

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Apr, 10:53:01 PM

### #75265 cvilla

**Email:** cvilla@dixxon.com 4805180568

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** PHOENIX

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 21 Mins 7 Secs

cvilla	Hello, I am your Acebuddy	7 Apr, 10:53:02 PM
Acebuddy	Hello Christine Villa, I'm your Ace Buddy. I'll be happy to assist you!	10:53:03 PM
	Whom Would You Like to Connect With?	10:53:03 PM
cvilla	Technical Support (QB & App Hosting)	10:53:16 PM
Acebuddy	Welcome to Ace Support.	10:53:16 PM
	Please chose an option :	10:53:16 PM
cvilla	I'd like to raise a Request	10:53:24 PM
Acebuddy	Please select your request type.	10:53:24 PM
cvilla	Setup Ace Server	10:53:33 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	10:53:33 PM
cvilla	Microsoft Windows	10:53:42 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	10:53:42 PM
	Do you need any further assistance on the topic?	10:53:42 PM
cvilla	Yes	10:58:28 PM

Acebuddy	Please wait while we connect you to our Support Representative	10:58:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:58:28 PM
	<i>Gaurav Kumar declined the transfer request.</i>	10:58:32 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:00:08 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:00:11 PM
	Hello Christine	11:00:15 PM
cvilla	Hello	11:00:29 PM
	Can you help me get the Remote Desktop installed please	11:01:04 PM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:01:19 PM
cvilla	DSLLC.myreldata.net	11:02:06 PM
	Username is Christine	11:02:15 PM
Anurag Sharma	Thanks for the confirmation !	11:03:02 PM
	May I take the remote access of your local computer?	11:03:09 PM
cvilla	yes please	11:03:20 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	11:03:26 PM
cvilla	ok	11:03:34 PM
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/7902841547">https://assist.acecloudhosting.com/join/7902841547</a>	11:03:38 PM
	Kindly paste this link in the browser of local computer and join the session.	11:03:43 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.	11:05:09 PM
	The issue seems to be resolved.	11:11:06 PM
	Is there anything else I may help you with ?	11:11:09 PM
	Are we still connected here?	11:12:04 PM
	Are we still connected here?	11:13:26 PM
	Are we still connected here?	11:14:03 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.	11:14:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:14:07 PM
	<i>Anurag Sharma has ended this chat session</i>	11:14:09 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

29 Apr, 3:54:21 AM

### #76292 Claire Speake

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

**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:** 44 Secs

**City:** SAN JOSE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 22 Mins 38 Secs

Claire Speake	Hello, I am your Acebuddy	29 Apr, 3:54:22 AM
Acebuddy	Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you!	3:54:22 AM
	Whom Would You Like to Connect With?	3:54:22 AM
Claire Speake	Technical Support (QB & App Hosting)	3:54:30 AM
Acebuddy	Welcome to Ace Support.	3:54:30 AM
	Please chose an option :	3:54:30 AM
Claire Speake	I'd like to report an Issue	3:54:41 AM
Acebuddy	Please select an option!	3:54:41 AM
Claire Speake	QuickBooks Issue	3:54:45 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:54:45 AM
Claire Speake	Other QB related issue	3:54:51 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:54:51 AM
Claire Speake	I was just chatting with someone and got disconnected. I need to access my downloads from my computer to my Remote Server in QB so I can attach files to QB using the C Drive	3:55:57 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:55:58 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	3:55:58 AM
	<i>Tushar accepted the chat transfer request.</i>	3:57:25 AM
Claire Speake	Hello \	3:58:05 AM
	<i>Tushar has invited Anurag Sharma to join the chat.</i>	3:59:18 AM
	Hi Anurag, can you send me the link again to access my computer remotely	4:00:04 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	4:00:47 AM
	Hello Claire	4:00:50 AM
	May I take the remote access of your local computer?	4:01:05 AM
Claire Speake	Yes	4:01:09 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	4:01:23 AM
	<a href="https://assist.acecloudhosting.com/join/8342511517">https://assist.acecloudhosting.com/join/8342511517</a>	4:01:27 AM
	Kindly paste this link in the browser of local computer and join the session.	4:01:31 AM
	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.	4:03:02 AM
	The issue seems to be resolved.	4:16:37 AM
	Is there anything else I may help you with ?	4:16:39 AM
Claire Speake	No, that is it at this time	4:16:47 AM
Anurag Sharma	Thanks for the confirmation !	4:16:50 AM
Claire Speake	Thank you for your help	4:16:50 AM
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:16:53 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:16:55 AM
Claire Speake	Ok	4:16:57 AM
Anurag Sharma	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!	4:16:58 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Anurag Sharma has ended this chat session</i>	4:17:00 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

28 Apr, 8:39:59 PM

#76234 john

Email: john@claritymba.com ☎ 415.491.1099

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: SAN RAFAEL

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 16 Mins 56 Secs

john	Hello, I am your Acebuddy	28 Apr, 8:40:00 PM
Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!	8:40:01 PM
	Whom Would You Like to Connect With?	8:40:01 PM
john	Technical Support (QB & App Hosting)	8:40:06 PM
Acebuddy	Welcome to Ace Support.	8:40:06 PM
	Please chose an option :	8:40:06 PM
john	I'd like to report an Issue	8:40:10 PM
Acebuddy	Please select an option!	8:40:10 PM
john	Other Issue	8:40:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:40:14 PM
john	re: 672639 and many many other tickets, the user session is frozen for user Admin_CMBA, please reset the session. Not related to Quickbooks	8:40:41 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:40:41 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	8:40:41 PM
	<i>Deepak Taneja declined the transfer request.</i>	8:40:49 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	8:42:02 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	8:42:15 PM
john	hello Shivam!	8:42:45 PM
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:44:22 PM
john	ForwardLLP.myrealdata.net / Admin_CMBA	8:45:09 PM
Shivam Singh	Thanks for the information. Allow me 2 minutes to the check the same.	8:47:04 PM
	thanks for your patience	8:51:47 PM
	Please try now.	8:54:39 PM
john	one moment	8:55:16 PM
Shivam Singh	Sure, please take your time	8:55:45 PM
john	ok, I was able to log back in, everything appears to be reset	8:56:07 PM
	thanks for your help	8:56:14 PM
Shivam Singh	Great	8:56:28 PM
	Is there anything else I may help you with ?	8:56:35 PM
john	that's it for now - have a great day!	8:56:45 PM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:56:50 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!	8:56:54 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shivam Singh has ended this chat session</i>	8:56:56 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

23 Apr, 11:01:41 PM

**#75972 Julio Gomez**

**Email:** jgomez@princecpagroup.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:** ORLANDO

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 25 Secs

Julio Gomez	Hello, I am your Acebuddy	23 Apr, 11:01:42 PM
Acebuddy	Hello Jgomez, I'm your Ace Buddy. I'll be happy to assist you!	11:01:43 PM
	Whom Would You Like to Connect With?	11:01:43 PM
Julio Gomez	Technical Support (QB & App Hosting)	11:01:48 PM
Acebuddy	Welcome to Ace Support.	11:01:59 PM
	Please chose an option :	11:01:59 PM
	<i>jgomez has ended this chat session</i>	11:02:08 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

4 Apr, 9:54:53 PM

**#75167 Satchel Loftis****Email:** sloftis@louisburg.edu  13362550369**Department:** Support(QB & App Hosting)**Operator:** Shivam Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 41 Secs**City:** LOUISBURG**State:** North Carolina**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 34 Mins 32 Secs

Satchel Loftis	Hello, I am your Acebuddy	4 Apr, 9:54:53 PM
Acebuddy	Hello Satchel Loftis, I'm your Ace Buddy. I'll be happy to assist you!	9:54:55 PM
	Whom Would You Like to Connect With?	9:54:55 PM
Satchel Loftis	Technical Support (QB & App Hosting)	9:54:59 PM
Acebuddy	Welcome to Ace Support.	9:54:59 PM
	Please chose an option :	9:54:59 PM
Satchel Loftis	I'd like to report an Issue	9:55:03 PM
Acebuddy	Please select an option!	9:55:03 PM
Satchel Loftis	QuickBooks Issue	9:55:09 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:55:09 PM
Satchel Loftis	Other QB related issue	9:55:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:55:16 PM
Satchel Loftis	I need someone with Admin access to help me set up the Quickbooks Connector. I can't do it with my access.	9:55:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:55:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:55:51 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	9:56:39 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	9:56:59 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:57:08 PM
Satchel Loftis	One moment...	9:57:56 PM
Shivam Singh	sure, take your time	9:58:15 PM

Satchel Loftis	The server name is Louisburg. I am SatchelLoftis.	9:58:36 PM
	I needed to change a setting on the QuickBooks connector and that requires removing the application and then adding it back.	9:59:26 PM
Shivam Singh	Allow me two minutes to check the same.	9:59:30 PM
Satchel Loftis	I removed the current app, but need Admin user assistance to properly add it back.	10:00:00 PM
Shivam Singh	Noted. Let check the server details. I will be right back with you.	10:01:01 PM
	Thanks for your patience, Satchel	10:04:33 PM
Satchel Loftis	No problem!	10:04:49 PM
Shivam Singh	May I take the remote access of your server?	10:05:44 PM
Satchel Loftis	yes	10:05:49 PM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	10:05:54 PM
Satchel Loftis	I'm ready	10:06:04 PM
Shivam Singh	please try to add it back.	10:07:17 PM
Satchel Loftis	I am logged in to Quickbooks as Admin	10:07:18 PM
Shivam Singh	Nice	10:07:25 PM
Satchel Loftis	Have you connected Quickbooks to Ramp before?	10:08:03 PM
Shivam Singh	We have helped users to add web connector in the past	10:08:55 PM
	please enter your password here, let us try to update the connector	10:09:48 PM
Satchel Loftis	A-ha. The password. I'm looking for that...	10:10:48 PM
Shivam Singh	Please take your time, we are just waiting for you to enter the password.	10:11:33 PM
Satchel Loftis	I'm drawing a blank.	10:11:36 PM
	Where does this password come from?	10:11:43 PM
	Is it from Conductor? Or Ramp?	10:12:02 PM
	I remember getting it from a website...	10:12:20 PM
Shivam Singh	Usually, the password is related to your sign in for the website that you want to connect your company file to.	10:12:37 PM
	Are we still connected here?	10:15:23 PM
	Are we still connected here?	10:17:29 PM
	Are we still connected here?	10:19:34 PM
Satchel Loftis	Yes. Sorry.	10:19:50 PM
	The password comes from a web page at Ramp. I'm having trouble getting there. I am chatting with Ramp support.	10:20:16 PM
Shivam Singh	No problem, once you get the password and enter it. It should work	10:20:46 PM

However, if this does not work. You may call us at (1-888-415-5240) or re-initiate the chat. if any further assistance is required.

10:22:17 PM

Satchel Loftis I have submitted a ticket with Ramp. I will need to re-initiate the chat later.

10:22:28 PM

Thank you!

10:22:30 PM

Shivam Singh That's Great. I hope you receive it sooner so that we can work this out.

10:23:01 PM

Is there anything else I may help you with ?

10:23:18 PM

Are we still connected here?

10:24:53 PM

Are we still connected here?

10:26:12 PM

Are we still connected here?

10:28:26 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.

10:29:16 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!

10:29:23 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/>)

*Shivam Singh has ended this chat session*

10:29:27 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

10 Apr, 3:39:13 AM

**#75398 Noah Novakoski**

**Email:** noah@dfctahoe.com ☎ 15305365018

**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:** TRUCKEE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 40 Mins 19 Secs

Noah Novakoski	Hello, I am your Acebuddy	10 Apr, 3:39:14 AM
Acebuddy	Hello Noah Novakoski, I'm your Ace Buddy. I'll be happy to assist you!	3:39:15 AM
	Whom Would You Like to Connect With?	3:39:15 AM
Noah Novakoski	Technical Support (QB & App Hosting)	3:39:24 AM
Acebuddy	Welcome to Ace Support.	3:39:24 AM
	Please chose an option :	3:39:24 AM
Noah Novakoski	I'd like to raise a Request	3:39:31 AM
Acebuddy	Please select your request type.	3:39:31 AM
Noah Novakoski	Application Update	3:39:35 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	3:39:35 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	3:39:35 AM
	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.	4:19:34 AM
	<i>Ended due to chat idle timeout</i>	4:19:34 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

26 Apr, 12:30:14 AM

#76144 John Haussner

**Email:** jhaussner@llialighting.com  8455960839

**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:** ELGIN

**State:** Illinois

**Country:** UNITED STATES

Chat Duration : 39 Mins 56 Secs

## Chat Transcript

John Haussner	Hello, I am your Acebuddy	26 Apr, 12:30:15 AM
Acebuddy	Hello John Haussner, I'm your Ace Buddy. I'll be happy to assist you!	12:30:16 AM
	Whom Would You Like to Connect With?	12:30:16 AM
John Haussner	Technical Support (QB & App Hosting)	12:30:21 AM
Acebuddy	Welcome to Ace Support.	12:30:21 AM
	Please chose an option :	12:30:21 AM
John Haussner	I'd like to raise a Request	12:30:33 AM
Acebuddy	Please select your request type.	12:30:33 AM
	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.	1:10:12 AM
	<i>Ended due to chat idle timeout</i>	1:10:12 AM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

16 Apr, 12:35:26 AM

#75644 josiecharts

**Email:** josiecharts@gmail.com  8178793970

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 13 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Duration : 41 Mins 14 Secs

### Chat Transcript

josiecharts	Hello, I am your Acebuddy	16 Apr, 12:35:27 AM
Acebuddy	Hello Josiecharts, I'm your Ace Buddy. I'll be happy to assist you!	12:35:27 AM
	Whom Would You Like to Connect With?	12:35:27 AM
josiecharts	VDI/DaaS Support	12:35:35 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:35:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:35:35 AM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	12:35:42 AM
Pradeep Kumar	Thank you for contacting acecloudbhosting. My name is Pradeep how may I help you for today?	12:35:54 AM
josiecharts	I tried to log in to ATX 2024 and it ask me about authenticator	12:36:31 AM
	I don't know which authenticator is it supposed to be?	12:36:48 AM
Pradeep Kumar	Alright, let me transfer the chat to the concerned Team.	12:37:01 AM
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	12:37:06 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:38:35 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:38:37 AM
	Hello Josiecharts	12:38:47 AM
josiecharts	Hi	12:38:53 AM
	I need to know which authenticator should I find the 6 digit code from?	12:39:34 AM
Anurag Sharma	Google Authenticator	12:39:58 AM
josiecharts	I tried the number but it says incorrect	12:40:19 AM
	is there anyway to reset or remove authenticator?	12:40:55 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:41:24 AM
josiecharts	benedict george	12:41:47 AM
	user name Josie	12:41:52 AM
Anurag Sharma	Thanks for the confirmation !	12:42:20 AM

	Kindly allow me 5-6 minutes to check the same.	12:44:02 AM
josiecharts	ok	12:44:11 AM
Anurag Sharma	I apologize for any delay. Thank you for your patience.	12:51:33 AM
	Please stay connected I am checking the issue at the backend.	12:51:51 AM
josiecharts	ok	12:52:11 AM
Anurag Sharma	Josie, as I can check you do not have the TFA enabled	1:04:09 AM
	For the user Josie	1:04:28 AM
josiecharts	so why does it ask me to enter secure code?	1:04:42 AM
Anurag Sharma	Okay	1:04:49 AM
	Let me check that	1:04:54 AM
	Please stay connected for a while	1:05:01 AM
josiecharts	ok	1:05:06 AM
Anurag Sharma	May I take the remote access of your local computer?	1:05:31 AM
	Are you there?	1:07:38 AM
josiecharts	yes	1:08:28 AM
	sure	1:08:34 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	1:09:03 AM
	<a href="https://assist.acecloudhosting.com/join/9022876226">https://assist.acecloudhosting.com/join/9022876226</a>	1:09:08 AM
	Kindly paste this link in the browser of local computer and join the session.	1:09:12 AM
josiecharts	ok	1:09:29 AM
	do you see me?	1:11:28 AM
Anurag Sharma	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.	1:11:39 AM
	I would request you to please contact ATX support as only they can assist you with this issue.	1:15:42 AM
	Is there anything else I may help you with ?	1:15:45 AM
josiecharts	NO, thank you!	1:15:57 AM
Anurag Sharma	Thanks for the confirmation !	1:16:35 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:16:37 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!

1:16:39 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/>)

*Anurag Sharma has ended this chat session*

1:16:42 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Apr, 8:52:30 AM

**#75139 jeff pasternack**

**Email:** jeff@taxbypa.com ☎ 15612352829

**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:** BOCA RATON

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 32 Mins 59 Secs

jeff pasternack	Hello, I am your Acebuddy	4 Apr, 8:52:32 AM
Acebuddy	Hello Jeff Pasternack, I'm your Ace Buddy. I'll be happy to assist you!	8:52:33 AM
	Whom Would You Like to Connect With?	8:52:33 AM
jeff pasternack	Technical Support (QB & App Hosting)	8:52:46 AM
Acebuddy	Welcome to Ace Support.	8:52:46 AM
	Please chose an option :	8:52:46 AM
	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.	9:25:31 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Apr, 6:47:27 PM

### #76083 kanderson

**Email:** kanderson@andersonbryant.com 214-2262147  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 36 Secs  
**City:** DALLAS  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 16 Mins 57 Secs

kanderson	Hello, I am your Acebuddy	25 Apr, 6:47:28 PM
Acebuddy	Hello Kanderson, I'm your Ace Buddy. I'll be happy to assist you!	6:47:29 PM
	Whom Would You Like to Connect With?	6:47:29 PM
kanderson	Technical Support (QB & App Hosting)	6:47:32 PM
Acebuddy	Welcome to Ace Support.	6:47:32 PM
	Please chose an option :	6:47:32 PM
kanderson	I'd like to report an Issue	6:47:37 PM
Acebuddy	Please select an option!	6:47:37 PM
kanderson	Other Issue	6:47:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:47:42 PM
kanderson	My RDP will not connect	6:47:56 PM

Acebuddy	Please wait while we connect you to a Support Representative	6:47:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:47:57 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	6:48:22 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	6:48:31 PM
kanderson	ok	6:48:51 PM
Anjainay Singh	Please let me know since when you are facing this issue.	6:49:39 PM
kanderson	just this morning	6:49:47 PM
	It was working fine yesterday	6:49:51 PM
Anjainay Singh	Please confirm whether all users are facing this issue .	6:51:21 PM
kanderson	My other user is out of the office, so I cannot confirm with them	6:51:45 PM
	its just me and them	6:51:47 PM
	it just started working	6:52:02 PM
Anjainay Singh	Sure please allow me sometime so that I can look for proper resolution.	6:52:16 PM
kanderson	It just started working again	6:52:44 PM
	so I think we are good! Thank you!	6:52:54 PM
Anjainay Singh	Thankyou for letting me know .	6:53:20 PM
	Is there anything else I may help you with ?	6:53:36 PM
kanderson	No I think I am good :) Thank you	6:54:04 PM
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:54:14 PM
	Once this chat gets end you will receive a survey in which you may click on smiling emoji to provide your positive feedback.	6:55:08 PM
kanderson	ok thank you	6:55:13 PM
Anjainay Singh	You may end this chat session.	6:55:43 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:55:50 PM
	<i>Anjainay Singh has ended this chat session</i>	7:04:26 PM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

25 Apr, 7:02:31 PM

### #76086 Farahnaz

**Email:** farfarahnaz.karimizandi@pursimple.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:** MONTREAL

**State:** Quebec

**Country:** CANADA

## Chat Transcript

Chat Duration : 2 Mins 57 Secs

Farahnaz	Hello, I am your Acebuddy	25 Apr, 7:02:32 PM
Acebuddy	Hello Farahnaz, I'm your Ace Buddy. I'll be happy to assist you!	7:02:33 PM
	Whom Would You Like to Connect With?	7:02:33 PM
Farahnaz	Technical Support (QB & App Hosting)	7:02:38 PM
Acebuddy	Welcome to Ace Support.	7:02:38 PM
	Please chose an option :	7:02:38 PM
Farahnaz	I'd like to raise a Request	7:02:47 PM
Acebuddy	Please select your request type.	7:02:47 PM
Farahnaz	Password Reset	7:02:57 PM
Acebuddy	Please select an option below	7:02:57 PM
Farahnaz	Already Enrolled to Selfcare Portal	7:03:03 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	7:03:03 PM
	Do you need any further assistance on the topic?	7:03:03 PM
Farahnaz	No	7:05:30 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	7:05:30 PM
	<i>Acebuddy has ended this chat session</i>	7:05:30 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

22 Apr, 10:07:18 PM

### #75896 Daniel Barron

**Email:** dbarron@dmjtransportation.net 7246893271

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 11 Secs

**City:** MOUNT PLEASANT

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 38 Mins 7 Secs

Daniel Barron	Hello, I am your Acebuddy	22 Apr, 10:07:18 PM
Acebuddy	Hello Dbarron, I'm your Ace Buddy. I'll be happy to assist you!	10:07:20 PM
	Whom Would You Like to Connect With?	10:07:20 PM
Daniel Barron	Technical Support (QB & App Hosting)	10:07:23 PM
Acebuddy	Welcome to Ace Support.	10:07:23 PM
	Please chose an option :	10:07:23 PM
Daniel Barron	I'd like to report an Issue	10:07:28 PM
Acebuddy	Please select an option!	10:07:28 PM
Daniel Barron	QuickBooks Issue	10:07:34 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:07:34 PM
Daniel Barron	Other QB related issue	10:07:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:07:39 PM
Daniel Barron	My company file won't back up to my server	10:07:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:07:51 PM

*Acebuddy (bot) forwarded the chat request*

10:07:51 PM

Daniel Barron ok

10:09:23 PM

*Anjainay Singh accepted the chat transfer request.*

10:09:45 PM

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

10:10:00 PM

Daniel Barron Sounds good

10:10:32 PM

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

10:10:49 PM

Daniel Barron Pelase

10:10:52 PM

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

10:10:59 PM

Daniel Barron DOne

10:11:05 PM

Anjainay Singh <https://assist.acecloudhosting.com/join/5822394777>

10:11:12 PM

Please copy this URL at your local browser so that I can access your server .

10:11:30 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.

10:45:26 PM

*Ended due to chat idle timeout*

10:45:26 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Apr, 6:55:35 PM

**#76085 Kendra Miller**

**Email:** kendra.miller@cleanova.com ☎ 15852893100

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

**Operator:**

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** FAIRPORT

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 8 Mins 35 Secs

Kendra Miller	Hello, I am your Acebuddy	25 Apr, 6:55:36 PM
Acebuddy	Hello Kendra Miller, I'm your Ace Buddy. I'll be happy to assist you!	6:55:38 PM
	Whom Would You Like to Connect With?	6:55:38 PM
Kendra Miller	Technical Support (QB & App Hosting)	6:55:46 PM
Acebuddy	Welcome to Ace Support.	6:55:46 PM
	Please chose an option :	6:55:46 PM
Kendra Miller	I'd like to report an Issue	6:55:59 PM
Acebuddy	Please select an option!	6:55:59 PM
Kendra Miller	QuickBooks Issue	6:56:05 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:56:05 PM
Kendra Miller	QuickBooks Login Issue	6:56:12 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	6:56:12 PM
	Was that helpful?	6:56:12 PM
Kendra Miller	No	6:56:25 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:56:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:56:25 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	6:57:08 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	6:57:16 PM
Kendra Miller	I received a message to download file doctor. I downloaded it and ran the tool, it said that it couldn't fix the file.	6:57:51 PM
Sharath Kumar	Hi Kendra, could you provide a screenshot of the error message that you are receiving	6:58:42 PM
	<i>6:59:06 PM Kendra Miller is sharing a file with you</i>	6:59:06 PM
	<i><a href="#">Screenshot 2025-04-25 at 9.01.28 AM.png</a> - ( Size:172.45 KB )</i>	
	what company file are you trying to open? what is its location on the server?	6:59:56 PM
	Are we still connected here?	7:02:51 PM
Kendra Miller	I have been able to get someone on the phone. I am going to proceed resolving the issue that way. Thank you for your help today!	7:02:55 PM
Sharath Kumar	Alright Kendra, please let me know if you need assistance with anything else.	7:03:24 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!

7:03:37 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/>)

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

7:03:39 PM

*Sharath Kumar has ended this chat session*

7:04:12 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Apr, 8:43:37 PM

**#76236 Robert Zeitz**

**Email:** rzeitz@centeredducation.org 17183062545

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** MIAMI BEACH

**State:** Florida

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 3 Secs

Robert Zeitz	Hello, I am your Acebuddy	28 Apr, 8:43:38 PM
Acebuddy	Hello Robert H Zeitz, I'm your Ace Buddy. I'll be happy to assist you!	8:43:39 PM
	Whom Would You Like to Connect With?	8:43:39 PM
Robert Zeitz	Technical Support (QB & App Hosting)	8:43:43 PM
Acebuddy	Welcome to Ace Support.	8:43:43 PM
	Please chose an option :	8:43:43 PM

Robert Zeitz	I'd like to report an Issue	8:43:49 PM
Acebuddy	Please select an option!	8:43:50 PM
Robert Zeitz	Password Reset	8:43:58 PM
Acebuddy	Please select an option below	8:43:58 PM
Robert Zeitz	Already Enrolled to Selfcare Portal	8:44:04 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:44:12 PM
	Do you need any further assistance on the topic?	8:44:12 PM
	<i>The visitor's email address and phone number were changed.</i>	8:53:51 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.	9:24:42 PM
	<i>Ended due to chat idle timeout</i>	9:24:42 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

26 Apr, 11:10:42 PM

**#76178 David Weinstein**

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

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

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

**City:** FULLERTON

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 29 Mins 32 Secs

David Weinstein

Hello, I am your Acebuddy

26 Apr, 11:10:44 PM

Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!	11:10:45 PM
	Whom Would You Like to Connect With?	11:10:45 PM
David Weinstein	Technical Support (QB & App Hosting)	11:10:48 PM
Acebuddy	Welcome to Ace Support.	11:10:48 PM
	Please chose an option :	11:10:48 PM
David Weinstein	I'd like to report an Issue	11:10:53 PM
Acebuddy	Please select an option!	11:10:53 PM
David Weinstein	Other Issue	11:10:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:10:57 PM
David Weinstein	how can i have micorsoft onedrive on the vps?	11:11:23 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:11:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:11:23 PM
	<i>Tushar accepted the chat transfer request.</i>	11:13:00 PM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	11:13:03 PM
	This message has been deleted	11:13:20 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:13:37 PM
David Weinstein	davidwein	11:14:09 PM
	david@davidweinsteincpa.com	11:14:15 PM
Tushar	Kindly allow me two minutes to check the same.	11:14:22 PM
	Thank you for waiting.	11:16:39 PM
	You want to use One drive on your server user profile? (Edited)	11:17:05 PM
David Weinstein	i don't know, just want access to a one drive for copilot purposes	11:18:22 PM
Tushar	For that we will have to install OneDrive on the server after that you can sign in with your OneDrive account and it would most probably sync with copilot.	11:21:05 PM
David Weinstein	ok, i have files i don't want to sure i presuppose i'll move them to my personal	11:22:15 PM
Tushar	Okay, so if you want to have one drive on the server in future.	11:23:18 PM
	Kindly email us at support@acecloudhosting.com requesting OneDrive on your server for to access to a one drive for copilot purposes from email address david@davidweinsteincpa.com.	11:23:20 PM
David Weinstein	ok so i'll be able to open one drive?	11:23:41 PM
	can you send me directions how to?	11:23:52 PM
Tushar	yes.	11:24:00 PM
	You will have to email us as per the steps mentioned above after that we will install it and provide OneDrive icon for you to login and use.	11:24:56 PM

	Is there anything else I may help you with ?	11:25:45 PM
	Are we still connected here?	11:28:06 PM
David Weinstein	I'm not understanding., your sending me directions to log in?	11:28:41 PM
	?	11:31:33 PM
Tushar	Let's start over in order for you to have access to a one drive for copilot purposes you will need one drive application on the server installed for you to use.	11:31:53 PM
	and to install the application on the server we will require email request from david@davidweinsteincpa.com to install it. After that you can just simply access OneDrive application on the server and check if it allows you to use for copilot purposes	
David Weinstein	I sent the email	11:33:05 PM
Tushar	Okay one of our team members will email you for the same once it is installed after that you can reply on that email if it is letting you have access with copilot.	11:34:46 PM
David Weinstein	ok	11:35:50 PM
Tushar	Is there anything else I may help you with ?	11:36:35 PM
	Are we still connected here?	11:37:22 PM
	as this chat is disconnected from your end.	11:40:09 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.	11:40:12 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:40:13 PM
	<i>Tushar has ended this chat session</i>	11:40:17 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Apr, 12:33:33 AM

**#74951 sreed**

**Email:** sreed@fixmybustedcomputer.com 1612819089

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 8 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 16 Secs

sreed	Hello, I am your Acebuddy	1 Apr, 12:33:33 AM
Acebuddy	Hello Sreed, I'm your Ace Buddy. I'll be happy to assist you!	12:33:34 AM
	Whom Would You Like to Connect With?	12:33:34 AM
sreed	Technical Support (QB & App Hosting)	12:33:45 AM
Acebuddy	Welcome to Ace Support.	12:33:45 AM
	Please chose an option :	12:33:45 AM
sreed	I'd like to raise a Request	12:33:54 AM
Acebuddy	Please select your request type.	12:33:54 AM
sreed	Application Update	12:34:02 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	12:34:02 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	12:34:02 AM
sreed	Yes	12:34:13 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:34:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:34:13 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	12:34:36 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	12:34:53 AM
sreed	hi. need help with a couple of things. We need to update our Quickbooks	12:35:02 AM
	what information do you need from us to do that? we currently have it hosted with you	12:35:17 AM
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:36:26 AM
sreed	one sec	12:36:46 AM
	rehabilitation.mydata.net	12:37:07 AM
	myrealdatal.net	12:37:16 AM
Shivam Singh	Thanks	12:38:09 AM

sreed	janlo	12:38:27 AM
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.	12:38:33 AM
	You want us to update the QuickBooks Pro + 2022 ?	12:41:10 AM
sreed	i think we are on 2022. let me see what she wants to update it to	12:41:37 AM
Shivam Singh	Sure, take your time	12:42:21 AM
	Are we still connected here?	12:44:56 AM
sreed	yes	12:45:08 AM
	do that one for now. Im trying to get a hold of them to see if they bought a new version	12:45:24 AM
Shivam Singh	sure	12:45:24 AM
sreed	if they did, do you just need the license info or what do you need	12:45:35 AM
Shivam Singh	Yes, we would require the product number and license number for the same.	12:46:45 AM
sreed	I'll contact you back once I have that info	12:47:26 AM
Shivam Singh	sure	12:47:34 AM
sreed	im pretty sure they purchased a new version	12:47:44 AM
Shivam Singh	Okay, That's great	12:48:08 AM
	Also, Steve, I noticed that your Drive C has only 7% free space remaining. When storage is this low, it can significantly impact system performance, cause slowdowns, and even lead to unexpected errors. To ensure smooth operations and prevent potential disruptions, I highly recommend upgrading your storage. Would you like me to assist you with this to avoid any future issues?	12:48:12 AM
sreed	one moment	12:48:37 AM
	actaully she said to just update teh current version. it keeps asking to update everytime they log in	12:49:11 AM
	so lets do that	12:49:12 AM
Shivam Singh	As I have cleared the space, but it seems that the storage is still low, and I cannot free up much space.	12:50:36 AM
sreed	i noticed there are lots of users on the Users folder. can we get rid of any of those ?	12:50:47 AM
Shivam Singh	Sure, we can try that	12:51:01 AM
	Could you please name those users	12:51:12 AM
sreed	our subscription plan says we can upgrade to 2024 at no cost	12:51:24 AM
	<i>12:51:47 AM sreed is sharing a file with you <a href="#">1_image.png</a> - ( Size:11.61 KB )</i>	12:51:47 AM
Shivam Singh	you want these folders to be deleted?	12:52:55 AM
sreed	well if any aren't needed would it free up space? We use MeghanBi and JanLo	12:53:27 AM
Shivam Singh	I will have this request separately get discussed by the concerned team	12:53:30 AM
	okauy	12:53:38 AM
sreed		

	looks like we received an email that we can upgrade to 2024 which is included in our subscription...	12:54:11 AM
	<a href="https://quickbooks.intuit.com/learn-support/en-us/help-article/update-products/upgrade-quickbooks-desktop-pro-plus-premier-plus/L8B6lkyCq_US_en_US?cid=DR_EM-ELM7824-003-DTDiscontinuationProgram-NA-NA-CN-TRANS-NA-US-QBDT">https://quickbooks.intuit.com/learn-support/en-us/help-article/update-products/upgrade-quickbooks-desktop-pro-plus-premier-plus/L8B6lkyCq_US_en_US?cid=DR_EM-ELM7824-003-DTDiscontinuationProgram-NA-NA-CN-TRANS-NA-US-QBDT</a>	12:54:17 AM
	says we can do it from within quickbooks but Im assuumg that is something you will need to do?	12:54:28 AM
	<i>12:55:01 AM sreed is sharing a file with you <a href="#">1_image.png</a> - ( Size:41.9 KB )</i>	12:55:01 AM
Shivam Singh	Okay Steve I will bring your concern to the relevant team and will respond you back on that over the email	12:56:04 AM
sreed	which email sreed@fixmybustedcomputer?	12:56:29 AM
Shivam Singh	surely	12:57:01 AM
sreed	perfect. Thank you!	12:57:09 AM
	should i expect an email within 24 hours?	12:57:22 AM
Shivam Singh	However, we will be keeping the Account owner in loop i.e., meghan@rcounselors.com for further approval needed if any.	12:57:45 AM
sreed	yes absolutely keep Meghan in the loop	12:58:00 AM
Shivam Singh	I will do that and update you as soon as I receive any update on that.	12:59:50 AM
	Also, Steve I tried deleting the files that you mentioned some of them are needed and as I can check they do not account for even 2 GB of data.	1:00:47 AM
sreed	what is taking up all of the space? we don't have any data in any of the user accounts I don't beleive	1:01:09 AM
Shivam Singh	The C drive is typically the default installation path for most software, including QuickBooks. This ensures compatibility and ease of access for the operating system and other applications.	1:03:42 AM
	Note: Primarily, as the updates for QB are frequently installed it take up space.	
sreed	can we move some of the space from D: to C:?	1:04:28 AM
	d :	1:04:35 AM
Shivam Singh	D : Drive is primarily used for the storage. (Edited)	1:06:16 AM
	If You are going to move 15-20 GB of the data from the D drive to C drive.	1:07:04 AM
	It is going to impact the storage later.	1:07:39 AM
	However we can do it for now	1:07:43 AM
sreed	we aren't hardly storing anything on this virtual desktop anymore. its mainly going to be used for quickbooks at this point and thats pretty much it	1:07:53 AM
Shivam Singh	Well then, We will move the space from D to C.	1:11:34 AM
sreed	perfect! thank you	1:11:46 AM
Shivam Singh	Anything else I can help you with.	1:12:05 AM
sreed	be sure to include Meghan on that and let her know. She will be happy as that was something she	

wanted to see if we could do 1:12:26 AM

no i think that is it. Move the extra space and upgrade QB the 2024 version 1:12:54 AM

Thank you 1:12:55 AM

Shivam Singh Surely. 1:14:36 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! 1:14:47 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/>)

*Shivam Singh has ended this chat session*

1:14:50 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

14 Apr, 9:09:38 PM

**#75564 Loren Chu**

**Email:** lchu@plastair.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:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 37 Mins 43 Secs

Loren Chu	Hello, I am your Acebuddy	14 Apr, 9:09:39 PM
Acebuddy	Hello Loren Chu, I'm your Ace Buddy. I'll be happy to assist you!	9:09:39 PM
	Whom Would You Like to Connect With?	9:09:39 PM
Loren Chu	Technical Support (QB & App Hosting)	9:09:52 PM
Acebuddy	Welcome to Ace Support.	9:09:52 PM
	Please chose an option :	9:09:52 PM
Loren Chu	I'd like to raise a Request	9:10:09 PM
Acebuddy	Please select your request type.	9:10:09 PM
Loren Chu	Other Request	9:10:22 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.	9:10:23 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:10:23 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.	9:47:22 PM
	<i>Ended due to chat idle timeout</i>	9:47:22 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

23 Apr, 10:19:09 PM

**#75963 Rebecca Kelly**

**Email:** rebecca.kelly@cammidwest.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:** SOUTH ROXANA

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 3 Mins 23 Secs

Rebecca Kelly	Hello, I am your Acebuddy	23 Apr, 10:19:10 PM
Acebuddy	Hello Rebecca Kelly, I'm your Ace Buddy. I'll be happy to assist you!	10:19:11 PM
	Whom Would You Like to Connect With?	10:19:11 PM
Rebecca Kelly	Technical Support (QB & App Hosting)	10:19:18 PM
Acebuddy	Welcome to Ace Support.	10:19:18 PM
	Please chose an option :	10:19:18 PM
Rebecca Kelly	I'd like to report an Issue	10:19:26 PM
Acebuddy	Please select an option!	10:19:26 PM
Rebecca Kelly	Password Reset	10:19:29 PM
Acebuddy	Please select an option below	10:19:30 PM
	<i>Rebecca Kelly has ended this chat session</i>	10:22:34 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

29 Apr, 6:59:08 AM

**#76294 jjiang**

**Email:** jjiang@federalfilings.com 6262974637

**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:** 24 Secs

**City:** ORAGADAM

**State:** Tamil Nadu

**Country:** INDIA

## Chat Transcript

Chat Duration : 7 Mins

jjiang	Hello, I am your Acebuddy	29 Apr, 6:59:09 AM
Acebuddy	Hello Jjiang, I'm your Ace Buddy. I'll be happy to assist you!	6:59:10 AM
	Whom Would You Like to Connect With?	6:59:10 AM
jjiang	Technical Support (QB & App Hosting)	6:59:13 AM
Acebuddy	Welcome to Ace Support.	6:59:13 AM
	Please chose an option :	6:59:13 AM
jjiang	I'd like to report an Issue	6:59:22 AM
Acebuddy	Please select an option!	6:59:22 AM
jjiang	QuickBooks Issue	6:59:27 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:59:27 AM
jjiang	Other QB related issue	6:59:32 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:59:32 AM
jjiang	I want to reinstall QBD and also ensure the current data is secured	7:00:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:00:06 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:00:06 AM
	<i>Manish Singh accepted the chat transfer request.</i>	7:00:15 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:00:20 AM
jjiang	Okay	7:00:26 AM
Manish Singh	Hii Jjiang	7:00:43 AM
jjiang	Hii	7:00:59 AM
	Can you reinstall my QBD and please ensure the latest data is secured	7:01:37 AM
Manish Singh	QuickBooks Desktop Pro?	7:01:48 AM
jjiang	Yes	7:01:52 AM
Manish Singh	Sure, we will and notify you once done.	7:02:08 AM
	Is there anything else I may help you with ?	7:02:13 AM
jjiang	Whether you notify me through email or in this chat	7:02:35 AM
Manish Singh	Over the email, Jjiang	7:02:47 AM
jjiang	Can I know how long the process will take	7:03:02 AM
Manish Singh	Around 4-5 hours.	7:03:12 AM
jjiang	Oh okay	7:03:19 AM
Manish Singh	Yes	7:03:24 AM

	Is there anything else I may help you with ?	7:03:45 AM
jjiang	No, Thank you	7:04:41 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:06:05 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!	7:06:09 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	7:06:10 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Apr, 3:17:25 AM

#75452 heidi

Email: heidi@scottscpa.com ☎ 512-900-7974 ext 115

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

### Chat Transcript

Chat Duration : 32 Mins 13 Secs

heidi Hello, I am your Acebuddy

11 Apr, 3:17:27 AM

Acebuddy	Hello Heidi Wolff, I'm your Ace Buddy. I'll be happy to assist you!	3:17:28 AM
	Whom Would You Like to Connect With?	3:17:28 AM
heidi	Technical Support (QB & App Hosting)	3:17:37 AM
Acebuddy	Welcome to Ace Support.	3:17:37 AM
	Please chose an option :	3:17:37 AM
heidi	I'd like to raise a Request	3:17:46 AM
Acebuddy	Please select your request type.	3:17:46 AM
heidi	Other Request	3:17:56 AM
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.	3:17:57 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:17:57 AM
heidi	Yes, I'm facing issues with my server	3:18:08 AM
Acebuddy	Please select an option!	3:18:08 AM
heidi	Other Issue	3:18:11 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:18:11 AM
heidi	connection LAGGING- this has been going on for awhile, got better now it is bad again today	3:18:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:18:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:18:50 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	3:19:04 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	3:19:26 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:19:34 AM
heidi	Scott Schabuhut, CPA	3:19:55 AM
	heidiwo	3:19:57 AM
Shivam Singh	Thanks for the confirmation	3:20:51 AM
	Allow me 2 minutes to look into this.	3:21:17 AM
heidi	thanks	3:22:02 AM
Shivam Singh	Are you the only one facing the issue, or is anyone else facing it as well?	3:23:22 AM
heidi	this morning Deborah was lagging.	3:23:34 AM
	Scott was ok.	3:23:38 AM
	let me check with them now	3:23:44 AM
	I have save all my stuff and reconnected 2x already today.	3:24:27 AM
	still waiting for a response from them	3:24:54 AM

	we are in the middle of deadline	3:25:00 AM
	Deborah is having lag issues as well as being DROPPED from the server though out the day	3:25:47 AM
Shivam Singh	Thanks for the information	3:26:00 AM
heidi	and had docusign opened working on it and it closed out	3:26:08 AM
	no response from Scott - he is probally in the middle of working on finalizing a return.	3:26:32 AM
Shivam Singh	Okay, No issues	3:26:40 AM
	Let me do a thorough check as to what could cause this and check my resources.	3:27:10 AM
heidi	thank you	3:27:21 AM
	on mine things responding slow it includes my mouse and typing	3:28:01 AM
Shivam Singh	Stay connected. I'll be back in 5 minutes.	3:28:16 AM
heidi	k	3:28:47 AM
Shivam Singh	May I take the remote access of your local computer?	3:30:39 AM
heidi	yes	3:31:00 AM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	3:31:31 AM
	<a href="https://assist.acecloudhosting.com/join/8592191676">https://assist.acecloudhosting.com/join/8592191676</a>	3:31:48 AM
	Kindly Click on the link and open the downloaded file.	3:31:51 AM
heidi	guess you are here	3:33:37 AM
Shivam 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.	3:34:09 AM
heidi	got it	3:34:51 AM
Shivam Singh	<a href="https://assist.acecloudhosting.com/join/8032273390">https://assist.acecloudhosting.com/join/8032273390</a>	3:37:13 AM
	Kindly Click on the link and open the downloaded file.	3:37:25 AM
	Hi there	3:48:52 AM
	<i>Shivam Singh has ended this chat session</i>	3:49:40 AM



# Chat Transcript

Hello, I am your Acebuddy

24 Apr, 12:43:10 AM

## Visitor Details

### #75984 Michael Millner

**Email:** mike@politicalaccountinggroup.com ☎ +17722618100

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** JENSEN BEACH

**State:** Florida

**Country:** UNITED STATES

Chat Duration : 15 Mins 45 Secs

## Chat Transcript

Michael Millner	Hello, I am your Acebuddy	24 Apr, 12:43:11 AM
Acebuddy	Hello Michael Millner, I'm your Ace Buddy. I'll be happy to assist you!	12:43:11 AM
	Whom Would You Like to Connect With?	12:43:11 AM
Michael Millner	Technical Support (QB & App Hosting)	12:43:35 AM
Acebuddy	Welcome to Ace Support.	12:43:35 AM
	Please chose an option :	12:43:35 AM
Michael Millner	I'd like to report an Issue	12:43:41 AM
Acebuddy	Please select an option!	12:43:41 AM
Michael Millner	Other Issue	12:43:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:43:45 AM
Michael Millner	need to add the hosting to a new computer	12:44:00 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:44:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:44:01 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:44:45 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:44:49 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:44:54 AM
Michael Millner	MichaelMillner	12:45:06 AM
	hold on for the server name	12:45:29 AM
	politicalAcct.myreldata.net	12:46:10 AM
Yash Kalra	Kindly allow me two minutes to check the same.	12:46:15 AM

Michael Millner	I have a travel laptop that I need to add this to for when I go away	12:46:30 AM
Yash Kalra	May I take the remote access of your laptop?	12:46:56 AM
Michael Millner	yes	12:47:08 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	12:47:11 AM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/7012168681">https://assist.acecloudhosting.com/join/7012168681</a>	12:47:26 AM
Michael Millner	I dont know why the password does not work	12:52:38 AM
Yash Kalra	Michael, we assisted you regarding setting up the rdp, is there anything else I may help you with ?	12:58:19 AM
Michael Millner	no thanks for your help!!!	12:58:40 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies.	12:58:42 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:58:51 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!	12:58:53 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Yash Kalra has ended this chat session</i>	12:58:56 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

26 Apr, 12:15:06 AM

#76143 raelena mejia

Email: [billing@masgaygroup.com](mailto:billing@masgaygroup.com) ☎ 17156307345

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 32 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Duration : 38 Mins 23 Secs

### Chat Transcript

raelena mejia	Hello, I am your Acebuddy	26 Apr, 12:15:07 AM
Acebuddy	Hello Raelena Mejia, I'm your Ace Buddy. I'll be happy to assist you!	12:15:08 AM
	Whom Would You Like to Connect With?	12:15:08 AM
raelena mejia	Billing	12:15:17 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:15:17 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:15:17 AM
	<i>Siddharth Negi accepted the chat transfer request.</i>	12:15:26 AM
raelena mejia	What does the microsoft connection fee cover?	12:16:11 AM
Siddharth Negi	Hello, Siddhartha, this side from Ace Cloud Hosting billing team. How can I assist you?	12:16:15 AM
	Microsoft connection fee is \$5.	12:17:08 AM
raelena mejia	Yes, but what does that service actually do?	12:17:35 AM
Siddharth Negi	For that you will have to connect with the support department. I am transferring your chat they will surely assist you with that.	12:20:10 AM
	<i>Siddharth Negi is transferring the chat to Support(QB &amp; App Hosting).</i>	12:20:37 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:20:51 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:21:05 AM
	Are we still connected here?	12:22:39 AM
raelena mejia	yes	12:22:45 AM
	What does the \$5 microsoft connection fee actually pay for? What service is being provided?	12:23:38 AM
Ashutosh Mishra	I will transfer you to the relevant department for better assistance with this they will be able to inform you in detail about the connection fee.	12:26:01 AM
	<i>Ashutosh Mishra is transferring the chat to Sales &amp; Solutions.</i>	12:26:11 AM
	<i>Rahul accepted the chat transfer request.</i>	12:26:15 AM
Rahul	Thank you for contacting Ace Cloud Hosting. My name is Rahul. I will be assisting you today.	12:27:34 AM

raelena mejia	What does the \$5 microsoft connection fee actually pay for? What service is being provided?	12:27:49 AM
Rahul	Since we provide customized RDP connector, using MS RD-CAL License, thus they charged \$5 as the license fee	12:29:20 AM
	RD-CAL license is a paid license	12:29:35 AM
raelena mejia	what does RD-CAL stand for?	12:32:01 AM
Rahul	Remote Desktop Services Client Access Licenses, are <b>licenses that allow users and devices to access Remote Desktop Services (RDS) on a Windows Server</b>	12:32:43 AM
raelena mejia	so essentially, this is what allows our employees to connect their O365 license to their computer?	12:34:50 AM
Rahul	Yes Raelena	12:38:17 AM
	Apologies for the late response	12:38:34 AM
	anything else I can help you with?	12:38:42 AM
raelena mejia	If i want to manage these licenses, where do I go?	12:39:07 AM
Rahul	Sure	12:40:41 AM
	our support team can help you manage your license	12:41:03 AM
	Let me transfer you to the support team	12:41:15 AM
raelena mejia	is there a online portal that I can do that through?	12:41:26 AM
	<i>Rahul is transferring the chat to Support(QB &amp; App Hosting).</i>	12:41:28 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:41:45 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:42:10 AM
raelena mejia	is there a online portal that I can access to manage the microsoft connection licenses?	12:42:45 AM
Ashutosh Mishra	Do you mean Microsoft 365 license?	12:43:21 AM
raelena mejia	sorry, yes!	12:44:40 AM
Ashutosh Mishra	Sure you can do that, just follow the guide in the link given below to manage your licenses.	12:46:46 AM
	<a href="#">Assign or unassign licenses for users in the Microsoft 365 admin center - Microsoft 365 admin   Microsoft Learn</a>	12:46:50 AM
raelena mejia	there are names listed on our invoice from Ace that we have already terminated their o365 license. Why would we still be getting billed for these?	12:48:03 AM
Ashutosh Mishra	I see, in that case you can just let us know on the email what users have been removed and i will forward it to the relevant department for necessary changes.	12:49:01 AM
	I will send you an email after chat session ends since that will generate a ticket id for the concern.	12:49:33 AM
raelena mejia	terminated employees: Jesse Bartnik, Jeff Misener, Tracy Weaver, Christine Owen, Alejandro Tamayo, Clint	12:49:53 AM
Ashutosh Mishra	Thanks for the confirmation !	12:51:30 AM
	I will also require the confirmation over the email.	12:52:15 AM

	Once it's received i will forward the concern for necessary changes.	12:52:36 AM
	Is there anything else I may help you with ?	12:52:50 AM
raelena mejia	thank you!	12:52:56 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:53:04 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!	12:53:10 AM
	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> )	

*Ashutosh Mishra has ended this chat session*

12:53:31 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

29 Apr, 3:07:05 AM

**#76289 Craig Lewis**

**Email:** craig@wpvc.org 14076005197

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** NEW SMYRNA BEACH

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 10 Mins 58 Secs

Craig Lewis	Hello, I am your Acebuddy	29 Apr, 3:07:06 AM
Acebuddy	Hello Craig, I'm your Ace Buddy. I'll be happy to assist you!	3:07:07 AM
	Whom Would You Like to Connect With?	3:07:07 AM
Craig Lewis	Technical Support (QB & App Hosting)	3:07:11 AM
Acebuddy	Welcome to Ace Support.	3:07:11 AM
	Please chose an option :	3:07:11 AM
Craig Lewis	I'd like to report an Issue	3:07:20 AM
Acebuddy	Please select an option!	3:07:20 AM
Craig Lewis	QuickBooks Issue	3:07:25 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:07:25 AM
Craig Lewis	QuickBooks Update	3:07:33 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	3:07:33 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	3:07:33 AM
	Do you need any further assistance on the topic?	3:07:33 AM
Craig Lewis	Yes	3:07:51 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:07:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:07:51 AM
	<i>Gaurav Kumar declined the transfer request.</i>	3:07:58 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:08:51 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:08:53 AM
	Hello Craig	3:08:57 AM
Craig Lewis	I just got off the phone with Quickbooks support and they couldn't help any further because they can't make changes to the system. I'm having issues with my Bank Feeds and they tried to run an update, but it wouldn't work. They said i may have a bad install and might need to reinstall QB	3:10:05 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	3:11:14 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:11:16 AM
Craig Lewis	WPVC.myreldata.net	3:11:54 AM
	CraigLewis	3:11:58 AM
Anurag Sharma	Thanks for the confirmation !	3:12:45 AM

	May I take the remote access of your server?	3:12:48 AM
Craig Lewis	yes	3:13:08 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	3:13:12 AM
Craig Lewis	nothings open	3:13:38 AM
Anurag Sharma	Thanks for the confirmation Craig	3:13:57 AM
	I would like to inform you that there is a QB update pending on the server.	3:14:16 AM
	I believe that is causing you this issue.	3:14:26 AM
Craig Lewis	can you do it now and then we can try to update quickbooks	3:14:46 AM
Anurag Sharma	Okay	3:14:55 AM
	But for that I will need to log you out from the server.	3:15:08 AM
	Please confirm if I can do the same.	3:15:15 AM
Craig Lewis	ok	3:15:28 AM
	im out	3:15:36 AM
Anurag Sharma	Thank you so much Craig.	3:16:05 AM
	I will update you via email once this QB update is completed on the server.	3:16:20 AM
Craig Lewis	ok	3:16:49 AM
Anurag Sharma	You can then try to login into the server and can check if the issue is resolved or not.	3:16:55 AM
	Is there anything else I may help you with ?	3:17:00 AM
Craig Lewis	no. thanks	3:17:54 AM
Anurag Sharma	Thanks for the confirmation !	3:17:59 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:18:01 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!	3:18:03 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Anurag Sharma has ended this chat session</i>	3:18:05 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

23 Apr, 12:06:13 AM

**#75909 Doris M. Butler**

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

**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:** KILGORE

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 20 Secs

Doris M. Butler	Hello, I am your Acebuddy	23 Apr, 12:06:14 AM
Acebuddy	Hello Doris M. Butler, I'm your Ace Buddy. I'll be happy to assist you!	12:06:15 AM
	Whom Would You Like to Connect With?	12:06:15 AM
Doris M. Butler	Technical Support (QB & App Hosting)	12:06:31 AM
Acebuddy	Welcome to Ace Support.	12:06:31 AM
	Please chose an option :	12:06:31 AM
Doris M. Butler	I'd like to raise a Request	12:06:42 AM
Acebuddy	Please select your request type.	12:06:43 AM
Doris M. Butler	Other Request	12:07:09 AM
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.	12:07:09 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:07:09 AM
	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.	12:49:35 AM
	<i>Ended due to chat idle timeout</i>	12:49:35 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Apr, 2:47:38 AM

### #75007 Laurie Tyre

**Email:** laurie@applied-adventure.com 19708333139

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

**Operator:** Shivam Singh

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 26 Secs

**City:** GRAND JUNCTION

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 30 Mins 6 Secs

Laurie Tyre	Hello, I am your Acebuddy	2 Apr, 2:47:39 AM
Acebuddy	Hello Laurie Tyre, I'm your Ace Buddy. I'll be happy to assist you!	2:47:39 AM
	Whom Would You Like to Connect With?	2:47:39 AM
Laurie Tyre	Technical Support (QB & App Hosting)	2:47:49 AM
Acebuddy	Welcome to Ace Support.	2:47:49 AM
	Please chose an option :	2:47:49 AM
Laurie Tyre	I'd like to report an Issue	2:48:00 AM
Acebuddy	Please select an option!	2:48:00 AM
Laurie Tyre	QuickBooks Issue	2:48:05 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:48:05 AM
Laurie Tyre	Other QB related issue	2:48:11 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:48:11 AM
Laurie Tyre	Intuit Data protect not backing up. Ticket 668782	2:48:36 AM

Acebuddy	Please wait while we connect you to a Support Representative	2:48:37 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:48:37 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	2:50:29 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	2:50:53 AM
	let me check the mentioned ticket number	2:51:30 AM
Laurie Tyre	Thank you.	2:51:35 AM
Shivam Singh	May I take the remote access of your server?	2:53:43 AM
Laurie Tyre	Of course	2:53:49 AM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	2:54:23 AM
Laurie Tyre	Ok nothing is open	2:54:35 AM
Shivam Singh	Could you please show/hover me where exactly are you facing the challenge?	2:55:31 AM
	Kindly allow me 5 minutes to make changes in the backend.	2:58:53 AM
	Stay connected	2:59:00 AM
Laurie Tyre	Ok no problem	2:59:01 AM
Shivam Singh	Laurie to implement the changes we need to reboot the server.	3:05:28 AM
Laurie Tyre	Ok	3:05:35 AM
Shivam Singh	Please confirm so that we can move forward with it.	3:05:45 AM
	Great	3:05:51 AM
	We have rebooted the server	3:06:42 AM
	Will let you know once the server is up and running.	3:06:58 AM
Laurie Tyre	Ok	3:07:04 AM
Shivam Singh	Kindly login again	3:07:59 AM
Laurie Tyre	Ok	3:08:07 AM
	I'm in	3:09:15 AM
Shivam Singh	please allow the remote session access	3:10:15 AM
Laurie Tyre	Ok	3:10:27 AM
Shivam Singh	As the Backend changes are not working, we will clean install the QuickBooks in the night hours today.	3:13:10 AM
Laurie Tyre	Ok sounds good. My colleague does login around 2:00am eastern time. Is there a time we should not try to access QBD?	3:14:05 AM
Shivam Singh	Great. we will schedule a clean install overnight (Edited)	3:14:27 AM
	We will inform you as soon as the install is done.	3:14:47 AM
Laurie Tyre	Ok. Should I take a local backup?	3:14:59 AM

Shivam Singh	Not required, as we take daily backups.	3:16:31 AM
Laurie Tyre	Ok sounds good.	3:17:06 AM
Shivam Singh	Anything else I can assist you with?	3:17:16 AM
Laurie Tyre	Nope, that was it.	3:17:23 AM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	3:17:37 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!	3:17:41 AM
	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> )	

*Shivam Singh has ended this chat session*

3:17:45 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

17 Apr, 8:12:59 PM

#### #75738 info

**Email:** info@brkimcpa.com ☎ 9729724930

**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:** 24 Secs

**City:** FULLERTON

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 14 Secs

info	Hello, I am your Acebuddy	17 Apr, 8:13:00 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	8:13:01 PM
	Whom Would You Like to Connect With?	8:13:01 PM
info	Technical Support (QB & App Hosting)	8:13:04 PM
Acebuddy	Welcome to Ace Support.	8:13:04 PM
	Please chose an option :	8:13:04 PM
info	I'd like to report an Issue	8:13:10 PM
Acebuddy	Please select an option!	8:13:10 PM
info	QuickBooks Issue	8:13:14 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:13:14 PM
info	QuickBooks Update	8:13:17 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	8:13:17 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	8:13:17 PM
	Do you need any further assistance on the topic?	8:13:17 PM
info	Restart	8:13:25 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	8:13:25 PM
	Whom Would You Like to Connect With?	8:13:25 PM
info	Technical Support (QB & App Hosting)	8:13:44 PM
Acebuddy	Welcome to Ace Support.	8:13:44 PM
	Please chose an option :	8:13:44 PM
info	I'd like to raise a Request	8:13:49 PM
Acebuddy	Please select your request type.	8:13:50 PM
info	Other Request	8:13:55 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.	8:13:55 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:13:55 PM
info	Yes, I'm facing issues with my server	8:14:02 PM
Acebuddy	Please select an option!	8:14:02 PM

	info	QuickBooks Issue	8:14:08 PM
Acebuddy		What type of QuickBooks Issue are you facing?	8:14:08 PM
	info	QuickBooks Update	8:14:12 PM
Acebuddy		Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	8:14:12 PM
		If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	8:14:12 PM
		Do you need any further assistance on the topic?	8:14:12 PM
	info	Setback	8:14:19 PM
Acebuddy		What type of QuickBooks Issue are you facing?	8:14:19 PM
	info	QuickBooks Update	8:14:23 PM
Acebuddy		Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	8:14:23 PM
		If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	8:14:23 PM
		Do you need any further assistance on the topic?	8:14:23 PM
	info	Setback	8:14:28 PM
Acebuddy		What type of QuickBooks Issue are you facing?	8:14:28 PM
	info	QuickBooks Update	8:14:36 PM
Acebuddy		Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	8:14:37 PM
		If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	8:14:37 PM
		Do you need any further assistance on the topic?	8:14:37 PM
	info	Yes	8:14:47 PM
Acebuddy		Please wait while we connect you to our Support Representative	8:14:47 PM
		<i>Acebuddy (bot) forwarded the chat request</i>	8:14:48 PM
		<i>Gaurav Kumar declined the transfer request.</i>	8:14:51 PM
		<i>Shashwat Verma accepted the chat transfer request.</i>	8:15:00 PM
Shashwat Verma		Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:15:03 PM
		Hello	8:15:05 PM

	info	hello, qb is reapeating message I need to update	8:15:19 PM
		but I can't update because the message is popping up.	8:15:42 PM
Shashwat Verma		I will surely help you with this issue.	8:15:44 PM
		Shall we proceed with the <b>QuickBooks update</b> during the <b>night hours or right now</b> ? Please note, the update requires <b>all users to log off</b> to avoid any interruptions.	8:16:55 PM
	info	how long is going to take time?	8:17:42 PM
Shashwat Verma		It might take 15-20 mins.	8:17:55 PM
	info	could you update only my computer?	8:19:34 PM
Shashwat Verma		Unfortunately, update have to be done for application for whole server. (Edited)	8:20:06 PM
		As it's an application specific update not the user specific.	8:20:30 PM
		If you are able to <b>launch QuickBooks</b> right now, we can <b>schedule the update during night hours</b> and will notify you once it's completed.	8:20:44 PM
	info	could you update now?	8:21:51 PM
Shashwat Verma		Sure, kindly ask other users to logoff.	8:22:36 PM
		We'll also prompt the message to logoff too.	8:23:00 PM
	info	okay.	8:23:08 PM
		I'll close now.	8:23:12 PM
Shashwat Verma		Sure, once we'll be done, will email the confirmation of the same.	8:23:37 PM
		Are we still connected here?	8:24:02 PM
		Are we still connected here?	8:26:34 PM
		Are we still connected here?	8:28:38 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.	8:30:12 PM
		<i>Shashwat Verma has ended this chat session</i>	8:30:14 PM



## Chat Transcript

Hello, I am your Acebuddy

**Visitor Details****#76018 Shannon EVans****Email:** 7screations@gmail.com 7274305612**Department:** Support(QB & App Hosting)**Operator:****Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 2 Mins 47 Secs**City:** NEW YORK**State:** New York**Country:** UNITED STATES

Chat Duration : 15 Mins 17 Secs

**Chat Transcript**

Shannon EVans	Hello, I am your Acebuddy	24 Apr, 9:11:51 PM
Acebuddy	Hello Shannon Evans, I'm your Ace Buddy. I'll be happy to assist you!	9:11:52 PM
	Whom Would You Like to Connect With?	9:11:52 PM
Shannon EVans	Technical Support (QB & App Hosting)	9:12:00 PM
Acebuddy	Welcome to Ace Support.	9:12:00 PM
	Please chose an option :	9:12:00 PM
Shannon EVans	I'd like to report an Issue	9:12:15 PM
Acebuddy	Please select an option!	9:12:15 PM
Shannon EVans	QuickBooks Issue	9:12:20 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:12:20 PM
Shannon EVans	QuickBooks Update	9:12:26 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	9:12:26 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	9:12:26 PM
	Do you need any further assistance on the topic?	9:12:26 PM
Shannon EVans	Yes	9:12:39 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:12:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:12:39 PM

Shannon EVans	Ticket ID: 681009	9:12:42 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	9:14:08 PM
	Ticket ID: 681009	9:14:14 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	9:14:17 PM
	Hi Shannon, one moment while I look into this for you	9:14:29 PM
Shannon EVans	They sent me an email saying my issue can be fixed by sharing screen	9:14:36 PM
	he wrote QB 2020 on the ticket, but I have 2023,	9:14:52 PM
	IT says a component is missing and i cant complete update	9:15:53 PM
	Error 15276	9:16:09 PM
Sharath Kumar	Thank you for your patience.	9:16:11 PM
	Allow me a couple more minutes to sign into the server and check this	9:16:38 PM
Shannon EVans	k	9:17:06 PM
Sharath Kumar	Thanks again for your patience Shannon, could you close out QB from the server	9:23:45 PM
	let me update it for you	9:23:53 PM
	Are we still connected here?	9:24:55 PM
	Are we still connected here?	9:26:22 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.	9:27:00 PM
	In the meantime, I am updating the application and will keep you informed via email once it is up to date	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:27:07 PM
	<i>Sharath Kumar has ended this chat session</i>	9:27:09 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 12:45:59 PM

#76073 Mohita Chadha

Email: mohita@kaurtax.com ☎ 19097099000

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** SAN FRANCISCO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 14 Mins 7 Secs

Mohita Chadha	Hello, I am your Acebuddy	25 Apr, 12:46:00 PM
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!	12:46:01 PM
	Whom Would You Like to Connect With?	12:46:01 PM
Mohita Chadha	Technical Support (QB & App Hosting)	12:46:08 PM
Acebuddy	Welcome to Ace Support.	12:46:08 PM
	Please chose an option :	12:46:08 PM
Mohita Chadha	I'd like to report an Issue	12:46:14 PM
Acebuddy	Please select an option!	12:46:14 PM
Mohita Chadha	Other Issue	12:46:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:46:18 PM
Mohita Chadha	Hello - I am trying to add a user to my account and being unable to do so in my portal. Can you please help with this?	12:46:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:46:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:46:45 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	12:46:53 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:47:04 PM
	Kindly confirm if you're receiving any error while creating new user	12:47:29 PM
	Are we still connected here?	12:49:14 PM
Mohita Chadha	KTPC	12:49:15 PM
	yes we are	12:49:16 PM
	yes, i am	12:49:22 PM
	KTPC is my server name	12:49:34 PM

	it's Kaur Tax PC	12:49:40 PM
Shubham Kataria	Please confirm if you're getting any error while creating new user via my portal	12:49:43 PM
Mohita Chadha	yes I am receiving the error in my portal	12:49:56 PM
	Can you please help me create a new login?	12:50:06 PM
Shubham Kataria	Yes, we will surely assist you	12:50:11 PM
Mohita Chadha	the first name is: Tax; the last name can be: KaurTax	12:50:33 PM
	The email address is tax@kaurtax.com	12:50:46 PM
Shubham Kataria	Kindly drop us an email from the authorized email address with user details on support@acecloudhosting.com	12:50:57 PM
	Required user details are mentioned below - First and last name Email Contact number (Edited)	12:51:53 PM
	Please share those details with us, we will deliver the new user credentials over email. (Edited)	12:52:39 PM
	Is there anything else I may help you with ?	12:55:03 PM
	Are we still connected here?	12:56:51 PM
	Are we still connected here?	12:58:07 PM
	Are we still connected here?	12:59:06 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.	1:00:04 PM
	<i>Shubham Kataria has ended this chat session</i>	1:00:08 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr, 8:11:19 PM

#75949 malka

Email: malka@electrexus.com

Department: Support(QB & App Hosting)

Operator:

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 56 Secs

**City:** LAKEWOOD

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 24 Mins 19 Secs

malka	Hello, I am your Acebuddy	23 Apr, 8:11:20 PM
Acebuddy	Hello Malka, I'm your Ace Buddy. I'll be happy to assist you!	8:11:29 PM
	Whom Would You Like to Connect With?	8:11:29 PM
malka	Technical Support (QB & App Hosting)	8:12:16 PM
Acebuddy	Welcome to Ace Support.	8:12:16 PM
	Please chose an option :	8:12:16 PM
malka	I'd like to report an Issue	8:12:49 PM
Acebuddy	Please select an option!	8:12:49 PM
malka	Password Reset	8:13:17 PM
Acebuddy	Please select an option below	8:13:17 PM
malka	Not Enrolled to Selfcare Portal	8:13:33 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.	8:13:33 PM
	Do you need any further assistance on the topic?	8:13:33 PM
malka	Yes	8:13:52 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:13:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:13:52 PM
malka	speak to a rep	8:13:56 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	8:14:49 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	8:14:55 PM
malka	please can you help me reset my password	8:15:06 PM
Sharath Kumar	Hi Malka, could you allow me a few minutes to check your account settings and details	8:15:44 PM
malka	ok	8:15:48 PM
Sharath Kumar	In the meantime, could you let me know when the last time was you were able to sign in	8:16:54 PM
malka	i havent signed in for a few weeks now	8:17:13 PM

	i was out on maternity leave	8:17:18 PM
Sharath Kumar	understood, your account is active and enabled and with the right credentials you should be able to sign in	8:18:41 PM
	however, we actually encourage account owners to do the password reset for their users	8:19:12 PM
	so either you could reach out to Chaya Klein so that Chaya can reset your password from Myportal	8:19:41 PM
malka	i cannot get in with the password	8:19:42 PM
	can you please send me a link so we can reset?	8:19:54 PM
Sharath Kumar	or you can provide us with an approval from Chaya for resetting your password	8:19:59 PM
malka	chaya cannot reset for me	8:19:59 PM
	chaya approves	8:20:08 PM
	Hi, this is chaya at malka computer I give permission	8:20:25 PM
Sharath Kumar	that's great, but we will need that on email	8:20:32 PM
	from this email address- cklein@alpineairhvac.com	8:20:47 PM
malka	ok ty	8:20:55 PM
	she is sending the email now	8:21:11 PM
Sharath Kumar	As soon as we close this chat, I will request Chaya to approve this request	8:21:23 PM
	ok, that's great!	8:21:36 PM
malka	so please do not disconnect	8:22:05 PM
	she said she sent the approval	8:22:11 PM
Sharath Kumar	absolutely, I will make sure you sign in before we disconnect	8:22:40 PM
	checking	8:22:58 PM
	got her approval, sending the new password in 2 minutes	8:24:50 PM
malka	ok ty	8:25:28 PM
	to my email?	8:25:31 PM
	or you gonna post the link here?	8:25:50 PM
Sharath Kumar	on the email	8:27:23 PM
	almost done, 1 more minute. (Edited)	8:27:29 PM
malka	ok	8:27:50 PM
Sharath Kumar	Thank you for your patience. I have just sent the email with new password link.	8:30:06 PM
	Are we still connected here?	8:33:43 PM
	Are we still connected here?	8:34:41 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.

8:35:43 PM

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

8:35:46 PM

*Sharath Kumar has ended this chat session*

8:35:48 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Apr, 7:15:04 PM

**#75879 shelley mcguire**

**Email:** shelley.mcguire@squyres.cpa

**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:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Min 1 Sec

shelley mcguire	Hello, I am your Acebuddy	22 Apr, 7:15:05 PM
Acebuddy	Hello Shelley Mcguire, I'm your Ace Buddy. I'll be happy to assist you!	7:15:06 PM
	Whom Would You Like to Connect With?	7:15:06 PM
shelley mcguire	Technical Support (QB & App Hosting)	7:15:16 PM
Acebuddy	Welcome to Ace Support.	7:15:16 PM
	Please chose an option :	7:15:16 PM
shelley mcguire	I'd like to raise a Request	7:15:28 PM
Acebuddy	Please select your request type.	7:15:28 PM
shelley mcguire	Other Request	7:15:52 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.	7:15:52 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:15:52 PM
shelley mcguire	No, That'll be all!	7:16:06 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	7:16:06 PM
	<i>Acebuddy has ended this chat session</i>	7:16:06 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 14 Apr, 1:12:14 PM

**#75543 krisika**

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

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

**Operator:** Manish Singh

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 57 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

Chat Transcript Chat Duration : 33 Mins 18 Secs

krisika	Hello, I am your Acebuddy	14 Apr, 1:12:16 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	1:12:16 PM
	Whom Would You Like to Connect With?	1:12:16 PM
krisika	Technical Support (QB & App Hosting)	1:13:01 PM
Acebuddy	Welcome to Ace Support.	1:13:01 PM
	Please chose an option :	1:13:01 PM

krisika	I'd like to report an Issue	1:13:16 PM
Acebuddy	Please select an option!	1:13:16 PM
krisika	Other Issue	1:13:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:13:26 PM
krisika	Hi	1:13:41 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:13:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:13:42 PM
	<i>Manish Singh accepted the chat transfer request.</i>	1:14:00 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:14:04 PM
	<i>1:14:52 PM krisika is sharing a file with you</i>	
	<i><a href="#">IMG-20250414-WA0000.jpg</a> - ( Size:82.86 KB )</i>	1:14:52 PM
	<i>Server not open</i>	
krisika	This error	1:15:11 PM
Manish Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?	1:15:43 PM
krisika	Server not open in baroda location	1:16:38 PM
Manish Singh	Are you the only one facing this issue?	1:16:57 PM
krisika	Only baroda location	1:19:25 PM
	<i>Server not open</i>	1:19:31 PM
Manish Singh	Server is accessible kindly try to access now.	1:19:49 PM
krisika	Ok	1:20:43 PM
Manish Singh	Are we still connected here?	1:23:18 PM
krisika	Yes	1:23:23 PM
	<i>Wait</i>	1:23:26 PM
Manish Singh	please take your time.	1:23:40 PM
krisika	Not open server	1:24:11 PM
	<i>Check now but not open server</i>	1:24:25 PM
Manish Singh	May I take the remote access of your local computer?	1:24:36 PM
krisika	My server complete working	1:26:43 PM
	<i>But other pc in servrer not open</i>	1:27:04 PM
Manish Singh	May I know which user is not able to access server?	1:27:20 PM
	<i>1:27:27 PM krisika is sharing a file with you</i>	
	<i><a href="#">IMG-20250414-WA0000.jpg</a> - ( Size:82.86 KB )</i>	1:27:27 PM
	<i>This error</i>	

krisika	Only baroda location server not open	1:29:04 PM
Manish Singh	I got you Baroda location, But may I know which user from Baroda location not able to access server?	1:30:02 PM
	As I can check Chetan and Hkidata user is active on server.	1:31:08 PM
krisika	Baroda location all user in not open server	1:32:10 PM
	Hkidata01 my user complet working	1:32:54 PM
	But baroda location not open server	1:33:14 PM
Manish Singh	Maybe there is Internet fluctuation issue or can be anything for that I need to take remote session of any user.	1:34:04 PM
	Can I take remote session of any users local computer from Baroda location?	1:34:30 PM
	Are we still connected here?	1:39:20 PM
krisika	Yes	1:40:31 PM
	I did not get permission	1:41:27 PM
	Thank you	1:41:47 PM
Manish Singh	Alright, Is there any contact number where we can call you and assist you with the issue?	1:42:07 PM
krisika	No	1:42:42 PM
	Thank you	1:42:48 PM
	No problem	1:42:56 PM
Manish Singh	Shall I close this chat or continue with it, Krisika?	1:43:26 PM
krisika	Close your chat	1:45:15 PM
	Thank you	1:45:20 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:45:26 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!	1:45:32 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
<i>Manish Singh has ended this chat session</i>		1:45:35 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Apr, 7:30:18 PM

### #75305 Pinny Rose

**Email:** wholesomehardware@gmail.com  7183446064

**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:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 33 Secs

Pinny Rose	Hello, I am your Acebuddy	8 Apr, 7:30:20 PM
Acebuddy	Hello Wholesomehardware, I'm your Ace Buddy. I'll be happy to assist you!	7:30:21 PM
	Whom Would You Like to Connect With?	7:30:21 PM
Pinny Rose	Technical Support (QB & App Hosting)	7:30:26 PM
Acebuddy	Welcome to Ace Support.	7:30:26 PM
	Please chose an option :	7:30:26 PM
Pinny Rose	I'd like to raise a Request	7:30:36 PM
Acebuddy	Please select your request type.	7:30:36 PM
Pinny Rose	Other Request	7:30:45 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.	7:30:45 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:30:45 PM
Pinny Rose	No, That'll be all!	7:30:54 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	7:30:54 PM
	<i>Acebuddy has ended this chat session</i>	7:30:54 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Apr, 6:10:44 PM

#75627 brian

Email: brian@texasaccountingfirm.com ☎ 18327697135

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: OKLAHOMA CITY

State: Oklahoma

Country: UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 56 Secs

brian	Hello, I am your Acebuddy	15 Apr, 6:10:45 PM
Acebuddy	Hello Brian Bleifeld, I'm your Ace Buddy. I'll be happy to assist you!	6:10:47 PM
	Whom Would You Like to Connect With?	6:10:47 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.	6:52:42 PM
	<i>Ended due to chat idle timeout</i>	6:52:42 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#75653 Jennifer Farmer

**Email:** farmeritavillefarms@gmail.com  +16128399015**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:** OWATONNA**State:** Minnesota**Country:** UNITED STATES

Chat Duration : 40 Mins 6 Secs

## Chat Transcript

Jennifer Farmer	Hello, I am your Acebuddy	16 Apr, 2:30:22 AM
Acebuddy	Hello Jennifer Farmer, I'm your Ace Buddy. I'll be happy to assist you!	2:30:23 AM
	Whom Would You Like to Connect With?	2:30:23 AM
Jennifer Farmer	Technical Support (QB & App Hosting)	2:30:29 AM
Acebuddy	Welcome to Ace Support.	2:30:29 AM
	Please chose an option :	2:30:29 AM
Jennifer Farmer	I'd like to raise a Request	2:30:38 AM
Acebuddy	Please select your request type.	2:30:38 AM
Jennifer Farmer	Other Request	2:30:51 AM
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.	2:30:51 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:30:51 AM
	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.	3:10:28 AM
	<i>Ended due to chat idle timeout</i>	3:10:28 AM



# Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

27 Apr, 12:14:25 AM

### #76180 Atorres

**Email:** atorres@quinnpayroll.com 15709726222

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

**Operator:** Tushar Pharswan

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 34 Secs

**City:** SCRANTON

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 28 Mins 40 Secs

Atorres	Hello, I am your Acebuddy	27 Apr, 12:14:27 AM
Acebuddy	Hello Amanda Torres, I'm your Ace Buddy. I'll be happy to assist you!	12:14:28 AM
	Whom Would You Like to Connect With?	12:14:28 AM
Atorres	Technical Support (QB & App Hosting)	12:14:32 AM
Acebuddy	Welcome to Ace Support.	12:14:32 AM
	Please chose an option :	12:14:32 AM
Atorres	I'd like to report an Issue	12:14:37 AM
Acebuddy	Please select an option!	12:14:37 AM
Atorres	Other Issue	12:14:41 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:14:41 AM
Atorres	Server is not recognizing login credentials	12:14:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:14:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:14:59 AM
	<i>Tushar accepted the chat transfer request.</i>	12:16:35 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	12:16:39 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:16:48 AM
Atorres	Myrealdata\AmandaTorres	12:17:28 AM
	AmandaTorres	12:17:36 AM

Tushar	Kindly allow me two minutes to check the same.	12:18:02 AM
	Thank you for waiting.	12:19:09 AM
	Is it the first time that this has happened and are other users also facing the issue?	12:19:57 AM
Atorres	It happened yesterday but support was able to help. Yes, we have one other user and she also was unable to login	12:20:29 AM
Tushar	Okay.	12:20:45 AM
	May I take the remote access of your local computer?	12:20:48 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:20:50 AM
Atorres	Yes	12:21:03 AM
Tushar	<a href="https://assist.acecloudhosting.com/join/7022764424">https://assist.acecloudhosting.com/join/7022764424</a>	12:21:12 AM
	Kindly Click on the link and open the downloaded file.	12:21:14 AM
Atorres	I'm using chat on my phone. Can you email it?	12:21:33 AM
Tushar	Sure	12:22:42 AM
	I have sent it to <a href="mailto:atorres@quinnpayroll.com">atorres@quinnpayroll.com</a>	12:23:16 AM
Atorres	I downloaded it	12:23:48 AM
Tushar	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.	12:24:34 AM
Atorres	The issue has been resolved	12:29:05 AM
Tushar	As per our remote session we resolved your issue by editing the RDP settings, kindly ask other users to initiate the chat if they face the issue as well.	12:29:49 AM
	Is there anything else I may help you with ?	12:29:51 AM
Atorres	I am trying to login with the same credentials from another computer and it is not working	12:30:28 AM
Tushar	We will have to edit the RDP icon on that computer as well or you can share the Icon that we just edited to the other computer.	12:31:40 AM
	Kindly let us know what you will prefer.	12:32:19 AM
Atorres	How do I share the icon?	12:32:28 AM
Tushar	you can email that as an attachment .	12:32:55 AM
Atorres	I'm not clear on how to do that	12:34:23 AM
Tushar	Let's just edit the setting their as well I will be sharing a new remote link with you Kindly let me know the email address that is opened on another computer. (Edited)	12:35:15 AM
Atorres	<a href="mailto:atorres@quinnpayroll.com">atorres@quinnpayroll.com</a>	12:35:36 AM
Tushar	I have sent it.	12:36:18 AM
	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	12:37:22 AM

give your confirmation on this chat.

As per our remote session we resolved the issue on another computer as well. (Edited)

12:38:59 AM

Is there anything else I may help you with ?

12:39:03 AM

Are we still connected here?

12:40:30 AM

Are we still connected here?

12:41:55 AM

Are we still connected here?

12:42:57 AM

Atorres Yes, that's everything thank you

12:42:59 AM

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

12:43:02 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!

12:43:04 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/>)

*Tushar has ended this chat session*

12:43:07 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Apr, 9:14:14 PM

**#75365 maya**

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

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 26 Secs

**City:** SNELLVILLE

**State:** Georgia

**Country:** UNITED STATES

Chat Duration : 18 Mins 21 Secs

## Chat Transcript

maya	Hello, I am your Acebuddy	9 Apr, 9:14:15 PM
Acebuddy	Hello Maya Sims, I'm your Ace Buddy. I'll be happy to assist you!	9:14:16 PM
	Whom Would You Like to Connect With?	9:14:16 PM
maya	Technical Support (QB & App Hosting)	9:14:25 PM
Acebuddy	Welcome to Ace Support.	9:14:25 PM
	Please chose an option :	9:14:25 PM
maya	I'd like to report an Issue	9:14:44 PM
Acebuddy	Please select an option!	9:14:54 PM
maya	Other Issue	9:15:00 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:15:00 PM
maya	my Drake software application says that it needs to complete an update. it tries but then says that it can't because drake is open even though it is not. I can't do update and I can't get into the applica tio to work.	9:16:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:16:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:16:01 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	9:17:31 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	9:17:41 PM
	Hello Maya, how are you doing today ?	9:17:53 PM
maya	ok & you?	9:18:09 PM
Rohan Prajapati	That's Good. I'm good too, thanks for asking.	9:19:11 PM
	I will surely help you with this issue.	9:19:30 PM
	Kindly allow me 4-5 minutes to check the same.	9:19:38 PM
maya	k	9:20:02 PM
Rohan Prajapati	Thank you for your patience.	9:24:34 PM
	Please log out from the server and login back	9:24:42 PM
maya	1 moment	9:25:52 PM
Rohan Prajapati	May I take the remote access of your server?	9:27:48 PM
maya	yes	9:28:00 PM

Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	9:28:22 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.	9:28:41 PM
	Is there anything else I may help you with ?	9:31:45 PM
maya	Wow, OK it worked this time. Thank you for looking into it.	9:31:55 PM
	Nope. That was all I needed. Thank you for your assistance.	9:32:11 PM
Rohan Prajapati	Thanks for the confirmation !	9:32:31 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:32:33 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!	9:32:35 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Rohan Prajapati has ended this chat session</i>	9:32:37 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

6 Apr, 4:02:18 AM

### #75224 Tesfazion

**Email:** tesfazion@taxcornerll.net

**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:** 16 Secs

**City:** ARLINGTON

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 13 Mins 56 Secs

Tesfazion	Hello, I am your Acebuddy	6 Apr, 4:02:19 AM
Acebuddy	Hello Tesfazion, I'm your Ace Buddy. I'll be happy to assist you!	4:02:20 AM
	Whom Would You Like to Connect With?	4:02:20 AM
Tesfazion	Technical Support (QB & App Hosting)	4:02:23 AM
Acebuddy	Welcome to Ace Support.	4:02:23 AM
	Please chose an option :	4:02:23 AM
Tesfazion	I'd like to report an Issue	4:02:30 AM
Acebuddy	Please select an option!	4:02:30 AM
Tesfazion	Other Issue	4:02:35 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:02:35 AM
Tesfazion	Tax software issue	4:02:50 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:02:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:02:51 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	4:02:59 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	4:03:03 AM
	Hello	4:03:06 AM
Tesfazion	MY tax softwar is not opening	4:03:28 AM
Shashwat Verma	I will surely help you with this issue.	4:04:10 AM
	We are already working on your issue with Nega	4:04:22 AM
Tesfazion	Please make sure to update ATX server. this is very important to be taken care of as soon as possible. We have been this issue every now and then.	4:06:04 AM
Shashwat Verma	Yes, we got the issue, and we are in remote session with nega, and will update you also on email.	4:06:12 AM
Tesfazion	Please do for all three servers.	4:07:01 AM
Shashwat Verma	Yes we have noted your request and make sure it work for all.	4:07:14 AM
	Is there anything else I may help you with ?	4:07:26 AM
	We have some changes, can you please try now to access the ATX 24.	4:08:21 AM
	Are we still connected here?	4:09:53 AM
	Are we still connected here?	4:11:41 AM

Are we still connected here?

4:14:50 AM

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.

4:16:13 AM

*Shashwat Verma has ended this chat session*

4:16:16 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Apr, 10:13:55 PM

**#75370 Juan Garcia**

**Email:** beckercaribbean@gmail.com ☎ 787-753-7020

**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:** SAN JUAN

**State:** Puerto Rico

**Country:** PUERTO RICO

### Chat Transcript

Chat Duration : 39 Mins 26 Secs

Juan Garcia	Hello, I am your Acebuddy	9 Apr, 10:13:56 PM
Acebuddy	Hello Beckercaribbean, I'm your Ace Buddy. I'll be happy to assist you!	10:13:57 PM
	Whom Would You Like to Connect With?	10:13:57 PM
Juan Garcia	Technical Support (QB & App Hosting)	10:15:00 PM
Acebuddy	Welcome to Ace Support.	10:15:01 PM
	Please chose an option :	10:15:01 PM
Juan Garcia	I'd like to raise a Request	10:15:05 PM
Acebuddy	Please select your request type.	10:15:05 PM
Juan Garcia	Password Reset	10:15:10 PM

Acebuddy	Please select an option below	10:15:10 PM
Juan Garcia	Not Enrolled to Selfcare Portal	10:15:16 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.	10:15:16 PM
	Do you need any further assistance on the topic?	10:15:16 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.	10:53:23 PM
	<i>Ended due to chat idle timeout</i>	10:53:23 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

17 Apr, 4:00:30 AM

#### #75714 Rachel Pierce

**Email:** rachel.pierce@pfpfiber.com ☎ 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:** CHULA VISTA

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 1 Min

Rachel Pierce	Hello, I am your Acebuddy	17 Apr, 4:00:30 AM
Acebuddy	Hello Rachel.pierce, I'm your Ace Buddy. I'll be happy to assist you!	4:00:31 AM
	Whom Would You Like to Connect With?	4:00:31 AM
Rachel Pierce	Technical Support (QB & App Hosting)	4:00:45 AM
Acebuddy	Welcome to Ace Support.	4:00:45 AM

	Please chose an option :	4:00:45 AM
Rachel Pierce	I'd like to raise a Request	4:00:58 AM
Acebuddy	Please select your request type.	4:00:59 AM
Rachel Pierce	Other Request	4:01:11 AM
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.	4:01:11 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:01:11 AM
Rachel Pierce	No, That'll be all!	4:01:30 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	4:01:30 AM
	<i>Acebuddy has ended this chat session</i>	4:01:31 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

3 Apr, 3:58:19 AM

**#75071 Albertzent04**

**Email:** albertzent04@yahoo.com ☎ 2147179319

**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:** CARROLLTON

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 35 Mins 57 Secs

Albertzent04	Hello, I am your Acebuddy	3 Apr, 3:58:20 AM
Acebuddy	Hello Albertzent04, I'm your Ace Buddy. I'll be happy to assist you!	3:58:21 AM
	Whom Would You Like to Connect With?	3:58:21 AM

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.

4:34:18 AM

*Ended due to chat idle timeout*

4:34:18 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

12 Apr, 12:31:00 AM

### #75497 Melissa Grinage

**Email:** melissa@deltablue.cpa

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 18 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 21 Mins 16 Secs

Melissa Grinage	Hello, I am your Acebuddy	12 Apr, 12:31:02 AM
Acebuddy	Hello Melissa, I'm your Ace Buddy. I'll be happy to assist you!	12:31:03 AM
	Whom Would You Like to Connect With?	12:31:03 AM
Melissa Grinage	Technical Support (QB & App Hosting)	12:31:09 AM
Acebuddy	Welcome to Ace Support.	12:31:09 AM
	Please chose an option :	12:31:09 AM
Melissa Grinage	I'd like to report an Issue	12:31:16 AM
Acebuddy	Please select an option!	12:31:16 AM
Melissa Grinage	Other Issue	12:31:22 AM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:31:22 AM
Melissa Grinage	Ticket number 676762 - I am unable to open Proseries 24 via the network	12:31:48 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:31:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:31:49 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:32:06 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:32:12 AM
	Hello Melissa	12:32:18 AM
Melissa Grinage	Hello. My Proseries 24 will not open.	12:32:51 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	12:33:11 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:33:14 AM
Melissa Grinage	DeltaBlue.myrealdatal.net	12:33:42 AM
	mgrinage is my username, I believe	12:34:09 AM
	myrealdatal\MelissaGrinage	12:35:34 AM
Anurag Sharma	Thanks for the confirmation.	12:36:46 AM
	Let me transfer you to a specialist who can better address your concern.	12:36:48 AM
	<i>Anurag Sharma is transferring the chat to Ashutosh Mishra.</i>	12:36:55 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:37:00 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:37:23 AM
	I understand your ProSeries 24 is not working.	12:38:16 AM
Melissa Grinage	Correct. I restarted my computer and now the application will not open	12:38:39 AM
Ashutosh Mishra	I will surely help you with this issue.	12:39:23 AM
	Kindly allow me two minutes to check the same.	12:39:28 AM
	May I take the remote access of your server?	12:42:41 AM
Melissa Grinage	yes	12:42:57 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	12:43:09 AM
Melissa Grinage	Will that affect everyone on the network or just me?	12:43:49 AM
Ashutosh Mishra	No, it is just to check what is happening on your end.	12:44:28 AM
Melissa Grinage	ok. I have closed out of everything.	12:44:43 AM
Ashutosh Mishra	Login now	12:48:48 AM
	As per discussion over the remote session, The issue is resolved logging back on the server. The Proseries is working now as confirmed over the remote session.	12:51:59 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:52:08 AM

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

12:52:15 AM

Ashutosh Mishra has ended this chat session

12:52:18 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

2 Apr, 11:49:40 PM

**#75056 DAWN REIDER**

**Email:** dreider@veeusa.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 59 Secs

**City:** LAURENS

**State:** South Carolina

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 22 Mins 25 Secs

DAWN REIDER	Hello, I am your Acebuddy	2 Apr, 11:49:40 PM
Acebuddy	Hello Dawn Reider, I'm your Ace Buddy. I'll be happy to assist you!	11:49:41 PM
	Whom Would You Like to Connect With?	11:49:41 PM
DAWN REIDER	Technical Support (QB & App Hosting)	11:50:29 PM
Acebuddy	Welcome to Ace Support.	11:50:29 PM
	Please chose an option :	11:50:29 PM
DAWN REIDER	I'd like to report an Issue	11:51:31 PM
Acebuddy	Please select an option!	11:51:31 PM
DAWN REIDER	Other Issue	11:51:34 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:51:34 PM

DAWN REIDER	ticket # 671481	11:51:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:51:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:51:45 PM
	<i>Gaurav Kumar declined the transfer request.</i>	11:51:48 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:53:09 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:53:19 PM
DAWN REIDER	Thank you	11:53:41 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	11:53:46 PM
DAWN REIDER	of course	11:54:07 PM
Ashutosh Mishra	I understand you are not able to connect to the server, is that correct?	11:55:43 PM
DAWN REIDER	that is correct	11:56:26 PM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:56:31 PM
DAWN REIDER	VeeTechnologies.myrealdata.net	11:56:55 PM
	dawn.r.1@myrealdata.net	11:57:44 PM
Ashutosh Mishra	Server is accessible on our end.	11:59:18 PM
	May I take the remote access of your local computer?	11:59:24 PM
DAWN REIDER	yes	11:59:30 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	3 Apr, 12:01:47 AM
DAWN REIDER	all closed thank you	12:02:54 AM
Ashutosh Mishra	Please click on the link below to connect.	12:04:11 AM
	<a href="https://assist.acecloudhosting.com/join/4382452491">https://assist.acecloudhosting.com/join/4382452491</a>	12:04:14 AM
DAWN REIDER	Thank you so much for your help and the quick response - much appreciated	12:11:49 AM
Ashutosh Mishra	Thanks for the confirmation !	12:11:53 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:11:58 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!	12:12:03 AM
	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> )	



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Apr, 7:36:11 PM

### #76093 Chelcie Strode

**Email:** chelcie@strodeconstruction.com 15098811372

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** SPOKANE

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 7 Mins 40 Secs

Chelcie Strode	Hello, I am your Acebuddy	25 Apr, 7:36:12 PM
Acebuddy	Hello Chelcie Strode, I'm your Ace Buddy. I'll be happy to assist you!	7:36:13 PM
	Whom Would You Like to Connect With?	7:36:13 PM
Chelcie Strode	Technical Support (QB & App Hosting)	7:36:16 PM
Acebuddy	Welcome to Ace Support.	7:36:17 PM
	Please chose an option :	7:36:17 PM
Chelcie Strode	I'd like to report an Issue	7:36:22 PM
Acebuddy	Please select an option!	7:36:22 PM
Chelcie Strode	Other Issue	7:36:28 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:36:28 PM
Chelcie Strode	RDP - can't connect through it on my desktop all of a sudden??	7:37:20 PM

Acebuddy	Please wait while we connect you to a Support Representative	7:37:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:37:21 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:38:09 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:38:22 PM
	I am signing into the server to check why this is happening, one moment please	7:39:37 PM
Chelcie Strode	ok	7:39:43 PM
Sharath Kumar	Since there was nobody signed into the server, I have restarted it and am hoping that should resolve your concern	7:40:29 PM
Chelcie Strode	yes, thank you for the quick response and fix	7:42:20 PM
Sharath Kumar	The server is back up and running now, could you please try signing in once again and let me know the result.	7:42:23 PM
	oh you are already signed in, great!	7:42:32 PM
	I am assuming that some services on the server did not start correctly earlier, restarting the server fixed them	7:43:03 PM
	Is there anything else I may help you with ?	7:43:08 PM
Chelcie Strode	no, thanks!	7:43:19 PM
Sharath Kumar	A positive feedback would be greatly appreciated	7:43:27 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!	7:43:29 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:43:32 PM
	<i>Sharath Kumar has ended this chat session</i>	7:43:53 PM



# Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

26 Apr, 9:49:17 AM

### #76164 djimeno

Email: djimeno@agtaxes.com ☎ 13058261711

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: 58 Secs

City: AMHERST

State: Illinois

Country: UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 27 Secs

djimeno	Hello, I am your Acebuddy	26 Apr, 9:49:18 AM
Acebuddy	Hello Djimeno, I'm your Ace Buddy. I'll be happy to assist you!	9:49:19 AM
	Whom Would You Like to Connect With?	9:49:19 AM
djimeno	Technical Support (QB & App Hosting)	9:49:22 AM
Acebuddy	Welcome to Ace Support.	9:49:22 AM
	Please chose an option :	9:49:22 AM
	Please select an option!	9:49:30 AM
djimeno	I'd like to report an Issue	9:49:30 AM
	QuickBooks Issue	9:49:33 AM
Acebuddy	What type of QuickBooks Issue are you facing?	9:49:33 AM
djimeno	Other QB related issue	9:49:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:49:43 AM
djimeno	I recently purchased a QBand provided Ace Cloud hosting with the license # to install the app in the server. Now when I try to reset a password in QB, QB needs to email me a token to proceedbut the emails it is showing are not mine but of Ace Cloud	9:51:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:51:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:51:51 AM
	<i>Manish Singh accepted the chat transfer request.</i>	9:52:13 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:52:20 AM

djimeno	My question is, did Ace cloud register my QB that I purchased with their information instead of mine?	9:52:25 AM
Manish Singh	Kindly allow me two minutes to check the same.	9:53:05 AM
	May I know which QB version are you referring too?	9:54:28 AM
	Because as I can check you have leased QuickBooks Premier Accountant 2022 from us.	9:55:14 AM
djimeno	QB Accountant 2024	9:55:15 AM
	It was just installed last night	9:55:29 AM
Manish Singh	Please wait	9:55:41 AM
	Alright as I can check the license for QuickBooks 2024 is yours that you have provided, I suggest you contact Intuit support and ask them to change the email from the backend this will resolve your issue. (Edited)	9:58:01 AM
djimeno	was it registered using Ace cloud information?	9:58:56 AM
Manish Singh	It might have happened due to a glitch, as the information is showing within the company file, hence we can't modify it. I would suggest you connect with Intuit support to get that information updated.	10:00:55 AM
djimeno	can you provide me with a screenshot so that I may see as well so that I may have all the information for when I speak with intuit	10:01:47 AM
Manish Singh	Screenshot of what?	10:03:04 AM
	If you need license information just press F2 on QuickBooks it will show you your license.	10:03:32 AM
djimeno	as far as registration information, do you see what company information was entered?	10:04:13 AM
Manish Singh	Unfortunately, we don't have access internal company file information, hence, you best bet would be to check with Intuit support only.	10:05:37 AM
djimeno	ok thank you	10:06:44 AM
	<i>djimeno has ended this chat session</i>	10:06:46 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Apr, 7:33:23 PM

**#75880 Amber Cookston**

**Email:** acookston@adependablellc.com

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** DUNCANVILLE

**State:** Texas

**Country:** UNITED STATES

Chat Duration : 14 Mins 46 Secs

### Chat Transcript

Amber Cookston	Hello, I am your Acebuddy	22 Apr, 7:33:24 PM
Acebuddy	Hello Amber Cookston, I'm your Ace Buddy. I'll be happy to assist you!	7:33:25 PM
	Whom Would You Like to Connect With?	7:33:25 PM
Amber Cookston	Technical Support (QB & App Hosting)	7:33:33 PM
Acebuddy	Welcome to Ace Support.	7:33:34 PM
	Please chose an option :	7:33:34 PM
Amber Cookston	I'd like to report an Issue	7:33:41 PM
Acebuddy	Please select an option!	7:33:41 PM
Amber Cookston	Other Issue	7:33:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:33:45 PM
Amber Cookston	[Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your network administrator for help. [^] Hide details [OK] [Expanded Information] Error code: 0x30000008 Extended error code: 0x0 Timestamp (U	7:33:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:33:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:33:59 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	7:34:16 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	7:34:20 PM
	Hello Amber, how are you doing today ?	7:34:31 PM
Amber Cookston	Hello, I'm ok. We are having issues losing connection , this is the error message i keep receiving [Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your network administrator for help. [^] Hide details [OK] [Expanded Information] Error code: 0x30000008 Extended error code: 0x0 Timestamp (UTC): 04/22/25 02:02:13 PM Press Ctrl+C to copy.	7:35:11 PM
Rohan Prajapati	I will surely help you with this issue.	7:35:47 PM
	May I Know if all users are facing it or just you ?	7:36:03 PM

Amber Cookston	As of right now , it is just me, but I am also the only one connected at the moment	7:37:16 PM
Rohan Prajapati	Could you please try to login back and let me know the status ? (Edited)	7:38:07 PM
Amber Cookston	yes	7:38:23 PM
	[Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your network administrator for help. [^] Hide details [OK] [Expanded Information] Error code: 0x3000008 Extended error code: 0x0 Timestamp (UTC): 04/22/25 02:08:40 PM Press Ctrl+C to copy.	7:38:58 PM
Rohan Prajapati	May I take the remote access of your local computer?	7:39:18 PM
Amber Cookston	yes	7:39:51 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	7:40:03 PM
	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session	7:40:05 PM
	<a href="https://assist.acecloudhosting.com/join/7092214019">https://assist.acecloudhosting.com/join/7092214019</a>	
Amber Cookston	ok, i think i did everything, can you see?	7:41:57 PM
Rohan Prajapati	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.	7:42:31 PM
	It seems that Internet connection is not stable at your end as i'm not able to control anything	7:43:31 PM
Amber Cookston	The server browser came up can you see it	7:44:46 PM
Rohan Prajapati	I'm not able to see anything on your local PC.	7:45:56 PM
	But could you please confirm here if it is working fine for you or not ? (Edited)	
	Yes I can see now	7:46:26 PM
	It is working fine now for you.	7:46:36 PM
Amber Cookston	As of right now it is working, yes.. thank you. Hopefully I don't need to message ya'll again lol.	7:47:01 PM
Rohan Prajapati	You don't have to. However, if you still encounter any issues, feel free to contact us anytime — we're always available to help	7:47:57 PM
	Thanks for the confirmation !	7:48:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:48:07 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!	7:48:09 PM
	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> )	

Rohan Prajapati has ended this chat session

7:48:11 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Apr, 11:25:04 PM

### #75583 Susan Peet

**Email:** accounting@4frontventures.com

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** PHOENIX

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 45 Mins 1 Sec

Susan Peet	Hello, I am your Acebuddy	14 Apr, 11:25:06 PM
Acebuddy	Hello Susan Peet, I'm your Ace Buddy. I'll be happy to assist you!	11:25:06 PM
	Whom Would You Like to Connect With?	11:25:06 PM
Susan Peet	Technical Support (QB & App Hosting)	11:25:23 PM
Acebuddy	Welcome to Ace Support.	11:25:23 PM
	Please chose an option :	11:25:23 PM
Susan Peet	I'd like to report an Issue	11:25:29 PM
Acebuddy	Please select an option!	11:25:29 PM
Susan Peet	QuickBooks Issue	11:25:35 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:25:35 PM
Susan Peet	Other QB related issue	11:25:48 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:25:48 PM
Susan Peet	showing on all three monitors	11:26:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:26:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:26:14 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	11:27:30 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	11:27:38 PM
Susan Peet	thanks	11:27:46 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:28:22 PM
Susan Peet	4 front Ventures Susan Peet	11:28:51 PM
Sanyam Madan	Thank you for the information and allow 2 minutes to check the same.	11:29:47 PM
	Let me transfer you to a specialist who can better address your concern.	11:33:55 PM
Susan Peet	thanks	11:34:05 PM
	<i>Sanyam Madan is transferring the chat to Rohan Prajapati.</i>	11:34:09 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	11:34:14 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	11:34:19 PM
	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you onwards.	11:34:40 PM
Susan Peet	ok	11:34:46 PM
Rohan Prajapati	Kindly allow me 3-4 minutes to check the same.	11:35:40 PM
Susan Peet	QB seems to work fine but it showing on all three of my monitors at the same time. I need your help to remove it from two of these screens.	11:36:45 PM
Rohan Prajapati	May I take the remote access of your local computer?	11:37:19 PM
Susan Peet	please do	11:37:28 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	11:37:34 PM
Susan Peet	i cant get to them without closing QB.	11:38:16 PM
Rohan Prajapati	If that's the case then you can close it	11:39:04 PM
Susan Peet	ok give me a moment .	11:39:33 PM
	Should be OK now	11:40:35 PM
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the sesion	11:41:38 PM
	<a href="https://assist.acecloudhosting.com/join/5842336982">https://assist.acecloudhosting.com/join/5842336982</a>	
	Are you facing any issue ?	11:45:22 PM
Susan Peet	yes. doesnt seem to be working	11:45:40 PM

	there wasn't any where i saw to double click	11:46:24 PM
Rohan Prajapati	Are you using windows PC ?	11:47:17 PM
Susan Peet	i believe so	11:47:42 PM
Rohan Prajapati	All you need to do is double click on the downloaded file and allow the permission it asks for	11:48:06 PM
Susan Peet	i'll try again.	11:48:28 PM
Rohan Prajapati	Yes Please	11:49:14 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.	11:49:38 PM
	Susan, we have provided you with solutions for this issue. However, you still have some doubts and mentioned that you will work on it later and use a temporary laptop in the meantime.	15 Apr, 12:10:01 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:10:03 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!	12:10:05 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Rohan Prajapati has ended this chat session</i>	12:10:08 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Apr, 12:06:00 AM

#76042 kthevendra

Email: kthevendra@gmail.com ☎ 4166187294

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 12 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

Chat Duration : 14 Mins 12 Secs

### Chat Transcript

kthevendra	Hello, I am your Acebuddy	25 Apr, 12:06:01 AM
Acebuddy	Hello Kumar Thevendra, I'm your Ace Buddy. I'll be happy to assist you!	12:06:02 AM
	Whom Would You Like to Connect With?	12:06:02 AM
kthevendra	Technical Support (QB & App Hosting)	12:06:09 AM
Acebuddy	Welcome to Ace Support.	12:06:09 AM
	Please chose an option :	12:06:09 AM
kthevendra	I'd like to raise a Request	12:06:17 AM
Acebuddy	Please select your request type.	12:06:17 AM
kthevendra	Application Update	12:06:27 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	12:06:28 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	12:06:28 AM
kthevendra	Yes	12:06:39 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:06:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:06:39 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:07:07 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:07:15 AM
kthevendra	<a href="http://TLDMFSI.myreldata.net">http://TLDMFSI.myreldata.net</a> myreldata\GnanakumaranTh	12:07:42 AM
	need to update quickbooks	12:07:49 AM
Ashutosh Mishra	I will be surely assisting you with this. (Edited)	12:07:58 AM
	Kindly allow me two minutes to check the same.	12:08:20 AM
	Do you want to update QuickBooks Premier Edition 2024?	12:09:35 AM
kthevendra	yes	12:09:43 AM
Ashutosh Mishra	Thanks for the confirmation !	12:09:57 AM

I have started the QB update; it should be completed within 30 minutes. Would it be okay once it's completed i will inform over the email?

12:12:27 AM

We also need to reboot server, so it is suggested for all users to save work and log out for now.

12:12:55 AM

Are we still connected here?

12:15:12 AM

Are we still connected here?

12:17:14 AM

Are we still connected here?

12:19:12 AM

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.

12:20:11 AM

*Ashutosh Mishra has ended this chat session*

12:20:14 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

17 Apr, 12:28:34 PM

**#75727 Sinu Paul**

**Email:** paulsinu@gmail.com ☎ 13173958365

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 59 Secs

**City:** TIRISSUR

**State:** Kerala

**Country:** INDIA

### Chat Transcript

Chat Duration : 21 Mins 47 Secs

Sinu Paul	Hello, I am your Acebuddy	17 Apr, 12:28:35 PM
Acebuddy	Hello Paulsinu, I'm your Ace Buddy. I'll be happy to assist you!	12:28:36 PM
	Whom Would You Like to Connect With?	12:28:36 PM
Sinu Paul	Technical Support (QB & App Hosting)	12:28:48 PM

Acebuddy	Welcome to Ace Support.	12:28:48 PM
	Please chose an option :	12:28:48 PM
Sinu Paul	I'd like to report an Issue	12:29:02 PM
Acebuddy	Please select an option!	12:29:02 PM
Sinu Paul	Other Issue	12:29:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:29:08 PM
Sinu Paul	UNABLE TO CONNECT CLOUD NETWORK	12:29:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:29:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:29:35 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	12:29:40 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:29:48 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:29:53 PM
Sinu Paul	BridgetCPAFirm.myrealdatal.net	12:31:52 PM
Shubham Kataria	thank you for the information.	12:32:09 PM
	Kindly confirm if you're receiving any error while login onto the server.	12:32:30 PM
	Are we still connected here?	12:34:58 PM
	<i>12:35:21 PMSinu Paul is sharing a file with you <a href="#">image.png</a> - ( Size:706.88 KB )</i>	12:35:21 PM
	<i>Here is the screen appear when we are try to open the cloud</i>	
	Alright	12:35:55 PM
	If someone is not using the server Can I proceed with the server reboot as I am also unable to remote into the server	12:36:31 PM
	Kindly provide your confirmation on this	12:38:52 PM
Sinu Paul	ofcourse	12:39:08 PM
Shubham Kataria	Please allow me two minutes, I'll inform you here once the server up and start running	12:39:48 PM
Sinu Paul	ok	12:40:16 PM
Shubham Kataria	Thank you for your patience.	12:44:18 PM
	I've checked the server and it is down for us as well. We are unable to remote in currently	12:44:45 PM
	Could you please allow us sometime for this as this issue can be resolved by the system admin team and they will available in next 1 hours.	12:45:26 PM
	We will inform you over email once the server up and running	12:45:43 PM
Sinu Paul	okay thank you	12:48:38 PM

Shubham Kataria	You're welcome and thank you for your understanding. I'm informing this to the concerned team and will inform you once server is up	12:49:36 PM
	Is there anything else I may help you with ?	12:49:43 PM
Sinu Paul	no thank you	12:49:55 PM
Shubham Kataria	you're welcome	12:50:12 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:50:16 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!	12:50:19 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Shubham Kataria has ended this chat session*

12:50:22 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 Apr, 2:19:45 AM

#75604 ksapp

Email: ksapp@rosefeltlaw.com ☎ 727-241-4488

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 6 Mins 23 Secs

ksapp	Hello, I am your Acebuddy	15 Apr, 2:19:45 AM
Acebuddy	Hello Ksapp, I'm your Ace Buddy. I'll be happy to assist you!	2:19:46 AM
	Whom Would You Like to Connect With?	2:19:46 AM
ksapp	Technical Support (QB & App Hosting)	2:19:54 AM
Acebuddy	Welcome to Ace Support.	2:19:54 AM
	Please chose an option :	2:19:54 AM
ksapp	I'd like to report an Issue	2:20:00 AM
Acebuddy	Please select an option!	2:20:00 AM
ksapp	Other Issue	2:20:04 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:20:04 AM
ksapp	Unable to close application	2:20:17 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:20:18 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:20:18 AM
	<i>Sanyam Madan declined the transfer request.</i>	2:20:57 AM
	<i>Gurwinder Singh accepted the chat transfer request.</i>	2:21:42 AM
	<i>Gurwinder Singh is transferring the chat to Sanyam Madan.</i>	2:21:49 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	2:21:52 AM
	<i>Sanyam Madan is transferring the chat to Yash Kalra.</i>	2:22:03 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:22:05 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:22:09 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:22:20 AM
ksapp	Hi Yash	2:22:22 AM
	I am not able to close an application on the server - I tried opening an email and now its stuck	2:22:57 AM
Yash Kalra	Hello ksapp, Kindly help me with your server's name and username?	2:23:00 AM
ksapp	DRALLC	2:23:08 AM
	I think that's the server name	2:23:18 AM
Yash Kalra	Kindly allow me two minutes to check the same.	2:23:24 AM
ksapp	ok	2:24:11 AM
	the email finally closed out	2:25:31 AM
Yash Kalra		

We have made some changes from the backend, Please check and let us know if the issue resolved.

2:25:38 AM

ksapp I think it is good to go now - thank you

2:25:54 AM

Yash Kalra I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies.

2:25:56 AM

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

2:26:04 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!

2:26:06 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/>)

*Yash Kalra has ended this chat session*

2:26:09 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

21 Apr, 11:04:32 PM

**#75840 Loreta Gonzalez**

**Email:** lgonzalez@ipgholding.com 14073741365

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** VICENTE LOPEZ

**State:** Buenos Aires

**Country:** ARGENTINA

### Chat Transcript

Chat Duration : 22 Mins 41 Secs

Loreta Gonzalez	Hello, I am your Acebuddy	21 Apr, 11:04:33 PM
Acebuddy	Hello Lgonzalez, I'm your Ace Buddy. I'll be happy to assist you!	11:04:34 PM
	Whom Would You Like to Connect With?	11:04:34 PM
Loreta Gonzalez	Technical Support (QB & App Hosting)	11:04:41 PM
Acebuddy	Welcome to Ace Support.	11:04:41 PM
	Please chose an option :	11:04:41 PM
Loreta Gonzalez	I'd like to report an Issue	11:04:47 PM
Acebuddy	Please select an option!	11:04:47 PM
Loreta Gonzalez	Other Issue	11:04:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:04:51 PM
Loreta Gonzalez	users cannot connect to server	11:05:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:05:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:05:05 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	11:05:23 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	11:05:28 PM
	Hello, how are you doing today ?	11:05:51 PM
Loreta Gonzalez	Hello	11:06:02 PM
	I'm good	11:06:03 PM
	but cannot connect to server	11:06:08 PM
Rohan Prajapati	That's Great	11:06:17 PM
Loreta Gonzalez	me and another user, as far as I'm concerned	11:06:19 PM
Rohan Prajapati	I will surely help you with this issue.	11:06:22 PM
	Thank you for the information	11:06:35 PM
	Kindly allow me 4-5 minutes to check the same.	11:06:43 PM
Loreta Gonzalez	this is the error message: [Window Title] Conexión a Escritorio remoto [Content] No se puede completar la conexión porque el equipo remoto con el que te conectaste no es el especificado. Esto puede deberse a una entrada no actualizada en la memoria caché DNS. Intenta usar la dirección IP del equipo en lugar de su nombre. [^] Ocultar detalles [Aceptar] [Expanded Information] Código de error: 0x0 Código de error extendido: 0x0 Marca de tiempo (UTC): 04/21/25 05:31:13 PM Id. de actividad: 764ee1d0-a352-4e92-a88c-94119d180000 Presiona Ctrl+C para copiar.	11:07:07 PM
Rohan Prajapati	Thanks for the confirmation !	11:08:39 PM

	I'm checking the same from the backend	11:10:45 PM
Loreta Gonzalez	ok	11:10:57 PM
Rohan Prajapati	May I take the remote access of your local computer?	11:12:00 PM
Loreta Gonzalez	ok...	11:12:32 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	11:12:38 PM
Loreta Gonzalez	ok	11:12:49 PM
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and join the session  <a href="https://assist.acecloudhosting.com/join/9932198375">https://assist.acecloudhosting.com/join/9932198375</a>	11:13:04 PM
	Are you joining the remote session ?	11:15:53 PM
Loreta Gonzalez	I'm trying... already downloaded, and clicked the exe file	11:16:40 PM
	but nothing happened	11:16:45 PM
Rohan Prajapati	May I know if you are using Mac or Windows ?	11:17:15 PM
Loreta Gonzalez	windows	11:17:23 PM
Rohan Prajapati	Please double click on the downloaded file again and allow if it asks for any permission	11:17:49 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.	11:18:20 PM
	Is there anything else I may help you with ?	11:26:46 PM
Loreta Gonzalez	Nothing else.	11:27:02 PM
	Thank you	11:27:05 PM
Rohan Prajapati	Thanks for the confirmation !	11:27:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:27:11 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!	11:27:13 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
<i>Rohan Prajapati has ended this chat session</i>		11:27:15 PM

