

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Aug, 2:03:07 AM

#80749 Christy Newhouse Newhouse
Email: christynewhouse@larsonglass.com 📞 12538452111
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 4 Secs
City: PUYALLUP
State: Washington
Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 6 Secs

Christy Newhouse Newhouse	Hello, I am your Acebuddy	22 Aug, 2:03:08 AM
Acebuddy	Hello Christy Newhouse Newhouse, I'm your Ace Buddy. I'll be happy to assist you!	2:03:09 AM
	Whom Would You Like to Connect With?	2:03:09 AM
Christy Newhouse Newhouse	Technical Support (QB & App Hosting)	2:03:13 AM
Acebuddy	Welcome to Ace Support.	2:03:13 AM
	Please chose an option :	2:03:13 AM
Christy Newhouse Newhouse	I'd like to report an Issue	2:03:21 AM
Acebuddy	Please select an option!	2:03:21 AM
Christy Newhouse Newhouse	QuickBooks Issue	2:03:25 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:03:25 AM
Christy Newhouse Newhouse	Other QB related issue	2:03:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:03:32 AM
Christy Newhouse Newhouse	Payroll Subscription needs to be activated need service key	2:03:51 AM

Acebuddy	Please wait while we connect you to a Support Representative	2:03:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:03:51 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:04:26 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:04:31 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:04:35 AM
	Christy, please help me with your server's name and username so that I search your account details from the backend. (Edited)	2:06:47 AM
	Are we still connected here?	2:08:42 AM
	Are we still connected here?	2:10:17 AM
	Are we still connected here?	2:12:06 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.	2:12:11 AM
	<i>Yash Kalra has ended this chat session</i>	2:12:15 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Aug, 7:21:26 PM

#80901 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 29 Secs

City: ANAND

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 49 Mins 2 Secs

ankit	Hello, I am your Acebuddy	27 Aug, 7:21:27 PM
Acebuddy	Hello Ankit, I'm your Ace Buddy. I'll be happy to assist you!	7:21:28 PM
	Whom Would You Like to Connect With?	7:21:28 PM
ankit	Technical Support (QB & App Hosting)	7:21:31 PM
Acebuddy	Welcome to Ace Support.	7:21:31 PM
	Please chose an option :	7:21:31 PM
ankit	I'd like to report an Issue	7:21:56 PM
Acebuddy	Please select an option!	7:21:56 PM
ankit	QuickBooks Issue	7:21:59 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:22:00 PM
ankit	Other QB related issue	7:22:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:22:04 PM
ankit	Not working qb properly	7:22:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:22:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:22:18 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:22:55 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:23:01 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:23:24 PM
ankit	hi	7:24:20 PM
	Priorware solutions	7:24:32 PM
	All users logout	7:26:23 PM
Shubham Maurya	Thank you for the information Ankit, We do understand that you are facing QB related issue and we will definitely help you with that. Please allow few minutes to check the server details.	7:26:41 PM
ankit	Ok	7:27:20 PM
Shubham Maurya	Noted that, Thanks for Informing.	7:27:22 PM
ankit	Hi	7:29:06 PM
Shubham Maurya	Thanks for your patience Ankit, We can see that we do have per-existing tickets for QB slow and QB not launching.	7:30:12 PM
	Please can you confirm that exact issue which you are facing at the moment?	7:30:28 PM
ankit	Different	7:30:45 PM
Shubham Maurya	Okay, please do share the issue which you are facing with the application so that we can help you accordingly.	7:31:29 PM

ankit	Please do something to start work	7:32:07 PM
	All work stopped now	7:32:28 PM
Shubham Maurya	We do understand Ankit, Please can you confirm the exact issue which you are facing with the quickbooks application so that we can help you earliest.	7:34:24 PM
ankit	QB not opening	7:34:47 PM
	Work stopped	7:34:52 PM
Shubham Maurya	We have performed QB fix using diagnostic tool from Intuit, we need a time window to perform QB update as well. Please can you share any time window Ankit?	7:37:43 PM
ankit	No	7:38:13 PM
	No permission for that	7:38:22 PM
	How much time u need?	7:38:44 PM
Shubham Maurya	That's understandable Ankit as it's affecting the work, I just checked with escalation team and we might need 30 minutes for the update implementations.	7:40:24 PM
ankit	Can u do earliest?	7:41:18 PM
Shubham Maurya	Sure, we can try our best to fix it as early as possible to make the server available back to use in minimum time.	7:42:55 PM
ankit	Ok	7:43:17 PM
Shubham Maurya	30 minutes is the Max time window which we are asking for, It could be done in less time also.	7:43:37 PM
ankit	Ok	7:44:41 PM
	Do fast	7:44:45 PM
Shubham Maurya	Sure, we are working on it. Once done we will let you know here.	7:46:09 PM
	Please stay connected.	7:46:14 PM
ankit	Ok	7:46:22 PM
Shubham Maurya	Ankit, we can see there are still 10-12 users are active on server.	7:47:46 PM
ankit	Name?	7:47:55 PM
Shubham Maurya	Please can you ask them to logout so that we can proceed.	7:48:06 PM
	<i>7:49:24 PMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:37.67 KB)</i> <i>Please check.</i>	7:49:24 PM
ankit	ok	7:51:15 PM
	Can u do forcefully reboot	7:53:10 PM
	So we can work accordingly fast	7:53:22 PM
	Hello	7:54:16 PM
Shubham Maurya	Alright, we are doing it please hold on.	7:54:57 PM

ankit	Ok	7:55:25 PM
	Hi	7:56:41 PM
Shubham Maurya	Yes, please let us know if any further request.	7:57:20 PM
	Are we still connected here?	8:03:02 PM
	Are we still connected here?	8:05:59 PM
	Are we still connected here?	8:07:38 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.	8:09:47 PM

Shubham Maurya has ended this chat session

8:10:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Aug, 7:31:56 PM

#80169 Josh Norby

Email: joshn@sentrynd.com ☎ 17012610551

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: WATFORD CITY

State: North Dakota

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 1 Sec

Josh Norby	Hello, I am your Acebuddy	5 Aug, 7:31:57 PM
Acebuddy	Hello Josh Norby, I'm your Ace Buddy. I'll be happy to assist you!	7:31:58 PM
	Whom Would You Like to Connect With?	7:31:58 PM
Josh Norby	Technical Support (QB & App Hosting)	7:32:15 PM

Acebuddy	Welcome to Ace Support.	7:32:15 PM
	Please chose an option :	7:32:15 PM
Josh Norby	I'd like to raise a Request	7:32:22 PM
Acebuddy	Please select your request type.	7:32:22 PM
Josh Norby	Change in Users	7:32:35 PM
Acebuddy	Please select your desired option!	7:32:35 PM
Josh Norby	User Addition	7:32:43 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	7:32:43 PM
	Do you need any further assistance on the topic?	7:32:43 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:08:58 PM
	<i>Ended due to chat idle timeout</i>	8:08:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Aug, 4:50:10 PM

#80655 office

Email: office@mermanusa.com 📞 12035701995

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: SOMERVILLE

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Secs

office	Hello, I am your Acebuddy	19 Aug, 4:50:11 PM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	4:50:12 PM
	Whom Would You Like to Connect With?	4:50:12 PM
office	Technical Support (QB & App Hosting)	4:50:16 PM
Acebuddy	Welcome to Ace Support.	4:50:16 PM
	Please chose an option :	4:50:16 PM
office	I'd like to raise a Request	4:50:22 PM
Acebuddy	Please select your request type.	4:50:22 PM
office	Application Update	4:50:32 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	4:50:32 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	4:50:32 PM
office	No	4:50:42 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	4:50:42 PM
	<i>Acebuddy has ended this chat session</i>	4:50:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80375 Christian John Baluyut

Email: christian@liebertassociates.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: POBLACION

State: Ilocos Sur
Country: PHILIPPINES

Chat Transcript

Chat Duration : 19 Mins 15 Secs

Christian John Baluyut	Hello, I am your Acebuddy	12 Aug, 12:37:40 AM
Acebuddy	Hello Christian John Baluyut, I'm your Ace Buddy. I'll be happy to assist you!	12:37:40 AM
	Whom Would You Like to Connect With?	12:37:40 AM
Christian John Baluyut	Technical Support (QB & App Hosting)	12:37:52 AM
Acebuddy	Welcome to Ace Support.	12:37:52 AM
	Please chose an option :	12:37:52 AM
Christian John Baluyut	I'd like to report an Issue	12:37:59 AM
Acebuddy	Please select an option!	12:37:59 AM
Christian John Baluyut	Other Issue	12:38:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:38:03 AM
Christian John Baluyut	I cannot connect to my remote desktop through a different device using the same credentials.	12:38:31 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:38:31 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:38:31 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:39:51 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:39:55 AM
Christian John Baluyut	Hi Manish	12:40:28 AM
	We are using a remote desktop through computer server LieberAssociates.myrealdata.net	12:41:07 AM
Manish Singh	I will surely help you with this issue.	12:41:14 AM
	This message has been deleted	12:41:16 AM
Christian John Baluyut	However, I had to use a different device and unfortunately, I was not able to connect to the same server after multiple attempts.	12:41:33 AM
Manish Singh	May I know your username?	12:41:46 AM
Christian John Baluyut	Sorry, the server is LiebertAssociates.myrealdata.net	12:41:59 AM
	Username is Christian.Ba@myrealdata.net	12:42:05 AM
Manish Singh	Christian.Ba@myrealdata.net Is this your username?	12:42:05 AM
Christian John Baluyut	Yes	12:42:10 AM

Manish Singh	Alright!	12:42:12 AM
	Kindly allow me two minutes to check the same.	12:42:14 AM
Christian John Baluyut	Sure thing	12:42:30 AM
Manish Singh	May I take the remote access of your local computer?	12:45:04 AM
Christian John Baluyut	I figured out something while waiting for your response	12:45:29 AM
	I went in and added RDG.myrealdata.net as my server in the Advanced Settings	12:46:01 AM
	However, I'm trying to figure out my credentials now	12:46:08 AM
	Let me try and get back to you	12:46:12 AM
Manish Singh	Alright!	12:46:27 AM
Christian John Baluyut	How can I reset my password? Is my Username for logging in still Christian.Ba@myrealdata.net?	12:47:08 AM
Manish Singh	Go to selfcare.acecloudhosting.com and select to forgot password add your username [Christian.Ba] (mailto:Christian.Ba@myrealdata.net?).	12:48:33 AM
	Then you can reset your password.	12:48:53 AM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	12:49:06 AM
Christian John Baluyut	It is limited to my account	12:49:20 AM
	It seems like I only have to log-in the correct credentials	12:49:31 AM
Manish Singh	Alright, are you able to access server?	12:51:09 AM
Christian John Baluyut	Yep	12:54:29 AM
	Thanks Manish!	12:54:37 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:56:50 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!	12:56:54 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	12:56:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Aug, 3:58:36 AM

#80571 llewis
Email: llewis@tayloengineers.com
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: 29 Secs
City: OAKLAND
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 49 Secs

Ilewis	Hello, I am your Acebuddy	17 Aug, 3:58:37 AM
Acebuddy	Hello Lea Lewis, I'm your Ace Buddy. I'll be happy to assist you!	3:58:38 AM
	Whom Would You Like to Connect With?	3:58:38 AM
Ilewis	Technical Support (QB & App Hosting)	3:58:44 AM
Acebuddy	Welcome to Ace Support.	3:58:44 AM
	Please chose an option :	3:58:44 AM
Ilewis	I'd like to report an Issue	3:58:58 AM
Acebuddy	Please select an option!	3:58:58 AM
Ilewis	QuickBooks Issue	3:59:03 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:59:03 AM
Ilewis	Other QB related issue	3:59:10 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:59:10 AM
Ilewis	Ticket 752254	3:59:29 AM

Acebuddy	Please wait while we connect you to a Support Representative	3:59:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:59:30 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	3:59:40 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:59:44 AM
	Hello Lea	3:59:52 AM
Ilewis	Hello Shashwat	4:00:02 AM
Shashwat Verma	We have checked your ticket ID	4:00:24 AM
	I will surely help you with this issue.	4:00:28 AM
Ilewis	thank you	4:00:38 AM
Shashwat Verma	As requested, we have rebooted the server.	4:01:40 AM
	Is there anything else I may help you with ?	4:01:44 AM
Ilewis	can you hold on while I see if the BigTime sync agent reconnects?	4:02:20 AM
Shashwat Verma	Sure	4:02:23 AM
	You can re-login the server now.	4:02:48 AM
Ilewis	thanks	4:03:02 AM
Shashwat Verma	Kindly check if the things working as expected?	4:05:51 AM
Ilewis	just another minute	4:06:34 AM
Shashwat Verma	Sure, please take your time	4:06:46 AM
Ilewis	the BigTime sync agent is not coming up	4:07:33 AM
Shashwat Verma	Let me check	4:08:25 AM
Ilewis	ok	4:08:35 AM
Shashwat Verma	Lea, it is working at my end	4:09:00 AM
	<i>4:09:11 AMShashwat Verma is sharing a file with you</i> <i>image.png - (Size:37.55 KB)</i>	4:09:11 AM
Ilewis	it's not connected though	4:09:42 AM
Shashwat Verma	Okay	4:09:57 AM
	May I take the remote access of your server?	4:10:07 AM
Ilewis	yes	4:10:14 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	4:10:19 AM
Ilewis	ok	4:10:26 AM
Shashwat Verma	Kindly accept the invite	4:10:32 AM
	Looks like its working now	4:17:40 AM

Ilewis	yes it is, thank you!	4:18:03 AM
Shashwat Verma	Is there anything else I may help you with ?	4:18:07 AM
Ilewis	no thank you	4:18:17 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	4:18:21 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:18:25 AM
	<i>Shashwat Verma has ended this chat session</i>	4:18:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Aug, 12:07:29 AM

#80967 jackhung

Email: jackhung@jonaglobal.com 📞 16265893869

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: 40 Secs

City: CERRITOS

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 36 Secs

jackhung	Hello, I am your Acebuddy	29 Aug, 12:07:29 AM
Acebuddy	Hello English, I'm your Ace Buddy. I'll be happy to assist you!	12:07:30 AM
	Whom Would You Like to Connect With?	12:07:30 AM
jackhung	Technical Support (QB & App Hosting)	12:07:36 AM
Acebuddy	Welcome to Ace Support.	12:07:36 AM
	Please chose an option :	12:07:36 AM

jackhung	I'd like to raise a Request	12:07:42 AM
Acebuddy	Please select your request type.	12:07:42 AM
jackhung	Office 365 Addition	12:07:47 AM
Acebuddy	Please specify if you already have an Office365 subscription	12:07:47 AM
jackhung	I wish to buy the license from Ace	12:07:57 AM
Acebuddy	Office 365 is a subscription based application and there are several plans to chose from.	12:07:57 AM
	For better understanding of the features and functionality on offer within each available subscription plan, Kindly refer to the attached link below. (Please Note: O365 E1 Plan is "web only")	12:07:57 AM
	Once you find your desired plan, Kindly email us the details at support@acecloudhosting.com and your request will be processed within 24 hours.	12:07:57 AM
	Do you need any further assistance on the topic?	12:07:57 AM
jackhung	Yes	12:08:05 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:08:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:08:05 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:08:45 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:08:48 AM
	Hello	12:08:52 AM
jackhung	Hi , i need help on my microsoft office i got an email from your rep and provided me a username and password.	12:09:42 AM
	Unfortunately, i cannot able to login to access microsoft excel	12:10:23 AM
Shashwat Verma	I will surely help you with this issue.	12:11:00 AM
jackhung	Is there a way you can set up or do a remote access to set it up	12:11:04 AM
Shashwat Verma	Yeah sure	12:11:30 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:11:44 AM
jackhung	ok	12:12:23 AM
	It' ready	12:13:16 AM
Shashwat Verma	Kindly accept the invite	12:13:48 AM
	Just to confirm whether you are using JackHU?	12:14:16 AM
jackhung	I need the MS OFC setup on the pc of Marylou Guzman	12:15:12 AM
Shashwat Verma	https://assist.acecloudhosting.com/join/9102368261	12:15:25 AM
	Kindly use this link.	12:15:31 AM
jackhung	I got a username and password but for some reason it's not working..	12:15:36 AM

Shashwat Verma	Yes, I got the issue	12:15:55 AM
	Kindly Click on the link and open the downloaded file.	12:16:44 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.	12:16:59 AM
	Kindly reset the password	12:17:45 AM
jackhung	Do i need to do the Microsoft Authenticator app?	12:20:42 AM
	Is it necessary?	12:20:56 AM
Shashwat Verma	Yes you have download the same and scan the qb by that app	12:21:04 AM
	Yes	12:21:07 AM
jackhung	can we skip it?	12:21:39 AM
Shashwat Verma	No, actually its from Microsoft side.	12:22:09 AM
jackhung	do i need to download the app?	12:22:30 AM
Shashwat Verma	Yes	12:22:33 AM
jackhung	can you do it?	12:22:43 AM
Shashwat Verma	You need to install the app on your phone and scan the QR code to get this done	12:24:19 AM
jackhung	ok	12:24:56 AM
Shashwat Verma	Also Jack, we have checked that Office license was activated for Mary Lu. We shared the credentials with you as well. (Edited)	12:25:18 AM
	It should have been activated if user would have used the credentials to activate the application on the server or outside the server.	12:25:57 AM
jackhung	can you do a remote access and help me to set it up on my ace cloud?	12:26:39 AM
Shashwat Verma	Yes, but authenticator is something you will have to set on your end.	12:27:31 AM
	Jack, regarding the refund of the License, we have checked that user did not activated the License on server and that is why it was not usable. It was already activated on our end.	12:29:05 AM
	Kindly download Microsoft authenticator app and let configure the on this session only.	12:29:59 AM
	Shall we proceed, we have your remote screen already	12:30:18 AM
jackhung	can we do it without this process?	12:31:34 AM
Shashwat Verma	Jack, as I said this is pushed from the Microsoft side for the security reasons, if you think you don't have the phone of the user, who will use this account, we can schedule the setup for the same user when available	12:33:15 AM
	It hardly take 5 mins'	12:33:21 AM
	Is that the condition , you are facing (Edited)	12:34:15 AM
jackhung	744363053	12:34:44 AM

	is that the code you are looking for?	12:35:00 AM
Shashwat Verma	Jack, we don't require any code from your end, to login the office, you have to scan the Qb code from the Microsoft app, which will work to help login the same in furture	12:36:17 AM
jackhung	i did, but it doesn't allow me to add the account	12:36:51 AM
Shashwat Verma	Okay, try again now	12:37:06 AM
	Download this app, shown in pic	12:39:01 AM
jackhung	it kept saying "You've already used this QR code to add an account. Generate a new QR code and try again"	12:41:04 AM
Shashwat Verma	Jack, in that case shall we align you on call or you like to proceed further here only?	12:42:42 AM
jackhung	sure....let's align on call	12:43:32 AM
	can you call my office number?	12:43:47 AM
Shashwat Verma	Okay, kindly share your direct number	12:43:53 AM
jackhung	562-266-3678	12:43:55 AM
Shashwat Verma	Perfect our engineer will connect with you in 15 mins	12:44:14 AM
jackhung	ok thx	12:44:22 AM
Shashwat Verma	Is there anything else I may help you with ?	12:44:26 AM
jackhung	so will we get refund?	12:44:48 AM
Shashwat Verma	We have discussed the case with team, let my senior get you on this on same call	12:45:22 AM
jackhung	for the time being that we did not activate and use	12:45:26 AM
	ok, thx	12:45:33 AM
Shashwat Verma	Yes, we got your point	12:45:40 AM
	He will update the same too.	12:45:50 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:45:59 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	12:46:03 AM
jackhung	u too	12:46:05 AM
	<i>Shashwat Verma has ended this chat session</i>	12:46:06 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Aug, 11:10:29 PM

#80122 jason
Email: jason@cortezbusinesssolutions.com ☎ 17605056897
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 6 Secs
City: SAN DIEGO
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 30 Mins


jason	Hello, I am your Acebuddy	4 Aug, 11:10:29 PM
Acebuddy	Hello Jason, I'm your Ace Buddy. I'll be happy to assist you!	11:10:30 PM
	Whom Would You Like to Connect With?	11:10:30 PM
jason	Technical Support (QB & App Hosting)	11:10:40 PM
Acebuddy	Welcome to Ace Support.	11:10:41 PM
	Please chose an option :	11:10:41 PM
jason	I'd like to report an Issue	11:10:45 PM
Acebuddy	Please select an option!	11:10:45 PM
jason	Other Issue	11:10:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:10:51 PM
jason	I'm following up regarding a persistent issue affecting one of our users' servers. The user SamanthaC@myrealdata.net is repeatedly encountering a problem when attempting to open company files on the server via QuickBooks.	11:11:18 PM

Acebuddy	Please wait while we connect you to a Support Representative	11:11:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:11:19 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	11:11:28 PM
jason	More often than not, the following error appears: "This action requires Windows administrative permissions."	11:11:35 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	11:11:39 PM
jason	Hi Vikas! thank you	11:11:52 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	11:12:08 PM
jason	thank you for looking into this	11:13:01 PM
Vikas Singh Chauhan	Is it for the account RF Cortez Enterprises ?	11:13:12 PM
jason	Yes	11:13:20 PM
	but only one user, Samantha.	11:13:30 PM
Vikas Singh Chauhan	Thanks for the confirmation !	11:13:41 PM
	Kindly allow me 4-5 minutes to check the same.	11:13:54 PM
jason	No worries. Thank you.	11:14:07 PM
	The problem only occurs when the user Samantha attempts to open a company file on QuickBooks.	11:15:37 PM
Vikas Singh Chauhan	Okay, I am connected to the server right now. And I see Samantha is logged in	11:16:11 PM
	Is she currently getting the same error ?	11:16:26 PM
jason	let me check. one moment	11:16:56 PM
	We are attempting to get the error	11:17:33 PM
Vikas Singh Chauhan	Thank you, let me know if she is available, so that I can make changes to the service from server end if required.	11:17:54 PM
jason	The user is attempting to throw the error now	11:17:57 PM
Vikas Singh Chauhan	Great !!	11:18:17 PM
jason	The error just popped up	11:18:19 PM
Vikas Singh Chauhan	Okay	11:18:22 PM
	Please ask her to close the Quickbook	11:18:39 PM
	And it is for the Quickbook version Accountant 2024 ?	11:19:00 PM
jason	I believe so	11:19:21 PM
	She has closed the program	11:19:42 PM
Vikas Singh Chauhan	Okay	11:19:42 PM
	Kindly allow me two minutes to check the same.	11:19:52 PM

jason	thank you	11:20:19 PM
Vikas Singh Chauhan	please ask her to launch the application again, I have made the required changes.	11:21:54 PM
jason	okay, one moment	11:22:10 PM
Vikas Singh Chauhan	Sure	11:22:19 PM
jason	She said the same error is coming up	11:23:14 PM
Vikas Singh Chauhan	Okay	11:23:56 PM
	I have applied the changes, and a server reboot may be required for them to take effect.	11:24:46 PM
	But I see Samantha and Frances are logged in currently.	11:25:07 PM
jason	okay, let me check with her and make sure she is not working on the server.	11:25:10 PM
	how long would the server reboot take? I might need to schedule a time to reboot during the day so we dont halt work.	11:26:25 PM
Vikas Singh Chauhan	I would just take 3-5 minutes to reboot.	11:26:38 PM
jason	okay one moment, let me check with Frances if we can do a quick reboot.	11:27:04 PM
Vikas Singh Chauhan	Sure, please take your time.	11:27:15 PM
jason	got it. thank you. one moment please.	11:28:22 PM
Vikas Singh Chauhan	Okay	11:29:54 PM
jason	almost there. one moment. Just saving the work that is open.	11:30:34 PM
Vikas Singh Chauhan	No worries.	11:30:43 PM
jason	go ahead perform the reboot. All work has been saved.	11:33:09 PM
	thank you for waiting	11:33:15 PM
Vikas Singh Chauhan	Thanks for the confirmation !	11:33:22 PM
	Kindly allow me five minutes to perform it.	11:33:53 PM
jason	no problem	11:34:02 PM
Vikas Singh Chauhan	Server is up now, please ask Samantha to run the Quickbook again, if issue persists, we need to connect to her sever session remotely.	11:35:18 PM
jason	thank you.	11:35:39 PM
	let me have her check	11:36:04 PM
Vikas Singh Chauhan	Sure	11:36:13 PM
jason	are the servers online? We re not able to access the server	11:37:05 PM
	<i>11:38:10 PMjason is sharing a file with you</i> image.png - (Size:230.78 KB)	11:38:10 PM
Vikas Singh Chauhan	Yes, server is up and running, I am connected to it. Please try to login again.	11:40:41 PM
jason	okay, one moment. She is trying to connect now	11:41:11 PM

Vikas Singh Chauhan	Okay	11:41:29 PM
jason	the user is still getting the error message when trying to access the server. They are unable to connect.	11:42:35 PM
	I am also having issues logging in as a different user	11:44:05 PM
Vikas Singh Chauhan	Okay, allow me to check once.	11:44:14 PM
jason	" the logon attempt failed"	11:44:14 PM
	okay, thank you	11:44:22 PM
Vikas Singh Chauhan	Please ask Samantha to login again.	11:47:19 PM
jason	okay, one moment	11:47:37 PM
	okay shes in	11:48:31 PM
Vikas Singh Chauhan	Okay	11:48:45 PM
jason	shes opening up QB now	11:48:50 PM
	the same error message popped up	11:49:52 PM
	its currently on screen	11:49:57 PM
Vikas Singh Chauhan	Okay	11:50:10 PM
jason	are you connected?	11:51:04 PM
Vikas Singh Chauhan	Okay, I have tried some changes in the Quickbook service which require a reboot of server again. Is it okay to reboot and try the application again.	11:52:54 PM
jason	yes go ahead.	11:53:42 PM
Vikas Singh Chauhan	Please ask Samantha to log off from the server.	11:53:55 PM
	Thank you.	11:54:03 PM
jason	okay! shes logging off now	11:54:23 PM
	logged off, ready to reboot.	11:54:36 PM
Vikas Singh Chauhan	Okay	11:54:41 PM
jason	let me know when she can sign in again	11:56:15 PM
Vikas Singh Chauhan	Sure, allow me 2-3 minutes.	11:56:52 PM
jason	of course. thank you	11:57:02 PM
Vikas Singh Chauhan	Kindly allow me few minutes to check the same.	5 Aug, 12:01:37 AM
jason	no problem.	12:01:49 AM
	are the servers back online for other users?	12:02:16 AM
Vikas Singh Chauhan	it will be up in 2 minutes, making some changes in the backend.	12:02:50 AM
jason	okay thank you	12:03:39 AM

Vikas Singh Chauhan	Server is taking more time to come back online. I apologize for any delay and Thank you for your patience.	12:08:27 AM
jason	okay. no worries. Let me know as soon as it is online so I can alert the other users.	12:09:16 AM
Vikas Singh Chauhan	Sure Jason	12:09:47 AM
	Server is up and running now.	12:11:22 AM
jason	thank you	12:11:33 AM
	I'm having her log in now	12:12:07 AM
Vikas Singh Chauhan	Please ask Samantha to log back in and launch the Quickbook.	12:12:15 AM
	Thank you.	12:12:22 AM
jason	no problem	12:13:16 AM
	I'm not sure if you are logged in with her, but the error message popped up again.	12:14:45 AM
Vikas Singh Chauhan	Okay, we may need to arrange a call back with her to connect remotely and work on this issue while she is logged in.	12:16:11 AM
jason	okay. is this something that needs to happen today? what time can I schedule this between	12:16:45 AM
Vikas Singh Chauhan	We can reach out to her as per her best available time.	12:17:35 AM
	We can do it today if you have any preferred time.	12:18:20 AM
jason	How much time do you need? I can find some availability later today.	12:19:02 AM
Vikas Singh Chauhan	It could take 30-40 minutes depending upon the troubleshooting needs to be done.	12:19:50 AM
jason	can we do 4pm PST. I have access to this user's credentials and can work with you.	12:21:22 AM
Vikas Singh Chauhan	Jason, could you please ask Samantha to just give a try once again.	12:24:04 AM
jason	okay one moment.	12:24:16 AM
Vikas Singh Chauhan	Sure, if it does not work this time, will arrange a callback.	12:24:35 AM
jason	okay no worries. She is attempting it now.	12:25:18 AM
Vikas Singh Chauhan	Thank you !!	12:25:32 AM
jason	nope. same issue	12:26:17 AM
	she sent another screenshot	12:26:22 AM
Vikas Singh Chauhan	She did not log off, I have just logged her off, please try one last time.	12:27:21 AM
jason	okay, shes attempting again	12:28:48 AM
Vikas Singh Chauhan	Okay	12:29:12 AM
jason	she is now having an issue entering the server.	12:29:22 AM
	12:29:39 AMjason is sharing a file with you image.png - (Size:24.87 KB)	12:29:39 AM
Vikas Singh Chauhan	Allow me 1 minute to fix this.	12:30:07 AM

jason	okay. thank you	12:30:14 AM
Vikas Singh Chauhan	She can try now.	12:30:55 AM
jason	okay	12:31:01 AM
	She was able to access it!	12:33:33 AM
Vikas Singh Chauhan	Awesome !!	12:33:47 AM
jason	Vikas thank you so much. What happened with the login issue? Just in case it happens again, I can see if I can reach out to support and use your same steps	12:34:35 AM
Vikas Singh Chauhan	If she attempts wrong password multiple times, the account gets locked.	12:34:54 AM
jason	my apologies, i meant the quickbooks permission issue	12:35:36 AM
Vikas Singh Chauhan	For Quickbook, there were other versions of Quickbooks were running other than 2024, so the services of all of them were clashing which required Admin access.	12:36:55 AM
	So, we provided the admin access to her on the server but I am also checking if the Admin access for needs to be remained permanent or need to change.	12:37:39 AM
jason	okay. Thank you	12:39:14 AM
Vikas Singh Chauhan	She should okay with accessing the Quickbooks now without any issues in future.	12:39:43 AM
	Admin access will remain with some restrictions.	12:40:02 AM
	Is there anything else I may help you with ?	12:40:09 AM
jason	just that. You've helped out with everything. thank you	12:40:29 AM
Vikas Singh Chauhan	No worries Jason.	12:40:40 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:40:45 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	12:40:52 AM
	<i>Vikas Singh Chauhan has ended this chat session</i>	12:41:09 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Aug, 6:13:33 AM

#80525 Mark Sizemore
Email: mark@firstcoastcpa.com 📞 9043344651
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 36 Secs
City: JACKSONVILLE
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 23 Secs

Mark Sizemore	Hello, I am your Acebuddy	15 Aug, 6:13:34 AM
Acebuddy	Hello Mark Sizemore, I'm your Ace Buddy. I'll be happy to assist you!	6:13:35 AM
	Whom Would You Like to Connect With?	6:13:35 AM
Mark Sizemore	Technical Support (QB & App Hosting)	6:13:40 AM
Acebuddy	Welcome to Ace Support.	6:13:40 AM
	Please chose an option :	6:13:40 AM
Mark Sizemore	I'd like to report an Issue	6:13:46 AM
Acebuddy	Please select an option!	6:13:46 AM
Mark Sizemore	Other Issue	6:13:50 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:13:50 AM
Mark Sizemore	ATX tax software will not start. Receive the message"An attempt was made to start the server process, but the application is still unable to connect. Please start the server and try again."	6:14:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:14:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:14:59 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	6:15:29 AM
Mark Sizemore	sizemoreACPA.myrealdata.net	6:15:30 AM

Chat Transcript

Chat Duration : 18 Mins 56 Secs

Heather Cox	Hello, I am your Acebuddy	26 Aug, 5:37:12 PM
Acebuddy	Hello Heather Cox, I'm your Ace Buddy. I'll be happy to assist you!	5:37:13 PM
	Whom Would You Like to Connect With?	5:37:13 PM
Heather Cox	Technical Support (QB & App Hosting)	5:37:20 PM
Acebuddy	Welcome to Ace Support.	5:37:20 PM
	Please chose an option :	5:37:20 PM
Heather Cox	I'd like to report an Issue	5:37:29 PM
Acebuddy	Please select an option!	5:37:29 PM
Heather Cox	Password Reset	5:37:42 PM
Acebuddy	Please select an option below	5:37:42 PM
Heather Cox	Already Enrolled to Selfcare Portal	5:37:48 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	5:37:48 PM
	Do you need any further assistance on the topic?	5:37:48 PM
Heather Cox	Yes	5:37:54 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:37:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:37:54 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	5:38:13 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	5:38:20 PM
	Hello Heather	5:38:27 PM
Heather Cox	Hello, I am trying to login and it asking for my credentials and they aren't working	5:38:58 PM
	My portal login isn't working as well	5:39:19 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:39:47 PM
Heather Cox	Nicole F I'm not sure the server name where would i find that	5:41:04 PM
Sujeet Kumar Suman	In the RDP setup.	5:41:25 PM
Heather Cox	myrealdate\nicolef	5:41:41 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	5:42:11 PM
	Thank you for your patience.	5:44:34 PM
	When were you able to access the server?	5:46:02 PM

	And you are the only one who is unable to access the server.	5:46:37 PM
	Are we still connected here?	5:49:40 PM
	Are we still connected here?	5:53:48 PM
	Are we still connected here?	5:55:57 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.	5:56:04 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:56:06 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	5:56:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Aug, 1:26:42 PM

#80099 krisika
Email: krisika@hkidata.com 📞 7383092838
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 1 Min 20 Secs
City: BORSAD
State: Gujarat
Country: INDIA

Chat Transcript

Chat Duration : 16 Mins 24 Secs

krisika	Hello, I am your Acebuddy	4 Aug, 1:26:43 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	1:26:44 PM
	Whom Would You Like to Connect With?	1:26:44 PM
krisika	Technical Support (QB & App Hosting)	1:26:46 PM

Acebuddy	Welcome to Ace Support.	1:26:46 PM
	Please chose an option :	1:26:46 PM
krisika	I'd like to report an Issue	1:26:52 PM
Acebuddy	Please select an option!	1:26:52 PM
krisika	Other Issue	1:26:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:26:57 PM
krisika	Hi	1:27:57 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:27:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:27:58 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:28:05 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:28:12 PM
krisika	Quickbook not open in all pc	1:28:31 PM
Ashutosh Mishra	I will surely help you with this issue.	1:29:32 PM
	Kindly allow me two minutes to check the same.	1:29:35 PM
krisika	Ok	1:29:40 PM
Ashutosh Mishra	Thank you for your patience.	1:33:43 PM
	Please allow me few more minutes i am checking from backend.	1:34:01 PM
krisika	How much time ?	1:35:36 PM
Ashutosh Mishra	May i reboot the server?	1:36:31 PM
	Are we still connected here?	1:37:25 PM
krisika	Yes	1:38:00 PM
	Yes	1:38:07 PM
Ashutosh Mishra	The server has rebooted, please try now.	1:40:55 PM
krisika	Ok	1:42:33 PM
	Quickbook open now in all pc	1:42:44 PM
	Thank you	1:42:49 PM
Ashutosh Mishra	Is there anything else I may help you with ?	1:42:49 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:42:55 PM
krisika	No	1:42:56 PM
	Thank you	1:42:59 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:43:03 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!

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/>)

1:43:05 PM

Ashutosh Mishra has ended this chat session

1:43:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Aug, 3:25:18 AM

#80692 will.okeefe
Email: will.okeefe@emailshutters.com 📞 16185670384
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: AUSTIN
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 8 Secs

will.okeefe	Hello, I am your Acebuddy	20 Aug, 3:25:19 AM
Acebuddy	Hello Will Okeefe, I'm your Ace Buddy. I'll be happy to assist you!	3:25:20 AM
	Whom Would You Like to Connect With?	3:25:20 AM
will.okeefe	Technical Support (QB & App Hosting)	3:25:37 AM
Acebuddy		

	Welcome to Ace Support.	3:25:37 AM
	Please chose an option :	3:25:37 AM
will.okeefe	I'd like to raise a Request	3:25:42 AM
Acebuddy	Please select your request type.	3:25:42 AM
will.okeefe	Other Request	3:26:02 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.	3:26:02 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:26:02 AM
will.okeefe	No, That'll be all!	3:29:28 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	3:29:28 AM
	<i>Acebuddy has ended this chat session</i>	3:29:28 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Aug, 1:07:06 AM

#80514 seths

Email: seths@sentryusa.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 27 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript	Chat Duration : 19 Mins 37 Secs
seths	Hello, I am your Acebuddy
	15 Aug, 1:07:07 AM

Acebuddy	Hello Seth Skoglund, I'm your Ace Buddy. I'll be happy to assist you!	1:07:08 AM
	Whom Would You Like to Connect With?	1:07:08 AM
seths	Technical Support (QB & App Hosting)	1:07:14 AM
Acebuddy	Welcome to Ace Support.	1:07:14 AM
	Please chose an option :	1:07:14 AM
seths	I'd like to report an Issue	1:07:23 AM
Acebuddy	Please select an option!	1:07:23 AM
seths	Other Issue	1:07:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:07:27 AM
seths	I am following up on ticket 750216. My onedrive isnt syncing the files I need it to.	1:07:57 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:07:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:07:58 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:08:49 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:08:53 AM
	Kindly allow me two minutes to check the same.	1:09:02 AM
seths	Okay	1:09:23 AM
Yash Kalra	Seth, as I can check from the backend the issue seem to be resolved, please let me know the issue you are facing? (Edited)	1:11:02 AM
	I will surely help you with that.	1:11:17 AM
seths	My folder that i need to sync isnt syncing still	1:12:38 AM
Yash Kalra	Seth, may I take the remote access of your local computer in order to resolve this issue? (Edited)	1:13:45 AM
seths	yes	1:13:54 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	1:14:02 AM
seths	okay	1:14:10 AM
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/8592713012	1:14:18 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 give your confirmation on this chat.	1:15:36 AM
	Seth, we assisted you regrading OneDrive sync issue. Is there anything else I may help you with ?	1:26:16 AM
seths	That should be everything, thank you again!	1:26:27 AM
Yash Kalra	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.	1:26:31 AM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:26:40 AM
seths	okay	1:26:40 AM
Yash Kalra	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:26:42 AM
	<i>Yash Kalra has ended this chat session</i>	1:26:44 AM



Chat Transcript

I need to set up a new user with access on a new computer

Visitor Details

2 Aug, 5:05:18 AM

#80074 Frank

Email: frank@standardus.com ☎ 630-289-9500

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 42 Secs

City: HANOVER PARK

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 44 Secs

Frank	I need to set up a new user with access on a new computer	2 Aug, 5:05:19 AM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	5:05:23 AM

	Hi there, May I confirm your name?	5:05:50 AM
Frank	Frank Woitel	5:06:07 AM
	CID69221	5:06:19 AM
Siddhant	Thanks for the information. Let me transfer this chat to the support team and they will assist you further.	5:06:56 AM
	<i>Siddhant is transferring the chat to Support(QB & App Hosting).</i>	5:07:01 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:07:07 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:07:22 AM
Frank	ok	5:07:33 AM
Shubham Maurya	I will be surely assisting you with this. So as per my understanding you want help with user login on a new system, correct?	5:08:58 AM
Frank	yes.. I need to set up access to the server on this new computer for a new employee	5:09:43 AM
Shubham Maurya	Thanks for the confirmation ! Please confirm me below details of new employee which you want to add. >Full Name >Contact number >Email ID	5:12:06 AM
Frank	Robert Berres	5:12:34 AM
Shubham Maurya	Standard Industrial And Auto Equip Inc., This is your business name, correct?	5:12:49 AM
Frank	Phone # 630-988-0599	5:12:53 AM
	Yes	5:12:56 AM
	robert@standardus.com will be email	5:13:21 AM
Shubham Maurya	Alright, Thanks for sharing the required details please let me look into the account details to confirm POC of this account before making any changes, Kindly allow few more minutes before we can proceed.	5:14:48 AM
Frank	no problem	5:15:08 AM
Shubham Maurya	Thanks for your patience we do appreciate! We checked on our end, and the registered email we have on file is darshak@standardus.com . To move forward with your request, we'll need it to come from that email for verification purposes. Alternatively, if Darshak Shah has admin access to the account, they can add a new user directly without any issues using Myportal access https://myportal.acecloudhosting.com/ . (Edited)	5:20:53 AM
Frank	OK..we will wait until Monday then	5:21:36 AM
	Thank you	5:21:50 AM
Shubham Maurya	Thanks for your understanding with us.	5:22:13 AM
	Is there anything else I may help you with ?	5:22:16 AM
	Are we still connected here?	5:24:31 AM

	Are we still connected here?	5:26:13 AM
	Are we still connected here?	5:32:04 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.	5:33:03 AM
	<i>Shubham Maurya has ended this chat session</i>	5:33:07 AM




Chat Transcript

Hello, I am your Acebuddy

Visitor Details	29 Aug, 7:43:40 PM
<p>#80996 tanya oubre</p> <p>Email: toubre@dieselpartsdirect.com 📞 2259281913</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Manish Singh</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>Average Response Time: 26 Secs</p> <p>City: NEW ORLEANS</p> <p>State: Mississippi</p> <p>Country: UNITED STATES</p>	

Chat Transcript	Chat Duration : 57 Mins 23 Secs
tanya oubre	Hello, I am your Acebuddy29 Aug, 7:43:40 PM
Acebuddy	Hello Toubre, I'm your Ace Buddy. I'll be happy to assist you!7:43:41 PM
	Whom Would You Like to Connect With?7:43:41 PM
tanya oubre	Technical Support (QB & App Hosting)7:43:54 PM
Acebuddy	Welcome to Ace Support.7:43:54 PM
	Please chose an option :7:43:54 PM
tanya oubre	I'd like to report an Issue7:43:59 PM

Acebuddy	Please select an option!	7:43:59 PM
tanya oubre	Other Issue	7:44:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:44:03 PM
tanya oubre	i cannot get access to the server again. i spent 2 hours on chat on Wed trying to get onto the server from my home office and now that i am back at my remote location i cannot access the server again! I have never had this issue before	7:45:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:45:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:45:25 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:46:01 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:46:05 PM
	I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this issue.	7:46:31 PM
	I will surely help you with this issue.	7:46:37 PM
	Are any other users affected, or is it limited to your account only?	7:46:51 PM
tanya oubre	it is just my account and I don't get an error message. it just says the login attempt failed	7:47:26 PM
Manish Singh	Alright, May I know your username?	7:47:38 PM
tanya oubre	DPD_Tanya	7:47:51 PM
Manish Singh	Kindly allow me two minutes to check the same.	7:48:07 PM
	Kindly check now due to multiple passwords attempts your account was locked unlocked the account.	7:51:23 PM
	Try to access server now.	7:51:36 PM
tanya oubre	now it says the remote resource can't be reached	7:52:01 PM
Manish Singh	May I take the remote access of your local computer?	7:52:15 PM
tanya oubre	yes	7:52:27 PM
Manish Singh	https://assist.acecloudhosting.com/join/6262417733	7:52:50 PM
	Kindly paste this link in the browser of local computer and join the session.	7:52:56 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:52:58 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.	7:54:18 PM
tanya oubre	done	7:54:29 PM
Manish Singh	Is there anything else I may help you with ?	7:55:55 PM
tanya oubre	yes, i cannot get to the remote applications	7:56:06 PM
Manish Singh	Let me check once, please wait	7:56:38 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance,	

	Kindly re-initiate the chat.	8:41:04 PM
	<i>Ended due to chat idle timeout</i>	8:41:04 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	12 Aug, 7:17:35 PM
#80395 James T Murray III	
Email: jt@jtmurraycpa.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: FAIRHOPE	
State: Alabama	
Country: UNITED STATES	

Chat Transcript

Chat Duration : 1 Min 27 Secs

James T Murray III	Hello, I am your Acebuddy	12 Aug, 7:17:37 PM
Acebuddy	Hello James T Murray Iii, I'm your Ace Buddy. I'll be happy to assist you!	7:17:37 PM
	Whom Would You Like to Connect With?	7:17:37 PM
James T Murray III	Technical Support (QB & App Hosting)	7:18:04 PM
Acebuddy	Welcome to Ace Support.	7:18:04 PM
	Please chose an option :	7:18:04 PM
James T Murray III	I'd like to raise a Request	7:18:13 PM
Acebuddy	Please select your request type.	7:18:13 PM
James T Murray III	Password Reset	7:18:20 PM
Acebuddy	Please select an option below	7:18:20 PM

James T Murray III	Already Enrolled to Selfcare Portal	7:18:27 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	7:18:27 PM
	Do you need any further assistance on the topic?	7:18:27 PM
James T Murray III	No	7:19:04 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	7:19:04 PM
	<i>Acebuddy has ended this chat session</i>	7:19:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Aug, 11:46:49 PM

#80548 Kevin Frazier
Email: kevin.frazier@gagetechnology.com
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 14 Secs
City: VANCOUVER
State: Washington
Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 55 Secs

Kevin Frazier	Hello, I am your Acebuddy	15 Aug, 11:46:49 PM
Acebuddy	Hello Kevin Frazier, I'm your Ace Buddy. I'll be happy to assist you!	11:46:50 PM
	Whom Would You Like to Connect With?	11:46:50 PM
Kevin Frazier	Technical Support (QB & App Hosting)	11:46:56 PM
Acebuddy	Welcome to Ace Support.	11:46:56 PM
	Please chose an option :	11:46:56 PM

Kevin Frazier	I'd like to report an Issue	11:47:03 PM
Acebuddy	Please select an option!	11:47:03 PM
Kevin Frazier	Other Issue	11:47:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:47:08 PM
Kevin Frazier	I cant get logged in for the first time	11:47:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:47:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:47:25 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:48:14 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:48:17 PM
	Hello Kevin	11:48:22 PM
Kevin Frazier	TY	11:48:23 PM
	Hello	11:48:25 PM
Shashwat Verma	I will surely help you with this issue.	11:48:32 PM
Kevin Frazier	The problem that I am having is launching the ACE connect	11:48:42 PM
	it allows me to log in	11:48:48 PM
	but then asks for my microsoft window PIN	11:48:58 PM
	i enter it and than nothing happens	11:49:06 PM
Shashwat Verma	Okay	11:49:13 PM
	May I take the remote access of your local computer?	11:49:16 PM
Kevin Frazier	yes	11:49:38 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:49:48 PM
	https://assist.acecloudhosting.com/join/8232573399	11:50:05 PM
	Kindly Click on the link and open the downloaded file.	11:50:08 PM
Kevin Frazier	done	11:50:56 PM
Shashwat Verma	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.	11:51:13 PM
	As per the remote session, we have rebooted the local pc hence chat got disconnected, however continue on remote session.	11:59:40 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:59:42 PM
	<i>Shashwat Verma has ended this chat session</i>	11:59:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Aug, 8:51:14 PM

#80770 will
Email: will@soleilfloors.com ☎ 5125009088
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 23 Secs

will	Hello, I am your Acebuddy	22 Aug, 8:51:15 PM
Acebuddy	Hello Will, I'm your Ace Buddy. I'll be happy to assist you!	8:51:16 PM
	Whom Would You Like to Connect With?	8:51:16 PM
will	Technical Support (QB & App Hosting)	8:51:21 PM
Acebuddy	Welcome to Ace Support.	8:51:21 PM
	Please chose an option :	8:51:21 PM
will	I'd like to raise a Request	8:51:30 PM
Acebuddy	Please select your request type.	8:51:30 PM
will	Other Request	8:51:34 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:51:34 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:51:34 PM
will	Restart	8:52:08 PM
Acebuddy	Hello Will, I'm your Ace Buddy. I'll be happy to assist you!	8:52:08 PM

	Whom Would You Like to Connect With?	8:52:08 PM
will	Technical Support (QB & App Hosting)	8:52:13 PM
Acebuddy	Welcome to Ace Support.	8:52:13 PM
	Please chose an option :	8:52:13 PM
will	I'd like to report an Issue	8:52:19 PM
Acebuddy	Please select an option!	8:52:19 PM
will	QuickBooks Issue	8:52:22 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:52:22 PM
will	QuickBooks is Frozen	8:52:27 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:52:27 PM
	Was that helpful?	8:52:27 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.	9:35:39 PM
	<i>Ended due to chat idle timeout</i>	9:35:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Aug, 7:29:39 PM

#80492 t.morales

Email: t.morales@moralesfinancial.com 📞 17139067014

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: ORANGE


State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 54 Secs

t.morales	Hello, I am your Acebuddy	14 Aug, 7:29:40 PM
Acebuddy	Hello T.morales, I'm your Ace Buddy. I'll be happy to assist you!	7:29:41 PM
	Whom Would You Like to Connect With?	7:29:41 PM
t.morales	Technical Support (QB & App Hosting)	7:29:51 PM
Acebuddy	Welcome to Ace Support.	7:29:51 PM
	Please chose an option :	7:29:51 PM
t.morales	I'd like to raise a Request	7:29:57 PM
Acebuddy	Please select your request type.	7:29:57 PM
t.morales	Other Request	7:30:04 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.	7:30:04 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:30:04 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:09:34 PM
	Ended due to chat idle timeout	8:09:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Aug, 8:18:41 PM

#80805 ronny

Email: ronny@familymissionscompany.com 📞 13378936111

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 28 Secs

City: ABBEVILLE
State: Louisiana
Country: UNITED STATES

Chat Transcript


Chat Duration : 1 Hour 13 Mins

ronny	Hello, I am your Acebuddy	25 Aug, 8:18:42 PM
Acebuddy	Hello Ronny Gracias, I'm your Ace Buddy. I'll be happy to assist you!	8:18:43 PM
	Whom Would You Like to Connect With?	8:18:43 PM
ronny	Technical Support (QB & App Hosting)	8:18:48 PM
Acebuddy	Welcome to Ace Support.	8:18:48 PM
	Please chose an option :	8:18:48 PM
ronny	I'd like to raise a Request	8:19:07 PM
Acebuddy	Please select your request type.	8:19:07 PM
ronny	Other Request	8:19:19 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.	8:19:19 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:19:19 PM
ronny	Yes, I'm facing issues with my server	8:19:33 PM
Acebuddy	Please select an option!	8:19:33 PM
ronny	Other Issue	8:19:37 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:19:37 PM
ronny	speak to someone	8:19:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:19:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:19:49 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:20:05 PM
ronny	Hi Maurya	8:20:14 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:20:26 PM
ronny	im trying to download rdp file for a user, i need to know what is our server name?	8:21:16 PM
Shubham Maurya	Sure Ronny, I can help with that. Let me look into it for you.	8:22:11 PM
ronny	this info should be available on our account dasahboard	8:23:26 PM
Shubham Maurya	"Family Missions Company" Please confirm is it correct business name? Also can you please share the user name which you are trying to use.	8:23:52 PM

ronny	yes	8:24:27 PM
	FMC_Amanda@myrealdata.net	8:24:47 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	8:25:12 PM
ronny	Sure	8:25:33 PM
Shubham Maurya	FamilyMissions.myrealdata.net is your server name for this account, Also if you want you can use Myportal to download pre-configured RDP file for any user.	8:28:17 PM
	https://myportal.acecloudhosting.com/login	
ronny	Now you can Add / Remove users, download RDP file as well as reset their passwords from your end via Ace MyPortal.	8:28:55 PM
	you'll should also add another column to download rdp file	8:29:51 PM
	I get an error saying wrong ip	8:30:51 PM
	<i>8:31:04 PMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:9.89 KB)</i>	8:31:04 PM
	<i>You can use this "Download RDP" option at your end to get the file easily.</i>	
	<i>8:32:02 PMShubham Maurya is sharing a file with you</i> <i>How to Manage ACE Server Users 4.pdf - (Size:1.33 MB)</i>	8:32:02 PM
	<i>Here is step by step guide to use Myportal for account management.</i>	
Shubham Maurya	Your username will be your CID73437 . In case you forget your password, kindly reset it by clicking on 'Forgot Password'.	8:32:22 PM
ronny	Please do let me know if you face any issue while performing steps.	8:32:39 PM
	the sop is not correct	8:38:28 PM
	the sop is not correct	8:38:28 PM
	the sop is not correct	8:38:29 PM
	the cid did not work	8:38:47 PM
Shubham Maurya	Are you getting any error while trying to login? Please can you share screen shot of the same so that we can help accordingly.	8:40:13 PM
ronny	the rdp tool asks for a server name and user name	8:40:23 PM
	the user name in the ace cloud dashbard says "FMC_Amanda@myrealdata.net"	8:40:53 PM
	I need to download a new rdp file for the user Amanda Winch	8:42:06 PM
	i'm following your SOP for RDP download, and the tool gives an error. not valid ip found	8:43:01 PM
Shubham Maurya	Kindly allow me few minutes to check the same.	8:43:27 PM
	May I take the remote access of your local computer to assist you with Myportal login?	8:46:23 PM
	Or if you want I can share RDP file over here, how would you like to proceed Ronny.	8:46:56 PM
ronny	I have no problem logging into myporta	8:47:56 PM

	i want to know how it is doner properly	8:48:16 PM
	<i>8:48:37 PMronny is sharing a file with you</i> Screenshot 2025-08-25 at 10.16.17 AM.png - (Size:261.22 KB)	8:48:37 PM
	what should i change over here?	8:49:01 PM
Shubham Maurya	Okay and there you are not able to see for "Download RDP" file column?	8:49:16 PM
	<i>8:50:19 PMronny is sharing a file with you</i> Screenshot 2025-08-25 at 10.20.00 AM.png - (Size:746.82 KB)	8:50:19 PM
	I checked it at my end but it's showing same error, as download RDP is mapped to Myportal now, As per this screen shot I can see that half screen if not visible on right side.	8:52:30 PM
	Please select any user and try to press "Right arrow key" to move it to right.	8:52:51 PM
ronny	okay, iu'm able to slide the screen and see the rdp download,	8:53:07 PM
	but when i click download, it tells me "something went wrong, contact support"	8:53:43 PM
Shubham Maurya	May I take the remote access of your local computer to check for this issue Ronny?	8:54:00 PM
ronny	sure	8:54:19 PM
	i'm on a mac	8:54:24 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/6332268669	8:55:08 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:55:22 PM
	Please click on "Allow"	8:57:53 PM
ronny	there is no allow button	8:58:50 PM
	i allowed all access	8:58:57 PM
	<i>8:59:55 PMShubham Maurya is sharing a file with you</i> image.png - (Size:50.62 KB) <i>It's showing this message and waiting for response.</i>	8:59:55 PM
	huh, i clicked on allow	9:00:36 PM
	can you start another session?	9:01:42 PM
Shubham Maurya	Sure, I just shared another session Invite over the mail please check.	9:03:21 PM
ronny	is it not working?\	9:06:17 PM
Shubham Maurya	No, It's still showing me the same screen for access. Have you checked under accessibility for both the permissions?	9:07:48 PM
	Access and screen record.	9:08:02 PM
	Ronny, would that be fine if we arrange a quick callback in next 15-20 minutes to solve it at earliest.	9:10:48 PM
ronny	sure	9:11:01 PM
	can you send me another link one more time?	9:11:17 PM
Shubham Maurya	Sure, let me share another one.	9:11:39 PM

	https://assist.acecloudhosting.com/join/2972145907	9:12:43 PM
	Please connect.	9:12:47 PM
	We just checked it's working at our end but showing error message for same action at your end.	9:17:14 PM
	Please hold on let us check.	9:17:27 PM
ronny	Sure	9:18:31 PM
Shubham Maurya	Thanks for your patience Ronny, It seems like this might be a technical issue from the backend side, as the workflow is working fine from our end but there appears to be some account access-related issue on your side.	9:23:22 PM
ronny	how do we fix this?	9:23:52 PM
Shubham Maurya	What we can do in the meantime is share the RDP file with you so you can continue working. Meanwhile, we will report this issue to our team and prioritize fixing it as soon as possible and will keep this ticket open.	9:24:45 PM
ronny	okay	9:25:00 PM
	that'll do, can you email me the rdp file?	9:25:12 PM
Shubham Maurya	Sure we'll forward RDP file over the mail, Do you want me to share RDP file for all the users on this account to avoid further issues?	9:25:57 PM
	Or just for single user.	9:26:30 PM
ronny	no, just for the one user	9:27:37 PM
Shubham Maurya	Alright, Thanks for the confirmation Ronny.	9:28:22 PM
	Also thanks for your understanding with us and patience while working on this issue.	9:28:50 PM
ronny	sure	9:29:00 PM
Shubham Maurya	Once this chat will end a ticket number will be shared over the mail along with the RDP file for FMC_Amanda@myrealddata.net (Edited)	9:29:36 PM
	Hope that would help for now.	9:29:50 PM
	Is there anything else I may help you with ?	9:30:01 PM
ronny	okay	9:30:06 PM
	thats it, jUSD send over the rdp file	9:31:21 PM
Shubham Maurya	Sure, just wait for 5 min we'll be forwarding it to you over the mail.	9:32:03 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p>	9:32:07 PM

	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.	9:32:11 PM
	<i>Shubham Maurya has ended this chat session</i>	9:32:32 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	13 Aug, 6:07:47 PM
<p>#80447 Christie Morrison</p> <p>Email: cmorrison@plastair.com ☎ 14503759129</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Sujeet Kumar Suman</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Microsoft Edge</p> <p>Device: Desktop</p> <p>Average Response Time: 25 Secs</p> <p>City: GRANBY</p> <p>State: Quebec</p> <p>Country: CANADA</p>	

Chat Transcript

Chat Duration : 31 Mins 23 Secs

Christie Morrison	Hello, I am your Acebuddy	13 Aug, 6:07:48 PM
Acebuddy	Hello Christie Morrison, I'm your Ace Buddy. I'll be happy to assist you!	6:07:49 PM
	Whom Would You Like to Connect With?	6:07:49 PM
Christie Morrison	Technical Support (QB & App Hosting)	6:07:55 PM
Acebuddy	Welcome to Ace Support.	6:07:55 PM
	Please chose an option :	6:07:55 PM
Christie Morrison	I'd like to report an Issue	6:07:59 PM
Acebuddy	Please select an option!	6:07:59 PM

Christie Morrison	Other Issue	6:08:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:08:04 PM
Christie Morrison	Please log orders@plastair.com out of the cloud. It is hung up and i can do nothing.	6:09:11 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:09:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:09:11 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	6:09:20 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. (Edited)	6:09:25 PM
Christie Morrison	Hello Sujeet	6:09:26 PM
Sujeet Kumar Suman	Hello Christie	6:09:39 PM
	How are you doing?	6:09:46 PM
Christie Morrison	:) thank you, doing fine. How about you?	6:10:27 PM
Sujeet Kumar Suman	I'm good too. Thank you for asking.	6:10:45 PM
Christie Morrison	I log into the Cloud as MyleneRp	6:11:00 PM
	And it is stuck - I cannot unfreeze my screen.	6:11:12 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:11:27 PM
Christie Morrison	My username I just gave - MyleneRp	6:11:59 PM
	Server is plastairlth	6:12:07 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	6:12:19 PM
	Thank you for your patience.	6:13:39 PM
	Could you please confirm if you are the only one facing the problem or if someone else is also experiencing the same issue?	6:13:48 PM
Christie Morrison	just me	6:13:57 PM
	This is since yesterday afternoon - but i didn't have time to contact Support so i left it for this morning.	6:14:31 PM
	We are having internet connectivity issues here.	6:14:40 PM
	I don<T know if it could be thaat.	6:14:47 PM
	I am stuck	6:14:56 PM
Sujeet Kumar Suman	No worries, I will help you.	6:15:03 PM
	May I take the remote access of your local computer?	6:15:13 PM
Christie Morrison	I have no worries, you always do .	6:15:22 PM
	Yes, but I am not in the cloud - I am on my local machine. I cannot access the Cloud from within the cloud.	6:15:47 PM
	Is that okay^	6:15:49 PM

Sujeet Kumar Suman	Yes, it is okay.	6:16:01 PM
Christie Morrison	I mean I cannot access a browser from within the cloud.	6:16:15 PM
	Okay, then, yes for sure. What do you want me to do?	6:16:26 PM
Sujeet Kumar Suman	Yes,You need to open the link on your local machine.	6:16:34 PM
Christie Morrison	I have no email on my local machine.	6:16:35 PM
	Sure - send it	6:16:40 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	6:16:52 PM
Christie Morrison	done	6:16:56 PM
Sujeet Kumar Suman	Thanks for the confirmation !	6:17:24 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1432344210	6:17:31 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.	6:19:29 PM
	Thank you for your patience.	6:22:27 PM
	As your system is lagging, I am unable to perform troubleshooting steps from our end.	6:22:29 PM
	Thank you for your patience.	6:33:03 PM
	As per discussion over the remote session, The issue is resolved.	6:33:09 PM
	Are we still connected here?	6:35:16 PM
	Are we still connected here?	6:37:02 PM
	Are we still connected here?	6:39:02 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.	6:39:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:39:09 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	6:39:12 PM



Chat Transcript

Hello, I am your Acebuddy

#80993 shelly

Email: shelly@cesartax.com ☎ 14048651510

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: STRAKY

State: Praha

Country: CZECH REPUBLIC

Chat Transcript

Chat Duration : 45 Secs

shelly	Hello, I am your Acebuddy	29 Aug, 7:08:03 PM
Acebuddy	Hello Shelly, I'm your Ace Buddy. I'll be happy to assist you!	7:08:04 PM
	Whom Would You Like to Connect With?	7:08:04 PM
shelly	Technical Support (QB & App Hosting)	7:08:17 PM
Acebuddy	Welcome to Ace Support.	7:08:17 PM
	Please chose an option :	7:08:17 PM
shelly	I'd like to raise a Request	7:08:24 PM
Acebuddy	Please select your request type.	7:08:25 PM
shelly	Application Update	7:08:30 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	7:08:30 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	7:08:30 PM
shelly	No	7:08:48 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	7:08:48 PM
	Acebuddy has ended this chat session	7:08:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Aug, 5:37:37 AM

#80244 Shaugn Lindley

Email: shaugn@rrlift.com 📞 12068178453

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 13 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 58 Secs

Shaugn Lindley	Hello, I am your Acebuddy	7 Aug, 5:37:37 AM
Acebuddy	Hello Shaugn Lindley, I'm your Ace Buddy. I'll be happy to assist you!	5:37:39 AM
	Whom Would You Like to Connect With?	5:37:39 AM
Shaugn Lindley	Technical Support (QB & App Hosting)	5:37:48 AM
Acebuddy	Welcome to Ace Support.	5:37:48 AM
	Please chose an option :	5:37:48 AM
Shaugn Lindley	I'd like to raise a Request	5:37:55 AM
Acebuddy	Please select your request type.	5:37:55 AM
Shaugn Lindley	Other Request	5:38:02 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.	5:38:02 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:38:02 AM
Shaugn Lindley	Yes, I'm facing issues with my server	5:38:08 AM
Acebuddy	Please select an option!	5:38:08 AM
Shaugn Lindley	Other Issue	5:38:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:38:12 AM

Shaugn Lindley	I have a user that is no longer with our company and I need to change their password and have me set the password	5:38:47 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:38:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:38:48 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	5:39:06 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	5:39:33 AM
Shaugn Lindley	ok thank you	5:39:44 AM
Anjainay Singh	I understand your concern, could you please confirm the username for whom you want to reset the password?	5:40:44 AM
Shaugn Lindley	I think the username is accounting	5:41:20 AM
	it might be Erma Herrera	5:41:30 AM
Anjainay Singh	Could you please confirm the username from user list below?	5:43:09 AM
	<i>5:43:13 AMAnjainay Singh is sharing a file with you</i> image.png - (Size:8.18 KB)	5:43:13 AM
Shaugn Lindley	it is Lindley Lifts	5:43:33 AM
	can you change the user name to Accounting and the email to accounting@rrlift.com	5:44:01 AM
	I want to change the password as well	5:44:11 AM
Anjainay Singh	If you want to rename the user to Accounting it is only possible by disabling the old user and creating the new user with name Accounting.	5:45:15 AM
	You may use the My Portal guide to disable the old user and create the new one.	5:46:38 AM
	Are we still connected here?	5:47:58 AM
Shaugn Lindley	yep im here	5:48:02 AM
	can you help me change the password first	5:48:33 AM
Anjainay Singh	I will send you the My Portal guide which yo may use in order to remove the old user and create new user with name of Accounting.	5:49:02 AM
	Alternatively you may send us an email to support@acecloudhosting.com mentioning the user details in below format- User Full Name- Telephone number- User Email Address- (Edited)	5:49:50 AM
Shaugn Lindley	ok yes Id rather email you so you can make the change	5:51:31 AM
	in the meantime I dont want the current user to be able to login. they are no longer with the company	5:51:52 AM
	how do I make sure they cant login to ace cloud? and how do I change their quickbooks password	5:52:10 AM
Anjainay Singh	Sure please send us the email to mentioned email address from registered email address (shaugn@rrlift.com) mentioning to remove the user and add new user so that we can perform all actions on your behalf.	5:53:39 AM

Shaugn Lindley	ok thanks I will do that right now	5:55:41 AM
	I appreciate your help	5:55:43 AM
	can you make sure this is escalated?	5:55:49 AM
	I dont want the user to be able to login tonight	5:55:58 AM
Anjainay Singh	After this chat gets disconnected , I will send you an email onto which you mention the username which need to be removed so that we can immediately perform the action and user is not able to access the server.	5:57:32 AM
Shaugn Lindley	excellent	5:58:25 AM
Anjainay Singh	Is there anything else I may help you with ?	5:58:32 AM
Shaugn Lindley	no that is it	5:59:51 AM
	thank you for your help	5:59:53 AM
Anjainay Singh	Please provide your positive feedback by clicking on smiling emoji.	6:00:51 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	6:01:05 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:01:27 AM
	<i>Anjainay Singh has ended this chat session</i>	6:01:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80954 Rebecca Hardy

Email: virtualdynamo@gmail.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: AMESBURY

State: Massachusetts

Country: UNITED STATES

28 Aug, 8:37:07 PM

Chat Transcript

Chat Duration : 23 Mins 31 Secs

Rebecca Hardy	Hello, I am your Acebuddy	28 Aug, 8:37:08 PM
Acebuddy	Hello Rebecca Hardy, I'm your Ace Buddy. I'll be happy to assist you!	8:37:08 PM
	Whom Would You Like to Connect With?	8:37:08 PM
Rebecca Hardy	Technical Support (QB & App Hosting)	8:37:12 PM
Acebuddy	Welcome to Ace Support.	8:37:12 PM
	Please chose an option :	8:37:12 PM
Rebecca Hardy	I'd like to raise a Request	8:37:21 PM
Acebuddy	Please select your request type.	8:37:21 PM
Rebecca Hardy	Setup Ace Server	8:37:28 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:37:28 PM
Rebecca Hardy	Microsoft Windows	8:37:33 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	8:37:33 PM
	Do you need any further assistance on the topic?	8:37:33 PM
Rebecca Hardy	Yes	8:40:53 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:40:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:40:53 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:41:03 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:41:08 PM
	Hello Rebecca	8:41:13 PM
Rebecca Hardy	Hi, my old laptop died and I need to setup my remote connection to QuickBooks on my new laptop	8:41:36 PM
Sujeet Kumar Suman	Sure, I can help with that.	8:41:57 PM
Rebecca Hardy	Do I need to set up the RDP Generator Tool first?	8:42:01 PM
Sujeet Kumar Suman	Could you please confirm which operating system you are using, such as macOS, Windows, or Chromebook?	8:42:48 PM
Rebecca Hardy	Windows	8:42:54 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:43:00 PM
	You can also download the RDP file from My Portal.	8:43:59 PM
	May I take remote access of your computer to guide you on how to download the RDP setup from My	8:45:10 PM

	Portal?	
	Are we still connected here?	8:46:53 PM
Rebecca Hardy	yes	8:48:16 PM
	I just got into the portal	8:49:02 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:49:23 PM
	As you can see, there is a desktop-like icon in My Portal next to your username.	8:49:58 PM
Rebecca Hardy	I don't see the file to download	8:49:58 PM
Sujeet Kumar Suman	No worries, I will surely assist you with this.	8:50:44 PM
Rebecca Hardy	ok, under Users	8:51:03 PM
Sujeet Kumar Suman	Yes.	8:51:10 PM
Rebecca Hardy	ok,downloaded	8:51:39 PM
	now, just open?	8:51:48 PM
Sujeet Kumar Suman	Yes	8:52:29 PM
	Kindly open the application and enter your password to proceed.	8:52:55 PM
Rebecca Hardy	I don't know my password	8:54:23 PM
Sujeet Kumar Suman	No problem, you can also reset your password from MyPortal. (Edited)	8:54:44 PM
	Are you able to log in to the server?	8:57:11 PM
Rebecca Hardy	yes,	8:57:22 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:57:28 PM
	Is there anything else I may help you with ?	8:57:31 PM
Rebecca Hardy	trying to login to QuickBooks now	8:57:31 PM
Sujeet Kumar Suman	Sure, please take your time	8:57:37 PM
Rebecca Hardy	ok, I am in, thank you, you can close the ticket	8:59:27 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:59:35 PM
	Is there anything else I may help you with ?	8:59:37 PM
Rebecca Hardy	no, thank you	9:00:28 PM
Sujeet Kumar Suman	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.	9:00:31 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p>	9:00:34 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.	9:00:37 PM

Sujeet Kumar Suman has ended this chat session

9:00:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Aug, 9:21:05 AM

#80583 Angelo Bocacao

Email: info@clmqbp.com 📞 639157602689

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: 33 Secs

City: SANTO NINO

State: Rizal

Country: PHILIPPINES

Chat Transcript		Chat Duration : 27 Mins 59 Secs
Angelo Bocacao	Hello, I am your Acebuddy	18 Aug, 9:21:06 AM
Acebuddy	Hello Angelo Bocacao, I'm your Ace Buddy. I'll be happy to assist you!	9:21:07 AM
	Whom Would You Like to Connect With?	9:21:07 AM
Angelo Bocacao	Technical Support (QB & App Hosting)	9:21:28 AM
Acebuddy	Welcome to Ace Support.	9:21:28 AM
	Please chose an option :	9:21:28 AM
Angelo Bocacao	I'd like to report an Issue	9:21:50 AM

Acebuddy	Please select an option!	9:21:50 AM
Angelo Bocacao	Password Reset	9:21:54 AM
Acebuddy	Please select an option below	9:21:54 AM
Angelo Bocacao	Not Enrolled to Selfcare Portal	9:21:58 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:21:58 AM
	Do you need any further assistance on the topic?	9:21:58 AM
Angelo Bocacao	Yes	9:22:03 AM
Acebuddy	Please wait while we connect you to our Support Representative	9:22:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:22:03 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:22:19 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. (Edited)	9:22:27 AM
Angelo Bocacao	Hi	9:22:31 AM
	I am trying to reset my password, and I did	9:22:40 AM
Shubham Kataria	Hello Angelo	9:22:48 AM
Angelo Bocacao	then when i tried it, i got an error.	9:22:50 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:23:03 AM
	<i>9:23:20 AMAngelo Bocacao is sharing a file with you</i> <i>image.png - (Size:24.22 KB)</i>	9:23:20 AM
Angelo Bocacao	Domuschola	9:23:26 AM
	CID69584	9:23:32 AM
	This is the CID	9:23:36 AM
Shubham Kataria	Thank you for the information. Please allow me a minute to check the same.	9:24:12 AM
Angelo Bocacao	ok	9:24:29 AM
Shubham Kataria	Kindly confirm your login username as well.	9:25:08 AM
Angelo Bocacao	Sherwin	9:25:25 AM
Shubham Kataria	May I take the remote access of your local computer?	9:25:36 AM
Angelo Bocacao	okay.	9:25:50 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	9:25:55 AM
	https://assist.acecloudhosting.com/join/7482460630	9:26:08 AM
	Kindly paste this link in the browser of local computer and join the session.	9:26:14 AM
Angelo Bocacao	ok wait	9:26:29 AM

	downloading	9:27:20 AM
Shubham Kataria	No problem, take your time	9:27:35 AM
Angelo Bocacao	you are connected	9:27:53 AM
	we can chat on notepad	9:27:57 AM
	as i am remote oin the user as well	9:28:05 AM
Shubham Kataria	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.	9:28:44 AM
Angelo Bocacao	wait, i got disconnected from the user	9:31:21 AM
Shubham Kataria	Which user are you referring to? As I can see, we are still connected via the remote session.	9:32:21 AM
Angelo Bocacao	I meant I am not connected via Anydesk of the user that you are remoting	9:32:40 AM
Shubham Kataria	Alright	9:32:54 AM
Angelo Bocacao	Please fix the issue	9:33:01 AM
Shubham Kataria	I've unlocked the account, you may try to access now	9:33:18 AM
Angelo Bocacao	okay	9:34:24 AM
	ill ask the user to login	9:34:28 AM
Shubham Kataria	Sure	9:34:33 AM
Angelo Bocacao	I will ask the user to login	9:34:39 AM
	do not control	9:34:43 AM
Shubham Kataria	Okay	9:34:56 AM
Angelo Bocacao	do not end until we are successfully login	9:35:30 AM
Shubham Kataria	No problem, take your time. I'm here and connected with you.	9:36:06 AM
	As per the remote chat conversation your issue has been resolved.	9:38:17 AM
	Is there anything else I may help you with ?	9:38:20 AM
Angelo Bocacao	hi	9:38:28 AM
	sherwin is okay	9:38:32 AM
	can you also do it on the other 2 users?	9:38:41 AM
Shubham Kataria	Would you like me to save the RDP file on their system?	9:39:08 AM
Angelo Bocacao	no	9:39:15 AM
	they will be using mac	9:39:19 AM
	they are transferring to new mac	9:39:27 AM
Shubham Kataria	Because the other two accounts are seems fine, they are not locked out	9:39:32 AM
Angelo Bocacao		9:39:47 AM

	i alreadt changed the password on the portal	
Shubham Kataria	Alright, let me share the SOP for the MAC setup	9:40:08 AM
Angelo Bocacao	its okay	9:40:16 AM
	we already know the setup for MAC	9:40:24 AM
	just the password	9:40:27 AM
Shubham Kataria	Their accounts are not locked. Please ask both users to try accessing the server using the new password you just updated. If they’re still unable to connect, I’ll assist them remotely.	9:42:02 AM
Angelo Bocacao	okay.	9:42:13 AM
	but you've unlocked it lready?	9:42:22 AM
	will contact you again.will try first. TY	9:42:49 AM
Shubham Kataria	The accounts are not locked, and I can see that user 'MarriviG' is already logged into the server.	9:43:14 AM
	<i>9:43:25 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:5.28 KB)</i>	9:43:25 AM
	You're welcome	9:44:03 AM
	Is there anything else I may help you with ?	9:44:08 AM
	Are we still connected here?	9:46:16 AM
	Are we still connected here?	9:47:26 AM
	Are we still connected here?	9:48:05 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.	9:49:03 AM
	<i>Shubham Kataria has ended this chat session</i>	9:49:06 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80576 Judy Friefield

Email: jfriefield@newristics.com 📞 14809478078

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

17 Aug, 11:13:48 PM

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 20 Secs

Judy Friefield	Hello, I am your Acebuddy	17 Aug, 11:13:50 PM
Acebuddy	Hello Judy Friefield, I'm your Ace Buddy. I'll be happy to assist you!	11:13:51 PM
	Whom Would You Like to Connect With?	11:13:51 PM
Judy Friefield	Technical Support (QB & App Hosting)	11:13:59 PM
Acebuddy	Welcome to Ace Support.	11:13:59 PM
	Please chose an option :	11:13:59 PM
Judy Friefield	I'd like to report an Issue	11:14:06 PM
Acebuddy	Please select an option!	11:14:06 PM
Judy Friefield	Other Issue	11:14:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:14:15 PM
Judy Friefield	When I try to connect to ACE Connect, I get a Remote Desktop Connection error: There was a problem connecting to the remote resource... Thanks Judy	11:14:53 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:14:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:14:53 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:15:08 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:15:14 PM
Judy Friefield	Thank you	11:15:22 PM
Abhay Kumar Saraswat	I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this issue.	11:15:39 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	11:15:47 PM
Judy Friefield	only for me that I know of	11:15:57 PM
Abhay Kumar Saraswat	Thank you for the information.	11:16:34 PM
	Could you please confirm when you first started experiencing this issue?	11:16:44 PM
Judy Friefield		

	today	11:16:53 PM
Abhay Kumar Saraswat	Okay.	11:17:09 PM
	Kindly allow me two minutes to check the same.	11:17:18 PM
Judy Friefield	I was out all last week.	11:17:22 PM
Abhay Kumar Saraswat	Okay.	11:17:30 PM
	Thank you for your patience.	11:20:03 PM
	May I take the remote access of your local computer?	11:20:07 PM
Judy Friefield	yes please	11:20:14 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	11:20:21 PM
Judy Friefield	I went into Ace Connect to check multi monitor. Does that change anything?	11:20:36 PM
Abhay Kumar Saraswat	I'll check on remote and will confirm you.	11:21:07 PM
	https://assist.acecloudhosting.com/join/9592712730	11:21:09 PM
	This message has been deleted	11:21:14 PM
	Kindly paste this link in the browser of local computer and join the session.	11:21:21 PM
	I'm still waiting to get connected to the remote session.	11:25:39 PM
	<i>11:25:51 PM</i> Abhay Kumar Saraswat is sharing a file with you image.png - (Size:37.47 KB)	11:25:51 PM
	Are we still connected here?	11:26:08 PM
	Are we still connected here?	11:27:22 PM
	Are we still connected here?	11:28:05 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.	11:29:06 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	11:29:10 PM



Visitor Details

#80458 Jennifer Rogers
Email: jconnell@creeksideinvestors.com 📞 12486010202
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: LINCOLN PARK
State: Michigan
Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 5 Secs

Jennifer Rogers	Hello, I am your Acebuddy	13 Aug, 10:16:14 PM
Acebuddy	Hello Jennifer Rogers, I'm your Ace Buddy. I'll be happy to assist you!	10:16:15 PM
	Whom Would You Like to Connect With?	10:16:15 PM
Jennifer Rogers	Technical Support (QB & App Hosting)	10:16:24 PM
Acebuddy	Welcome to Ace Support.	10:16:24 PM
	Please chose an option :	10:16:24 PM
Jennifer Rogers	I'd like to report an Issue	10:16:31 PM
Acebuddy	Please select an option!	10:16:31 PM
Jennifer Rogers	QuickBooks Issue	10:16:46 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:16:46 PM
Jennifer Rogers	QuickBooks is Frozen	10:16:50 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	10:16:50 PM
	Was that helpful?	10:16:50 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.	11:02:20 PM
	Ended due to chat idle timeout	11:02:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	28 Aug, 4:22:11 AM
#80926 Vanessa Gutierrez	
Email: info@servicioscontables.biz 📞 12536537368	
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: PUYALLUP	
State: Washington	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 38 Mins 8 Secs
Vanessa Gutierrez	Hello, I am your Acebuddy28 Aug, 4:22:12 AM
Acebuddy	Hello Vanessa, I'm your Ace Buddy. I'll be happy to assist you!4:22:13 AM
	Whom Would You Like to Connect With?4:22:13 AM
Vanessa Gutierrez	Technical Support (QB & App Hosting)4:22:23 AM
Acebuddy	Welcome to Ace Support.4:22:23 AM
	Please chose an option :4:22:23 AM
Vanessa Gutierrez	I'd like to raise a Request4:22:33 AM
Acebuddy	Please select your request type.4:22:33 AM
Vanessa Gutierrez	Password Reset4:22:39 AM
Acebuddy	Please select an option below4:22:39 AM
Vanessa Gutierrez	Already Enrolled to Selfcare Portal4:22:44 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.4:22:44 AM
	Do you need any further assistance on the topic?4:22:44 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.5:00:20 AM
	Ended due to chat idle timeout5:00:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details


30 Aug, 12:55:43 AM

#81014 Stephen Stull
Email: ddarrigo@stullcpa.com ☎ 18176610095
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 21 Secs
City: REMEDIOS DE ESCALADA
State: Buenos Aires
Country: ARGENTINA

Chat Transcript

Chat Duration : 10 Mins 58 Secs

Stephen Stull	Hello, I am your Acebuddy	30 Aug, 12:55:44 AM
Acebuddy	Hello Ddarrigo, I'm your Ace Buddy. I'll be happy to assist you!	12:55:45 AM
	Whom Would You Like to Connect With?	12:55:45 AM
Stephen Stull	Technical Support (QB & App Hosting)	12:55:54 AM
Acebuddy	Welcome to Ace Support.	12:55:54 AM
	Please chose an option :	12:55:54 AM
Stephen Stull	I'd like to report an Issue	12:56:12 AM
Acebuddy	Please select an option!	12:56:12 AM
Stephen Stull	Other Issue	12:56:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:56:15 AM
Stephen Stull	I need the password for the user Michelle_Ar@myrealdata.net, reset	12:56:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:56:51 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	12:56:51 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	12:57:02 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	12:57:06 AM
Stephen Stull	Hi!	12:57:14 AM
Sanyam Madan	Hello . how are you doing	12:57:22 AM
	I will be surely assisting you with this. Kindly allow me 2 minutes to check the same	12:57:56 AM
Stephen Stull	I'm fine, how are you?	12:57:58 AM
Sanyam Madan	I am good as well ☺	12:58:10 AM
Stephen Stull	I'm glad	12:58:29 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	12:58:41 AM
	We have two options: either you can reset the password through MyPortal, or we can reset it for you. (Edited)	1:01:42 AM
Stephen Stull	I need to reset the password for the Remote Server for the user Michelle_Ar@myrealdata.net	1:02:36 AM
Sanyam Madan	If you want us to reset then please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the password reset request right away.	1:02:57 AM
Stephen Stull	I can do it on My Portal?	1:02:58 AM
Sanyam Madan	As i can check Stephen skull has the login credentials for MyPortal (Edited)	1:03:46 AM
	<i>The visitor's name was changed from ddarrigo to Stephen Stull.</i>	1:03:51 AM
Stephen Stull	I have it, you changed that a few months ago	1:04:12 AM
	I did not know that, thank you	1:05:22 AM
Sanyam Madan	Let me show you how to reset it then by taking your remote access, should we proceed with the remote access ?	1:05:24 AM
Stephen Stull	Problem solved	1:05:26 AM
Sanyam Madan	That's great (Edited)	1:05:35 AM
	Is there anything else I may help you with ?	1:05:39 AM
Stephen Stull	No, thank you	1:06:29 AM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	1:06:36 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:06:41 AM
	<i>Sanyam Madan has ended this chat session</i>	1:06:42 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Aug, 10:53:28 PM

#80543 johnny

Email: johnny@canyongrill.com ☎ +14235058773

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: 22 Secs

City: RISING FAWN


State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 50 Secs

johnny	Hello, I am your Acebuddy	15 Aug, 10:53:29 PM
Acebuddy	Hello Johnny, I'm your Ace Buddy. I'll be happy to assist you!	10:53:29 PM
	Whom Would You Like to Connect With?	10:53:29 PM
johnny	Technical Support (QB & App Hosting)	10:53:35 PM
Acebuddy	Welcome to Ace Support.	10:53:35 PM
	Please chose an option :	10:53:35 PM
johnny	I'd like to raise a Request	10:53:44 PM
Acebuddy	Please select your request type.	10:53:44 PM
johnny	Other Request	10:53:57 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.	10:53:57 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:53:57 PM
johnny	Setback	10:54:07 PM
Acebuddy	Please select your request type.	10:54:07 PM
johnny	Setback	10:54:12 PM
Acebuddy	Welcome to Ace Support.	10:54:12 PM

	Please chose an option :	10:54:12 PM
johnny	I'd like to report an Issue	10:54:18 PM
Acebuddy	Please select an option!	10:54:18 PM
johnny	QuickBooks Issue	10:54:22 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:54:22 PM
johnny	Other QB related issue	10:54:28 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:54:28 PM
johnny	i am trying to download an iif file and it failed. it would be to replace a payroll general entry already in quickbooks. it failed so i deleted the original journal entry. tried uploading again and it still fails. it downloads a new file with suggestion t	10:56:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:56:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:56:52 PM
	<i>Vignesh Arul declined the transfer request.</i>	10:57:30 PM
johnny	considering i deleted the journal entry and i didn't do a back up prior is there any way to reverse thjat journal deletion	10:57:33 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:57:53 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:58:02 PM
johnny	if it's too much effort i can just reenter the journal entry its just alot of transactions	11:00:09 PM
Manish Singh	Alright!	11:00:27 PM
	If the file is on server, then we have the backup of the file.	11:02:39 PM
johnny	what would be time of backup. we made some changes prior	11:03:14 PM
Manish Singh	We have backup of last 45 days.	11:04:06 PM
johnny	its aok im just going to manually enter	11:04:35 PM
Manish Singh	Sure	11:04:46 PM
	Are we still connected here?	11:07:42 PM
	Are we still connected here?	11:08:05 PM
	Are we still connected here?	11:09:11 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.	11:09:18 PM
	<i>Manish Singh has ended this chat session</i>	11:09:19 PM
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Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:23:53 PM
Julie Ann Paulson	Thank you.	11:24:04 PM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	11:24:09 PM
	I will be surely assisting you with this.	11:24:31 PM
	Is this for account: Mosaic Church Austin ?	11:25:16 PM
Julie Ann Paulson	Yes	11:25:32 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:25:41 PM
	Since when you are facing this issue?	11:25:51 PM
Julie Ann Paulson	Since we signed up with Ace Hosting.	11:26:09 PM
Abhay Kumar Saraswat	I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this issue.	11:26:43 PM
	Could you please confirm me your printer name?	11:27:09 PM
Julie Ann Paulson	HP Deskjet 2700 series	11:27:47 PM
Abhay Kumar Saraswat	Okay.	11:28:32 PM
	May I take the remote access of your local computer?	11:28:37 PM
Julie Ann Paulson	And I want to be able to print to Mosaic - Office Backup as well	11:28:40 PM
	yes	11:28:43 PM
Abhay Kumar Saraswat	Sure, I'll assist you with this as well.	11:29:15 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:29:19 PM
Julie Ann Paulson	ok, done	11:29:32 PM
Abhay Kumar Saraswat	https://assist.acecloudhosting.com/join/8362441294	11:29:45 PM
	Kindly paste this link in the browser of local computer and join the session.	11:29:50 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.	11:30:42 PM
	Thank you for your patience.	11:38:32 PM
Julie Ann Paulson	I appreciate your help today!	11:38:45 PM
Abhay Kumar Saraswat	Please let us know if you face this issue again.	11:38:53 PM
	My pleasure to assist you.	11:39:05 PM
	Is there anything else I may help you with ?	11:39:12 PM

	Are we still connected here?	11:40:42 PM
	Are we still connected here?	11:41:14 PM
	Are we still connected here?	11:42:46 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.	11:43:16 PM

Abhay Kumar Saraswat has ended this chat session

11:43:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Aug, 6:54:07 PM

#80610 kendrakphillips
Email: kendrakphillips@gmail.com ☎ 9038261554
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 18 Secs
City: HUTTO
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 58 Secs

kendrakphillips	Hello, I am your Acebuddy	18 Aug, 6:54:08 PM
Acebuddy	Hello Kendrakphillips, I'm your Ace Buddy. I'll be happy to assist you!	6:54:09 PM
	Whom Would You Like to Connect With?	6:54:09 PM
kendrakphillips	Technical Support (QB & App Hosting)	6:54:15 PM
Acebuddy	Welcome to Ace Support.	6:54:15 PM
	Please chose an option :	6:54:15 PM

kendrakphillips	I'd like to raise a Request	6:54:22 PM
Acebuddy	Please select your request type.	6:54:22 PM
kendrakphillips	Setback	6:54:34 PM
Acebuddy	Welcome to Ace Support.	6:54:34 PM
	Please chose an option :	6:54:34 PM
kendrakphillips	I'd like to report an Issue	6:54:37 PM
Acebuddy	Please select an option!	6:54:37 PM
kendrakphillips	Other Issue	6:54:41 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:54:41 PM
kendrakphillips	Unable to print from remote desktop	6:55:01 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:55:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:55:02 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	6:55:07 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	6:55:14 PM
kendrakphillips	Hello	6:55:34 PM
Yash Kalra	Hello kendrak, I will be surely assisting you with this. Kindly help me with your server name and user name?	6:55:40 PM
kendrakphillips	QBNXTPRE1.myrealdata.net KendraPh.NPRE1	6:56:10 PM
Yash Kalra	Kindly allow me two minutes to check the same.	6:56:30 PM
	To help me assist you better, please answer the following questions: 1. When was the last time you were able to print successfully? 2. Are you receiving any error message while attempting to print? If yes, kindly share the exact message.	6:59:47 PM
kendrakphillips	We only recently moved over to you guys and have never had the ability to print. No error message, it just doesn't do anything when I hit print	7:00:53 PM
Yash Kalra	May I take the remote access of your local computer in order to resolve this issue?	7:02:02 PM
kendrakphillips	yes	7:02:07 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	7:02:12 PM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/6882251023	7:02:33 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.	7:04:20 PM
	Kendra, as per our chat session, we will be assisting you with the printer issue you are experiencing with your home printer. Please connect with us again when you are available so that we can proceed	7:15:29 PM

	further.	
	Is there anything else I may help you with ?	7:15:43 PM
kendrakphillips	That's it for now, thank you	7:15:50 PM
Yash Kalra	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.	7:15:54 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:16:03 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	7:16:04 PM
kendrakphillips	No problem, will do	7:16:05 PM
	<i>Yash Kalra has ended this chat session</i>	7:16:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80045 monique

Email: monique@qps4u.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 15 Secs

City: TUCSON

State: Arizona


Country: UNITED STATES

1 Aug, 8:41:42 PM

Chat Transcript

Chat Duration : 16 Mins 8 Secs

monique	Hello, I am your Acebuddy	1 Aug, 8:41:44 PM
Acebuddy	Hello Monique, I'm your Ace Buddy. I'll be happy to assist you!	8:41:44 PM
	Whom Would You Like to Connect With?	8:41:44 PM
monique	Technical Support (QB & App Hosting)	8:41:48 PM
Acebuddy	Welcome to Ace Support.	8:41:48 PM
	Please chose an option :	8:41:48 PM
monique	I'd like to report an Issue	8:42:09 PM
Acebuddy	Please select an option!	8:42:09 PM
monique	Other Issue	8:42:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:42:13 PM
monique	Display settings need to be reset to original size after we attempted to resize to accomodate single monitor	8:43:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:43:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:43:14 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:43:22 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:43:29 PM
monique	thanks	8:43:34 PM
Sujeet Kumar Suman	Hello Monique	8:43:38 PM
monique	hi	8:43:42 PM
Sujeet Kumar Suman	How are you doing?	8:43:51 PM
monique	good thanks, you?	8:43:58 PM
Sujeet Kumar Suman	I'm good too. Thank you for asking.	8:44:06 PM
	Kindly help me with your server name and user name?	8:44:26 PM
monique	company name is Quick Product Solutions my user name is monque	8:44:57 PM
	is that what you need	8:45:03 PM
	user name is monique	8:45:15 PM
Sujeet Kumar Suman	yeah	8:45:17 PM
monique	ok	8:45:20 PM

Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	8:45:25 PM
monique	yesterday we attempted to resize the display to be used on half of a single monitor ... the settings are not working for me and I have gone back to using 2 monitors. Can you put the display settings back to normal?	8:46:34 PM
Sujeet Kumar Suman	Sure, I can help with that.	8:47:46 PM
	May I take the remote access of your local computer?	8:47:55 PM
monique	yes	8:47:59 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	8:48:05 PM
monique	ok	8:48:25 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1932405569	8:48:54 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:50:02 PM
	Thank you for your patience.	8:56:40 PM
	As per discussion over the remote session, The issue is resolved.	8:56:48 PM
monique	yes, thanks	8:57:06 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:57:15 PM
	Is there anything else I may help you with ?	8:57:18 PM
monique	that's it. thank you	8:57:29 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:57:35 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	8:57:40 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:57:46 PM
monique	have a good day!	8:57:46 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	8:57:52 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Aug, 9:08:23 PM

#81027 Eduardo

Email: corporateit@sdf-itc.com ☎ 15125169214

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: 17 Secs

City: MEXICO CITY

State: Ciudad De Mexico

Country: MEXICO

Chat Transcript

Chat Duration : 15 Mins 41 Secs

Eduardo	Hello, I am your Acebuddy	31 Aug, 9:08:24 PM
Acebuddy	Hello Eduardo De La Cruz, I'm your Ace Buddy. I'll be happy to assist you!	9:08:25 PM
	Whom Would You Like to Connect With?	9:08:25 PM
Eduardo	Technical Support (QB & App Hosting)	9:08:30 PM
Acebuddy	Welcome to Ace Support.	9:08:30 PM
	Please chose an option :	9:08:30 PM
Eduardo	I'd like to report an Issue	9:08:37 PM
Acebuddy	Please select an option!	9:08:37 PM
Eduardo	Other Issue	9:08:41 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:08:41 PM
Eduardo	Error when creating an user on MyPortal	9:09:11 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:09:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:09:11 PM
	<i>9:09:19 PM Eduardo is sharing a file with you</i> <i>image.png - (Size:235.99 KB)</i>	9:09:19 PM

Eduardo	When ading an user I'm getting the error "Oops! Something went wrong. Please contact the support team for further assistance."	9:09:24 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:09:33 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:09:39 PM
	Hello Eduardo	9:09:50 PM
Eduardo	Hello	9:09:55 PM
Shashwat Verma	I will surely help you with this issue.	9:10:14 PM
	May I take the remote access of your local computer?	9:10:21 PM
Eduardo	Is it necessary?	9:10:41 PM
Shashwat Verma	We can try to add the user at your end, looks like some fields may be incomplete	9:11:20 PM
Eduardo	ok, sure	9:11:39 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:11:54 PM
	https://assist.acecloudhosting.com/join/2132063416	9:12:13 PM
	Kindly Click on the link and open the downloaded file.	9:12:16 PM
Eduardo	Downloading	9:13:07 PM
Shashwat Verma	Thanks	9:13:15 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.	9:14:13 PM
	As per the remote session, we helped you to create the new users from myportal itself	9:23:58 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	9:24:01 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:24:03 PM
	<i>Shashwat Verma has ended this chat session</i>	9:24:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81017 Ted Elvir

30 Aug, 2:27:49 AM

Email: telvir@intercentrohn.net 📞 150499420028

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 40 Secs

City: TEGUCIGALPA

State: Francisco Morazan

Country: HONDURAS

Chat Transcript

Chat Duration : 18 Mins 49 Secs

Ted Elvir	Hello, I am your Acebuddy	30 Aug, 2:27:49 AM
Acebuddy	Hello Telvir, I'm your Ace Buddy. I'll be happy to assist you!	2:27:50 AM
	Whom Would You Like to Connect With?	2:27:50 AM
Ted Elvir	Billing	2:27:57 AM
Acebuddy	Please wait while we connect you to an available Representative.	2:27:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:27:57 AM
	<i>Siddharth Negi accepted the chat transfer request.</i>	2:28:02 AM
Siddharth Negi	Hello Siddhartha, this side from ACE billing. How may I assist you?	2:28:40 AM
Ted Elvir	Hi, i am from Server Intercentronew.	2:28:43 AM
	i am having problem connecting with remote control	2:29:09 AM
	it says it has been disable	2:29:18 AM
Siddharth Negi	I will surely assist you with that. Please help me with your account name?	2:30:04 AM
Ted Elvir	Intercentronew	2:30:59 AM
Siddharth Negi	Can you please help me with the CID of the account.	2:32:00 AM
	Got your account please allow me a minute to check.	2:32:47 AM
	I just checked; your account is active from our end. I am transferring your chat to the technical support team they will surely assist you with your concern.	2:35:27 AM
	<i>Siddharth Negi is transferring the chat to Support(QB & App Hosting).</i>	2:35:53 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	2:36:08 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	2:36:20 AM
	Hello telvir ,how are you doing	2:36:36 AM
Ted Elvir	hi	2:37:29 AM

	i am having a Issue connecting remote control	2:37:44 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:38:03 AM
Ted Elvir	Intercentronew	2:38:15 AM
Sanyam Madan	May I take the remote access of your local computer?	2:38:35 AM
Ted Elvir	yes	2:40:18 AM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	2:40:28 AM
	https://assist.acecloudhosting.com/join/7282888585	2:40:30 AM
	Kindly paste this link in the browser of local computer and join the session.	2:40:33 AM
	Are we still connected here?	2:42:40 AM
	Are we still connected here?	2:44:11 AM
	Are we still connected here?	2:46:31 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.	2:46:35 AM
	<i>Sanyam Madan has ended this chat session</i>	2:46:38 AM



Chat Transcript


Hello, I am your Acebuddy

Visitor Details ----- 26 Aug, 8:30:53 PM

#80853 Nick Evans
Email: office@nickevans.us 📞 17203061435
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 49 Secs
City: LAFAYETTE
State: Colorado
Country: UNITED STATES

Nick Evans	Hello, I am your Acebuddy	26 Aug, 8:30:54 PM
Acebuddy	Hello Nick Evans, I'm your Ace Buddy. I'll be happy to assist you!	8:30:55 PM
	Whom Would You Like to Connect With?	8:30:55 PM
Nick Evans	Technical Support (QB & App Hosting)	8:31:00 PM
Acebuddy	Welcome to Ace Support.	8:31:00 PM
	Please chose an option :	8:31:00 PM
Nick Evans	I'd like to report an Issue	8:31:18 PM
Acebuddy	Please select an option!	8:31:18 PM
Nick Evans	Other Issue	8:31:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:31:22 PM
Nick Evans	can't login to remote desktop	8:31:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:31:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:31:32 PM
	<i>Dharmendra Kumar declined the transfer request.</i>	8:31:41 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	8:31:41 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	8:31:46 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:31:52 PM
Nick Evans	pls see images.	8:32:27 PM
	<i>8:32:52 PMNick Evans is sharing a file with you</i> Screenshot 2025-08-26 at 9.02.10 AM.png - (Size:109.91 KB)	8:32:52 PM
	<i>8:32:52 PMNick Evans is sharing a file with you</i> Screenshot 2025-08-26 at 9.01.51 AM.png - (Size:104.68 KB)	8:32:52 PM
Yash Kalra	Kindly allow me two minutes to check the same.	8:33:08 PM
	<i>8:33:08 PMNick Evans is sharing a file with you</i> Screenshot 2025-08-26 at 9.02.10 AM.png - (Size:109.91 KB)	8:33:08 PM
	Thank you for staying connected.	
	To help me assist you better, please answer the following questions:	
	1. When was the last time you were able to access the server successfully?	8:36:43 PM
	2. Have you checked if your internet connection is stable? Also, have you tried connecting using a different network, such as a mobile hotspot?	
	(Edited)	
Nick Evans	8/21	8:37:10 PM

	yes	8:37:10 PM
	internet is good	8:37:15 PM
Yash Kalra	May I take the remote access of your local computer?	8:37:24 PM
Nick Evans	ok	8:37:29 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	8:37:42 PM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/7002930257	8:37:51 PM
Nick Evans	it worked when i just tried it again.	8:38:04 PM
	thank you	8:38:04 PM
Yash Kalra	Please help me with one question (Edited)	8:38:25 PM
	Have you earlier faced any same situation or same issue while connecting to the server?	8:39:34 PM
Nick Evans	not recently	8:39:50 PM
	although now it is asking me to reset my passowrd and just locked me out	8:40:05 PM
	can you help me with t hat?	8:40:22 PM
	<i>8:40:32 PMNick Evans is sharing a file with you</i> Screenshot 2025-08-26 at 9.10.16 AM.png - (Size:1.66 MB)	8:40:32 PM
Yash Kalra	Yes, please use the link below to access MyPortal, where you can reset your password and unlock your account: MyPortal - Ace Cloud Hosting - Login (Edited)	8:42:25 PM
Nick Evans	it doesn't like my username?	8:43:46 PM
	<i>8:43:52 PMNick Evans is sharing a file with you</i> Screenshot 2025-08-26 at 9.13.35 AM.png - (Size:202.0 KB)	8:43:52 PM
Yash Kalra	Please use your CID (CID71767) as your username for the portal	8:44:37 PM
	Nick, may I take the remote access of your local computer in order to help you with password reset and can also teach you about the myportal? (Edited)	8:45:58 PM
Nick Evans	ok reset	8:47:21 PM
	but now won't let me login again	8:47:27 PM
	Error code: 0x3000066	8:47:38 PM
Yash Kalra	May I take the remote access of your local computer?	8:47:45 PM
Nick Evans	yes	8:47:53 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	8:47:57 PM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/7002930257	8:48:05 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	8:50:38 PM

	give your confirmation on this chat.	
	Nick, we assisted you regarding login issue by resetting your password. Is there anything else I may help you with?	9:13:10 PM
Nick Evans	thank you!	9:13:11 PM
	all good now	9:13:12 PM
Yash Kalra	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.	9:13:17 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:13:24 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	9:13:26 PM
	<i>Yash Kalra has ended this chat session</i>	9:13:29 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80051 David McCurdy

Email: dmccurdy@ward-humphrey.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: MARIETTA

State: Georgia

Country: UNITED STATES

1 Aug, 9:32:37 PM

David McCurdy	Hello, I am your Acebuddy	1 Aug, 9:32:38 PM
Acebuddy	Hello David Mccurdy, I'm your Ace Buddy. I'll be happy to assist you!	9:32:39 PM
	Whom Would You Like to Connect With?	9:32:39 PM
David McCurdy	Technical Support (QB & App Hosting)	9:32:53 PM
Acebuddy	Welcome to Ace Support.	9:32:53 PM
	Please chose an option :	9:32:53 PM
David McCurdy	I'd like to raise a Request	9:33:01 PM
Acebuddy	Please select your request type.	9:33:01 PM
David McCurdy	Other Request	9:33:16 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.	9:33:16 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:33:16 PM
	David McCurdy has ended this chat session	9:33:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80959 whitebaycottages.bvi

Email: whitebaycottages.bvi@gmail.com 📞 13406265302

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: 19 Secs

City: ROAD TOWN

State: British Virgin Islands

Country: BRITISH VIRGIN ISLANDS

Chat Transcript

Chat Duration : 10 Mins 29 Secs

whitebaycottages.bvi	Hello, I am your Acebuddy	28 Aug, 9:40:48 PM
Acebuddy	Hello Whitebaycottages.bvi, I'm your Ace Buddy. I'll be happy to assist you!	9:40:49 PM
	Whom Would You Like to Connect With?	9:40:49 PM
whitebaycottages.bvi	Technical Support (QB & App Hosting)	9:40:52 PM
Acebuddy	Welcome to Ace Support.	9:40:52 PM
	Please chose an option :	9:40:52 PM
whitebaycottages.bvi	I'd like to report an Issue	9:40:58 PM
Acebuddy	Please select an option!	9:40:58 PM
whitebaycottages.bvi	QuickBooks Issue	9:41:01 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:41:01 PM
whitebaycottages.bvi	QuickBooks is Frozen	9:41:05 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	9:41:06 PM
	Was that helpful?	9:41:06 PM
whitebaycottages.bvi	No	9:41:10 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:41:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:41:10 PM
	<i>Ankit Kumar declined the transfer request.</i>	9:41:35 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:42:18 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:42:24 PM
	Is the issue re-arise?	9:42:49 PM
whitebaycottages.bvi	Yes it did	9:43:39 PM
Shashwat Verma	Let me check	9:43:50 PM
whitebaycottages.bvi	everytime i run the Cash Flow and save in Excel	9:44:11 PM
Shashwat Verma	Okay	9:45:26 PM
	Looks like we have to reboot the server, it might take several minutes.	9:45:55 PM
	Once it get rebooted, you can try to use the Qb again	9:47:23 PM
	Most probably, issue will be resolved	9:47:45 PM
whitebaycottages.bvi	ok let me know please what to do	9:48:26 PM

Shashwat Verma	Just re-login the server in next 15 min	9:48:50 PM
	If the issue re-occur, let us know	9:48:59 PM
	Shall we update you on email?	9:50:04 PM
whitebaycottages.bvi	yes please send me an email	9:50:26 PM
Shashwat Verma	Sure	9:50:32 PM
whitebaycottages.bvi	thanks	9:50:45 PM
Shashwat Verma	We'll do	9:50:55 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:50:58 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	9:51:00 PM
whitebaycottages.bvi	julieta@thehideoutbvi.com	9:51:09 PM
Shashwat Verma	Noted	9:51:13 PM
	<i>Shashwat Verma has ended this chat session</i>	9:51:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80020 Caleb Morton

Email: caleb@deltabb.com 📞 13182458122

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

1 Aug, 12:08:22 AM

Device: Desktop
Average Response Time: 50 Secs
City: BOSSIER CITY
State: Louisiana
Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 14 Secs

Caleb Morton	Hello, I am your Acebuddy	1 Aug, 12:08:24 AM
Acebuddy	Hello Caleb Morton, I'm your Ace Buddy. I'll be happy to assist you!	12:08:25 AM
	Whom Would You Like to Connect With?	12:08:25 AM
Caleb Morton	Technical Support (QB & App Hosting)	12:08:30 AM
Acebuddy	Welcome to Ace Support.	12:08:30 AM
	Please chose an option :	12:08:30 AM
Caleb Morton	I'd like to report an Issue	12:08:38 AM
Acebuddy	Please select an option!	12:08:38 AM
Caleb Morton	Other Issue	12:08:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:08:44 AM
Caleb Morton	Trying to add Quickbooks as a work resource on the desktop for a user with CD Services so that when he selects the RDP icon it only opens Quickbooks as a work resource	12:09:23 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:09:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:09:24 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:09:52 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:09:58 AM
Caleb Morton	Hello, I was hoping you could assist me. I have a user who i recently replaced their PC. The RDP to the remote computer is setup, however; there was also a Quickbooks work resource icon on the local desktop that would open quickbooks on the server. Would you happen to be able to assist me with this?	12:11:14 AM
Abhay Kumar Saraswat	I will be surely assisting you with this. Kindly help me with the user name?	12:11:41 AM
Caleb Morton	Matt Rutherford with the company CD Services Group	12:12:19 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	12:12:32 AM
Caleb Morton	Thank you	12:12:58 AM
Abhay Kumar Saraswat	Thank you for your patience.	12:15:17 AM
	I've just added QuickBooks shortcut on Matt's ACE server desktop. (Edited)	12:15:33 AM

	Could you please confirm with him?	12:15:43 AM
Caleb Morton	Yes, I see it. I am at his computer. Do you know how we can add to his local desktop as a work resource?	12:16:14 AM
	Would that be through remoteapp?	12:16:41 AM
Abhay Kumar Saraswat	To clarify, you would like Matt to use QuickBooks on his local computer, not on the server, correct?	12:18:24 AM
	<i>12:18:50 AM Caleb Morton is sharing a file with you</i> <i>QB.jpg - (Size:4.53 MB)</i> <i>It looks like this on another device. When clicking on it, it opens quickbooks directly.</i>	12:18:50 AM
	Kindly allow me two minutes to check the same.	12:19:46 AM
Caleb Morton	Matt would like this icon on his local desktop so that when he selects it, it will open quickbooks on the server, as opposed to just the server desktop. I understand he can select quickbooks from the server desktop, however, this was a shortcut that he was previously using. I hope that makes sense.	12:20:19 AM
	I have seen it added as a work resource through the remoteapp connection. I am unsure of the connection URL. Please let me know if you need to access the local device	12:21:47 AM
Abhay Kumar Saraswat	Sure give me 2 mins to check	12:22:58 AM
	Also just want to confirm again we are looking to get the QuickBooks application icon available on the server to be configured into his local system so that he can directly access the Application from local PC?	12:24:27 AM
Caleb Morton	Looking to get the quickbook icon on his local desktop to access quickbooks on the server	12:25:49 AM
Abhay Kumar Saraswat	Great, Thank you for the confirmation. (Edited)	12:26:02 AM
	Can I take the remote of his local PC?	12:26:13 AM
	Prior providing the access, I would suggest him to close any important documents at his end. (Edited)	12:26:52 AM
Caleb Morton	Sure thing	12:26:53 AM
Abhay Kumar Saraswat	https://assist.acecloudhosting.com/join/5722949389	12:27:22 AM
	Kindly ask him to paste this link in his browser of local computer and join the session.	12:27:38 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.	12:28:55 AM
Caleb Morton	That's it!	12:41:07 AM
	What was the username? was it myrealdata/ ?	12:41:25 AM
Abhay Kumar Saraswat	Thank you for your patience.	12:42:15 AM
	Username was same but here the domain name comes before the username.	12:42:50 AM
	Username is: MattRutherford@myrealdata.net	12:43:06 AM
	But there it was asking the domain name before the username i.e. MattRutherford	12:43:36 AM

Caleb Morton	I see. and you entered myrealdata\MattRutherford	12:43:44 AM
Abhay Kumar Saraswat	Yes, correct.	12:43:49 AM
Caleb Morton	Perfect. Thank you so much for your help. THat is all I needed.	12:43:56 AM
Abhay Kumar Saraswat	You're welcome.	12:44:04 AM
	Is there anything else I may help you with ?	12:44:09 AM
Caleb Morton	That will be all - thank you!	12:44:18 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:44:25 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	12:44:29 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:44:32 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:44:39 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80166 Mary Jouett

Email: mary@jouettholdings.com ☎ 12627646092

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

5 Aug, 7:00:28 PM

City: PLEASANT PRAIRIE
State: Wisconsin
Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 37 Secs

Mary Jouett	Hello, I am your Acebuddy	5 Aug, 7:00:30 PM
Acebuddy	Hello Mary Jouett, I'm your Ace Buddy. I'll be happy to assist you!	7:00:31 PM
	Whom Would You Like to Connect With?	7:00:31 PM
Mary Jouett	Technical Support (QB & App Hosting)	7:00:57 PM
Acebuddy	Welcome to Ace Support.	7:00:57 PM
	Please chose an option :	7:00:57 PM
Mary Jouett	I'd like to raise a Request	7:01:02 PM
Acebuddy	Please select your request type.	7:01:02 PM
Mary Jouett	Other Request	7:01:16 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.	7:01:16 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:01:16 PM
Mary Jouett	Yes, I'm facing issues with my server	7:01:56 PM
Acebuddy	Please select an option!	7:01:56 PM
Mary Jouett	QuickBooks Issue	7:01:59 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:01:59 PM
Mary Jouett	QuickBooks Update	7:02:04 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.	7:02:05 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.	7:02:05 PM
	Do you need any further assistance on the topic?	7:02:05 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.	7:38:08 PM

Ended due to chat idle timeout

7:38:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Aug, 1:06:10 AM

#80821 Zachary Jensen

Email: zack@taxwisecorp.com ☎ 18584371723

Department: Support(QB & App Hosting)

Operator: Abhishek Rakwal

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: CARLSBAD


State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 36 Secs

Zachary Jensen	Hello, I am your Acebuddy	26 Aug, 1:06:11 AM
Acebuddy	Hello Zack, I'm your Ace Buddy. I'll be happy to assist you!	1:06:12 AM
	Whom Would You Like to Connect With?	1:06:12 AM
Zachary Jensen	Technical Support (QB & App Hosting)	1:06:15 AM
Acebuddy	Welcome to Ace Support.	1:06:15 AM
	Please chose an option :	1:06:15 AM
Zachary Jensen	I'd like to raise a Request	1:06:22 AM
Acebuddy	Please select your request type.	1:06:22 AM
Zachary Jensen	Other Request	1:06:34 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.	1:06:34 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:06:34 AM
Zachary Jensen	Yes, I'm facing issues with my server	1:07:21 AM
Acebuddy	Please select an option!	1:07:21 AM
Zachary Jensen	Other Issue	1:07:24 AM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:07:24 AM
Zachary Jensen	Muhammad cannot connect please add the IP i sent over to white list now please	1:07:40 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:07:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:07:41 AM
	<i>Abhishek accepted the chat transfer request.</i>	1:08:02 AM
Zachary Jensen	hello	1:11:19 AM
	Muhammad cannot connect please add the IP i sent over to white list now please	1:11:23 AM
Abhishek	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.	1:46:47 AM
	<i>Ended due to chat idle timeout</i>	1:46:47 AM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Aug, 7:52:52 PM

#80296 liz
Email: liz@bonsaibuilds.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: UXBRIDGE
State: Massachusetts
Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 28 Secs

liz	Hello, I am your Acebuddy	8 Aug, 7:52:52 PM
Acebuddy	Hello Liz, I'm your Ace Buddy. I'll be happy to assist you!	7:52:53 PM
	Whom Would You Like to Connect With?	7:52:53 PM

liz	Technical Support (QB & App Hosting)	7:53:01 PM
Acebuddy	Welcome to Ace Support.	7:53:01 PM
	Please chose an option :	7:53:01 PM
liz	I'd like to raise a Request	7:53:11 PM
Acebuddy	Please select your request type.	7:53:11 PM
liz	Password Reset	7:53:13 PM
Acebuddy	Please select an option below	7:53:13 PM
liz	Not Enrolled to Selfcare Portal	7:53:20 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.	7:53:20 PM
	Do you need any further assistance on the topic?	7:53:20 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:25:20 PM
	Ended due to chat idle timeout	8:25:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Aug, 11:33:06 PM

#80370 Denise Rodriguez

Email: denise.rodriquez@wavenet.net

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: VALLEY VILLAGE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 23 Secs

Denise Rodriguez	Hello, I am your Acebuddy	11 Aug, 11:33:07 PM
Acebuddy	Hello Denise Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!	11:33:08 PM
	Whom Would You Like to Connect With?	11:33:08 PM
Denise Rodriguez	Technical Support (QB & App Hosting)	11:33:24 PM
Acebuddy	Welcome to Ace Support.	11:33:24 PM
	Please chose an option :	11:33:24 PM
Denise Rodriguez	I'd like to report an Issue	11:33:30 PM
Acebuddy	Please select an option!	11:33:31 PM
Denise Rodriguez	Password Reset	11:33:41 PM
Acebuddy	Please select an option below	11:33:41 PM
Denise Rodriguez	Not Enrolled to Selfcare Portal	11:33:51 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.	11:33:51 PM
	Do you need any further assistance on the topic?	11:33:51 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.	12 Aug, 12:09:30 AM
	Ended due to chat idle timeout	12:09:30 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 5 Aug, 11:38:12 PM


#80192 KEITH
Email: ks.partsfast@gmail.com ☎ 7133203009
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 32 Secs

City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 27 Secs

KEITH	Hello, I am your Acebuddy	5 Aug, 11:38:13 PM
Acebuddy	Hello Ks.partsfast, I'm your Ace Buddy. I'll be happy to assist you!	11:38:13 PM
	Whom Would You Like to Connect With?	11:38:13 PM
KEITH	Technical Support (QB & App Hosting)	11:38:19 PM
Acebuddy	Welcome to Ace Support.	11:38:19 PM
	Please chose an option :	11:38:19 PM
KEITH	I'd like to raise a Request	11:38:27 PM
Acebuddy	Please select your request type.	11:38:27 PM
KEITH	Reboot your Server	11:38:47 PM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	11:38:47 PM
	Do you need any further assistance on the topic?	11:38:47 PM
KEITH	Yes	11:39:02 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:39:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:39:02 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:39:44 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:39:47 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:39:52 PM
KEITH	hello,	11:39:57 PM
Yash Kalra	Hello	11:40:09 PM
KEITH	we need to reboot the service. we just changed to 7 users	11:40:18 PM
	everyone is logged off	11:40:33 PM
	partsfast.myrealdata.net	11:40:46 PM
Yash Kalra	Kindly allow me two minutes to check the same.	11:41:04 PM
KEITH	yes	11:41:16 PM
Yash Kalra	Okay I am scheduling the server for the reboot, It would take about 2- 3 minutes, can please let me know if there is issue you are facing for which reboot is required.	11:42:49 PM
KEITH	i just added another user. quickbooks told me to reboot the system so the license will update	11:43:33 PM

	i need to reboot now	11:43:43 PM
	turn off. turn on.	11:43:54 PM
	i have our company logged off	11:44:05 PM
Yash Kalra	Please stay connected while I am rebooting the server from the backend.	11:45:10 PM
KEITH	Thank You	11:45:20 PM
Yash Kalra	Thank you for staying connected.	11:45:54 PM
KEITH	of course	11:46:13 PM
Yash Kalra	We have rebooted the server from the backend.	11:46:14 PM
	Is there anything else I may help you with ?	11:46:16 PM
KEITH	ok thankl you. good day	11:46:25 PM
Yash Kalra	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.	11:46:27 PM
KEITH	ok	11:46:35 PM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:46:36 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:46:38 PM
	<i>Yash Kalra has ended this chat session</i>	11:46:40 PM
<div></div>		

Email: krisika@hkidata.com 📞 7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 42 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript		Chat Duration : 56 Mins 46 Secs
krisika	Hello, I am your Acebuddy	4 Aug, 3:31:05 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	3:31:06 PM
	Whom Would You Like to Connect With?	3:31:06 PM
krisika	Technical Support (QB & App Hosting)	3:31:13 PM
Acebuddy	Welcome to Ace Support.	3:31:13 PM
	Please chose an option :	3:31:13 PM
krisika	I'd like to report an Issue	3:31:16 PM
Acebuddy	Please select an option!	3:31:16 PM
krisika	Other Issue	3:31:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:31:21 PM
krisika	Hi	3:32:56 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:32:57 PM
	Acebuddy (bot) forwarded the chat request	3:32:57 PM
	Vignesh Arul accepted the chat transfer request.	3:33:27 PM
	Vignesh Arul is transferring the chat to Shubham Maurya.	3:33:44 PM
	Shubham Maurya accepted the chat transfer request.	3:33:51 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	3:34:01 PM
krisika	Quickbook not open in all pc	3:34:19 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:34:38 PM
	3:35:04 PMkrisika is sharing a file with you 17543018686267827932436500648506.jpg - (Size:3.26 MB)	3:35:04 PM

	<i>This error</i>	
krisika	Many times this error	3:35:19 PM
	Priorware.myrealddata.net	3:35:44 PM
Shubham Maurya	May I take the remote access of your server?	3:35:46 PM
	With what username you are logged into the server?	3:36:11 PM
krisika	Yes	3:37:12 PM
	Hkidata01	3:37:27 PM
Shubham Maurya	Alright thanks for sharing details, please accept remote access request.	3:38:05 PM
krisika	Ok	3:38:17 PM
Shubham Maurya	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.	3:38:30 PM
	Okay try to use the application now.	3:38:42 PM
krisika	Many times issue	3:39:59 PM
Shubham Maurya	Which other user is facing the same issue?	3:40:06 PM
krisika	All user same issue	3:40:40 PM
Shubham Maurya	Okay please try to use it again, we have done some more changes.	3:41:41 PM
krisika	Ok	3:42:11 PM
	Not open quickbook	3:42:51 PM
Shubham Maurya	Okay, Please hold on let me check it for crash logs to identify the root cause.	3:46:02 PM
	This will take some time, we do appreciate your patience Krisika.	3:46:26 PM
krisika	How many time ?	3:48:18 PM
	Today server reboot but not responding issue	3:50:47 PM
Shubham Maurya	We will document this issue accordingly and forward it to the backend team, meanwhile we are still looking for crash logs please allow some time to check it.	3:54:23 PM
krisika	Many time issue	3:55:22 PM
	Call nilay sir and talk to him	3:55:35 PM
Shubham Maurya	Krisika, please check the application again once.	3:57:40 PM
krisika	And call ankit sir and talk him	3:57:45 PM
	Ok	3:57:56 PM
Shubham Maurya	Sure, we'll note that down in ticket number once chat ends.	3:58:16 PM
krisika	9586345145 contact number call ankit sir and talk him	3:59:14 PM
	Arjant call	3:59:43 PM

Shubham Maurya	Okay, please hold on let me forward this call details.	4:01:10 PM
krisika	Quickbook open now in all pc	4:01:30 PM
	But need call	4:02:01 PM
Shubham Maurya	Thanks for the confirmation, sure please wait meanwhile I try to arrange a callback.	4:02:49 PM
krisika	Ok	4:04:30 PM
	I hope	4:04:34 PM
Shubham Maurya	Thanks for your patience, I just forwarded the callback details with the team.	4:07:03 PM
krisika	Ok	4:07:39 PM
	Thank you	4:12:15 PM
Shubham Maurya	Okay, I just got a confirmation for a callback in next 30 min would that be fine Krisika?	4:13:30 PM
	Please can you also confirm that QB is working for you now?	4:13:51 PM
krisika	Yes	4:17:03 PM
Shubham Maurya	Thanks for the confirmation !	4:18:24 PM
krisika	Ok, I hope call back	4:18:35 PM
Shubham Maurya	We'll update that in the ticket note you'll be receiving after this chat.	4:19:26 PM
	Yes, We'll be surely doing it within the timeframe.	4:20:04 PM
	You're welcome to stay on the chat if you'd like, or we can end the session here, just let me know how you'd prefer to proceed.	4:21:21 PM
krisika	Ok	4:21:22 PM
	Thank you	4:21:25 PM
Shubham Maurya	Is there anything else I may help you with ?	4:21:52 PM
krisika	No	4:22:07 PM
	Thank you	4:22:10 PM
Shubham Maurya	Your most welcome Krisika, we do appreciate your patience with us while working on the issue.	4:23:37 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	4:23:58 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:24:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Aug, 10:42:35 AM

#80080 FREIGHT AND LOGISTICS
Email: accounting@freightandlogistics.com
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 22 Secs
City: BELLFLOWER
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins

FREIGHT AND LOGISTICS	Hello, I am your Acebuddy	2 Aug, 10:42:37 AM
Acebuddy	Hello Freight And Logistics, I'm your Ace Buddy. I'll be happy to assist you!	10:42:38 AM
	Whom Would You Like to Connect With?	10:42:38 AM
FREIGHT AND LOGISTICS	Technical Support (QB & App Hosting)	10:42:42 AM
Acebuddy	Welcome to Ace Support.	10:42:42 AM
	Please chose an option :	10:42:42 AM
FREIGHT AND LOGISTICS	I'd like to raise a Request	10:42:49 AM
Acebuddy	Please select your request type.	10:42:49 AM
FREIGHT AND LOGISTICS	Other Request	10:43:08 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.	10:43:08 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:43:08 AM
FREIGHT AND LOGISTICS	Yes, I'm facing issues with my server	10:43:19 AM
Acebuddy	Please select an option!	10:43:19 AM
FREIGHT AND LOGISTICS	QuickBooks Issue	10:43:22 AM
Acebuddy	What type of QuickBooks Issue are you facing?	10:43:22 AM
FREIGHT AND LOGISTICS	Other QB related issue	10:43:29 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:43:29 AM
FREIGHT AND LOGISTICS	my QB was restore but it looks like it was not the correct one	10:43:55 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:43:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:43:56 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:44:04 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:44:09 AM
	Hello	10:44:16 AM
FREIGHT AND LOGISTICS	Hi is me again	10:44:16 AM
Shashwat Verma	Yes	10:44:21 AM
	I will surely help you with this issue.	10:44:27 AM
FREIGHT AND LOGISTICS	the QB is not the latest one	10:44:34 AM
Shashwat Verma	Let me show you the location of the file	10:44:58 AM
	May I take the remote access of your server?	10:45:08 AM
FREIGHT AND LOGISTICS	i already posted the 7/30 payment that we received and now it is not posted	10:45:13 AM
	sure	10:45:15 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	10:45:27 AM
	Kindly accept the invite	10:45:34 AM
FREIGHT AND LOGISTICS	sure	10:45:51 AM
Shashwat Verma	We have requested the remote session through server	10:46:37 AM
	Kindly accept	10:46:42 AM
FREIGHT AND LOGISTICS	i am not getting anything	10:47:06 AM
Shashwat Verma	https://assist.acecloudhosting.com/join/2742984326	10:47:49 AM

	Kindly Click on the link and open the downloaded file.	10:47:54 AM
	As per the remote session, you have taken time to connect with Felpie to get the file details for future troubleshooting.	10:57:27 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:57:35 AM
	<i>Shashwat Verma has ended this chat session</i>	10:57:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Aug, 12:33:41 AM


#80067 mknott
Email: mknott@preceptmarketing.com 📞 16105642807
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 16 Secs
City: DOUGLASSVILLE
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 4 Secs

mknott	Hello, I am your Acebuddy	2 Aug, 12:33:42 AM
Acebuddy	Hello Mknott, I'm your Ace Buddy. I'll be happy to assist you!	12:33:42 AM
	Whom Would You Like to Connect With?	12:33:42 AM
mknott	Technical Support (QB & App Hosting)	12:33:53 AM
Acebuddy	Welcome to Ace Support.	12:33:53 AM
	Please chose an option :	12:33:53 AM
mknott	I'd like to report an Issue	12:33:59 AM

Acebuddy	Please select an option!	12:33:59 AM
mknott	QuickBooks Issue	12:34:06 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:34:06 AM
mknott	Other QB related issue	12:34:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:34:12 AM
mknott	When opening QB I am now presented the error "This action requires Windows administrator permissions."	12:34:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:34:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:34:50 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:34:56 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:35:00 AM
	I will be surely assisting you with this.	12:35:32 AM
	Is this for account: Precept Marketing Group ?	12:35:42 AM
mknott	Yes	12:35:54 AM
Abhay Kumar Saraswat	Thanks for the confirmation.	12:36:11 AM
	Kindly allow me two minutes to check the same.	12:36:16 AM
	I apologize for any delay. Thank you for your patience.	12:39:28 AM
	May I take the remote access of your local computer?	12:39:33 AM
mknott	Sure	12:39:40 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	12:40:02 AM
	https://assist.acecloudhosting.com/join/8102911424	12:40:13 AM
	Kindly paste this link in the browser of local computer and join the session.	12:40:36 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	12:40:46 AM
mknott	I believe it's running now	12:41:23 AM
	It's for all users	12:41:25 AM
Abhay Kumar Saraswat	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.	12:41:45 AM
	let me check.	12:41:53 AM
	<i>1:04:55 AM</i> Abhay Kumar Saraswat is sharing a file with you image.png - (Size:82.04 KB)	1:04:55 AM
	Thank you for your patience.	1:05:22 AM

	So, while repairing the QB, we got an error.	1:05:40 AM
mknott	I am not sure what the error message is stating?	1:05:44 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	1:05:44 AM
	I would like to inform you that we need to re-install the application once again on your server.	1:06:17 AM
mknott	Okay. Do we need to backup the database file as a precaution?	1:06:33 AM
Abhay Kumar Saraswat	No, the data will be safe.	1:07:00 AM
mknott	Okay, should I just wait while you reinstall? Or will that take a long time?	1:07:14 AM
Abhay Kumar Saraswat	No, I'll re-install the application on backend and yes, It will take 30-40 minutes.	1:08:00 AM
mknott	Okay how will you alert me when it's done?	1:08:20 AM
Abhay Kumar Saraswat	I would like to request you to end this chat and meanwhile I'll start reinstallation and send you an email once the installation is completed	1:08:46 AM
mknott	That sounds good to me. Thanks.	1:08:58 AM
Abhay Kumar Saraswat	Is this your registered email: mknott@preceptmarketing.com ?	1:09:06 AM
mknott	Yes	1:09:12 AM
Abhay Kumar Saraswat	Thanks for the confirmation.	1:09:21 AM
	Is there anything else I may help you with ?	1:09:26 AM
mknott	That's all	1:09:31 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:09:36 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:09:39 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:09:43 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	1:09:46 AM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Aug, 7:12:54 PM

#80451 goodwinmetals.david

Email: goodwinmetals.david@gmail.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: DORA

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 39 Secs

goodwinmetals.david	Hello, I am your Acebuddy	13 Aug, 7:12:55 PM
Acebuddy	Hello David Chambers, I'm your Ace Buddy. I'll be happy to assist you!	7:12:56 PM
	Whom Would You Like to Connect With?	7:12:56 PM
goodwinmetals.david	Technical Support (QB & App Hosting)	7:13:01 PM
Acebuddy	Welcome to Ace Support.	7:13:01 PM
	Please chose an option :	7:13:01 PM
goodwinmetals.david	I'd like to raise a Request	7:13:09 PM
Acebuddy	Please select your request type.	7:13:09 PM
goodwinmetals.david	Other Request	7:13:16 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.	7:13:16 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:13:16 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.	7:57:34 PM
	Ended due to chat idle timeout	7:57:34 PM



Chat Transcript

Cloud Password not working

Visitor Details

7 Aug, 5:55:31 PM

#80251 Hardik
Email: hardik@ledgerfinancials.com 📞 8879886373
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 2 Secs
City: MUMBAI
State: Maharashtra
Country: INDIA

Chat Transcript

Chat Duration : 25 Mins 54 Secs

Hardik	Cloud Password not working	7 Aug, 5:55:32 PM
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.	5:55:35 PM
	Hi Hardik, May I confirm your registered company name with Ace Cloud Hosting?	5:55:56 PM
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>	5:56:18 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	5:56:29 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	5:56:35 PM
	Hello Hardik	5:56:41 PM
	How are you doing?	5:56:49 PM
Hardik	Iam Good	5:57:11 PM
	Thank you	5:57:14 PM
	How are you doing?	5:57:24 PM
Sujeet Kumar Suman	I'm good too. Thank you for asking.	5:57:42 PM
	Just to confirm, you're unable to log into the server, correct?	5:58:31 PM

Hardik	wait	5:58:36 PM
Sujeet Kumar Suman	okay.	5:58:42 PM
Hardik	i will provide you the sserver name	5:58:44 PM
	and cloud name	5:58:48 PM
Sujeet Kumar Suman	Please	5:58:52 PM
Hardik	Summit.Pro	5:59:20 PM
	Myrealdata\summit.pro	5:59:46 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	5:59:59 PM
Hardik	ok	6:00:07 PM
Sujeet Kumar Suman	Thank you for your patience.	6:03:55 PM
	As checked, the Summit account was disabled due to inactivity.	6:04:40 PM
Hardik	What is the option to enable the same	6:05:03 PM
Sujeet Kumar Suman	Could you please confirm the name of your company?	6:06:06 PM
Hardik	Ledger Financials IN	6:06:52 PM
	INC	6:06:56 PM
Sujeet Kumar Suman	As checked, there is no username registered as summit.pro on the Ledger Financials account	6:09:28 PM
Hardik	Summit Financials Consultants	6:10:24 PM
	Username - Admin	6:10:28 PM
Sujeet Kumar Suman	Thank you for providing the details. Let me check that for you.	6:10:45 PM
Hardik	Cloud pw - Clubs8561!@	6:10:54 PM
Sujeet Kumar Suman	Sorry, we do not need your password.	6:11:57 PM
	Please do not share your password in the future for security reasons	
Hardik	Noted	6:12:32 PM
	Anything you find let us know	6:14:29 PM
Sujeet Kumar Suman	Thank you for your patience.	6:16:18 PM
	We have unlocked the account from our end. Kindly guide Summit to log into the server and let us know if they are still facing any issues.	6:16:21 PM
Hardik	ok	6:16:37 PM
Sujeet Kumar Suman	Yes, we have found the account information.	6:17:12 PM
Hardik	We have signed in to the cloud.	6:19:33 PM
Sujeet Kumar Suman	Thanks for the confirmation !	6:19:37 PM
Hardik	Thank you for you help	6:19:38 PM

Sujeet Kumar Suman	Thanks for the confirmation !	6:19:40 PM
	Is there anything else I may help you with ?	6:19:44 PM
	Most welcome.	6:19:54 PM
Hardik	No	6:20:15 PM
	Thank you for your guidance	6:20:20 PM
Sujeet Kumar Suman	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	6:20:47 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:20:55 PM

Sujeet Kumar Suman has ended this chat session

6:21:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Aug, 12:13:26 AM

#80428 Camden Flowers
Email: camdenflowers@gmail.com
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 56 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Camden Flowers	Hello, I am your Acebuddy	13 Aug, 12:13:27 AM
Acebuddy	Hello Camden Flowers, I'm your Ace Buddy. I'll be happy to assist you!	12:13:28 AM
	Whom Would You Like to Connect With?	12:13:28 AM
Camden Flowers	Technical Support (QB & App Hosting)	12:13:34 AM
Acebuddy	Welcome to Ace Support.	12:13:34 AM
	Please chose an option :	12:13:34 AM
Camden Flowers	I'd like to report an Issue	12:13:41 AM
Acebuddy	Please select an option!	12:13:41 AM
Camden Flowers	Other Issue	12:13:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:13:45 AM
Camden Flowers	I can no longer access excel or an of the Microsoft apps on my remote desktop	12:14:22 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:14:23 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:14:23 AM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	12:14:29 AM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	12:14:47 AM
	I deeply apologize for the inconvenience caused to you.	12:14:57 AM
	I will surely help you with this issue.	12:15:07 AM
	Please provide me the account name ?	12:15:19 AM
Camden Flowers	Camden Flowers with JSI	12:15:52 AM
Vikas Singh Chauhan	Kindly allow me two minutes to check the same.	12:16:30 AM
	Can you please provide me your username which you use to connect to the server.	12:17:40 AM
Camden Flowers	camdenflowers	12:18:12 AM
Vikas Singh Chauhan	May I know the Primary contacts name for the account	12:19:08 AM
Camden Flowers	Tonya Rivers	12:19:20 AM
Vikas Singh Chauhan	Thank you !! found the business name as Etairos Corp.	12:20:25 AM
Camden Flowers	if that doesn't work, it may be Vickie Hoy instead	12:20:35 AM
	I think that's right	12:21:03 AM
Vikas Singh Chauhan	Okay, I see you have O365 E3 license.	12:21:35 AM

	Are you getting any error while access the office apps ?	12:21:48 AM
Camden Flowers	yes	12:21:59 AM
Vikas Singh Chauhan	Could you share me the error message or screenshot.	12:22:35 AM
Camden Flowers	It says "The item referred to by this shortcut cannot be accessed. You may not have the appropriate permissions."	12:23:06 AM
Vikas Singh Chauhan	Thank you for the details.	12:23:47 AM
	Let me connect to the server and check the permissions, please allow me 4-5 minutes.	12:24:09 AM
Camden Flowers	thank you	12:24:31 AM
Vikas Singh Chauhan	Please allow me 3-4 more minutes, checking few details for installed Office.	12:30:44 AM
	Please re-login to the server and see if there any new icon for Excel and whether it is working or not ?	12:32:13 AM
	Are we still connected here?	12:33:13 AM
Camden Flowers	we are still connected	12:33:23 AM
	the icons still do not look correct	12:33:32 AM
Vikas Singh Chauhan	Okay	12:33:36 AM
Camden Flowers	it has the same error	12:33:38 AM
Vikas Singh Chauhan	Have you re-logged in to the server ?	12:34:11 AM
Camden Flowers	yes	12:34:16 AM
Vikas Singh Chauhan	May I take the remote access of your local computer?	12:34:26 AM
Camden Flowers	Yes	12:34:40 AM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	12:35:14 AM
	https://assist.acecloudhosting.com/join/5302168056	12:35:17 AM
	Kindly paste this link in the browser of local computer and join the session.	12:35:34 AM
Camden Flowers	Should I do this in the remote desktop or from a browser outside of the remote desktop?	12:36:39 AM
Vikas Singh Chauhan	Please do it from a browser in your laptop not from Remote Desktop server.	12:36:52 AM
Camden Flowers	I use my remote desktop from an ipad with a keyboard attachment	12:37:23 AM
	Will that still work?	12:37:28 AM
Vikas Singh Chauhan	Yes, it will work.	12:37:55 AM
Camden Flowers	Ok it is making me download an app for the connection to work	12:39:01 AM
Vikas Singh Chauhan	Yes, once the file is downloaded, please open the application.	12:39:25 AM
	Are we still connected here?	12:53:28 AM
	Are we still connected here?	12:54:16 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.

12:57:37 AM

Vikas Singh Chauhan has ended this chat session

12:57:40 AM

