Acebuddy	Please select an option!
Javier Echevarria	Password Reset
Acebuddy	Please select an option below
Javier Echevarria	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?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
<i>Ended due to chat idle timeout</i>	

# Chat Tran

Hello, I am your .

## Visitor Details

### #71027 Nick Vogel

**Email:** nick@elmbrookcpas.com ☎ 14142547592

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Mins 5 Secs

**City:** KENOSHA

**State:** Wisconsin

**Country:** UNITED STATES

## Chat Transcript

Nick Vogel	Hello, I am your Acebuddy
Acebuddy	Hello Nick, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nick Vogel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nick Vogel	I'd like to report an Issue
Acebuddy	Please select an option!
Nick Vogel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nick Vogel	I have been connected with a representive last week with an application not displaying correctly and is only visible in task
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.

	I will surely help you with this issue.
	May i know the ticket number if any?
Nick Vogel	might be 619740
Manish Singh	May I take the remote access of your local computer?
Nick Vogel	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/5872421316">https://assist.acecloudhosting.com/join/5872421316</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
Nick Vogel	Connected
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our support team.
Nick Vogel	Lacerte 23 is the application with issues.
Manish Singh	Is this the first time you are facing this issue?
Nick Vogel	It has been like this for 1.5 weeks now.
Manish Singh	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.
Nick Vogel	thank you.
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this conversation.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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> )

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your support agent.

### Visitor Details

#71697 dusan

**Email:** dusan@interpreterintelligence.com  14152978803

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

**Operator:**

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 16 Secs

**City:** MILL VALLEY

**State:** California

**Country:** UNITED STATES

## Chat Transcript

dusan	Hello, I am your Acebuddy
Acebuddy	Hello Dusan Jovanovic, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
dusan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
dusan	I'd like to report an Issue
Acebuddy	Please select an option!
dusan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
dusan	I cannot connect to my QB server through MS Remote Desktop
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Dusan, could you please let me know the server name that you are connecting to
dusan	MyrealdatalDusanJ.q7
	That is my username - server is QBLIVE07.myrealdatal.net
Sharath Kumar	let me know if you were able to login and unable to access Quickbooks or you couldn't sign into the server
dusan	I cannot sign into the server
Sharath Kumar	Alright and is there any error message while you sign in?
dusan	It prompts me for the password and when I enter it comes back with "The user account did not work"

Sharath Kumar allow me a moment, am looking into your account settings.

dusan Dusan, I see that you have ben recently migrated to a new server.

Sharath Kumar I did not get any notification about that

Sharath Kumar checking on this, one moment

Sharath Kumar still checking to see what your new account name is

Sharath Kumar just a couple more minutes

Sharath Kumar I see that you were migrated to a different server back in August. The username you should be signing in with is dusanj.n

dusan and what about the server name?

Sharath Kumar Server name - QBNXTPRO1.myreldata.net

dusan Is it the same password?

Sharath Kumar we do not have the permissions to view the current password for user accounts.

Sharath Kumar Incase, the password does not work, please send an email to support@acecloudhosting.com regarding the same.

Sharath Kumar One of my colleagues will provide you with a new password shortly

dusan Can you reset my password?

Sharath Kumar Sure, Dusan. but I do need an email request from you

dusan I sent an email to support@acecloudhosting.com

Sharath Kumar checking

dusan ticket ID 631797

Sharath Kumar thank you for that

Sharath Kumar My apologies, Dusan. It appears that you are not an authorized contact for your account.  
The request has to made from the email address - [ap@boostlingo.com](mailto:ap@boostlingo.com)

dusan I thought this was just the login for billing portal - would the password be the same as for that?

Sharath Kumar are you referring to the MyPortal?

dusan Yes

Sharath Kumar the username there is the CID

Sharath Kumar for you it will be -CID60993

Sharath Kumar do you need any other assistance?

Sharath Kumar Are we still connected here?

Sharath Kumar 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 Tran

Hello, I am your .

## Visitor Details

**#70467 krisika**

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

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

**Operator:** Rohan

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 3 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

*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.
krisika	Hello Krisika, How are you doing today ?
Rohan Prajapati	Quickbook not open in all pc
krisika	I will surely help you with this issue.
Rohan Prajapati	Yes
krisika	Kindly allow me 3-4 minutes to check the same.
Rohan Prajapati	Ok
krisika	Can u proceed the server reboot
Rohan Prajapati	Are you connected?
krisika	I apologize for the delay in my response.
Rohan Prajapati	Can u proceed the server reboot
krisika	Sure Krisika, Kindly ask all the users to log off from the server once. So that I can proceed with the server reboot, (Edited)
Rohan Prajapati	All server logoff
krisika	Ok
Rohan Prajapati	I have rebooted the server as you requested,
krisika	Ok
Rohan Prajapati	Lets wait for it to come up
krisika	Please check now and let us know the status.
Rohan Prajapati	Ok
krisika	Quickbook working now In all pc
Rohan Prajapati	Thank you
krisika	Thanks for the confirmation !
Rohan Prajapati	Is there anything else I may help you with ?
krisika	No
Rohan Prajapati	Thank you
krisika	Thanks for the confirmation !
Rohan Prajapati	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
krisika	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.
Rohan Prajapati	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.
krisika	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> )
Rohan Prajapati	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 Tran

Hello, I am your .

### Visitor Details

**#71279 fawn**

**Email:** fawn@unksconstruction.com ☎ 7026368671

**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:** 50 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

fawn	Hello, I am your Acebuddy
Acebuddy	Hello Fawn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fawn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fawn	I'd like to report an Issue
Acebuddy	Please select an option!
fawn	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
fawn	Won't let me on te server

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Anurag Sharma accepted the chat transfer request.*

*Anurag Sharma is transferring the chat to Sharath Kumar.*

*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.

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 has ended this chat session*

## Chat Tran

Hello, I am your

### Visitor Details

#### #71644 Gloria Phillips

**Email:** gphillips@gpacnt.com  15804783686

**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:** KANSAS CITY

**State:** Missouri

**Country:** UNITED STATES

### Chat Transcript

Gloria Phillips Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

## Chat Tran

Hello, I am your .

### Visitor Details

#### #71481 Deanna Logoteta

**Email:** dlogoteta@awakenjustice.org ☎ 7752196737

**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:** 1 Min 50 Secs

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Deanna Logoteta	ID 629509
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Shashwat Verma.</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Deanna
Deanna Logoteta	Hi, I spoke with you earlier ticket ID 629509
Shashwat Verma	Kindly allow me two minutes to check the same.
	Yes you had a qb freeze issue
	Is it occurring again?
Deanna Logoteta	Yes. Also, it seemed to have issues with the webconnect for the tax1099 and qbks interface
Shashwat Verma	Kindly try now
Deanna Logoteta	ok
	I will try now
	I was able to get further, now I just want to make sure it does not freeze when using Quickbooks web connector, as that is
Shashwat Verma	We recommended you to logoff from server and re-login
	It itself resolve most of the issue
Deanna Logoteta	If I logoff from the server, how will the web connector work with Qbks?
Shashwat Verma	We try again when the configuration got reset
Deanna Logoteta	I'm unsure. Would there need to be anything that Ace needs to enable to allow webconnect to work with our Quickbooks f
Shashwat Verma	Kindly allow me 4-5 mins
	We are checking from backend
Deanna Logoteta	ok
Shashwat Verma	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.
Deanna Logoteta	yes
Shashwat Verma	Could you please mock me the issue
	This message has been deleted
	Are we connected?

Deanna Logoteta	sure  yes we are connected  I try to webconnect to upload 1099 efile service and then it takes me back to qbks
Shashwat Verma	May I know if you are logged in to QB as admin?
Deanna Logoteta	yes  in single user mode
Shashwat Verma	Please login to QB again  Kindly check it now
Deanna Logoteta	ok  did you want me to click on certain boxes before signing in?
Shashwat Verma	is it normally freezing here?  can you click at accept all?
Deanna Logoteta	yes,  I clicked accept all and the screen seems to be frozen again
Shashwat Verma	Please login again  I believe it will freeze again  Can you please confirm if we can schedule a call for tomorrow morning to investigate the issue  please sign in  kindly check the next steps..  you are signed in to the portal
Deanna Logoteta	yes
Shashwat Verma	let me know what else you want me to check
Deanna Logoteta	I will try and if not then I will schedule a call
Shashwat Verma	Okay  Is there anything else I may help you with ?
Deanna Logoteta	none for now
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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> )

*Shashwat Verma has ended this chat session*

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## Chat Tran

Hello, I am your .

### Visitor Details

#### #70762 Sunita Karamchandani

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

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

**Operator:** Aarush Aneja

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 8 Secs

**City:** SYLVANIA

**State:** Ohio

**Country:** UNITED STATES

### Chat Transcript

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

Sunita Karamchandani	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sunita Karamchandani	on my server i want couple of users to be used for certain days only
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
	Hello Sunita
	How may I assist you today
Sunita Karamchandani	i have two users not to access the server this week from wednesday to sunday night
Aarush Aneja	You can log in to your MyPortal account to disable those users. When needed, you can enable them again from MyPortal.  <a href="https://myportal.acecloudhosting.com/">https://myportal.acecloudhosting.com/</a>
	<i>7:18:25 PMAarush Aneja is sharing a file with you</i>
	<i><a href="#">How to Manage ACE Server Users.pdf</a> - ( Size:1.33 MB )</i>
	<i>The visitor's phone number was changed to 14198823599.</i>
Sunita Karamchandani	how can i disable
Aarush Aneja	You may use this file to disable/enable the user. When you login and check the users section, Kindly click on last option. It
Sunita Karamchandani	i only give me option to delete the payroll
	delete the user
Aarush Aneja	We will surely assist you
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/3752735905">https://assist.acecloudhosting.com/join/3752735905</a>
	Kindly paste this link in the browser of local computer and join the session.
	Are we still connected here?
	Are we still connected here?
Sunita Karamchandani	yes i need to talk to support
Aarush Aneja	May I know if you wish to resolve it on call? We may also assist you in remote session for disabling the user
	We checked and found you disconnected the chat session. We are also disconnecting it now.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and sur  
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/>)

*Aarush Aneja has ended this chat session*

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## Chat Tran

Hello, I am your ..

### Visitor Details

**#70608 Tina Campbell**

**Email:** accounting@velocityindustrial.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:** ROCKWALL

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please select an option!
Tina Campbell	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Tina Campbell	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

## Chat Tran

Hello, I am your .

### Visitor Details

#### #70543 accountant

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

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

**Operator:** Aarush Aneja

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 1 Sec

**City:** RATTANGARH

**State:** Punjab

**Country:** INDIA

### Chat Transcript

accountant	Hello, I am your Acebuddy
Acebuddy	Hello Benny Smith, 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 raise a Request
Acebuddy	Please select your request type.
accountant	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 :
accountant	Yes, I'm facing issues with my server
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	Here is my ticket number 619398
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
	Hello Benny
accountant	Hi Aarush
	have you resolved my issue ?
Aarush Aneja	We will surely assist you with the server login issue (Edited)
	May I take the remote access of your local computer?
accountant	Yes sure
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/3742975029">https://assist.acecloudhosting.com/join/3742975029</a>
	Kindly paste this link in the browser of local computer and join the session.
accountant	oh god Im on mobile wait
Aarush Aneja	No worries
accountant	Please assist me there
	I believe we are connected
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.
accountant	Okay
Aarush Aneja	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti

We checked and found you disconnected the chat session

We are also disconnecting it now

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

Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and sur

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.ace>

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

*Aarush Aneja has ended this chat session*

## Chat Tran

I got disconn

### Visitor Details

#### #71473 Ashlee Maitland

**Email:** office@sadlonandassociates.com  18282000079

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

**Operator:**

**Website:** <https://www.acecloudhosting.com/cyber-security/>

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 1 Min 11 Secs

**City:** FRANKLIN

**State:** North Carolina

**Country:** UNITED STATES

### Chat Transcript

Ashlee Maitland

I got disconnected

Dev Dubey

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

*Dev Dubey 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.
Ashlee Maitland	I was just working with someone and sharing my screen and didn't see that we were disconnected  I cannot access my account
Sharath Kumar	Hi Ashlee we got disconnected earlier. Could you please let me know when was the last time that you were able to sign in
Ashlee Maitland	this morning
	I was using the Ashlee.npro1 account while we were fixing the meta. npro1 account. then I switched to the meta. npro1 a
Sharath Kumar	I was checking your permissions, everything looks good. Your account is also in active status
	Let me quickly sign into the server
Ashlee Maitland	my password worked on ashlee.npro1 until we changed the meta.npro1 password.
Sharath Kumar	are you able to sign in on the selfcare portal?
Ashlee Maitland	no
Sharath Kumar	Could we please send in an email to the support team for resetting the password.
Ashlee Maitland	I just sent
Sharath Kumar	Thank you, allow me a minute. let me provide you with a new password to check if that lets you into the server  sending you the password via email
Ashlee Maitland	okay
Sharath Kumar	Password has been sent  Please try signing in with the new password and let me know if it works
Ashlee Maitland	did not work  I resorted and it I think it worked  it did after restart
Sharath Kumar	are you referring to your computer?
Ashlee Maitland	just the remote desktop
Sharath Kumar	I see, glad to know that it worked  anything else that I may assist you with?
Ashlee Maitland	that's all thank you for your time
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.acecloudhosting.com/>)

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

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

*Sharath Kumar has ended this chat session*

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## Chat Tran

Hello, I am your .

### Visitor Details

**#71621 hannah**

**Email:** hannah@carderconcreteco.com  18177731527

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 17 Secs

**City:** WEATHERFORD

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

hannah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

hannah Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

hannah I'd like to report an Issue

Acebuddy Please select an option!

hannah QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

hannah	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
hannah	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
hannah	Great, thank you.
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
hannah	Yes, it's the first time I've encountered this issue. And yes, my coworker is experiencing it too.
	Are you still there?
Manish Singh	Yes
	Kindly try to access QuickBooks now.
	Seems to be working now.
	Is there anything else I may help you with ?
hannah	Yes, it's working now. Thank you for your help.
Manish Singh	Is there anything else I may help you with ?
hannah	No, that will be it.
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will 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> )
	<i>Manish Singh has ended this chat session</i>

## Visitor Details

### #71432 Jocelyn

**Email:** jjsaccounting@gmail.com ☎ 12087095347

**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:** 21 Secs

**City:** BLACKFOOT

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

Jocelyn	Hello, I am your Acebuddy
Acebuddy	Hello Jocelyn Johnson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jocelyn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jocelyn	I'd like to raise a Request
Acebuddy	Please select your request type.
Jocelyn	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 :
Jocelyn	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Jocelyn	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jocelyn	Recycle bin error
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Tushar Pharswan accepted the chat transfer request.*

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jocelyn	qblivepa1.myrealdatal.net
	Username: JocelynJ.pa1
Tushar Pharswan	Kindly allow me two minutes to check the same.
	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.
Jocelyn	Yes you can
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/1852305510">https://assist.acecloudhosting.com/join/1852305510</a>
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our support team.
	As discussed over the remote session we will email you once the issue is resolved from the back end.
	Is there anything else I may help you with ?
Jocelyn	No, I just need it fixed so I can do 1099's
Tushar Pharswan	Kindly wait for our email we will soon resolve this.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your .

**#70521 Adam Schipani**

**Email:** info@mjschipanielectric.com  19084470805

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** PAULSBORO

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Adam Schipani	Hello, I am your Acebuddy
Acebuddy	Hello Adam Schipani, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Adam Schipani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Adam Schipani	I'd like to report an Issue
Acebuddy	Please select an option!
Adam Schipani	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Adam Schipani	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?
Adam Schipani	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>
Adam Schipani	The Ticket Number is: 619235
	<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.
Adam Schipani	Username: AdamS.q1
	thank you

Anurag Sharma	Hello Adam
	Are you still facing server login issue?
Adam Schipani	yes i am
Anurag Sharma	Could you please share your phone number along with your availability time and timezone so that I can arrange a callback for you.
Adam Schipani	9084470805. i am currently available right now 731 us eastern time
Anurag Sharma	Adam if you need immediate assistance you can directly contact us on Phone: 1-888-415-5240  Meanwhile, I am arranging a callback for you. The engineer will reach out to you as early as possible.
	Is there anything else I may help you with ?
Adam Schipani	thank you
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

## Chat Tran

Hello, I am your ..

### Visitor Details

#### #71319 Marty Jones

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

**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:** 24 Secs

**City:** TAMPA

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Marty Jones	Hello, I am your Acebuddy
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Megan
Marty Jones	Hello, my name is Megan Cook and I am having some troubles logging in to my new account.
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?
Marty Jones	The CID74158
	I am not sure what the server name is.
	You have permission to access my computer.
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 2-3 minutes to check the same.
	Thank you for your patience.
	May I take the remote access of your local computer?
Marty Jones	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Marty Jones	Okay, done
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/8052793848">https://assist.acecloudhosting.com/join/8052793848</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 you in touch with our support team.
	Are we still connected here?
	Megan, are you here?
	The issue seems to be resolved now.
	Is there anything else I may help you with ?
Marty Jones	Thank you that is all
Anurag Sharma	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 the discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	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 Tran

Hello, I am your .

## Visitor Details

### #71226 Kimf0307

**Email:** kimf0307@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:** PENNINGTON

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Kimf0307	Hello, I am your Acebuddy
Acebuddy	Hello Kimberly A Franklin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kimf0307	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kimf0307	I'd like to raise a Request
Acebuddy	Please select your request type.
Kimf0307	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Kimf0307	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?

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 Tran

Hello, I am your .

### Visitor Details

#### #70227 brittany

**Email:** brittany@bbennettcpa.com ☎ 18134525404

**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:** BRANDON

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

brittany Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

brittany Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

brittany I'd like to raise a Request

Acebuddy Please select your request type.

brittany 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*

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## Chat Tran

Hello, I am your .

### Visitor Details

**#70135 Jocelyn**

**Email:** jjsaccounting@gmail.com ☎ 12087095347

**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:** 2 Secs

**City:** BLACKFOOT

**State:** Idaho

**Country:** UNITED STATES

### Chat Transcript

Jocelyn Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jocelyn Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jocelyn I'd like to raise a Request

Acebuddy Please select your request type.

Jocelyn 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 :
Jocelyn	Restart
Acebuddy	Hello Jjsaccounting, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jocelyn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jocelyn	I'd like to report an Issue
Acebuddy	Please select an option!
Jocelyn	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jocelyn	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jocelyn	When I go to File Forms for payroll forms, it keeps closing quickbooks
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.
Jocelyn	Hello
Anurag Sharma	Hello Jjsaccounting
Jocelyn	Hello
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?
Jocelyn	myrealdata
	JocelynJ.NPRE1
Anurag Sharma	Thankyou for the information.
	Kindly allow me 2-3 minutes to check the same.
	JJ could you please confirm, from when you are facing this issue?
Jocelyn	When I'm in QB, and under the payroll , when you click on the file forms, as it's trying to load them, it gets to like 50-60 p
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your server?

Jocelyn	Sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Jocelyn	Ready
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.  I would like to inform you that there are pending QB updates on the server.
Jocelyn	Ok
Anurag Sharma	Updating the QB should resolve this issue.  I would like to inform you that we are scheduling the QB updates during the night hours. We will revert back to you once it is completed.  Is there anything else I may help you with ?
Jocelyn	No
Anurag Sharma	Thanks for the confirmation !  Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your support representative.

### Visitor Details

**#71750 Pallavi DV**

**Email:** pallavidv@norwintechnologies.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:** 42 Secs

**City:** BANGALORE

**State:** Karnataka

**Country:** INDIA

## Chat Transcript

Pallavi DV	Hello, I am your Acebuddy
Acebuddy	Hello Pallavi Dv, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Pallavi DV	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Pallavi DV	I'd like to report an Issue
Acebuddy	Please select an option!
Pallavi DV	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Pallavi DV	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Pallavi DV	i'm trying to connect my remote desk top it is not connect & when it was open that time quickbooks is very slow
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 Pallavi
Pallavi DV	Hi Anurag
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Pallavi DV	Myreldata\PallaviDV
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
Pallavi DV	ok
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Pallavi DV	

	ok done
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/2512299495">https://assist.acecloudhosting.com/join/2512299495</a>
	Kindly paste this link in the browser of local computer and join the session.
	Are you able to connect?
Pallavi DV	yes i have join the session.
Anurag Sharma	I cannot see you connected.
	Please check again if you are connected through the link shared above.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our server team.
Pallavi DV	ok
Anurag Sharma	I think adding RAM to the server could improve the performance of the server.
Pallavi DV	ok. Thank you so much for your help
Anurag Sharma	Just want to inform you that adding RAM on the server is chargeable.
	Do you want me to share the pricing for the RAM addition?
Pallavi DV	ok. No need
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
Pallavi DV	sure
Anurag Sharma	Yes, please let me know. How I can assist you?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

Hello, I am your .

## Visitor Details

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### #70188 Eric Grrrenway

**Email:** gravesofficehhi@gmail.com ☎ 18434992413

**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:** HILTON HEAD ISLAND

**State:** South Carolina

**Country:** UNITED STATES

## Chat Transcript

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Eric Grrrenway	Hello, I am your Acebuddy
Acebuddy	Hello Eric L. Greenway, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Eric Grrrenway	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eric Grrrenway	I'd like to raise a Request
Acebuddy	Please select your request type.
Eric Grrrenway	Password Reset
Acebuddy	Please select an option below
Eric Grrrenway	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
Eric Grrrenway	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

# Chat Tran

Hello, I am your .

## Visitor Details

### #70232 Albert Rodriguez

**Email:** albert@arutilitiesllc.com  12103107890

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Secs

**City:** LA VERNIA

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Albert Rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Albert, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Albert Rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Albert Rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
Albert Rodriguez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Albert Rodriguez	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?
Albert Rodriguez	No

Acebuddy No issues, please wait while I connect you to one our support engineers who'd assist you further.

*Acebuddy (bot) forwarded the chat request*

*Yash Kalra accepted the chat transfer request.*

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

Albert Rodriguez Can you please remote log in to my computer so I can show you what the problem is

Yash Kalra Kindly help me with your server name and user name?

Albert Rodriguez AR Utilities & Excavation

Yash Kalra Kindly allow me two minutes to check the same.

May I take the remote access of your local computer?

Albert Rodriguez yes

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

Kindly paste this link in the browser of local computer and join the session.

<https://assist.acecloudhosting.com/join/4992797261>

Albert Rodriguez I just got it to work can you help me with email password problems?

Thank you it is now working

Yash Kalra Email password problems, can you please elaborate the issue?

*albert has ended this chat session*

## Chat Tran

Hello, I am your

### Visitor Details

**#71060 melvin\_bird\_cpa**

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

**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:** 45 Secs

**City:** WICHITA

**State:** Kansas

**Country:** UNITED STATES

## Chat Transcript

melvin_bird_cpa	Hello, I am your Acebuddy
Acebuddy	Hello Melvin_bird_cpa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
melvin_bird_cpa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
melvin_bird_cpa	I'd like to report an Issue
Acebuddy	Please select an option!
melvin_bird_cpa	Password Reset
Acebuddy	Please select an option below
melvin_bird_cpa	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
melvin_bird_cpa	Setback
Acebuddy	Please select an option below
melvin_bird_cpa	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
melvin_bird_cpa	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>
melvin_bird_cpa	Hi again,
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
melvin_bird_cpa	THe password reset process didn't work
Sharath Kumar	allow me one moment. am looking into the ticket number #622365
	what is the error message that you receive while signing in?

melvin_bird_cpa	the logon attempt failed
Sharath Kumar	and what is the username that you are signing in with?
melvin_bird_cpa	MelvinLBI
Sharath Kumar	allow me one more moment
	The user account is currently in a restrictive mode due to inactivity
	am working on getting the account active again
	Melvin, your account is now active
	try this password - <a href="https://otp.acecloudhosting.com/s/hnGIQS425Xg4ME5YqOtlFHkjUkgbrR4d">https://otp.acecloudhosting.com/s/hnGIQS425Xg4ME5YqOtlFHkjUkgbrR4d</a>
melvin_bird_cpa	it worked this time
Sharath Kumar	glad to know
	you will have to keep the account active by signing in every 2 weeks, otherwise the account will again be restricted
	anything else I can assist you with?
melvin_bird_cpa	no thanks!
Sharath Kumar	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> )
	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 .

### Visitor Details

**#70962 Raymond Crump**

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

**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:** GLEN ALLEN

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Raymond Crump	Hello, I am your Acebuddy
Acebuddy	Hello Raymond Crump, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Raymond Crump	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Raymond Crump	I'd like to report an Issue
Acebuddy	Please select an option!
Raymond Crump	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Raymond Crump	follow up on server problems from yesterday. still appear to be issues
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Saurabh Surana has not responded for the transfer request.</i>
	<i>Chat request was not picked up by the operators</i>
Raymond Crump	hello

Chat Tran

Hello, I am your .

## Visitor Details

### #70589 Dale Stanton

**Email:** stanton.d@efulfillmentservice.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** TRAVERSE CITY

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

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

Hello, I am your .

## Visitor Details

### #70730 Harrel

**Email:** hmiranda@visualegeit.com

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** DINAGA

**State:** Laguna

**Country:** PHILIPPINES

## Chat Transcript

Harrel Hello, I am your Acebuddy  
Hi the remote desktop is now working but it is missing an RDP which is the QuickBooks one  
*Manish Singh is transferring the chat to Yash Kalra.*  
*Yash Kalra accepted the chat transfer request.*

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

Harrel hi

Yash Kalra Hi Harrel , I will be surely assisting you with this. Kindly help me with your server name and user name?

Harrel You can go ahead and remote into the local computer

Yash Kalra Kindly help me with your server name and user name?

Harrel ATCO-RDS ckealey

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

Harrel all good

Yash Kalra Kindly Click on the link and open the downloaded file.

<https://assist.acecloudhosting.com/join/1622416038>

Harrel where do you want me to open this

inside the RDP or just the local computer?

Yash Kalra Please open this file on your local computer.

Harrel one sec

Yash Kalra Sure, please take your time

Harrel it is open now

Yash Kalra Please open that file on your end so that we can assist you further.

Harrel It is downloading right now

Yash Kalra okay let's wait until the file download completes.

Harrel unfortunately the ZA\_Connect is.exe is blocked

Yash Kalra Harrel, then please try to open this file on the server.

Harrel	it is also blocked  <i>3:45:59 AMHarrel is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:244.56 KB )
	but just a quick insight only the QB RDP is missing from her account
Yash Kalra	Kindly allow me two minutes to check the same.
Harrel	sure
Yash Kalra	Harrel, are you sure you are taking services from us as we are unable to find any user with the name ckealey on the server
Harrel	Yes based on the information provided  ckealey@atcoinc.com  this is her email address  Caitlin Kealey  This is her full name  <i>3:55:22 AMHarrel is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:31.35 KB )
Yash Kalra	Harrel, based on the username, it appears that you are taking services from atcoinc.com and not from us. Kindly reach out to them
Harrel	Their Remote Desktop is handled by your end
Yash Kalra	Harrel if it was handled by us it should end with @myrealdatal not by @atcoin.com as it's not our domain name.  <i>3:58:09 AMHarrel is sharing a file with you</i> <a href="#"><u>1_image.png</u></a> - ( Size:121.74 KB )
Harrel	This is the instruction if they got any issues with the RDP
Yash Kalra	Harrel, these instructions are for resetting your O365 license (Edited)  Harrel, This is a password reset for O365 not for RDP access.  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)

*Yash Kalra has ended this chat session*

# Chat Tran

Hello, I am your .

## Visitor Details

### #70577 Erika Wolf

**Email:** tammy.boughter@ripit.com ☎ 14073985049

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

**Operator:** Manish Singh

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 8 Secs

**City:** OVIEDO

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Erika Wolf	Hello, I am your Acebuddy
Acebuddy	Hello Tammy.boughter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Erika Wolf	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Wolf	I'd like to report an Issue
Acebuddy	Please select an option!
Erika Wolf	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Erika Wolf	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Erika Wolf	Case 619583 follow up and support.
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Aarush Aneja accepted the chat transfer request.*

*Aarush Aneja is transferring the chat to Gaurav Kumar.*

*Gaurav Kumar accepted the chat transfer request.*

*Gaurav Kumar is transferring the chat to Manish Singh.*

*Manish Singh accepted the chat transfer request.*

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

Hii Tammy

Erika Wolf Hello Manish - you were assisting me earlier today on support ticket for Microsoft Office and QB.

Manish Singh Yes, Tammy

Erika Wolf Part of the problem seems to be resolved. I was able to Export some files

Manish Singh Alright

So, what is the issue you are facing?

Erika Wolf When trying other files we received an error message related to the number of columns in the sheet we were trying to ex

Manish Singh Ok

Erika Wolf We are trying to export a AR aging report that is 12 columns wide and we received a messgae that it is larger than the su

Manish Singh Have you restarted and then Checked.

Server end

Erika Wolf We restarted our individual machines. We have not done a Remote Desktop Server restart. That needs to be performed or completed

Manish Singh Sure, let me first do it on your end.

Erika Wolf thank you

Manish Singh This message has been deleted

Erika Wolf I requested that users log out of QB and Remote Desktop

But please feel free to log anyone left out of the applications

Manish Singh We are working on it.

Please wait.

Erika Wolf thank you

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

Erika Wolf yes

Manish Singh <https://assist.acecloudhosting.com/join/4962462557>

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

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

Erika Wolf	I need to log back into the application to replicate the problems  I am unable to get my replies in your remote to send
Manish Singh	Alright kindly type the issue here.  <i>11:24:01 PM Erika Wolf is sharing a file with you</i> <a href="#"><u>Screenshot 2025-01-13 at 12.33.12 PM.png</u></a> - ( Size:1.07 MB )
	And un pause the issue.
Erika Wolf	it is unpause.
Manish Singh	Great, we will now check.
Erika Wolf	I am logged back into QB
Manish Singh	Alright, try now.
Erika Wolf	ok - it will take a few minutes to run the report to try to replicate the problem
Manish Singh	Sure, take your time.
Erika Wolf	thanks  ok the report opened. Now I am starting to try the export of the file
	I received this message again  the export is not in the dock and there are no error messages received now  but the file is not where it should be
Manish Singh	I am arranging a callback in next 10-15 minutes so that it can be resolve in real time.  Kindly share your callback number to assist you.
Erika Wolf	407-734-0969. This is not sepcific to just my user. We are all having problems with this
Manish Singh	Alright, we are arranging a callback.  We have noted your request.
Erika Wolf	thanks
Manish Singh	Is there anything else I may help you with ?
Erika Wolf	no
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will 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> )

*Manish Singh has ended this chat session*

# Chat Tran

Hello, I am your .

## Visitor Details

### #70162 SUSANSETAX

**Email:** susansetax@gmail.com  4239689236

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 7 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

SUSANSETAX	Hello, I am your Acebuddy
Acebuddy	Hello Susansetax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
SUSANSETAX	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
SUSANSETAX	I'd like to report an Issue
Acebuddy	Please select an option!
SUSANSETAX	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
SUSANSETAX	when i start ATX 2024 and ATX payroll 2024 it is looking for the server
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Manish Singh accepted the chat transfer request.*

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Susanse
SUSANSETAX	hello
Manish Singh	Kindly help me with your server name and user name?
SUSANSETAX	I am stapc-ATX2
	SusanFe
Manish Singh	Are you not able to access the application.
	Can you share the screenshot of the error?
	We have made the required changes kindly check now.
SUSANSETAX	the ATX works but payroll not yet
Manish Singh	Check now.
	Is there anything else I may help you with ?
SUSANSETAX	thats all thank you
Manish Singh	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 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> )

*Manish Singh has ended this chat session*

**Chat Tran**

Hello, I am your ..

Visitor Details

**#70658 Shannon Petrescue****Email:** accounting@probev.us ☎ 727-710-4761**Department:** Support(QB & App Hosting)**Operator:** Aarush Aneja**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 4 Secs**City:** WILMINGTON**State:** Delaware**Country:** UNITED STATES**Chat Transcript**

Shannon Petrescue	Hello, I am your Acebuddy
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shannon Petrescue	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shannon Petrescue	I'd like to report an Issue
Acebuddy	Please select an option!
Shannon Petrescue	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Shannon Petrescue	Outlook and Excel crashing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
Shannon Petrescue	Thank you
Aarush Aneja	For the Office applications crashing issue, We have identified this as a common issue affecting all servers. Our dedicated team is working on a fix. Once the issue is resolved, we will notify you via email. We appreciate your patience as we work to resolve this as quickly as possible. (Edited)
Shannon Petrescue	Ok, can you tell me which email you will notify when the issue has been resolved?
Aarush Aneja	We will email the registered email Sharalyn Brandstrom (sharalyn@probev.us) along with on chat email accounting@prob
Shannon Petrescue	Perfect, thank you. Is there an estimated time for the fix?

Aarush Aneja	We are checking for a permanent fix. It will take 3-6 hours of estimated time
	We will surely email once it is resolved (Edited)
Shannon Petrescue	Ok, thanks for your help.
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Shannon Petrescue	You too.
Aarush Aneja	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Aarush Aneja has ended this chat session*

## Chat Tran

Hello, I am your

### Visitor Details

#### #71352 scott

**Email:** scott@fullcirclemr.com ☎ 989-615-0208

**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:** CHARLOTTE

**State:** North Carolina

**Country:** UNITED STATES

### Chat Transcript

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

	Whom Would You Like to Connect With?
scott	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
scott	I'd like to report an Issue
Acebuddy	Please select an option!
scott	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
scott	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	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 Tran

Good morning! I just tried to log in and received an error message stating that my access account is not authorized for remote advise/assist? The

### Visitor Details

#### #71414 Katie Kispert

**Email:** kkispert@dixon-associates.com  7819340648

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 27 Secs

**City:** Natick

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

Katie Kispert Good morning! I just tried to log into the cloud and received an error message stating that my access was denied because

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

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

*Manish Singh accepted the chat transfer request.*

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

I will surely help you with this issue.

Kindly allow me two minutes to check the same.

As I can check there is some work going on regarding the QuickBooks issue on the server.

It will take 1 hour as the QuickBooks Repair is going on.

Kindly try to access Server after 1 hour.

I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Manish Singh has ended this chat session*

Chat Tran

Hello, I am your .

## Visitor Details

**#70884 Robyn Salzer**

**Email:** robyn@alliancedevelopment.biz

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** OSHKOSH

**State:** Wisconsin

**Country:** UNITED STATES

## Chat Transcript

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

Hello, I am your ..

## Visitor Details

**#70121 beth**

**Email:** beth@stillwaterfunds.com ☎ 13122084104

**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:** BUFFALO GROVE

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

beth Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

beth Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

beth I'd like to raise a Request

Acebuddy Please select your request type.

beth Reboot your Server

Acebuddy Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re

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

*Ended due to chat idle timeout*

## Chat Tran

Hello, I am your .

## Visitor Details

**#71333 Dan Segawa**

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

**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:** 31 Secs

**City:** TORRANCE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Dan Segawa	Hello, I am your Acebuddy
Acebuddy	Hello Dan Segawa, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Dan Segawa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dan Segawa	I'd like to report an Issue
Acebuddy	Please select an option!
Dan Segawa	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Dan Segawa	When my user launches her RDP, it takes over both screens, when you minimize one it minimizes them all.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Dan Segawa	advancedarmprod
	IVargas
Tushar Pharswan	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
Dan Segawa	one second
	let me ask user for permission

Tushar Pharswan	Sure, please take your time
	I will need the local system access.
	Kindly share this link to the user or provide me the email Id to which I can share the link to.
	<a href="https://assist.acecloudhosting.com/join/5892028827">https://assist.acecloudhosting.com/join/5892028827</a>
	Kindly ask the user to Click on the link and open the downloaded file once the user is ready.
Dan Segawa	done
Tushar Pharswan	Kindly guide me to the icon through which you login.
Dan Segawa	hello
Tushar Pharswan	It seems you gave me access to the server.
	I can see only black screen.
	Let me share the steps to fix it by yourself kindly allow me 2 minutes.
Dan Segawa	otay
	thank you...
Tushar Pharswan	<ol style="list-style-type: none"><li>1. Right-click the <b>RDP</b> file and choose <b>Edit</b> .</li><li>2. Go to the <b>Display tab</b> (here, you can edit the display settings).</li><li>3. Check or Uncheck the <b>Use all my monitors for the remote session</b> box</li><li>4. Click the <b>General Tab</b>, then click <b>Save</b></li></ol>
	RDP file is the icon through which you login.
	if edit option is not their press show more at the bottom then you will see the edit option.
	Kindly let me once you are able to change it.
	As this session is disconnected.
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecl">https://selfcare.acecl</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

# Chat Tran

Hello, I am your .

## Visitor Details

### #70772 Stanley Dean

**Email:** sdean@sdacpa.com ☎ 17703921113

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** MARIETTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Stanley Dean	Hello, I am your Acebuddy
Acebuddy	Hello Stanley Dean, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stanley Dean	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stanley Dean	I'd like to report an Issue
Acebuddy	Please select an option!
Stanley Dean	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stanley Dean	Set up new employee on server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.

Stanley Dean	Hello
Manish Singh	Would you like to add a new user Stanley?
Stanley Dean	I already started a ticket for this but haven't heard back  See email below
	Dear Stanley Dean, Thank you for reaching out to ACE Support. We want you to know that your User Management request ID 620637 has been received. We expect to hear from one of our technical engineers within the next four hours. If your issue is critical and requires immediate attention, please let us know and we'll prioritize your request. In the meantime, feel free to explore our Knowledgebase, packed with valuable information and resources.
	this was yesterday at 12:35 PM EST
	haven't heard back yet
	i set up a new user Sophea Than
Manish Singh	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue as soon as possible.
	Let me check once.
Stanley Dean	her email address is sthan@sdacpa.com
	I set up Ace before setting up her email
	so it likely bounced back as undeliverable
	so I need the new user setup email re-sent to sthan@sdacpa.com and copy me at sdean@sdacpa.com
	we also need a RDP for single monitor and one for multiple monitors - two separate RDPs
Manish Singh	As I can check email sent to you already regarding RDP.
Stanley Dean	so we can log in with one monitor and multiple monitors depending on which we want without changing settings on the RDP.
Manish Singh	The default setting is always set as multiple monitors but if you are facing the issue we can resolve that by taking remote control of the session.
	<i>9:11:08 PM Manish Singh is sharing a file with you <a href="#">image.png</a> - (Size: 65.69 KB)</i>
	<i>This is the email sent.</i>
Stanley Dean	i don't see it
	please resend
Manish Singh	Sure, let me do that again.
Stanley Dean	also please resend the original email that goes to a new user
Manish Singh	Working on it.
Stanley Dean	ok thanks
Manish Singh	We have emailed you kindly check.
	Are we still connected here?
Stanley Dean	yes
Manish Singh	

	Are you able to get the email?
Stanley Dean	was it copied to me at sdean@sdacpa.com?
Manish Singh	Yes
Stanley Dean	i didn't get it
	<i>9:29:54 PM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:44.52 KB )</i>
Manish Singh	Kindly refresh once.
Stanley Dean	i didn't get it
	also the one you sent to Joel Anderson/Sophea Than/Stanley Dean yesterday did not come through to Joel either
	<i>9:31:38 PM Stanley Dean is sharing a file with you <a href="#">image.png</a> - ( Size:65.05 KB )</i>
Manish Singh	Kindly open your email on any browser and check.
Stanley Dean	nothing there
Manish Singh	May I take the remote access of your local computer?
Stanley Dean	ok
Manish Singh	<a href="https://assist.acecloudhosting.com/join/9062729566">https://assist.acecloudhosting.com/join/9062729566</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting
Stanley Dean	do you have what you need?
Manish Singh	Yes
	We will share the user information via email with the new password.
	Is there anything else I may help you with ?
Stanley Dean	i haven't been getting the emails
	remember?
Manish Singh	Is there any other email you can provide us.
Stanley Dean	try standean@gmail.com
Manish Singh	Alright, we will email you regarding the details.
	Is there anything else I may help you with ?
Stanley Dean	have you sent it to standean@gmail.com?
Manish Singh	It will take some time to proceed with the request Stanley.
	We will share the email within 15-20 mins.
Stanley Dean	ok
Manish Singh	Is there anything else I may help you with ?

Stanley Dean	well then send to standean@gmail.com
Manish Singh	Alright, we have noted your request.
Stanley Dean	the new user setup email for sthan@sdacpa.com that lets her login the first time and the email for the single and multiple monitors in RDP as two separate RDPS
Manish Singh	Sure.
Stanley Dean	send all that to standean@gmail.com not sure why it isn't coming to our sdacpa.com emails I didn't get it Joel didn't get it Sophea didn't get it
Manish Singh	We will try to look into that matter too. From the backend. If its related to Server.
Stanley Dean	ok thanks
Manish Singh	I apologize for the trouble you've experienced. Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.aceclou">https://selfcare.aceclou</a> ) For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

Chat Tran

Hello, I am your

## Visitor Details

**#70174 Drew**

**Email:** drew@insightengineering.org  3039294272

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**City:** LITTLETON

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

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

Hii, I'm trying to sign-up login to A M by my work. But the new log in won't know last year I had this problem ar helped m

## Visitor Details

### #70818 Tamara Brown

**Email:** tamarabrown@elitefinancialvt.com **Phone:** 802-398-7691

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

**Operator:** Manish Singh

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** VERGENNES

**State:** Vermont

**Country:** UNITED STATES

## Chat Transcript

Tamara Brown Hii, I'm trying to sign-up login to A Microsoft Remote Desktop used by my work. But the new log in won't work on the brow

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

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

Tamara Brown great, thanks

*Manish Singh accepted the chat transfer request.*

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

Tamara Brown great, thank you

Can you please guide me through a login process

Manish Singh Are you not able to access server Tamara?

Tamara Brown No, I'm not

I was sent a new username & password, but that will not work

Manish Singh Alright, do you remember your password?

As user is being created via My Portal.

Tamara Brown yeah, I was just given it today.

Manish Singh Alright

	May I take the remote access of your local computer?
Tamara Brown	Can you try to guide me through it?
Manish Singh	We need to see what issue you are having for that need to take remote access.
	May I take the remote access of your local computer?
Tamara Brown	Oh, okay.
Manish Singh	<a href="https://assist.acecloudhosting.com/join/7372244520">https://assist.acecloudhosting.com/join/7372244520</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
Tamara Brown	hello?
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting Is there anything else I may help you with ?
Tamara Brown	Nope that should be all! thanks
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will 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> )

*Manish Singh has ended this chat session*

## Chat Tran

Hello, I am your

### Visitor Details

#### #70686 Scott Tynes

**Email:** rajita.t@conseroglobal.com ☎ 15127316188

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** GIRINAGAR

**State:** Karnataka

**Country:** INDIA

## Chat Transcript

Scott Tynes	Hello, I am your Acebuddy
Acebuddy	Hello Rajita.t, I'm your Ace Buddy. I'll be happy to as
	Whom Would You Like to Connect With?
Scott Tynes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Scott Tynes	I'd like to report an Issue
Acebuddy	Please select an option!
Scott Tynes	Other Issue
Acebuddy	Please specify the issue you are facing before I con
Scott Tynes	I am unable to download the report from QB in exce
Acebuddy	Please wait while we connect you to a Support Repr
	<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 nar
	Hii Rajita
Scott Tynes	Hi Manish
	I am unable to download the report from QB in exce
Manish Singh	I will surely help you with this issue.
Scott Tynes	We hope you are doing well. This is to apprise you t we have identified that the Microsoft Office Standar (CONSEROGLOBAL) and is currently accessible by a per our billing records, you're being charged for a d to \$5/month.
	I had received this email
	Ticket ID: 612293 Thanks for the response, We will r update the charges to \$5.99/user/month for one use

Manish Singh Kindly allow me two minutes to check the same.

Scott Tynes I had specified that I use excel

still excel was taken off

I was working properly till yesterday

only after i replied to your above email

I am unable to download the report in excel

I am working on year end close

can you please set this right ASAP

Manish Singh

I will surely help you with this issue.

Kindly allow me two minutes to check the same.

Scott Tynes ok thanks

Manish Singh

Rajita, we need to reboot the server for Excel addition

Scott Tynes ok

Manish Singh

As users are logged in right now.

Scott Tynes

but already I had mentioned i use excel

why was it taken off

I will log off

Manish Singh

According to the Audit that we had noted that you were using excel  
(Edited)

Scott Tynes

I use only excel

and nothing else

Manish Singh

Yes, we have noted that

Scott Tynes

that was what was asked

and I replied clarifying

Manish Singh

And for Excel addition we need to reboot the server

Yes, I have noted.

Scott Tynes

please reboot and make excel available

Manish Singh

Please give us 2-hour time we will reboot the server and make excel available for access.

Scott Tynes

2 hours ?

I cant work today then

Manish Singh

And the cost to Excel will be \$5.99 per user/per month

No you can let me make it Quick.

Scott Tynes

yes already it was emailed

Manish Singh

Alright, 1 hour can you give us that much time? (Ed

Scott Tynes

ok

try to make it quick

Manish Singh

Thanks for your patience.

I apologize for any delay. Thank you for your patience.

Is there anything else I may help you with ?

Scott Tynes

no nothing at the moment

I will log off now

tomorrow when I start working I should be able to do what ever you need.

I have critical work to do.

Manish Singh

Sure

We have noted your request, Rajita.

Scott Tynes

shall we end then chat for now

Manish Singh

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

You may end this chat now. Once you end this chat, we will save the conversation, along with a ticket number and survey results.

I request you to kindly spare a moment to fill that out. If you are not working. I will appreciate that. or you may send you details later. Thanks!

Note: You may change/reset your server password from the Self-care portal (<https://selfcare.acecloudbhosting.com>).

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

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your ...

## Visitor Details

**#70685 mary morin**

**Email:** marymorin@jjsauer.com

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 13 Secs

**City:** LAPEER

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

mary morin	Hello, I am your Acebuddy
Acebuddy	Hello Mary Morin, I'm your Ace Buddy. I'll be happy to help you today.
	Whom Would You Like to Connect With?
mary morin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mary morin	I'd like to report an Issue
Acebuddy	Please select an option!
mary morin	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mary morin	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
mary morin	ticket 6620596 Greg Harvey accounts- I can only see one account. It is like there is two versions of his QB accounts. Greg has two different QB accounts.
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	Kindly allow me two minutes to check the same.
mary morin	call me 763-412-7709

Yash Kalra	Mary, we can schedule this for a call back but I guess please let me know your preference.
mary morin	call me 763-412-7709
Yash Kalra	Okay, Mary, I have arranged for a callback regarding reverify your ticket number, as the one provided seems incorrect.
mary morin	620596
Yash Kalra	Is there anything else I may help you with ?
	Are we still connected here?
mary morin	please call me
	763-412-7709
Yash Kalra	Okay, Mary, I have scheduled a callback for you. You will receive a call from us at the provided number.
	Thank you for choosing ACE cloud Hosting, you have a great day ahead.
	You may end this chat now. Once you end this chat, conversation, along with a ticket number and survey details will be submitted to our system.
	I request you to kindly spare a moment to fill that out before you end this chat. If you are not working on it working. I will appreciate that. or you may send you operator a message and ask him/her to end the chat. Thanks!
	Note: You may change/reset your server password c on our website ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://selfcare.acecloudhosting.com/knowledgebase">https://selfcare.acecloudhosting.com/knowledgebase</a> ).
	<i>Yash Kalra has ended this chat session</i>

## Chat Transcript

Hello, I am your operator.

### Visitor Details

#70341 craig

Email: craig@enscpany.com ☎ 7188351978

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:** 2 Secs

**City:** CUTCHOGUE

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

craig	Hello, I am your Acebuddy
Acebuddy	Hello Craig Schulken, I'm your Ace Buddy. I'll be hap
	Whom Would You Like to Connect With?
craig	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
craig	I'd like to report an Issue
Acebuddy	Please select an option!
craig	Other Issue
Acebuddy	Please specify the issue you are facing before I conr
craig	CHECKING ON STATUS TO SEE IF I CAN LOG IN AGAI
Acebuddy	Please wait while we connect you to a Support Repr
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request</i>
	<i>Tushar Pharswan is transferring the chat to Anurag :)</i>
craig	hi pharswan
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My nar
	Hello Craig
craig	can we log back into our server yet. the server nam
	they were doing something with reinstalling a progr
Anurag Sharma	I deeply apologize for the inconvenience caused to :
	I will be surely assisting you with this. Kindly help m
craig	craigs

my team entire team is waiting to get back in

Anurag Sharma I deeply apologize for the inconvenience caused to :

Kindly allow me two minutes to check the same.

craig ok

Anurag Sharma Craig, I would like to inform you that we have succe  
server.

craig ok. thank you

Anurag Sharma Is there anything else I can help you with? (Edited)

craig ok, let me check

Anurag Sharma Sure, please take your time

craig ok, I see it and I am logged in. Thanks!!

Anurag Sharma Thanks for the confirmation !

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

craig no thanks.

Anurag Sharma Thanks for the confirmation !

I would greatly appreciate if you could spare a minu  
chat.

Thank you for choosing ACE cloud Hosting, you have

You may end this chat now. Once you end this chat, the conversation, along with a ticket number and survey results will be saved.

I request you to kindly spare a moment to fill that online form. It will help us understand what you are working. I will appreciate that. or you may send you feedback via email. Thanks!

Note: You may change/reset your server password completely at any time. To do so, visit our Self-care portal (<https://selfcare.acecloudhosting.com>).

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

*Anurag Sharma has ended this chat session*

# Chat Tran

Hello, I am your .

## Visitor Details

**#70173 Patrick Wiesner**

**Email:** pwiesner@maxmar.com ☎ 720-626-2229

**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:** 2 Secs

**City:** FRASER

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Patrick Wiesner	Hello, I am your Acebuddy
Acebuddy	Hello Pwiesner, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
Patrick Wiesner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Patrick Wiesner	I'd like to report an Issue
Acebuddy	Please select an option!
Patrick Wiesner	Other Issue
Acebuddy	Please specify the issue you are facing before I con
Patrick Wiesner	my account was locked again
Acebuddy	Please wait while we connect you to a Support Repr
	<i>Acebuddy (bot) forwarded the chat request</i>
Patrick Wiesner	Server name: Gysinamerica.myreldata.net
	<i>Gaurav Kumar accepted the chat transfer request.</i>

Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My nar
Patrick Wiesner	My account is locked again
	Server name: Gysinamerica.myreldata.net
Gaurav Kumar	Hello Pwiesner
Patrick Wiesner	Ticket ID: 590773
Gaurav Kumar	Sure, I can help with that. Let me look into it for you
	Kindly allow me 3-4 minutes to check the same.
	Patrick you account is already unlocked.
	May I know what error message you are getting?
Patrick Wiesner	The logon attempt failed
	It looks like it is connecting
Gaurav Kumar	okay please check.
Patrick Wiesner	still working on it
Gaurav Kumar	Okay.
Patrick Wiesner	I am connected to the server. Thank you.
Gaurav Kumar	Great.
	Is there anything else I may help you with ?
Patrick Wiesner	No, thank you.
Gaurav Kumar	Thank you for choosing ACE cloud Hosting, you have
	You may end this chat now. Once you end this chat, conversation, along with a ticket number and survey
	I request you to kindly spare a moment to fill that on working. I will appreciate that. or you may send you Thanks!
	Note: You may change/reset your server password c ( <a href="https://selfcare.acecloudbhosting.com">https://selfcare.acecloudbhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://selfcare.acecloudbhosting.com">https://selfcare.acecloudbhosting.com</a> )

*Gaurav Kumar has ended this chat session*

# Chat Tran

Hello, I am your .

## Visitor Details

**#70749 Abc**

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

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

**Operator:** Yash Ahi

**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 Test, I'm your Ace Buddy. I'll be happy to assis
	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	Other Issue
Acebuddy	Please specify the issue you are facing before I con
Abc	test
Acebuddy	Please wait while we connect you to a Support Repr
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
	<i>Yash Ahi has ended this chat session</i>

# Chat Tran

Hello, I am your .

## Visitor Details

**#70242 asajwani**

**Email:** asajwani@gmail.com ☎ 416-319-6811

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** THORNHILL

**State:** Ontario

**Country:** CANADA

## Chat Transcript

asajwani	Hello, I am your Acebuddy
Acebuddy	Hello Asajwani, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
asajwani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
asajwani	I'd like to report an Issue
Acebuddy	Please select an option!
asajwani	Other Issue
Acebuddy	Please specify the issue you are facing before I con
asajwani	unable to rdp
Acebuddy	Please wait while we connect you to a Support Repr
<i>Acebuddy (bot) forwarded the chat request</i>	

*Yash Kalra accepted the chat transfer request.*

Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be surely assisting you with this. Kindly help me know what issue you are facing.
asajwani	Hi Yash
Yash Kalra	I am trying to rdp to RAS1 and my user is Ahmed but I am not able to connect.
asajwani	I am trying to rdp to RAS1 and my user is Ahmed but I am not able to connect.
Yash Kalra	Kindly allow me two minutes to check the same.
asajwani	can you restart the machine RAS1 or kill any session if running
Yash Kalra	Please try to login now.
asajwani	ok
	good now
	thx
Yash Kalra	Is there anything else I may help you with ?
asajwani	no, thx
Yash Kalra	I would greatly appreciate if you could spare a minute to rate this chat by clicking on the smiles.
	Thank you for choosing ACE cloud Hosting, you have a great day!
	You may end this chat now. Once you end this chat, we will save the conversation, along with a ticket number and survey responses.
	I request you to kindly spare a moment to fill that online survey if you are not working. I will appreciate that. or you may send you feedback via email. Thanks!
	Note: You may change/reset your server password from the 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://selfcare.acecloudhosting.com/knowledgebase">https://selfcare.acecloudhosting.com/knowledgebase</a> ).

*Yash Kalra has ended this chat session*

# Chat Transfer

Hello, I am your ...

## Visitor Details

**#71535 Rebecca Testa**

**Email:** becky@fairtaxplanning.comm

**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:** SALEM

**State:** South Carolina

**Country:** UNITED STATES

## Chat Transcript

Rebecca Testa

Hello, I am your Acebuddy

Acebuddy

Hello Becky, I'm your Ace Buddy. I'll be happy to ass

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

## Chat Tran

Hello, I am your .

## Visitor Details

**#70355 Xavier Villa**

**Email:** xavier@dixxon.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Xavier Villa	Hello, I am your Acebuddy
Acebuddy	Hello Xavier Villa, I'm your Ace Buddy. I'll be happy to help you with your issue.
	Whom Would You Like to Connect With?
Xavier Villa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Xavier Villa	I'd like to report an Issue
Acebuddy	Please select an option!
Xavier Villa	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Xavier Villa	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to application updates at the backend and apply the new update. The process might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab support@acecloudhosting.com. Our engineers will respond and share a confirmation via email.
	Do you need any further assistance on the topic?
Xavier Villa	Yes
Acebuddy	Please wait while we connect you to our Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh.
Xavier Villa	Thank you
Manish Singh	Hii Xavier
Xavier Villa	Ace recently id a QuickBooks update for us. After the update, my balance is off by \$100. I wanted to see if I can get the backup Ace
Manish Singh	Manish Singh

Are you not able to access your QuickBooks compar

Xavier Villa

I am, but there is an issue with the file that is now c

Manish Singh

May I take the remote access of your server?

Xavier Villa

yes

Manish Singh

And is this the first time you are facing this issue?

Xavier Villa

Prior providing the access, I would suggest you to cl

Manish Singh

We are connected on the remote session and will pr  
the time, I am putting the chat on hold, please do n  
give your confirmation on this chat.

Xavier Villa

Is there anything else I may help you with ?

Xavier Villa

not at the moment thank you

Manish Singh

Thank you for choosing ACE cloud Hosting, you have

Xavier Villa

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

Xavier Villa

I request you to kindly spare a moment to fill that o  
working. I will appreciate that. or you may send you  
Thanks!

Xavier Villa

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

Xavier Villa

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

*Manish Singh has ended this chat session*

## Chat Tran

Hello, I am your .

### Visitor Details

**#70159 Donovansetax**

**Email:** donovansetax@gmail.com ☎ 4239689236

**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:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript

Donovansetax	Hello, I am your Acebuddy
Acebuddy	Hello Donovansetax, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
Donovansetax	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Donovansetax	I'd like to report an Issue
Acebuddy	Please select an option!
Donovansetax	Other Issue
Acebuddy	Please specify the issue you are facing before I representative!
Donovansetax	Our ATX 2024 is looking for the rollover files on them on server 3
Acebuddy	Please wait while we connect you to a Support
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. How can I assist you today.
Donovansetax	hello our ATX 2024 is looking for the rollover files on them on server 3. The ATX Payroll is looking in
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with the details.
Donovansetax	yes my name is Donovan Ferguson My server is ATX 2024
Tushar Pharswan	Kindly allow me two to three minutes to check the details.
Donovansetax	thank you
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. How can I assist you today.

Thank you for waiting and also as you said the

But ATX is not

Donovansetax

yes that is correct

Tushar Pharswan

can you share me the screenshot of the error.

Donovansetax

it was JoeyVa that was having the issue on his c  
chat in if that would be easier?

Tushar Pharswan

I was just checking on server side.

Yes it would be much better if Joey initiate a ne

Donovansetax

I will get that initiated. Thanks have a good day

Tushar Pharswan

okay.

Thank you for choosing ACE cloud Hosting, you

You may end this chat now. Once you end this c  
regarding this conversation, along with a ticket

I request you to kindly spare a moment to fill tr  
how I am working. I will appreciate that. or you  
quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server passw  
Portal (<https://selfcare.acecloudhosting.com>).

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

*Tushar Pharswan has ended this chat session*

