

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 7:55:42 PM

#83513 testing

Email: testing@gmail.com ☎ 309878191

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 2 Mins 3 Secs

testing	Hello, I am your Acebuddy	11 Nov, 7:55:43 PM
Acebuddy	Hello Testing, I'm your Ace Buddy. I'll be happy to assist you!	7:55:44 PM
	Whom Would You Like to Connect With?	7:55:44 PM
testing	Technical Support (QB & App Hosting)	7:55:57 PM
Acebuddy	Welcome to Ace Support.	7:55:57 PM
	Please chose an option :	7:55:57 PM
testing	I'd like to raise a Request	7:56:11 PM
Acebuddy	Please select your request type.	7:56:11 PM
testing	Change in Applications	7:56:29 PM
Acebuddy	Please select your desired option!	7:56:29 PM
testing	Application Addition	7:56:42 PM
Acebuddy	Please select your Application	7:56:42 PM
testing	QuickBooks	7:56:48 PM
Acebuddy	Request you to kindly share the following information with us via email on support@acecloudhosting.com so we can proceed with the installation. • QuickBooks Version (Pro/Premier/Enterprise) with year	7:56:48 PM

	• License Number and Product Code	
	An email update will be shared once the request is completed.	7:56:48 PM
	Do you need any further assistance on the topic?	7:56:48 PM
testing	No	7:57:46 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	7:57:46 PM
	<i>Acebuddy has ended this chat session</i>	7:57:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Nov, 12:28:23 AM

#83631 hannah

Email: hannah@carderconcreteco.com 18177731527

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: GODLEY

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 47 Secs

hannah	Hello, I am your Acebuddy	14 Nov, 12:28:23 AM
Acebuddy	Hello Hannah, I'm your Ace Buddy. I'll be happy to assist you!	12:28:24 AM
	Whom Would You Like to Connect With?	12:28:24 AM
hannah	Technical Support (QB & App Hosting)	12:28:30 AM
Acebuddy	Welcome to Ace Support.	12:28:30 AM
	Please chose an option :	12:28:30 AM

hannah	I'd like to raise a Request	12:28:40 AM
Acebuddy	Please select your request type.	12:28:40 AM
hannah	Change in Applications	12:28:51 AM
Acebuddy	Please select your desired option!	12:28:51 AM
hannah	Application Addition	12:28:55 AM
Acebuddy	Please select your Application	12:28:55 AM
hannah	Other Application	12:29:05 AM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email. • Application name and version • Setup/Installer download link (if any) • Activation Code / License information • Any other info/guide needed to install the application.	12:29:05 AM
	We will update you via email once the installation is complete.	12:29:05 AM
	Application Addition usually takes 1-2 Hour(s)	
	Do you need any further assistance on the topic?	12:29:05 AM
hannah	Yes	12:29:13 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:29:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:29:13 AM
	<i>Gaurava Tyagi declined the transfer request.</i>	12:29:22 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:29:39 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Adarsh Singh.</i>	12:29:51 AM
	<i>Adarsh Singh accepted the chat transfer request.</i>	12:29:53 AM
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.	12:30:06 AM
hannah	I need to schedule a zoom meeting with Ace Cloud and AvaTax for tomorrow at 12:00pm CST.	12:31:21 AM
Adarsh Singh	I understand that you want to schedule a meeting with us for tomorrow 12:00 PM CST regarding case #800427 right ?	12:32:27 AM
hannah	Yes, that is correct.	12:32:42 AM
Adarsh Singh	Thanks for the conformation please allow me couple of minutes while i check details for you.	12:34:23 AM
	Thanks for your patience we would request you to please share the Meeting invite link to the case #800427 and one of our technician will join the teams meeting.	12:37:48 AM
	Apologies for the typo as you said it will be Zoom meeting, please share the zoom meeting over the case.	12:38:33 AM
hannah	I will send the invite to support@acecloudhosting.com	12:41:35 AM

Adarsh Singh	Yes please and please make sure to reply on the case #800427 with the meeting as well.	12:42:23 AM
	Please let me know if you have any additional questions. I would love to answer this for you.	12:42:42 AM
hannah	Ok, thank you.	12:42:59 AM
Adarsh Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	12:44:43 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:44:52 AM
	<i>Adarsh Singh has ended this chat session</i>	12:48:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Nov, 11:10:45 PM

#83666 willem.taylor

Email: willem.taylor@businessconnectworld.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: GRAND RAPIDS

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 36 Secs

willem.taylor	Hello, I am your Acebuddy	14 Nov, 11:10:46 PM
Acebuddy	Hello Willem.taylor, I'm your Ace Buddy. I'll be happy to assist you!	11:10:46 PM
	Whom Would You Like to Connect With?	11:10:46 PM
willem.taylor	Technical Support (QB & App Hosting)	11:10:59 PM
Acebuddy	Welcome to Ace Support.	11:10:59 PM
	Please chose an option :	11:10:59 PM
willem.taylor	I'd like to report an Issue	11:11:05 PM
Acebuddy	Please select an option!	11:11:05 PM
willem.taylor	Other Issue	11:11:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:11:11 PM
willem.taylor	I cannot print labels to my label printer	11:11:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:11:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:11:36 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:12:05 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:12:08 PM
	Hello Willem	11:12:12 PM
willem.taylor	Hello, I am able to print to my regualr printer but it won't let me print to my label printer	11:12:36 PM
	the printer shows up but nothing happens when i hit print	11:12:46 PM
	it works off my regular computer but not through the server computer	11:12:55 PM
Shashwat Verma	I will surely help you with this issue.	11:14:06 PM
	When the last time you were able to print from the server?	11:14:37 PM
willem.taylor	I printed from the server today to my laserjet printer but when i go to print to my label printer nothing happens	11:15:27 PM
Shashwat Verma	okay	11:15:34 PM
	May I take the remote access of your local computer?	11:15:37 PM
willem.taylor	yes	11:15:41 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:15:52 PM
	https://assist.acecloudhosting.com/join/6152834743	11:15:53 PM
	Kindly Click on the link and open the downloaded file.	11:15:56 PM
willem.taylor	can you hear me?	11:17:41 PM
Shashwat Verma	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.	11:49:22 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Nov, 11:25:27 PM

#83227 Shelby Jarvis

Email: shelby@parawellnessresearch.com

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: 21 Secs

City: BENNETT

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 53 Secs

Shelby Jarvis	Hello, I am your Acebuddy	3 Nov, 11:25:27 PM
Acebuddy	Hello Shelby Jarvis, I'm your Ace Buddy. I'll be happy to assist you!	11:25:28 PM
	Whom Would You Like to Connect With?	11:25:28 PM
Shelby Jarvis	Technical Support (QB & App Hosting)	11:25:50 PM
Acebuddy	Welcome to Ace Support.	11:25:50 PM
	Please chose an option :	11:25:50 PM
Shelby Jarvis	I'd like to report an Issue	11:25:57 PM
Acebuddy	Please select an option!	11:25:57 PM
Shelby Jarvis	Other Issue	11:26:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:26:02 PM
Shelby Jarvis	Unable to login to remote computer. Getting a "Please wait" message.	11:27:25 PM

Acebuddy	Please wait while we connect you to a Support Representative	11:27:25 PM
Acebuddy (bot)	<i>forwarded the chat request</i>	11:27:25 PM
Shubham Kataria	<i>Shubham Kataria accepted the chat transfer request.</i>	11:27:31 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:27:39 PM
	hello Shelby	11:27:45 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:27:49 PM
Shelby Jarvis	Sure, 1 moment	11:28:25 PM
Shubham Kataria	No problem, take your time.	11:28:45 PM
	And also please let me know, if you're the only user who is facing this issue	11:29:07 PM
Shelby Jarvis	Server: ParaENT.myrealdatal.net User: Para_Shelby	11:29:09 PM
	Yes I believe I am the only user with this issue right now.	11:29:29 PM
Shubham Kataria	Alright, I will surely assist you with this.	11:29:40 PM
Shelby Jarvis	Great, thank you!	11:29:50 PM
Shubham Kataria	Please try to access now and let me know if its working fine.	11:30:15 PM
Shelby Jarvis	Look like I'm able to log back in, Thank you!	11:31:45 PM
Shubham Kataria	you're welcome	11:32:07 PM
	Is there anything else I may help you with ?	11:32:11 PM
	Are we still connected here?	11:32:55 PM
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:33:18 PM
	<i>Shubham Kataria has ended this chat session</i>	11:33:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Nov, 9:50:26 PM

#83881 Amber Wiley

Email: awiley@emainc.net ☎ 7704484644

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: ANNAPOLIS

State: Maryland

Country: UNITED STATES

Chat Duration : 18 Mins 19 Secs

Chat Transcript

Amber Wiley	Hello, I am your Acebuddy	20 Nov, 9:50:27 PM
Acebuddy	Hello Amber Wiley, I'm your Ace Buddy. I'll be happy to assist you!	9:50:27 PM
	Whom Would You Like to Connect With?	9:50:27 PM
Amber Wiley	Technical Support (QB & App Hosting)	9:50:30 PM
Acebuddy	Welcome to Ace Support.	9:50:30 PM
	Please chose an option :	9:50:30 PM
Amber Wiley	I'd like to report an Issue	9:50:36 PM
Acebuddy	Please select an option!	9:50:36 PM
Amber Wiley	QuickBooks Issue	9:50:39 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:50:39 PM
Amber Wiley	QuickBooks Login Issue	9:50:44 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:50:44 PM
	Was that helpful?	9:50:44 PM
Amber Wiley	No	9:51:28 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:51:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:51:28 PM
	<i>Luv accepted the chat transfer request.</i>	9:51:38 PM
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.	9:51:45 PM
	how are you amber?	9:51:52 PM
Amber Wiley	Good morning.. im good.. you/	9:52:03 PM
Luv	I am doing good as well.	9:52:15 PM
	while accessing the server?	9:52:24 PM

Amber Wiley	Trying to log into my Quickbooks and its saying This action requires Windows administrator permissions. Yes, while on the Ace cloud server	9:52:51 PM
Luv	Okay, bare with me let me remote into your server.	9:53:01 PM
Amber Wiley	thanks	9:53:06 PM
Luv	Okay connected, bare with me.	9:54:02 PM
	Who is the admin for QB?	9:54:30 PM
Amber Wiley	me	9:54:41 PM
	Admin is my user	9:54:47 PM
Luv	Okay, I am checking on the backend please stay connected	9:55:28 PM
Amber Wiley	thanks	9:55:36 PM
Luv	Can you please have kristin shut down her QB, I might also have to restart the server (Edited)	9:59:41 PM
Amber Wiley	yes one moment	10:00:12 PM
	she said shes not in	10:00:46 PM
Luv	Alright, I am going to restart the server, as one of the services is stuck please have her save anything important and let me know	10:02:14 PM
Amber Wiley	okay shes out and good to go	10:02:45 PM
Luv	Okay, thanks	10:03:03 PM
	Its restarting	10:05:17 PM
	Try now, it should be working	10:06:30 PM
<i>Luv has ended this chat session</i>		10:08:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 9:46:37 PM

#83768 Samantha Odice

Email: samantha@rjt3associates.com ☎ 203.951.6789

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: BRONX

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 12 Secs

Samantha Odice	Hello, I am your Acebuddy	18 Nov, 9:46:37 PM
Acebuddy	Hello Samantha Odice, I'm your Ace Buddy. I'll be happy to assist you!	9:46:38 PM
	Whom Would You Like to Connect With?	9:46:38 PM
Samantha Odice	Technical Support (QB & App Hosting)	9:47:07 PM
Acebuddy	Welcome to Ace Support.	9:47:07 PM
	Please chose an option :	9:47:07 PM
Samantha Odice	I'd like to report an Issue	9:47:11 PM
Acebuddy	Please select an option!	9:47:11 PM
Samantha Odice	Other Issue	9:47:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:47:22 PM
Samantha Odice	I cannot connect to ACE cloud and none of your support numbers are in service	9:47:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:47:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:47:41 PM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	9:48:13 PM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	9:48:19 PM
Samantha Odice	Hi - I'm really concerned that NONE of your support numbers are working. and of course the fact that I cannot connect to ACE Cloud	9:48:45 PM
Sourav Chhikara	Could you please confirm the number you are trying to call on?	9:48:47 PM
Samantha Odice	800-432-1585 & 888-415-5240	9:49:14 PM
	the first one is literally listed on this screen i'm on and the other is listed on all of your emails	9:49:33 PM
Sourav Chhikara	Could you confirm if you are getting any interruption while calling?	9:51:39 PM
Samantha Odice	it doesn't even connect!!	9:51:47 PM
	I need my server connect issues fixed right now	9:51:58 PM
Sourav Chhikara	Meanwhile I will surely help you with this issue. Once I resolve your concern over the chat, I will ask my team to get connected with you over the call.	9:53:04 PM

Samantha Odice	i just finally got through on the phone	9:53:47 PM
Sourav Chhikara	Sounds good Samantha, maybe it was some network interruption. As you are connected on call I will be closing this chat as of now.	9:55:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:55:40 PM
	Once you end this chat, you will receive an email from us regarding this 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:55:47 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Sourav Chhikara has ended this chat session

9:55:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 20 Nov, 9:33:36 PM

#83879 Jennifer Cope

Email: office@csioftexas.com 18175608883

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 20 Secs

City: FT WORTH

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 15 Secs

Jennifer Cope	Hello, I am your Acebuddy	20 Nov, 9:33:36 PM
Acebuddy	Hello Jennifer Cope, I'm your Ace Buddy. I'll be happy to assist you!	9:33:37 PM
	Whom Would You Like to Connect With?	9:33:37 PM
Jennifer Cope	Technical Support (QB & App Hosting)	9:33:43 PM
Acebuddy	Welcome to Ace Support.	9:33:43 PM
	Please chose an option :	9:33:43 PM
Jennifer Cope	I'd like to report an Issue	9:33:51 PM
Acebuddy	Please select an option!	9:33:51 PM
Jennifer Cope	Password Reset	9:34:02 PM
Acebuddy	Please select an option below	9:34:02 PM
Jennifer Cope	Not Enrolled to Selfcare Portal	9:34:10 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:34:10 PM
	Do you need any further assistance on the topic?	9:34:10 PM
Jennifer Cope	Yes	9:34:20 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:34:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:34:20 PM
	<i>Adarsh Singh accepted the chat transfer request.</i>	9:34:25 PM
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.	9:34:32 PM
	I understand that you wish to reset your password, but you are not enrolled to the self-care portal, right?	9:35:49 PM
Jennifer Cope	I dont knolw what portal they were meaning but i cant log on and I've tried all the n ones and	9:37:09 PM
	I guess so	9:37:24 PM
	I just need to be able to sign on	9:39:07 PM
	<i>9:39:42 PM Adarsh Singh is sharing a file with you MyPortal-v2 1 1.pdf - (Size:1.39 MB)</i>	9:39:42 PM
	<i>Got you could you please confirm if you are signing in to https://myportal.acecloudhosting.com/ ? I have</i>	
Adarsh Singh	Jennifer, Are we connected?	9:44:01 PM
	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) if any further assistance is required.	9:51:49 PM
	<i>Adarsh Singh has ended this chat session</i>	9:51:52 PM



Chat Transcript

My dad's server still isn't working this has been months and we are both exhausted!

Visitor Details

11 Nov, 10:24:06 PM

#83524 Moeller

Email: kelly@farmfinancialsolutions.com  6122908679

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

Website: <https://www.acecloudhosting.com/account-login/>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 6 Secs

Moeller

My dad's server still isn't working this has been months and we are both exhausted!

11 Nov, 10:24:07 PM

Aayush Verma

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

10:24:09 PM

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

10:24:43 PM

Karan Bhattacharya accepted the chat transfer request.

10:24:54 PM

Karan Bhattacharya

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

10:25:15 PM

Moeller

Ticket ID: 780548

10:26:27 PM

we have been dealing with this issue for months!

10:26:42 PM

Karan Bhattacharya

ok, let me check

10:26:56 PM

Moeller

he got locked out twice again today. It worked if i reset his password but that is not feasible with busy season starting

10:27:18 PM

Karan Bhattacharya

Did he lock out while he was on server?

10:30:14 PM

Moeller

No after he logged off he could not get back in

10:31:14 PM

The last we had heard, they thought maybe they needed to change the name of his server to something other than RobertA

10:31:55 PM

Karan Bhattacharya	Ok,so the current issue which you were facing was related to password problem?	10:33:40 PM
Moeller	Just his server not working in general. Today resetting the password a couple times worked. Other days that does not work for us.	10:34:16 PM
Karan Bhattacharya	Ok, and what kind of error do you receive?	10:34:37 PM
Moeller	He constantly has troubles getting on to the server.	10:34:42 PM
	I am not sure.	10:34:47 PM
	want to send me a link and I can email to him so you can see his computer?	10:35:03 PM
	Is there anyone there that can permanently fix this issue?	10:35:20 PM
	We are about to remove our data from your server and try somewhere else. I don't want to leave but we cannot continue like this.	10:35:53 PM
	We are desperate!	10:36:21 PM
Karan Bhattacharya	I understand that you are facing the issue constantly.Let me check some details at backend,allow me few minutes.	10:37:04 PM
	Are we still connected?	10:40:25 PM
Moeller	yep	10:40:29 PM
Karan Bhattacharya	ok	10:40:37 PM
	I have discussed it at backend,we are arranging a callback with you for troubleshooting,	10:43:50 PM
Moeller	ok	10:44:02 PM
Karan Bhattacharya	Can you share the contact detail?	10:44:02 PM
Moeller	my dad's phone number is 320-444-4965 his name is bob anderson.	10:44:30 PM
Karan Bhattacharya	ok,we will be calling over this number in coming minutes. (Edited)	10:45:19 PM
Moeller	Thanks	10:45:35 PM
	They have tried so many different things and nothing has worked so far.	10:45:57 PM
	We need this fixed. I keep saying it and nothing is changing.	10:46:13 PM
Karan Bhattacharya	I understood that,we will work upon the same and senior engineers will also be engaged.	10:47:32 PM
	Thank you for your cooperation,your dad will be receiving the call in few minutes.Is there anything else I can help you with?	10:50:16 PM
Moeller	nope	10:51:06 PM
Karan Bhattacharya	ok	10:51:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:51:42 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	

Thanks!

10:52:07 PM

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

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

Karan Bhattacharya has ended this chat session

10:52:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Nov, 7:35:48 PM

#83688 accounting

Email: accounting@my-priority.com ☎ 9857749255

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 2 Secs

accounting Hello, I am your Acebuddy 16 Nov, 7:35:49 PM

Acebuddy Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you! 7:35:50 PM

Whom Would You Like to Connect With? 7:35:50 PM

accounting Technical Support (QB & App Hosting) 7:35:55 PM

Acebuddy Welcome to Ace Support. 7:35:55 PM

Please chose an option : 7:35:55 PM

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. 8:10:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Nov, 1:18:25 AM

#83789 ellenstewart

Email: estewart@milconconstruction.com

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: WEST BARNSTABLE

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 39 Secs

ellenstewart	Hello, I am your Acebuddy	19 Nov, 1:18:25 AM
Acebuddy	Hello Ellenstewart, I'm your Ace Buddy. I'll be happy to assist you!	1:18:26 AM
	Whom Would You Like to Connect With?	1:18:26 AM
ellenstewart	Technical Support (QB & App Hosting)	1:18:32 AM
Acebuddy	Welcome to Ace Support.	1:18:32 AM
	Please chose an option :	1:18:32 AM
ellenstewart	I'd like to raise a Request	1:18:40 AM
Acebuddy	Please select your request type.	1:18:40 AM
ellenstewart	Password Reset	1:18:55 AM
Acebuddy	Please select an option below	1:18:55 AM
ellenstewart	Not Enrolled to Selfcare Portal	1:19:02 AM

Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	1:19:02 AM
	Do you need any further assistance on the topic?	1:19:02 AM
ellenstewart	Yes	1:19:23 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:19:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:19:24 AM
	<i>Luv accepted the chat transfer request.</i>	1:19:29 AM
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.	1:19:40 AM
	how are you?	1:19:46 AM
ellenstewart	we need to reset the password for my user	1:20:07 AM
	ellenS_NNL	1:20:21 AM
Luv	okay Let me check the account on CRM, kindly give me 2 minutes	1:20:28 AM
ellenstewart	forget it we found it thx	1:21:32 AM
Luv	Please drop an email to this support@acecloudhosting.com and I will reset the password for you. I also checked you are POC, do you want me to send you the password reset guide?	1:21:44 AM
	Is it working, are you able to login into the server.?	1:22:01 AM
	<i>1:22:27 AM Luv is sharing a file with you MyPortal-v2.pdf - (Size:1.39 MB)</i>	1:22:27 AM
	<i>Here is the Myportal Guide for future reference.</i>	
ellenstewart	yes thx	1:23:46 AM
Luv	Is there anything else I can assist you with at the moment?	1:24:18 AM
	Due to no response, I will be disconnecting the chat	1:27:55 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:27:59 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:28:03 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Luv has ended this chat session</i>	1:28:05 AM



Chat Transcript

Hello, I am your Acebuddy

4 Nov, 9:16:01 PM

Visitor Details

#83279 Jeni Proft

Email: adminsupport@ajwest.net

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 29 Secs

Jeni Proft	Hello, I am your Acebuddy	4 Nov, 9:16:01 PM
Acebuddy	Hello Jeni Proft, I'm your Ace Buddy. I'll be happy to assist you!	9:16:02 PM
	Whom Would You Like to Connect With?	9:16:02 PM
Jeni Proft	Technical Support (QB & App Hosting)	9:16:08 PM
Acebuddy	Welcome to Ace Support.	9:16:08 PM
	Please chose an option :	9:16:08 PM
Jeni Proft	I'd like to report an Issue	9:16:14 PM
Acebuddy	Please select an option!	9:16:14 PM
	What type of QuickBooks Issue are you facing?	9:16:18 PM
Jeni Proft	QuickBooks Issue	9:16:18 PM
	Other QB related issue	9:16:25 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:16:25 PM
Jeni Proft	I am trying to put in a new purchase order, but it keeps telling me that the purchase order number is already used. SO I enter my own number and it tells me the same thing.	9:17:17 PM

Acebuddy	Please wait while we connect you to a Support Representative	9:17:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:17:18 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	9:18:24 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	9:18:31 PM
Jeni Proft	thank you	9:18:46 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:19:40 PM
Jeni Proft	This is Jeni	9:19:49 PM
	I am trying to enter in a new PO and it keeps telling me that number is already uses. I have tried logging out and back in and the po numbers will not update.	9:20:28 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	9:22:22 PM
	There is a QB update pending on the server which is causing this issue.	9:25:00 PM
	We can do 2 things, either we can proceed with the update now, but all users have to log out for approximately 30 minutes.	9:25:59 PM
	or we can schedule the update in night hours to minimize any disruption	9:26:39 PM
	please let us know which one you would prefer.	9:27:03 PM
Jeni Proft	I need to be able to place orders	9:27:59 PM
	if I cant do a purchase order I cant do my job	9:28:17 PM
Sanyam Madan	Okay , we will proceed with the update immediately and inform you via email	9:29:14 PM
Jeni Proft	ok thank you	9:29:24 PM
Sanyam Madan	please make sure all users are logged out	9:29:26 PM
	Is there anything else I may help you with ?	9:29:29 PM
Jeni Proft	i have everyone logged out	9:29:30 PM
Sanyam Madan	okay	9:29:35 PM
	Is there anything else I may help you with ?	9:29:37 PM
Jeni Proft	30 minutes from now we should be ok?	9:30:06 PM
Sanyam Madan	yes , it will take around 20-30 minutes.	9:30:33 PM
Jeni Proft	okk thank you	9:30:39 PM
Sanyam Madan	Is there anything else I may help you with ?	9:30:52 PM
Jeni Proft	Thats it.	9:31:15 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:31:26 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:31:29 PM
	<i>Sanyam Madan has ended this chat session</i>	9:31:31 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 7:49:07 PM

#83272 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: SAN GREGORIO

State: Zambales

Country: PHILIPPINES

Chat Transcript

Chat Duration : 13 Mins 8 Secs

Maricel	Hello, I am your Acebuddy	4 Nov, 7:49:08 PM
Acebuddy	Hello Maricel Nacion, I'm your Ace Buddy. I'll be happy to assist you!	7:49:09 PM
	Whom Would You Like to Connect With?	7:49:09 PM
Maricel	Technical Support (QB & App Hosting)	7:49:11 PM
Acebuddy	Welcome to Ace Support.	7:49:11 PM
	Please chose an option :	7:49:11 PM
Maricel	I'd like to report an Issue	7:49:21 PM
Acebuddy	Please select an option!	7:49:21 PM
Maricel	Other Issue	7:49:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:49:26 PM
Maricel	I cannot log in to RDP due to change of IP Address	7:49:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:49:48 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	7:49:48 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:49:58 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:50:33 PM
Maricel	Hello, I kindly whitelist this new IP address as I cannot connect to RDP 160.66.157.140	7:51:18 PM 7:52:29 PM
Shubham Maurya	Sure, please confirm below account details are correct?	7:53:33 PM
	Server name: Taxwise.myreldata.net CID73314	
Maricel	sorry. this ip address 175.176.8.184	7:55:13 PM 7:55:16 PM
	server name: taxwise.myreldata.net/Maricel	7:55:36 PM
Shubham Maurya	Thanks for the confirmation, We will forward your request to whitelist the new IP address so you can regain RDP access. However, to avoid such connectivity issues in the future, we recommend obtaining a static IP from your Internet Service Provider (ISP) as early as possible. This will ensure uninterrupted access to your server.	7:57:04 PM
Maricel	Noted. Thank you	7:57:30 PM
	server name: taxwise.myreldata.net/Maricel	7:58:33 PM
Shubham Maurya	You are most welcome, Once it's done we will forward confirmation over the mail with a ticket ID that you will get after this chat on admin@taxwisecorp.com	7:59:04 PM
	Is there anything else I may help you with ?	7:59:09 PM
Maricel	how long should it take?	7:59:32 PM
Shubham Maurya	Usually it takes 4-6 hours but will try to take follow up with the team to speed up the process and complete in next 1-2 hours.	8:00:19 PM
Maricel	Okay. Kindly speed it up as I really need to connect to RDP asap. Thank you	8:01:18 PM
Shubham Maurya	Noted that Maricel, Will try to make it happen as early as possible.	8:01:48 PM
Maricel	Thank you	8:01:55 PM
Shubham Maurya	You are most welcome !	8:02:04 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:02:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:02:09 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
		8:02:15 PM

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

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

Shubham Maurya has ended this chat session

8:02:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Nov, 6:55:45 PM

#83647 robert.burton

Email: robert.burton@sourcingsystemsintl.com ☎ 17783204872

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: RICHMOND

State: British Columbia

Country: CANADA

Chat Transcript

Chat Duration : 32 Mins 47 Secs

robert.burton	Hello, I am your Acebuddy	14 Nov, 6:55:45 PM
Acebuddy	Hello Robert.burton, I'm your Ace Buddy. I'll be happy to assist you!	6:55:46 PM
	Whom Would You Like to Connect With?	6:55:46 PM
robert.burton	Technical Support (QB & App Hosting)	6:55:50 PM
Acebuddy	Welcome to Ace Support.	6:55:50 PM
	Please chose an option :	6:55:50 PM
robert.burton	I'd like to report an Issue	6:55:54 PM

Acebuddy	Please select an option!	6:55:54 PM
robert.burton	Other Issue	6:55:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:55:59 PM
robert.burton	I cannot connect to the remote desktop because my account is locked	6:56:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:56:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:56:14 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:56:23 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:56:29 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:56:43 PM
robert.burton	Sourcing Systems	6:56:53 PM
	Rob	6:56:54 PM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	6:57:32 PM
	Thanks for the patience, we can see that you do have an open ticket for the same issue #800291	7:00:17 PM
robert.burton	Yes	7:00:32 PM
	They sent me an email yesterday afternoon saying my account was lock (why I do not know), but they didn't unlock it. I logged into the Ace MyPortal and I don't see a way for me to unlock it.	7:01:24 PM
	Please unlock it right away. I'm trying to get work done before I board a flight	7:01:39 PM
Shubham Maurya	Robert, we completely understand the urgency. We have unlocked your profile please try logging in again using the same password and let us know if it works.	7:02:39 PM
robert.burton	It is still not allowing me to log in	7:03:21 PM
Shubham Maurya	https://myportal.acecloudhosting.com	
	User ID : CID60963	7:03:58 PM
	Password: Forgot password option to reset (OTP will be shared on robert.burton@sourcingsystemsintl.com)	
	Are you still facing same error?	7:04:06 PM
robert.burton	I still cannot log in	7:05:07 PM
	I just refreshed the Ace MyPortal user screen and it is still showing my account as locked	7:05:23 PM
Shubham Maurya	Please hold on, we may need to check this at the Group Policy level, as we just unlocked the account and it is showing as locked again within a minute.	7:07:09 PM
	This is unusual, how many times you just entered the password?	7:07:27 PM
robert.burton	2-3 times because the enter password screen just kept popping up.	7:08:59 PM
Shubham Maurya	Could you please reply to ticket #800291 via email and request a password reset? Or send a direct mail on [support@acecloudhosting.com] (mailto:support@acecloudhosting.com)	7:11:32 PM

	Using your registered email ID robert.burton@sourcingsystemsintl.com	7:11:39 PM
	We need approval to reset the password for you.	7:12:01 PM
robert.burton	I should try logging into my remote desktop with that password from my email?	7:13:44 PM
Shubham Maurya	The Remote Desktop password is completely different from your email password. It's possible you may not be recalling your most recent Remote Desktop password.	7:15:16 PM
	If you want I can help you step by step on remote session for how to reset your password.	7:15:33 PM
robert.burton	I changed the remote desktop password at the insistence of your tech people. I'm abosolutely using the correct one I changed it to yesterday	7:16:08 PM
Shubham Maurya	Okay, we have unlocked your profile again. Please login now and check.	7:16:42 PM
	<i>7:17:34 PM Shubham Maurya is sharing a file with you image.png - (Size:27.29 KB)</i>	7:17:34 PM
	<i>All profiles are active right now.</i>	
robert.burton	Attempting now	7:18:08 PM
	<i>7:18:44 PM robert.burton is sharing a file with you error message.jpg - (Size:38.71 KB)</i>	7:18:44 PM
	Now i'm getting this error message	7:18:50 PM
Shubham Maurya	We have verified that the server is up and running. Is this issue affecting other users as well, or is it occurring only on your profile?	7:20:26 PM
	May I take the remote access of your local computer?	7:20:48 PM
robert.burton	Sure	7:21:21 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/9582474616	7:21:40 PM
	Kindly paste this link in the browser of local computer and join the session.	7:21:51 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:21:55 PM
	The RDP file had saved credentials, which we have now deleted. You can enter and save the new password.	7:25:30 PM
robert.burton	Should I log off my remote desktop and then re-log in?	7:25:50 PM
Shubham Maurya	Sure, please try	7:25:54 PM
robert.burton	Things appear to be back to normal	7:26:33 PM
Shubham Maurya	Good to see that Robert, So RDP file also save passwords locally which needs to be deleted in case we change our password online.	7:27:11 PM
	That's why profile was getting locked repeatedly, due to incorrect password getting entered by RDP file itself.	7:27:40 PM
	Is there anything else I may help you with ?	7:27:43 PM
robert.burton	No, thank you	7:27:59 PM
Shubham Maurya	You are most welcome Robert, Have a good one !	7:28:25 PM

I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

7:28:27 PM

You may end this chat now. Once you end this chat, you will receive an email from us regarding this 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.

Thanks!

7:28:30 PM

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

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

robert.burton You too

7:28:32 PM

Shubham Maurya has ended this chat session

7:28:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 1:55:00 PM

#83504 Richard Gambord

Email: richard@affordablehomefinance.com 8312919700

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: SANTA CRUZ

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 46 Secs

Richard Gambord

Hello, I am your Acebuddy

11 Nov, 1:55:00 PM

Acebuddy

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

1:55:02 PM

	Whom Would You Like to Connect With?	1:55:02 PM
Richard Gambord	Technical Support (QB & App Hosting)	1:55:09 PM
Acebuddy	Welcome to Ace Support.	1:55:09 PM
	Please chose an option :	1:55:09 PM
Richard Gambord	I'd like to raise a Request	1:55:20 PM
Acebuddy	Please select your request type.	1:55:20 PM
Richard Gambord	Other Request	1:55:34 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:55:34 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:55:34 PM
	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.	2:36:47 PM
	<i>Ended due to chat idle timeout</i>	2:36:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Nov, 8:34:41 PM

#83608 dritz

Email: dritz@saratogaconstruction.net 5185870100

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 39 Secs

City: SARATOGA SPRINGS

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 5 Secs

dritz	Hello, I am your Acebuddy	13 Nov, 8:34:41 PM
Acebuddy	Hello Dritz, I'm your Ace Buddy. I'll be happy to assist you!	8:34:42 PM
	Whom Would You Like to Connect With?	8:34:42 PM
dritz	Technical Support (QB & App Hosting)	8:34:46 PM
Acebuddy	Welcome to Ace Support.	8:34:46 PM
	Please chose an option :	8:34:46 PM
dritz	I'd like to report an Issue	8:34:51 PM
Acebuddy	Please select an option!	8:34:51 PM
dritz	QuickBooks Issue	8:34:56 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:34:56 PM
dritz	Other QB related issue	8:35:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:35:03 PM
dritz	I can not print a check or anything else from Quickboks since my company updated to Windows 11	8:35:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:35:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:35:41 PM
	<i>Adarsh Singh accepted the chat transfer request.</i>	8:35:44 PM
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.	8:35:57 PM
dritz	ok	8:36:02 PM
Adarsh Singh	I understand that you are not able to print from anything From QuickBooks, since your company updated your local PC to Windows 11 right ?	8:38:06 PM
dritz	yes	8:38:15 PM
Adarsh Singh	Could you please let me know if this issue is related to your business Saratoga Construction ?	8:39:23 PM
dritz	yes	8:39:31 PM
	I have a check to print right now that won't print	8:40:10 PM
Adarsh Singh	Thanks for the confirmation please do not worries i will assist you further on this. Could you please let me know if you are getting any error while printing or it does not do anything at all ? As well as please let me know when was the last time you were able to print from ACE server ?	8:41:05 PM
dritz	does nothing at all, looks like it might print but doesn't	8:41:34 PM
	last week	8:41:47 PM
Adarsh Singh	Could you please let me know if you are able to print anything from your Local PC ?	8:44:14 PM
dritz	I can print everything but not from Quickbooks	8:44:38 PM
Adarsh Singh	May I take the remote access of your local computer?	8:45:15 PM

dritz	yes	8:45:21 PM
Adarsh Singh	Prior providing the access, I would suggest you to close any important documents at your end.	8:46:05 PM
dritz	ok	8:46:27 PM
	done	8:46:36 PM
Adarsh Singh	https://assist.acecloudhosting.com/join/6632593132	8:47:29 PM
	Please open above link on your local computer so we can connect remotely.	8:48:02 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the 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.	8:49:31 PM
dritz	ok	8:49:45 PM
Adarsh Singh	Thanks for staying on hold. Please let me know if you need additional information. I would love to assist you with that ?	9:03:44 PM
	Are we connected ?	9:06:22 PM
	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) if any further assistance is required.	9:19:39 PM
	<i>Adarsh Singh has ended this chat session</i>	9:20:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Nov, 8:46:42 PM

#83610 Brian Kotzmoyer

Email: xionusa1976@gmail.com ☎ 5706402468

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 48 Secs

City: TAMAQUA

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 43 Secs

Brian Kotzmoyer	Hello, I am your Acebuddy	13 Nov, 8:46:42 PM
Acebuddy	Hello Brian Kotzmoyer, I'm your Ace Buddy. I'll be happy to assist you!	8:46:43 PM
	Whom Would You Like to Connect With?	8:46:43 PM
Brian Kotzmoyer	Technical Support (QB & App Hosting)	8:46:52 PM
Acebuddy	Welcome to Ace Support.	8:46:52 PM
	Please chose an option :	8:46:52 PM
Brian Kotzmoyer	I'd like to raise a Request	8:47:17 PM
Acebuddy	Please select your request type.	8:47:17 PM
Brian Kotzmoyer	Application Version Upgrade	8:47:27 PM
Acebuddy	Please select the application you would like to upgrade :	8:47:27 PM
Brian Kotzmoyer	QuickBooks	8:47:31 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	8:47:31 PM
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code	8:47:31 PM
	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.	8:47:31 PM
	Do you need any further assistance on the topic?	8:47:31 PM
Brian Kotzmoyer	Yes	8:47:49 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:47:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:47:49 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:48:15 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:48:19 PM
Brian Kotzmoyer	hello	8:48:24 PM
Shashwat Verma	Hello Brian	8:48:24 PM
Brian Kotzmoyer	We received a message this morning that we needed to update our QuickBooks. We no cannot log into our QB	8:49:20 PM
	I tried to update but I do not have admin privileges on the server	8:49:46 PM
Shashwat Verma	I will surely help you with this issue.	8:49:56 PM
	Kindly allow me two minutes to check the same.	8:50:04 PM

Brian Kotzmoyer	certainly	8:50:11 PM
Shashwat Verma	Brian, looks like others users are login on the sever, kindly ask them to logoff from the server	8:53:16 PM
	Will do the rest in next 10 mins	8:53:38 PM
Brian Kotzmoyer	ok	8:53:45 PM
	let me check	8:54:02 PM
Shashwat Verma	Sure	8:55:16 PM
Brian Kotzmoyer	everyone should be out of QB now	8:55:37 PM
Shashwat Verma	Sure	8:55:53 PM
	let me update	8:55:57 PM
Brian Kotzmoyer	thank you	8:56:47 PM
Shashwat Verma	Brian, Will update the same from backend and will let you know on email	8:57:47 PM
	Is that work for you?	8:57:51 PM
Brian Kotzmoyer	yes that is fine	8:58:16 PM
Shashwat Verma	Is there anything else I may help you with ?	8:58:49 PM
	Are we still connected here?	9:00:11 PM
Brian Kotzmoyer	that will be all thank you !	9:00:14 PM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:00:21 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:00:23 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	9:00:26 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Nov, 8:20:10 PM

#83869 Todd kuimjian

Email: boowashere@hotmail.com ☎ +18046879305

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 13 Secs

City: HIALEAH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 39 Secs

Todd kuimjian	Hello, I am your Acebuddy	20 Nov, 8:20:10 PM
Acebuddy	Hello Todd Kuimjian, I'm your Ace Buddy. I'll be happy to assist you!	8:20:11 PM
	Whom Would You Like to Connect With?	8:20:11 PM
Todd kuimjian	Technical Support (QB & App Hosting)	8:20:17 PM
Acebuddy	Welcome to Ace Support.	8:20:17 PM
	Please chose an option :	8:20:17 PM
Todd kuimjian	I'd like to report an Issue	8:20:26 PM
Acebuddy	Please select an option!	8:20:26 PM
Todd kuimjian	Other Issue	8:20:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:20:30 PM
Todd kuimjian	I can't get logged on to server	8:20:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:20:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:20:43 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:21:08 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:21:10 PM
	Hello	8:21:15 PM
Todd kuimjian	Hello	8:21:43 PM
Shashwat Verma	I will surely help you with this issue.	8:21:52 PM

Todd kuimjian	I was logged into my server this morning and then it froze. Now I can't get back in.	8:22:05 PM
Shashwat Verma	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	8:22:09 PM
Todd kuimjian	Is there a problem with my hosting site ?	8:22:18 PM
Shashwat Verma	No, everything working fine from our side	8:22:53 PM
Todd kuimjian	It has frozen before but typically starts working again. This is the first time it's stuck on the please wait blue screen	8:23:03 PM
Shashwat Verma	Okay	8:23:12 PM
	Kindly check	8:23:14 PM
	<i>8:23:26 PM Todd kuimjian is sharing a file with you image.jpg - (Size:2.15 MB)</i>	8:23:26 PM
	Okay	8:23:56 PM
	<i>8:24:02 PM Todd kuimjian is sharing a file with you image.jpg - (Size:2.32 MB)</i>	8:24:02 PM
	<i>What I am seeing</i>	
	Kindly login again	8:24:25 PM
	<i>8:24:44 PM Todd kuimjian is sharing a file with you image.jpg - (Size:3.03 MB)</i>	8:24:44 PM
	<i>This just came up</i>	
	May I take the remote access of your local computer?	8:24:55 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:25:53 PM
	https://assist.acecloudhosting.com/join/2012759162	8:25:55 PM
	Kindly Click on the link and open the downloaded file.	8:25:58 PM
Todd kuimjian	It looks like it's working. Now. You must have the magic touch	8:26:13 PM
Shashwat Verma	No problem	8:26:20 PM
	Is there anything else I may help you with ?	8:26:26 PM
Todd kuimjian	No thanks	8:26:38 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:26:44 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:26:46 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:26:47 PM
Note: You may change/reset your server password on your own by registering on our Selfcare Portal		

(<https://selfcare.acecloudhosting.com>).

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

Shashwat Verma has ended this chat session

8:26:50 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Nov, 9:51:26 PM

#83470 Cole

Email: jodi@360-cpa.com ☎ 812-883-6098

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: CROTHERSVILLE

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Week 3 Days

Cole	Hello, I am your Acebuddy	10 Nov, 9:51:27 PM
Acebuddy	Hello Jodi Cole, I'm your Ace Buddy. I'll be happy to assist you!	9:51:27 PM
	Whom Would You Like to Connect With?	9:51:27 PM
Cole	Technical Support (QB & App Hosting)	9:51:37 PM
Acebuddy	Welcome to Ace Support.	9:51:37 PM
	Please chose an option :	9:51:37 PM
Cole	I'd like to report an Issue	9:51:46 PM
Acebuddy	Please select an option!	9:51:46 PM
Cole	Other Issue	9:51:57 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:51:57 PM
Cole	I keep getting kicked out of the server and have to reset password to log back in.	9:53:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:53:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:53:56 PM
Cole	I have had the same issue in the past.	10:01:15 PM
	<i>Chat request was not picked up by the operators</i>	10:02:34 PM
	I am unable to log in to the portal. It kicks me out and I have to reset the password every time.	10:04:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Nov, 9:50:13 PM

#83658 Brian

Email: brian.crouse@warrioracs.com ☎ 720-257-9714

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 55 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 22 Mins

Brian	Hello, I am your Acebuddy	14 Nov, 9:50:14 PM
Acebuddy	Hello Brian, I'm your Ace Buddy. I'll be happy to assist you!	9:50:15 PM
	Whom Would You Like to Connect With?	9:50:15 PM
Brian	VDI/DaaS Support	9:51:22 PM
Acebuddy	Please wait while we connect you to an available Representative.	9:51:22 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	9:51:22 PM
	<i>Shubham accepted the chat transfer request.</i>	9:51:31 PM
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>	9:52:04 PM
	<i>Adarsh Singh accepted the chat transfer request.</i>	9:52:09 PM
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.	9:52:16 PM
Brian	Our server is WAccounting@myrealdata.net. Can I connect to our server on a Chromebook?	9:53:16 PM
Adarsh Singh	I understand that you wish to connect to your ACE server through chrome book. I will surely assist you with that.	9:55:08 PM
Brian	Great	9:55:20 PM
	<i>9:58:10 PM Adarsh Singh is sharing a file with you</i> <u>Accessing Ace server on Chromebook using Xtralogic RDP Client.pdf</u> - (Size:377.79 KB)	9:58:10 PM
	<i>I would request you to please follow the attached guide.</i>	
Adarsh Singh	Please let me know if you need assistance in between I would love to assist you with that.	10:01:38 PM
Brian	working on it now	10:02:00 PM
Adarsh Singh	Thanks for the update, Brian. If needed any additional assistance, please let me know here. I am standby for you. If done, please let me know that as well so we can make sure we are good to go.	10:05:38 PM
Brian	I got a message "Xtralogic RDP Client can't be launched. Chrome apps stopped running on ChromeOS devices in July 2025. Consider an alternative app	10:08:14 PM
Adarsh Singh	Please allow me couple of minutes while I check the details for you.	10:11:15 PM
Brian	ok	10:11:27 PM
Adarsh Singh	Is it ok if I connect remotely with your Chromebook to assist you further ?	10:13:22 PM
Brian	Yes. This chat is currently on my windows laptop.	10:13:56 PM
Adarsh Singh	No problem could you please search for Windows app in play store ?	10:16:47 PM
Brian	Already have that installed	10:17:12 PM
Adarsh Singh	Perfect please open the app and check if you are getting any option to Add server/PC	10:18:57 PM
Brian	I clicked on + and have options - Account, Workspace, PC Connection	10:20:16 PM
Adarsh Singh	If it's your first time using Windows App, navigate through the tour to learn more about Windows App, then select Got it , or select Skip .	
	You're automatically prompted to add a new connection. Alternatively, tap the <i>plus</i> (+) icon from any of the tabs to add a new connection.	
	Tap Workspace . In the box that appears, enter the workspace URL(Server full name) provided by ace. The URL is checked to make sure it's valid. Once the check is complete, tap Next .	10:22:10 PM
	Sign in with your user account for Remote Desktop Services.	
	After you sign in, the Devices tab or Apps tab shows your remote resources. If you don't see any devices or apps, contact your administrator.	

	Find the device or app you want to connect to. You can use the search box to help you find what you want to connect to.	
Brian	I entered WAccounting.myrealdata.net but it says No workspace associated with this URL	10:24:22 PM
Adarsh Singh	Looks like we need to connect remotely with the Chromebook to assist you	10:28:55 PM
Brian	ok	10:29:39 PM
Adarsh Singh	Prior providing the access, I would suggest you to close any important documents at your end in chromebook.	10:29:57 PM
	Could you please open link - https://remotedesktop.google.com/support/	
	On the page, click on Remote Support and then select Get Support .	
	When prompted, please download the extension by clicking on the Download icon.	
	A pop-up will appear asking to add the extension to Chrome. Please click on Add Extension .	10:29:59 PM
	Once the extension is added, you will see a confirmation window. Please click Got it .	
	Next, click on Generate Code .	
	The system will generate a 12-digit access code .	
	Kindly share this code with me.	
Brian	Under Remote Support, the options are Share this screen or Connect to another computer	10:32:40 PM
Adarsh Singh	Please choose share this screen	10:33:21 PM
Brian	4709 9947 4564	10:33:52 PM
Adarsh Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the 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.	10:34:54 PM
	Please type in your server username here	10:37:44 PM
	Please type in the password here	10:46:03 PM
	Thanks for your patience while working with me.	10:46:13 PM
Brian	No worries. appreciate the help.	10:46:41 PM
	In the username, should there be a . after WarriorA_Brian? I had typed that incorrectly earlier	10:47:18 PM
Adarsh Singh	That was correct as a user name. This is your full email.	10:48:00 PM
	We are just checking with an workaround.	10:48:18 PM
	Please allow a couple of minutes more.	10:56:19 PM
Brian	No worries	10:56:26 PM
Adarsh Singh	Please type in the password here	11:01:31 PM
	Seems like your remote connection is working fine. I just need to make a certain change so in your Windows App so that you do not get this issue again.	11:04:15 PM
Brian	ok	11:04:37 PM
Adarsh Singh	Could you please click on continue on the prompt on your screen?	11:05:14 PM

Please sign in have made some changes so you just have do click on the server in order to connect.

11:09:58 PM

We are good to go now please let me know if you do have any additional queries for me at the moment ?

11:11:52 PM

Brian That's all for today. Thanks so much for the help

11:12:21 PM

Adarsh Singh Mine pleasure and thanks for your patience while working with me. I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

11:12:48 PM

Brian Will do

11:13:04 PM

Adarsh Singh You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

11:13:10 PM

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

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

Adarsh Singh has ended this chat session

11:13:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Nov, 9:02:10 PM

#83467 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 9 Secs

City: OLONGAPO

State: Zambales

Country: PHILIPPINES

Chat Transcript

Chat Duration : 8 Mins 30 Secs

Maricel	Hello, I am your Acebuddy	10 Nov, 9:02:10 PM
Acebuddy	Hello Maricel, I'm your Ace Buddy. I'll be happy to assist you!	9:02:11 PM
	Whom Would You Like to Connect With?	9:02:11 PM
Maricel	Technical Support (QB & App Hosting)	9:02:13 PM
Acebuddy	Welcome to Ace Support.	9:02:13 PM
	Please chose an option :	9:02:13 PM
Maricel	I'd like to report an Issue	9:02:17 PM
Acebuddy	Please select an option!	9:02:17 PM
Maricel	Other Issue	9:02:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:02:21 PM
Maricel	Following up on Ip address that needs to whitelist. It's been approved by Zack bus still can't connect to RDP.	9:02:53 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:02:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:02:53 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:03:34 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:03:39 PM
	Hello Maricel	9:03:50 PM
	Kindly allow me two minutes to check the same.	9:04:20 PM
Maricel	Hello, this IP address needs to whitelist. Kindly check 124.104.218.0	9:04:24 PM
	It's been approved by Zack	9:04:30 PM
Shashwat Verma	Got it	9:04:46 PM
	Would like to inform you that above IP is successfully whitelisted.	9:07:55 PM
	Kindly try now to access the server (Edited)	9:08:04 PM
Maricel	it's working now. Thank you	9:10:12 PM
Shashwat Verma	Perfect	9:10:18 PM
	Is there anything else I may help you with ?	9:10:20 PM
Maricel	No, that's all. Thanks	9:10:32 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	9:10:37 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:10:39 PM

Shashwat Verma has ended this chat session

9:10:41 PM

