

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #71249 Marlon

**Email:** parts@liftpartsfl.com **Phone:** 7862369209

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

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

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

*Acebuddy has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70587 Gabriel Neumann**

**Email:** gabrieln@pba-advisors.com  4258905834

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** EVERETT

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

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

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

*Manish Singh has ended this chat session*

## Chat Transcript

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

### Visitor Details

#### #70633 Aamir Khowaja

**Email:** akhawaja@akfintaxadvisors.com  19014468492

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

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

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

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

*Tushar Pharswan accepted the chat transfer request.*

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

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

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70983 Ahtesham

**Email:** nedokk@gmail.com ☎ +923213898712

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** LONDON

**State:** Sindh South

**Country:** UNITED KINGDOM

## Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#70617 Kaileigh Sturdivant

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

### Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

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

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** SOUTH BEND

**State:** Indiana

**Country:** UNITED STATES

## Chat Transcript

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

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can work on it while I am working. I will appreciate that, or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70201 Katherine Perez**

**Email:** info@serficonbusinessservices.com  15624167837

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** PERRIS

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Katherine Perez

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Katherine Perez

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

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

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71009 krisika**

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

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

**Operator:** Shubham Kataria

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 49 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

krisika	Hello, I am your Acebuddy
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Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
krisika	Quickbook very slow in all pc
Shubham Kataria	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and usage details.
krisika	Priorware.myrealdatal.net
	Hkidata01
Shubham Kataria	thank you for the information. Please allow me two minutes to check the same.
krisika	Ok
Shubham Kataria	I have checked CPU and RAM utilization, it seems normal now. Could you please try to log off all users and check the performance.
krisika	U can proceed the server reboot
Shubham Kataria	Sure
krisika	Yes
Shubham Kataria	Could you please ask everyone to log off so that we can proceed with the server reboot?
krisika	Logoff all server Wait
Shubham Kataria	Sure, once all users will log off, I will initiate the reboot
krisika	All server logoff
Shubham Kataria	Thank you, I've initiated the reboot, and it will take around two minutes to complete.
krisika	Ok

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

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70995 Michael Ly**

**Email:** tori@picabooyearbooks.com **Phone:** 18022421352

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** SAUGUS

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70498 Carolyn Sue Parsons**

**Email:** csueparsons@gmail.com **Phone:** 512-423-3968

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 9 Secs

**City:** COLUMBUS

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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

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

can you take the screen shot of this error and share with me so that I can share it with team.

Carolyn Sue Parsons

How do I do that?

Tushar Pharswan

No need now, I took it.

Kindly allow me two minutes to check the same.

Carolyn Sue Parsons

Thanks@!

Tushar Pharswan

Thank you for waiting.

The issue is resolved as of now.

Kindly check if you want to as well.

Are we still connected here?

Carolyn Sue Parsons

Yes, Thank you very much!

Tushar Pharswan

Great.

This message has been deleted

This message has been deleted

Carolyn Sue Parsons

It keeps having this pop up: Somethings's Not right. We're unable to complete your request at this moment, try again later" What is it? I can get around it but don't like it

Tushar Pharswan

Let me check.

Carolyn Sue Parsons

My shortcuts on the left are gone also. That happened the same time the message appeared

Tushar Pharswan

I have noted this, and will have a discussion with our team regarding this pop up dialog. This dialog generally contains the message that upgrade your QuickBooks to the latest 2024 version.

Carolyn Sue Parsons

Do I need to upgrade? I don't want to pay more money particularly. I already pay my client of mine who is also on Ace and has 2022 or 23

Tushar Pharswan

Regarding the shortcuts there are in the desktop kindly elaborate on what shortcut you are referring to.

Carolyn Sue Parsons

On the left part of the screen it says My Shortcuts - but nothing is there now. It usually shows icons, button, checks, etc.

Tushar Pharswan

If you are able to work fine with the current version you have then there is no need to upgrade. If you mentioned about the others who are on ace server as well, we will have to connect them to our server. They will email you once they see everything at their end.

Carolyn Sue Parsons

I'm ok with 2020.

Tushar Pharswan

Are these the shortcut you were talking about?

Carolyn Sue Parsons

YES! Thanks!!

Tushar Pharswan

Great as of now everything has been resolved.

Is there anything else I may help you with ?

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

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71493 Arvind Kumar**

**Email:** acct-sa@acfos.net

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** LUCKNOW

**State:** Uttar Pradesh

**Country:** INDIA

### Chat Transcript

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

Shubham Kataria	Could you please ask the account owner to send an email to [support@acecloudbhost (mailto:support@acecloudbhosting.com) from [robzayas@acfos.net](mailto:robzayas@acfos.net)] to reset your password
	Once we will receive the account owner approval, we will send the password
Arvind Kumar	okay
Shubham Kataria	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat at (1-888-415-5240) if any further assistance is required.

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71684 Cassie Hicks**

**Email:** admin@equitablecpa.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** SPANISH FORK

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

Cassie Hicks

Hello, I am your Acebuddy

Acebuddy	Hello Cassie Hicks, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cassie Hicks	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Janardan Mishra accepted the chat transfer request.</i>
Janardan Mishra	Thank you for choosing ACE cloud Hosting. My name is Janardan. How may I help you?
Cassie Hicks	Hi, we're having problems with our VD and need you guys to reboot the server.
Janardan Mishra	Sure. Please provide your account name or CID
	You may also provide server name so I may locate the account
Cassie Hicks	Sorry for the delay, I had to go find it.
	CID70681
Janardan Mishra	It seems you selected incorrect que so your chat landed to us. Unfortunately we do not have your account so we are transferring your chat to concerned team. They will assist you to stay on chat.
Cassie Hicks	Thanks
	<i>Janardan Mishra is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you.
Cassie Hicks	Hi, we're having problems with our VD and need you guys to reboot the server.
Sharath Kumar	sure, let me confirm your server
Cassie Hicks	Sure, what do you need from me?
Sharath Kumar	EquitableAS.myrealdatal.net - is that the server name that needs to be rebooted
Cassie Hicks	yes
Sharath Kumar	Cassie, could you let me know the exact problem that you are having with this server?
Cassie Hicks	It keeps freezing for me - just for about 30 seconds at a time. Another employee can't access our files
Sharath Kumar	understood.
	the resource utilization appears to have comeback to normal
	there are 3 users still logged in on the server. Do you still want me to reboot the server?
Cassie Hicks	yes please
Sharath Kumar	server has been rebooted, please try signing in again
Cassie Hicks	It's working. Hopefully that solved any problems.

Sharath Kumar

glad to know that it resolved your concern, anything else that I may assist you with?

Cassie Hicks

No, that's it. Thanks so much!

Sharath Kumar

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

I request you to kindly spare a moment to fill that out for me so that my managers can review it. If you are not comfortable doing it here, you can do it once you are back at work. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

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

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70139 Michael Pourhossini**

**Email:** michael@plantdomaine.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 11 Secs

**City:** SACRAMENTO

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Michael Pourhossini

Hello, I am your Acebuddy

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

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

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70907 Jeff Ninnemann**

**Email:** jeff@buffalofinances.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

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

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

*Jeff Ninnemann has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71456 jend**

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

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

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

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

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can review it. I am currently working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com  
Thanks!

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

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

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71527 steven**

**Email:** steven@lynncpas.com  17204703581

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

### Chat Transcript

steven

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

steven

VDI/DaaS Support

Acebuddy

Please wait while we connect you to an available Representative.

*Acebuddy (bot) forwarded the chat request*

steven

I was kicked off my server and am unable to log back in. This is the second time today it has happened

*Sushant accepted the chat transfer request.*

Sushant

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

May I know your company name please ?

steven

Lynn CPAs

I was on with support this morning and the same problem is happening again

I was kicked from the server and cannot log back on

I need this problem fixed completely I cant keep getting kicked off

Sushant

Please wait while we connect you to our concern team.

*Sushant 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 with your issue.

steven

Ok please read above for my complaint

Manish Singh

I will surely help you with this issue.

steven

This is becoming frustrating and needs to be resolved

Manish Singh

Is there someone using your credentials to login to the server other than you?

Steven

steven

no

Manish Singh

Okay, Is this the first time you are facing this issue and is the issue faced by other users as well?

steven

no one else has credentials or even the ability to login

No

Manish Singh

Alright, Noted

Kindly allow me two minutes to check the same.

steven

I have this problem occur usually at least once a day

I cannot finish a complete day without a server problem and I am considering moving to another provider

Manish Singh

I apologize for the trouble you've experienced. I want to assure you that we're taking this issue very seriously and will be investigating it immediately.

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

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

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70622 antony.wu**

**Email:** antony.wu@snrtea.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Mac OS

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

## Chat Transcript

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

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

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70045 Joel Rodriguez**

**Email:** jrodriguez@nativefloral.com

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

**Operator:** Aarush Aneja

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** MCHENRY

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Joel Rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Joel Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Joel Rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joel Rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
Joel Rodriguez	Password Reset
Acebuddy	Please select an option below
Joel Rodriguez	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pa
	Do you need any further assistance on the topic?
Joel Rodriguez	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assis
Joel Rodriguez	hi - im trying to log in for the first time, i have the link to enter my password but is no
Aarush Aneja	We will surely assist you
	May I take the remote access of your local computer?
Joel Rodriguez	yes
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at
	<a href="https://assist.acecloudhosting.com/join/1122214967">https://assist.acecloudhosting.com/join/1122214967</a>
	Please click on the link and open the downloaded file, and follow the instruction to co

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

We are connected back

We assisted with the password issue

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

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

We believe your issue is now resolved

Joel, Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

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

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

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

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

*Aarush Aneja has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#71220 Tamara Bills

**Email:** tamara@smithtaxadvisors.com  8015995526  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** HURRICANE  
**State:** Utah  
**Country:** UNITED STATES

### Chat Transcript

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

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70274 Dana Smith**

**Email:** danas@boardwalk.net  18443442677

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

**Operator:** Shubham Yadav

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 9 Secs

**City:** TUALATIN

**State:** Oregon

**Country:** UNITED STATES

## Chat Transcript

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

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

*Dana Smith has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71197 celeste**

**Email:** celeste@creativeshelters.com ☎ 541-988-1099

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

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

**City:** SPRINGFIELD

**State:** Oregon

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

*Vignesh Arul accepted the chat transfer request.*

*Vignesh Arul is transferring the chat to Manish Singh.*

*Manish Singh accepted the chat transfer request.*

Manish Singh

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

celeste

The meeage I am getting when I try to open QB is that wee have reached our unregi  
I need to register

Manish Singh

I will surely help you with this issue.

celeste

Great thank you

Manish Singh

May I take the remote access of your local computer?

celeste

sure

Manish Singh

<https://assist.acecloudhosting.com/join/7132507567>

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

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

*3:44:38 AM Manish Singh is sharing a file with you*

*[image.png](#) - ( Size:108.82 KB )*

There will be a code given by Intuit support to activate the QuickBooks.

Is there anything else I may help you with ?

celeste

I guess not - even though it says to contact QB support

Manish Singh

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

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

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

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

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

*Manish Singh has ended this chat session*

# Chat Transcript

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

## Visitor Details

**#70700 Ashlee Maitland**

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

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

**Operator:** Yash Kalra

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** FRANKLIN

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Ashlee Maitland

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

Dikshant Yadav

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

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

*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.

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

Ashlee Maitland

my real data Ashlee.npro1

I am getting a password expiry notice so I updated my passwords. I was still getting a password expiry notice on one account and now my password isn't working for the Remote Desktop care portal. I have them written down so I know they are correct.

An error occurred while communicating with the Remote Desktop Gateway. If this keeps occurring, please contact your network administrator for assistance.

Yash Kalra

Kindly allow me two minutes to check the same.

May I take the remote access of your local computer?

Ashlee Maitland

sure

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

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

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

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

	I will be surely assisting you with this. Kindly help me with your server name and use
	Are we still connected here?
Christine Baleto	froots
Anurag Sharma	Could you please confirm the account name? (Edited)
Christine Baleto	da'jah arceo
Anurag Sharma	Could you please share your CID?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70384 Alexis**

**Email:** alexisa@sentryusa.com ☎ 16057530880

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** WATERTOWN

**State:** South Dakota

**Country:** UNITED STATES

### Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71181 ANDREW LEWIS KLEIN**

**Email:** burro7777@aol.com **Phone:** 15034903553

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

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

KLEIN	Thanks Manish
Manish Singh	I will surely help you with this issue.
ANDREW LEWIS KLEIN	Thanks
Manish Singh	Kindly allow me two minutes to check the same.
ANDREW LEWIS KLEIN	ok
Manish Singh	May i know your username?
ANDREW LEWIS KLEIN	AndrewKI.NENT1
Manish Singh	We have made the required changes kindly check now.
ANDREW LEWIS KLEIN	Not working
	Stalls while opening Quickbooks
Manish Singh	Checking please wait.
	Alright, check now.
ANDREW LEWIS KLEIN	Still not working
Manish Singh	May I take the remote access of your server?
ANDREW LEWIS KLEIN	freezes
	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at
ANDREW LEWIS KLEIN	done
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	Seems to be working fine now.
ANDREW LEWIS KLEIN	Not opening! Freezes!
Manish Singh	Opening company file will take some time let's wait for some time.
ANDREW LEWIS KLEIN	ok
Manish Singh	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70665 Sunita Karamchandani**

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

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 7 Secs

**City:** SYLVANIA

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

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

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

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

Sunita  
Karamchandani

did you delete the remote desk top link on her desktop

Manish Singh

Yes, made a new one.

Sunita  
Karamchandani

she needs password to log in

Manish Singh

Kindly ask her to use the old password.

Sunita  
Karamchandani

it is not working

Manish Singh

Checking please wait.

Sunita  
Karamchandani

she is also waiting

Manish Singh

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

Sunita  
Karamchandani

she is on line

is it working

Manish Singh

It will take some time Sunita, as it is the issue related to her password.

Issue Resolved.

Sunita  
Karamchandani

she does not have link on her desktop

Manish Singh

It's there only with the name Daxap.

Sunita  
Karamchandani

can she save her password

Manish Singh

Yes, she can Sunita.

Sunita  
Karamchandani

can you help her please

help

Manish Singh

It's like when she tries to login before putting password, she can tick the save password checkbox.

I will surely help her.

Please Wait.

Kindly ask her to logoff from the server end.

So that we can proceed with the request of password save.

Sunita  
Karamchandani

she did

are things working

problem connecting with remote her computer is saying

Manish Singh

She was in the disconnected state on the server removed her, checking now.

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

	Is there anything else I may help you with ?
Sunita Karamchandani	no
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. If you are not comfortable doing that while we are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> ).
	<i>Manish Singh has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71163 Dennis Norman**

**Email:** dennis@stlre.com **Phone:** 13143321012

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** BALLWIN

**State:** Missouri

**Country:** UNITED STATES

### Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71625 johnathon**

**Email:** johnathon@islandenterertainment.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** PENSACOLA

**State:** Alabama

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70160 sszoke**

**Email:** sszoke@roofechconsulting.com

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

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

### Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

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

## Chat Transcript

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

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71636 Deanna Logoteta**

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

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

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

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

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70955 Amy Wiggins**

**Email:** awdiver@yahoo.com  2178170131

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** GEORGE TOWN

**State:** Cayman Islands

**Country:** CAYMAN ISLANDS

### Chat Transcript

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

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

Thanks for the confirmation !

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

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can review it. I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com

Thanks!

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

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

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70837 manny.n**

**Email:** manny.n@andersentax.co.il ☎ 571-310-4062

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** BANGALORE

**State:** Andhra Pradesh

**Country:** INDIA

### Chat Transcript

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

I request you to kindly spare a moment to fill that out for me so that my managers can work on it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com  
Thanks!

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

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

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70245 Nilay Patel**

**Email:** nilay@priorware.com **Phone:** 12294570732

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** BAJIPURA

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

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

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

To get you more clarity on this request we have to discuss the case with the related team.

As the case is going under escalation, we can schedule a call-back from the team for you.

Would you like us to arrange a call-back for you?

Are we still connected here?

Nilay Patel

hi

yes connected

Shashwat Verma

Sure

We have explained the status above.

Nilay Patel

not even desktop based will work with all users

?

Shashwat Verma

As for now, we don't have the clarity of same.

Nilay Patel

okey

will talk to tech support

thanks

Shashwat Verma

Is there anything else I may help you with ?

Are we still connected here?

As we have scheduled a call-back for you, hence we are proceeding with closing this session.

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 containing a summary of our conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my managers can review it. This will help us improve our working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70399 Varun Kathait**

**Email:** varun@sundackcpa.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** FARMINGDALE

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Varun Kathait

Hello, I am your Acebuddy

Tushar Pharswan

Sorry Tushar I was on the phone with the sales rep from sureprep

Its okay.

Varun Kathait

Kindly tell us the date and time to schedule the call.

do you have availability tomorrow?

Tushar Pharswan

yes, we are available 24/7.

Varun Kathait

oh wow

ok, i will confirem with sureprep tech and respond to the ticket eamil... is that ok?

confirm\*

Tushar Pharswan

Yes, I will email you also kindly reply back on that email.

Is there anything else I may help you with ?

Varun Kathait

no, you have been very helpful. thank you very much!

Tushar Pharswan

Kindly share your feedback by clicking the smiley icons at the end of this chat. It me

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can work on it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com  
Thanks!

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

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

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70616 Rachel Pierce**

**Email:** rachel.pierce@pfpfiber.com **Phone:** 14084393407

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Rachel Pierce

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71029 courtney**

**Email:** courtney@dottconstruction.com  7175870004

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 28 Secs

**City:** COLUMBIA

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

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

application updates at the backend and apply the necessary patches as and when is: might get delayed due to unforeseen circumstances.

If you're also getting an update popup, please grab a screenshot of the error message and share it with us at support@acecloudhosting.com. Our engineers will manually check and implement the fix and share a confirmation via email.

Do you need any further assistance on the topic?

courtney Yes

Acebuddy Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

courtney Hi, it seems as if everytime my computer updates, my printer disconnects from quick

*Manish Singh accepted the chat transfer request.*

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

courtney hello

Hi, it seems as if everytime my computer updates, my printer disconnects from quick

Manish Singh I will surely help you with this issue.

courtney thanks.

can you take remote control of my computer so this can be resolved asap?

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

courtney yes

Manish Singh <https://assist.acecloudhosting.com/join/6902091583>

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

courtney it is not working

i clicked yes

Manish Singh It will take some time.

courtney says waiting for confirmation

are you here

?

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

courtney ok

Manish Singh Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70152 R Krishnan**

**Email:** krishnan@webpackagingsolutions.com  +919884525224

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** CHENNAI

**State:** Tamil Nadu

**Country:** INDIA

### Chat Transcript

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

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

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70025 Damon Alley**

**Email:** dalley@protecfiresolutions.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** PURCELLVILLE

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70153 nelly**

**Email:** producemolina@gmail.com **Phone:** 404-363-8110

**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:** FOREST PARK  
**State:** Georgia  
**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70839 krisika**

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

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

**Operator:** Aarush Aneja

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 6 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

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

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

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70132 Lisa Comstock**

**Email:** lcomstock@cthumanities.org **18609376582**

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

**Operator:** Acebuddy

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

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

## Chat Transcript

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

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#71524 Katherine Butz

Email: chloridewater@frontiernet.net ☎ 928-565-2122

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

## Chat Transcript

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

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71561 Thomas P Maher**

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

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** HARRISBURG

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#70193 nelly

Email: producemolina@gmail.com ☎ 404-363-8110

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: FOREST PARK

State: Georgia

Country: UNITED STATES

## Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

*Shubham Kataria accepted the chat transfer request.*

Shubham Kataria

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

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

nelly

agarciaproduce.myrealdatal.net

Shubham Kataria

Thank you for the information.

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

nelly

please log in to the computer remotely to make easier for you to help me solve the issue.

Shubham Kataria

okay, I will surely assist you

May I take the remote access of your local computer?

nelly

go ahead.

Shubham Kataria

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

nelly

okay

Shubham Kataria

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

Kindly join this link

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

Thank you for your patience.

As per our remote conversation your issue has been resolved.

Is there anything else I may help you with ?

nelly

problem fixed.

Shubham Kataria

Happy to see you login back

Is there anything else I may help you with ?

nelly

NO. That's all.

Shubham Kataria

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

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70500 Bryan Straight

**Email:** rbs@auto-graphics.com  19095691535

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** NASHVILLE

**State:** Indiana

**Country:** UNITED STATES

### Chat Transcript

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

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71417 hannah edwards**

**Email:** mmace2305@gmail.com ☎ 15738593362

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** KEARNEY

**State:** Missouri

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
hannah edwards	I'd like to report an Issue
Acebuddy	Please select an option!
hannah edwards	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
hannah edwards	it will not let me connect the the remote desktop. it all the sudden says im not authorized
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 with your issue.
hannah edwards	hello
Sharath Kumar	Hi Hannah, could you please let me know the username and server name that you are using with
hannah edwards	user name is HannahE.nent1
	server is QBNXTENT1.myrealdatal.net
Sharath Kumar	got it. just allow me a moment
hannah edwards	thank you
Sharath Kumar	Hannah, server is currently undergoing an upgrade. As a result, you may experience issues accessing it at the moment.
	Please try signing in again after 30 minutes. By then, the upgrade should be completed and you should be able to access the server without any issues.
hannah edwards	perfect thanks so much!
Sharath Kumar	anything else that I can assist you with right now?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70989 CHRIS GILBERT**

**Email:** chrisgil0125@gmail.com ☎ 12766989819

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** YOUNGSVILLE

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70458 jacob**

**Email:** jacob@backstoptax.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** ALBANY

**State:** Oregon

**Country:** UNITED STATES

## Chat Transcript

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

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

*Anurag Sharma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71051 Robert Zeigen**

**Email:** rzeigen@szcpa.tax ☎ 15613920620

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** LAKE WORTH

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Robert Zeigen

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

