

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jul, 10:52:32 PM

#78870 Chris Pierce

Email: chris@preferredfg.com 12606377282

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: ANDERSON

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 9 Secs

Chris Pierce	Hello, I am your Acebuddy	1 Jul, 10:52:33 PM
Acebuddy	Hello Chris Pierce, I'm your Ace Buddy. I'll be happy to assist you!	10:52:34 PM
	Whom Would You Like to Connect With?	10:52:34 PM
Chris Pierce	Technical Support (QB & App Hosting)	10:52:37 PM
Acebuddy	Welcome to Ace Support.	10:52:37 PM
	Please chose an option :	10:52:37 PM
Chris Pierce	I'd like to report an Issue	10:52:46 PM
Acebuddy	Please select an option!	10:52:46 PM
Chris Pierce	Other Issue	10:52:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:52:50 PM
Chris Pierce	Need admin access to update Lacerte	10:53:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:53:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:53:05 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:53:44 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you	10:53:51 PM

	today.	10:54:34 PM
	I will be surely assisting you with this.	10:54:47 PM
	Is this for account : Preferred Financial Group Inc ?	10:54:47 PM
Chris Pierce	yes	10:55:24 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	10:55:32 PM
Chris Pierce	You're welcome	10:56:14 PM
Abhay Kumar Saraswat	Please note that after updating Lacerte , a system reboot is required. Therefore, kindly ensure that no users are logged into the server during the update process.	10:57:59 PM
Chris Pierce	Sounds good, thank you	10:58:22 PM
Abhay Kumar Saraswat	And to provide you the admin access on server, we need to send an email to you with the disclaimer.	10:58:58 PM
Chris Pierce	okay!	10:59:15 PM
Abhay Kumar Saraswat	You'll need to review the email and provide your approval before we can proceed with granting you admin access.	10:59:46 PM
Chris Pierce	okay!	11:00:29 PM
Abhay Kumar Saraswat	Thank you for understanding.	11:00:48 PM
	Kindly allow me 3-4 minutes.	11:00:57 PM
	Let me send an email to you.	11:01:05 PM
	Could you please confirm me your email address?	11:01:15 PM
Chris Pierce	chris@preferredfg.com	11:01:26 PM
Abhay Kumar Saraswat	Thank you for confirming your email, Chris.	11:02:36 PM
	Please wait.	11:02:40 PM
	I'll update you.	11:02:47 PM
	Thank you for your patience.	11:04:54 PM
Chris Pierce	i have received the email	11:05:42 PM
Abhay Kumar Saraswat	I've just sent an email to you.	11:05:44 PM
	Please check and authorise.	11:06:08 PM
Chris Pierce	ive responded to the email	11:06:54 PM
Abhay Kumar Saraswat	Great.	11:07:08 PM
	Let me check.	11:07:09 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	11:12:43 PM



Chat Transcript

My ace is still running slow

Visitor Details

16 Jul, 11:38:34 PM

#79516 accountant

Email: accountant@silversfs.com 7472192947

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: JAMMU

State: Jammu And Kashmir

Country: INDIA

Chat Transcript

Chat Duration : 40 Mins 56 Secs

accountant	My ace is still running slow	16 Jul, 11:38:35 PM
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.	11:38:37 PM
	<i>Akash is transferring the chat to Support(QB & App Hosting).</i>	11:38:47 PM
accountant	Hi Akash	11:38:50 PM
	Last Sujeet and Yash worked on this issue but I'm still facing the issue as my internet is also good	11:39:40 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:39:42 PM
	Hi Yash	11:39:54 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:39:54 PM
accountant	Again I'm facing this issue	11:40:08 PM
	as you fixed last	11:40:18 PM
	time	11:40:25 PM
Yash Kalra	May I take the remote access of your local computer?	11:40:28 PM
accountant	sure	11:41:07 PM

Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	11:41:09 PM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/7902327009	11:41:19 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.	11:42:48 PM
	Benny, as discussed, we will be escalating this case to our escalation team. Kindly share your contact number for a callback. (Edited)	17 Jul, 12:16:33 AM
accountant	97817 57157	12:18:10 AM
	99063 68341	12:18:15 AM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:19:25 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!	12:19:28 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>Yash Kalra has ended this chat session</i>	12:19:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Jul, 4:45:01 PM

#79825 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 54 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 12 Mins 32 Secs

krisika	Hello, I am your Acebuddy	26 Jul, 4:45:03 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	4:45:03 PM
	Whom Would You Like to Connect With?	4:45:03 PM
krisika	Technical Support (QB & App Hosting)	4:45:05 PM
Acebuddy	Welcome to Ace Support.	4:45:05 PM
	Please chose an option :	4:45:05 PM
krisika	I'd like to report an Issue	4:45:12 PM
Acebuddy	Please select an option!	4:45:12 PM
krisika	Other Issue	4:45:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:45:19 PM
krisika	Hi	4:46:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:46:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:46:13 PM
krisika	Hi	4:46:51 PM
	Hi	4:47:28 PM
	Hi	4:48:03 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	4:48:04 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	4:48:12 PM
krisika	Quickbook working slow	4:48:26 PM
Shivam Singh	I will surely help you with this issue.	4:49:01 PM
krisika	Ys	4:49:14 PM
Shivam Singh	Krisika, please stay with me. The available space on your server is currently very low — only 6%. Kindly allow me some time to free up space.	4:51:50 PM
krisika	I don't want reboot server I'm just telling you about that quickbook working slow so can you please do quickbook solution slow to fast?	4:53:14 PM
Shivam Singh	Noted, working on cleanup some space up from your server, allow me sometime.	4:54:15 PM

I will mail you once the cleanup is done as it is going to take some time.

4:55:35 PM

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

4:55:52 PM

krisika Ok

4:56:47 PM

Shivam Singh Thanks for your patience.

4:56:59 PM

We will mail you once the cleanup is done.

4:57:16 PM

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

4:57:22 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!

4:57:32 PM

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

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

Shivam Singh has ended this chat session

4:57:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 12:39:23 AM

#79162 Jon Ruby

Email: msdn001jr@hotmail.com **Phone:** 14026701249

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: VALLEY

State: Nebraska

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 49 Secs

Jon Ruby	Hello, I am your Acebuddy	9 Jul, 12:39:24 AM
Acebuddy	Hello Jon Ruby, I'm your Ace Buddy. I'll be happy to assist you!	12:39:25 AM
	Whom Would You Like to Connect With?	12:39:25 AM
Jon Ruby	Technical Support (QB & App Hosting)	12:39:31 AM
Acebuddy	Welcome to Ace Support.	12:39:31 AM
	Please chose an option :	12:39:31 AM
Jon Ruby	I'd like to report an Issue	12:39:38 AM
Acebuddy	Please select an option!	12:39:38 AM
Jon Ruby	QuickBooks Issue	12:39:45 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:39:45 AM
Jon Ruby	Setback	12:39:54 AM
Acebuddy	Please select an option!	12:39:54 AM
Jon Ruby	Other Issue	12:40:01 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:40:01 AM
Jon Ruby	Cannot connect to server. Keeps timing out.	12:40:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:40:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:40:19 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:40:26 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:40:31 AM
Jon Ruby	SMSED.myrealdata.net	12:40:55 AM
Abhay Kumar Saraswat	Thanks for confirming the server name.	12:41:17 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	12:41:27 AM
Jon Ruby	I believe that I am the only one on now.	12:41:51 AM
	I did hear from another user an hour or so ago that they had some timeouts, but it eventually connected.	12:42:22 AM
Abhay Kumar Saraswat	Okay.	12:42:41 AM
	I will be surely assisting you with this.	12:42:47 AM
	Please confirm me your username?	12:43:04 AM
	Is it Jon.R ?	12:43:17 AM

Jon Ruby	John.Ro	12:43:24 AM
Abhay Kumar Saraswat	Okay.	12:43:41 AM
	May I take the remote access of your local computer?	12:44:01 AM
Jon Ruby	yes	12:44:10 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	12:44:14 AM
	https://assist.acecloudhosting.com/join/4372351283	12:44:46 AM
	Kindly paste this link in the browser of local computer and join the session.	12:44:51 AM
Jon Ruby	I just heard that another user has successfully been on for a while.	12:45:21 AM
Abhay Kumar Saraswat	Yes, I can see Nicky.	12:46:30 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.	12:47:08 AM
	Thank you for your patience.	12:57:07 AM
Jon Ruby	Thank you for your help	12:57:22 AM
Abhay Kumar Saraswat	As we discussed, your issue has been resolved, right?	12:57:29 AM
	My pleasure to assist you.	12:57:41 AM
	Is there anything else I may help you with ?	12:57:45 AM
Jon Ruby	Not at this time	12:57:51 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.	12:58:01 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:58:07 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/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:58:11 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:58:14 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 3:12:24 AM

#79177 Jude Rush

Email: jude@polaristaxes.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 57 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins

Jude Rush	Hello, I am your Acebuddy	9 Jul, 3:12:25 AM
Acebuddy	Hello Jude Rush, I'm your Ace Buddy. I'll be happy to assist you!	3:12:26 AM
	Whom Would You Like to Connect With?	3:12:26 AM
Jude Rush	Technical Support (QB & App Hosting)	3:12:30 AM
Acebuddy	Welcome to Ace Support.	3:12:30 AM
	Please chose an option :	3:12:30 AM
Jude Rush	Setback	3:12:37 AM
Acebuddy	Hello Jude Rush, I'm your Ace Buddy. I'll be happy to assist you!	3:12:38 AM
	Whom Would You Like to Connect With?	3:12:38 AM
Jude Rush	Technical Support (QB & App Hosting)	3:12:49 AM
Acebuddy	Welcome to Ace Support.	3:12:49 AM
	Please chose an option :	3:12:49 AM
Jude Rush	I'd like to report an Issue	3:12:58 AM
Acebuddy	Please select an option!	3:12:58 AM

Jude Rush	Other Issue	3:13:02 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:13:02 AM
Jude Rush	I am trying to connect for the first time after installing remote desktop. It is asking for Microsoft credentials, not Ace credentials. I am stuck.	3:13:55 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:13:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:13:55 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:15:13 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	3:15:21 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:15:25 AM
Jude Rush	User name is JudeRush	3:15:42 AM
	Server name is PolarisTax.myrealdatal.net	3:16:06 AM
Yash Kalra	Kindly allow me two minutes to check the same.	3:16:25 AM
	May I take the remote access of your local computer?	3:16:48 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:16:53 AM
Jude Rush	yes	3:16:54 AM
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudbhosting.com/join/6952759266	3:17:21 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.	3:18:53 AM
Jude Rush	OK, I'm here now.	3:31:21 AM
	Tell me: How would I have known to do all this on my own as a new user??	3:31:28 AM
Yash Kalra	Jude, we assisted you regarding rdp icon setup. Is there anything else I may help you with ?	3:31:45 AM
Jude Rush	where's the documentation that helps me know how to get this set up on another computer?	3:31:56 AM
	I will need to set up this same access on my laptop and would appreciate knowing how to do it myself.	3:33:08 AM
Yash Kalra	Jude after this chat ends, I will be mailing you those steps to setup a user.	3:35:44 AM
Jude Rush	OK, thank you.	3:35:55 AM
	There's nothing else I need right now.	3:36:01 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies.	3:36:11 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:36:18 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

3:36:23 AM

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

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

Yash Kalra has ended this chat session

3:36:26 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jul, 11:27:48 AM

#79632 charles

Email: charles@uscapital.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: MARTINEZ

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 40 Secs

charles	Hello, I am your Acebuddy	20 Jul, 11:27:50 AM
Acebuddy	Hello Charles, I'm your Ace Buddy. I'll be happy to assist you!	11:27:51 AM
	Whom Would You Like to Connect With?	11:27:51 AM
charles	Technical Support (QB & App Hosting)	11:28:12 AM
Acebuddy	Welcome to Ace Support.	11:28:12 AM
	Please chose an option :	11:28:12 AM

charles	I'd like to report an Issue	11:28:37 AM
Acebuddy	Please select an option!	11:28:37 AM
charles	Password Reset	11:29:10 AM
Acebuddy	Please select an option below	11:29:10 AM
charles	Not Enrolled to Selfcare Portal	11:29:18 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.	11:29:18 AM
	Do you need any further assistance on the topic?	11:29:18 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:05:30 PM
	<i>Ended due to chat idle timeout</i>	12:05:30 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jul, 8:38:05 PM

#79545 sulema.montes

Email: sulema.montes@wavenet.net

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: CARSON

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 25 Secs

sulema.montes	Hello, I am your Acebuddy	17 Jul, 8:38:06 PM
Acebuddy	Hello Sulema.montes, I'm your Ace Buddy. I'll be happy to assist you!	8:38:06 PM

	Whom Would You Like to Connect With?	8:38:06 PM
sulema.montes	Technical Support (QB & App Hosting)	8:38:32 PM
Acebuddy	Welcome to Ace Support.	8:38:32 PM
	Please chose an option :	8:38:32 PM
sulema.montes	I'd like to report an Issue	8:38:46 PM
Acebuddy	Please select an option!	8:38:46 PM
sulema.montes	QuickBooks Issue	8:38:52 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:38:52 PM
sulema.montes	Other QB related issue	8:39:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:39:08 PM
sulema.montes	unable to export excel reports from QB	8:39:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:39:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:39:22 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:41:08 PM
	<i>Sujeet Kumar Suman is transferring the chat to Anurag Sharma.</i>	8:41:15 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	8:41:53 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	8:41:57 PM
	Hello Sulema	8:42:01 PM
sulema.montes	hello	8:42:06 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	8:42:28 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:42:31 PM
sulema.montes	Sulema.Margaret.WN@myrealdata.net)	8:43:16 PM
	Sulema	8:43:18 PM
Anurag Sharma	Thanks for the confirmation !	8:44:22 PM
	Please allow me 2 minutes to check the issue.	8:44:37 PM
sulema.montes	thank you	8:45:10 PM
	its one specific report i'm having issues with	8:45:22 PM
Anurag Sharma	Sulema, if you are having issues exporting from a single report. Then I would request you to please contact the intuit support.	8:48:11 PM
	As this seems to be a issue from Intuit's end.	8:48:55 PM
sulema.montes	i need to contact QB support?	8:49:38 PM
Anurag Sharma	Yes, Intuit support as QB is there product.	8:50:02 PM

	Is there anything else I may help you with ?	8:50:19 PM
	Are we still connected here?	8:52:56 PM
sulema.montes	another issue	8:53:33 PM
	i was temporarily provided a work-around on monday since my ace application was not working	8:53:50 PM
	can you redownload my application?	8:54:07 PM
Anurag Sharma	Could you please share the ticket ID ?	8:54:29 PM
	Are we still connected here?	8:56:30 PM
	Are we still connected here?	8:57:19 PM
	Are we still connected here?	8:58:24 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.	8:58:26 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:58:27 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:58:29 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Anurag Sharma has ended this chat session</i>	8:58:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 4:46:41 AM

#79440 linda

Email: linda@nracpa.com

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: 23 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Duration : 49 Mins 33 Secs

Chat Transcript

linda	Hello, I am your Acebuddy	15 Jul, 4:46:41 AM
Acebuddy	Hello Linda, I'm your Ace Buddy. I'll be happy to assist you!	4:46:42 AM
	Whom Would You Like to Connect With?	4:46:42 AM
linda	Technical Support (QB & App Hosting)	4:46:45 AM
Acebuddy	Welcome to Ace Support.	4:46:45 AM
	Please chose an option :	4:46:45 AM
linda	I'd like to report an Issue	4:46:51 AM
Acebuddy	Please select an option!	4:46:51 AM
linda	Other Issue	4:46:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:46:55 AM
linda	I cannot login to ACS software. New RDP was installed today	4:47:16 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:47:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:47:16 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	4:48:40 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	4:48:48 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:49:17 AM
linda	New RDP was installed today as they updated our server.. I cannot login to ACS software. Is this program still being worked on? When I look at the icon, it is from 2022 and is saying there is newer version. Why did it revert back to 2022 and do I need to install all the updates since then?	4:50:24 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:51:08 AM
linda	Linda Chance	4:51:19 AM
	I dont know server name. Firm is NRACPA LLC	4:51:45 AM
Sanyam Madan	Kindly allow me 5 minutes to check the same.	4:52:15 AM
	May I take the remote access of your local computer?	4:54:52 AM

linda	yes	4:55:17 AM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	4:55:30 AM
	https://assist.acecloudhosting.com/join/1192327903	4:55:58 AM
	Kindly paste this link in the browser of local computer and join the session.	4:56:04 AM
linda	on local machine or server?	4:56:31 AM
Sanyam Madan	local	4:56:57 AM
	As discussed, we will be installing Accounting CS 2025 version in the night hours and inform you over email	5:33:45 AM
linda	Okay now are we done?	5:35:43 AM
Sanyam Madan	Is there anything else I may help you with ?	5:35:58 AM
linda	No not right now. Thanks	5:36:07 AM
Sanyam Madan	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!	5:36:10 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>Sanyam Madan has ended this chat session</i>	5:36:15 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 11:29:22 AM

#79495 test

Email: test@gmail.com ☎ +16887849764

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 5 Secs

City: DEOLI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 1 Min 16 Secs

test	Hello, I am your Acebuddy	16 Jul, 11:29:23 AM
Acebuddy	Hello Lisa, I'm your Ace Buddy. I'll be happy to assist you!	11:29:24 AM
	Whom Would You Like to Connect With?	11:29:24 AM
test	Technical Support (QB & App Hosting)	11:29:28 AM
Acebuddy	Welcome to Ace Support.	11:29:28 AM
	Please chose an option :	11:29:28 AM
test	I'd like to report an Issue	11:29:42 AM
Acebuddy	Please select an option!	11:29:42 AM
test	Other Issue	11:29:51 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:29:51 AM
test	Kindly transfer the chat to tushar	11:30:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:30:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:30:07 AM
	<i>Tushar accepted the chat transfer request.</i>	11:30:09 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	11:30:13 AM
test	.test 1234	11:30:32 AM
Tushar	Recived roger.	11:30:38 AM
	<i>Tushar has ended this chat session</i>	11:30:40 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Jul, 10:01:21 PM

#79624 Isaac Kleven

Email: isaac@stockpkg.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: PAPILLION

State: Nebraska

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 40 Secs

Isaac Kleven	Hello, I am your Acebuddy	19 Jul, 10:01:23 PM
Acebuddy	Hello Isaac Kleven, I'm your Ace Buddy. I'll be happy to assist you!	10:01:24 PM
	Whom Would You Like to Connect With?	10:01:24 PM
Isaac Kleven	Technical Support (QB & App Hosting)	10:01:44 PM
Acebuddy	Welcome to Ace Support.	10:01:44 PM
	Please chose an option :	10:01:44 PM
Isaac Kleven	I'd like to report an Issue	10:01:50 PM
Acebuddy	Please select an option!	10:01:50 PM
Isaac Kleven	Other Issue	10:01:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:01:58 PM
Isaac Kleven	When trying to login to the RDP environment, it keeps telling me the credentials are incorrect. I had our Admin reset it yesterday, and it continues to not let me login	10:02:26 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:02:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:02:27 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:03:34 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:03:37 PM
	Hello Isaac	10:03:42 PM
Isaac Kleven	hello	10:03:55 PM

Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:04:24 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:04:27 PM
Isaac Kleven	I believe the server is StockPKG.myrealdata.net	10:04:56 PM
	my user is Isaack	10:05:03 PM
Anurag Sharma	Thanks for the confirmation !	10:05:30 PM
	Kindly allow me 2-3 minutes to check the same.	10:05:38 PM
	Please try to access the server again.	10:06:48 PM
Isaac Kleven	it tells me my login attempt failed	10:07:16 PM
	it was working fine yesterday and then acted as if I had never logged in before	10:11:52 PM
	are you still there?	10:13:45 PM
Anurag Sharma	Please try to access the server again.	10:13:55 PM
	Please confirm if you are able to login into the server?	10:15:39 PM
Isaac Kleven	yes, I'm back in. Thank you!!	10:15:49 PM
Anurag Sharma	Thanks for the confirmation !	10:16:03 PM
	Is there anything else I may help you with ?	10:16:05 PM
Isaac Kleven	was there anything done wrong on my end?	10:16:05 PM
Anurag Sharma	Yes, the account was showing locked due to multiple attempts.	10:16:23 PM
Isaac Kleven	hmm ok, don't know why that started though. Thanks again!	10:16:49 PM
Anurag Sharma	No problem.	10:16:54 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:16:57 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:16:59 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:17:01 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Anurag Sharma has ended this chat session</i>		10:17:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 1:21:03 AM

#79411 ayiana

Email: ayiana@franklinassociates.com ☎ 2257689060

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: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 8 Secs

ayiana	Hello, I am your Acebuddy	15 Jul, 1:21:03 AM
Acebuddy	Hello Ayiana, I'm your Ace Buddy. I'll be happy to assist you!	1:21:04 AM
	Whom Would You Like to Connect With?	1:21:04 AM
ayiana	Technical Support (QB & App Hosting)	1:21:07 AM
Acebuddy	Welcome to Ace Support.	1:21:07 AM
	Please chose an option :	1:21:07 AM
ayiana	I'd like to report an Issue	1:21:19 AM
Acebuddy	Please select an option!	1:21:19 AM
ayiana	Other Issue	1:21:23 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:21:23 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.	2:06:12 AM
	<i>Ended due to chat idle timeout</i>	2:06:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jul, 10:47:16 PM

#79657 Antonio Oliver

Email: finance@zebrarecovery.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: 25 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 5 Secs

Antonio Oliver	Hello, I am your Acebuddy	21 Jul, 10:47:17 PM
Acebuddy	Hello Antonio Oliver, I'm your Ace Buddy. I'll be happy to assist you!	10:47:18 PM
	Whom Would You Like to Connect With?	10:47:18 PM
Antonio Oliver	Technical Support (QB & App Hosting)	10:47:27 PM
Acebuddy	Welcome to Ace Support.	10:47:27 PM
	Please chose an option :	10:47:27 PM
Antonio Oliver	I'd like to report an Issue	10:47:32 PM
Acebuddy	Please select an option!	10:47:32 PM
Antonio Oliver	Password Reset	10:47:36 PM
Acebuddy	Please select an option below	10:47:36 PM
Antonio Oliver	Already Enrolled to Selfcare Portal	10:47:43 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:47:43 PM
	Do you need any further assistance on the topic?	10:47:43 PM
Antonio Oliver	Yes	10:47:50 PM

Acebuddy	Please wait while we connect you to our Support Representative	10:47:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:47:50 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:48:41 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:48:46 PM
Antonio Oliver	Hello it is Antonio Oliver reaching back for the password reset I have the link and it is open to proceed forward	10:49:20 PM
Manish Singh	May I know what issue you are facing as you have the new password link.	10:49:56 PM
Antonio Oliver	Ticket ID: 738182 Issue: Chat : Server Accessibility Issue	10:50:15 PM
Manish Singh	Yes, we need approval	10:50:59 PM
Antonio Oliver	Which oddly enough I was able to enter to QB sorry for that one of my screen shut off for a second	10:51:11 PM 10:52:23 PM
Manish Singh	Alright, so what is the issue you are facing now.	10:52:28 PM
Antonio Oliver	well I am going to reset my password and will try to log into QB. The issue is it takes a lot of trial to enter to QB where I would have to reset the computer multiple times and even if then	10:54:14 PM
Manish Singh	May I take the remote access of your local computer?	10:54:18 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:54:24 PM
Antonio Oliver	yes	10:55:10 PM
Manish Singh	https://assist.acecloudhosting.com/join/6832569167	10:55:22 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:56:43 PM
	Is there anything else I may help you with ?	11:01:11 PM
Antonio Oliver	Nope thank you for your time	11:01:25 PM
Manish Singh	I apologize for the trouble you've experienced.	11:01:41 PM
Antonio Oliver	things happen. IT shows up and it works just fine lol but thank you for your time	11:02:05 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:02:12 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:02:19 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/)	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jul, 8:43:24 PM

#79378 kyla

Email: kyla@humblebrands.com

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: 1 Min 18 Secs

City: ARROYO SECO

State: New Mexico

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 59 Secs

kyla	Hello, I am your Acebuddy	14 Jul, 8:43:25 PM
Acebuddy	Hello Kyla, I'm your Ace Buddy. I'll be happy to assist you!	8:43:25 PM
	Whom Would You Like to Connect With?	8:43:25 PM
kyla	Technical Support (QB & App Hosting)	8:43:31 PM
Acebuddy	Welcome to Ace Support.	8:43:31 PM
	Please chose an option :	8:43:31 PM
kyla	I'd like to report an Issue	8:43:37 PM
Acebuddy	Please select an option!	8:43:37 PM
kyla	Password Reset	8:43:40 PM
Acebuddy	Please select an option below	8:43:40 PM
kyla	Already Enrolled to Selfcare Portal	8:43:45 PM

Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:43:45 PM
	Do you need any further assistance on the topic?	8:43:45 PM
kyla	Yes	8:44:08 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:44:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:44:09 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	8:44:54 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	8:45:11 PM
kyla	Hello, I am having a hard time resetting my password as it has expired. Everytime I try, it says "server can not change password" and then it locks me out.	8:45:43 PM
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:45:48 PM
kyla	Username is KHortareas	8:46:23 PM
Yash Kalra	Kindly allow me two minutes to check the same.	8:46:29 PM
kyla	I am not quite sure what our server name is, my boss isnt sure either	8:47:03 PM
Yash Kalra	Don't worry, please stay connected while I am checking details from the backend. (Edited)	8:47:58 PM
kyla	Thank you	8:48:03 PM
Yash Kalra	Kyla, please confirm if your server's name is HumbleBrandsInc	8:51:56 PM
kyla	yes	8:52:01 PM
Yash Kalra	Please use the below link to access self-care portal, using which you can reset your password.	8:55:56 PM
	https://selfcare.acecloudhosting.com/	8:55:57 PM
kyla	Thank you	8:56:03 PM
Yash Kalra	Please use: Kyla.H as your username, after clicking to password reset option.	8:56:51 PM
kyla	It is not working	8:57:35 PM
	It will not take my older password, so I can not get in to change my password. The security questions for forgot password are not mine, as another coworker had this computer before me.	8:58:11 PM
Yash Kalra	Kyla, please ask your account owner having mail id: [accounting@humblebrands.com] (mailto:accounting@humblebrands.com) to reset your password using myportal or sent us a mail on support@acecloudhosting.com to reset your password. (Edited)	9:00:01 PM
kyla	Okay, I will send an email to accounting@humblebrands.com and if that does not work, then I will reach out to support@acecloudhosting.com - thank you	9:01:26 PM
Yash Kalra	Is there anything else I may help you with ?	9:02:02 PM
kyla	No thank you	9:02:08 PM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:02:16 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

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

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

9:02:19 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/>)

Yash Kalra has ended this chat session

9:02:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 7:54:27 AM

#79489 michellesteele4

Email: michellesteele4@hotmail.com 13045532294

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 50 Secs

City: CHARLESTON

State: West Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 21 Secs

michellesteele4	Hello, I am your Acebuddy	16 Jul, 7:54:27 AM
Acebuddy	Hello Michellesteele4, I'm your Ace Buddy. I'll be happy to assist you!	7:54:28 AM
	Whom Would You Like to Connect With?	7:54:28 AM
michellesteele4	Technical Support (QB & App Hosting)	7:54:37 AM
Acebuddy		

	Welcome to Ace Support.	7:54:37 AM
	Please chose an option :	7:54:37 AM
michellesteele4	I'd like to report an Issue	7:54:43 AM
Acebuddy	Please select an option!	7:54:43 AM
michellesteele4	QuickBooks Issue	7:54:46 AM
Acebuddy	What type of QuickBooks Issue are you facing?	7:54:46 AM
michellesteele4	Other QB related issue	7:54:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:54:56 AM
michellesteele4	Quickbooks won't open	7:55:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:55:06 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:55:06 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	7:55:21 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	7:55:24 AM
	Hello Michell	7:55:31 AM
michellesteele4	Hello My Quickbooks won't launch or open	7:55:45 AM
Shashwat Verma	I will surely help you with this issue.	7:55:59 AM
	Kindly allow me two minutes to check the same.	7:56:42 AM
michellesteele4	OK Thank you.	7:56:50 AM
Shashwat Verma	Kindly try now to open the QuickBooks.	7:59:44 AM
michellesteele4	trying but not opening	8:00:54 AM
	Seems to be stuck in a loop	8:01:10 AM
Shashwat Verma	Okay	8:01:16 AM
	Looks like we have to reboot the server.	8:01:48 AM
michellesteele4	OK.	8:01:54 AM
	Do I need to disconnect	8:02:00 AM
	It disconnected me	8:02:23 AM
Shashwat Verma	No need, kindly try to login the server in next 1 min.	8:02:25 AM
michellesteele4	OK	8:02:48 AM
Shashwat Verma	Kindly try now to access the application.	8:03:55 AM
michellesteele4	It is working now thank you.	8:04:53 AM
Shashwat Verma	Perfect	8:05:04 AM
	Also, would like to inform you that your C drive on the server will soon be exhausted.	8:05:10 AM

michellesteele4	What do I need to do to make room delete the backup QB files	8:05:36 AM
Shashwat Verma	Let me try to clean some unnecessary temp files for you.	8:06:10 AM
	Allow me 2 mins	8:06:17 AM
michellesteele4	Please do	8:06:19 AM
Shashwat Verma	We attempted to delete unnecessary files from the server; however, the C: drive is still below the recommended space level. Please note that backup files are stored on the D drive , while the C: drive contains user profiles and application update patches , which are essential for system operations. We recommend upgrading your storage plan for the C: drive to ensure smooth performance and avoid potential issues. (Edited)	8:09:31 AM
michellesteele4	OK how much is the upgrade	8:09:59 AM
Shashwat Verma	Here are the plans* Plan 1: 200 GB – \$120/month Plan 2: 100 GB – \$60/month Plan 3: 80 GB – \$50/month Plan 4: 60 GB – \$40/month Plan 5: 40 GB – \$28/month	8:10:27 AM
michellesteele4	OK	8:10:47 AM
	I'll reach out soon to sign up	8:10:56 AM
Shashwat Verma	Sure, will email you the details, you can reply to that email (Edited)	8:11:12 AM
	Is there anything else I may help you with ?	8:11:15 AM
michellesteele4	OK thank you	8:11:32 AM
	Nothing else	8:11:35 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:11:40 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:11:44 AM
	<i>Shashwat Verma has ended this chat session</i>	8:11:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jul, 10:09:28 AM

#78889 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 44 Secs

City: ANKLESHWAR

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 13 Mins 28 Secs

ankit	Hello, I am your Acebuddy	2 Jul, 10:09:29 AM
Acebuddy	Hello Ankit, I'm your Ace Buddy. I'll be happy to assist you!	10:09:31 AM
	Whom Would You Like to Connect With?	10:09:31 AM
ankit	Technical Support (QB & App Hosting)	10:09:34 AM
Acebuddy	Welcome to Ace Support.	10:09:34 AM
	Please chose an option :	10:09:35 AM
ankit	I'd like to report an Issue	10:09:40 AM
Acebuddy	Please select an option!	10:09:40 AM
ankit	Other Issue	10:09:46 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:09:46 AM
ankit	Not able to enter in server	10:10:00 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:10:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:10:03 AM
ankit	Hi	10:10:40 AM
	Hello	10:10:57 AM
	<i>Tushar accepted the chat transfer request.</i>	10:11:13 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	10:11:17 AM
	Hello Ankit.	10:11:23 AM
ankit	Hi	10:11:35 AM

	Server not opening	10:11:43 AM
	In all pc	10:11:49 AM
	<i>10:12:13 AM</i> Mankit is sharing a file with you <u>b5ab08be-f50b-42b8-8fda-32b417d055d6.jpeg</u> - (Size:285.57 KB)	10:12:13 AM
	<i>This error occurs</i>	
	Occurs	10:12:27 AM
	<i>10:12:38 AM</i> Mankit is sharing a file with you <u>b5ab08be-f50b-42b8-8fda-32b417d055d6.jpeg</u> - (Size:285.57 KB)	10:12:38 AM
Tushar	I just checked the previous ticket and chat session which was initiated by Nilay.	10:12:57 AM
ankit	Remote Desktop connection	10:13:27 AM
Tushar	Kindly connect with a different internet connection and try to login. (Edited)	10:13:39 AM
ankit	All pc having issue	10:13:52 AM
Tushar	Are you all located in a same place?	10:14:11 AM
ankit	Nilay is connected?	10:14:23 AM
	Yes	10:14:34 AM
Tushar	Nilay had a chat session regarding the same earlier and was advised to use a different internet connection to check the login issue.	10:15:20 AM
	As the support agent had done all the troubleshooting and lastly, he recommended that.	10:15:45 AM
ankit	what to do now	10:16:07 AM
Tushar	Kindly connect with a different internet connection and try to login, that way we will verify the error and after that will have to escalate the case to the escalation department who takes care of such cases.	10:17:32 AM
ankit	Internet was working properly as we can access gmail outside the IP(server)	10:18:46 AM
Tushar	Also, kindly share your contact information so that we can connect if required by our escalation team.	10:18:54 AM
ankit	9586345145	10:19:27 AM
	Ankit@hkidata.com	10:19:37 AM
Tushar	Thank you for the details our team will look into this matter and will update you soon we have gathered the necessary information from the previous chat and this one for our escalation team.	10:20:56 AM
	Currently, Nilay Patel has initiated a chat, and a call session is also in progress. Our engineer will now check your server via call support.	10:22:49 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:22:52 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!	10:22:55 AM

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

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

Tushar has ended this chat session

10:22:58 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jul, 10:35:49 PM

#79266 koeroperty3

Email: koeroperty3@gmail.com 14053619513

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: OKLAHOMA CITY

State: Oklahoma

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 9 Secs

koeroperty3	Hello, I am your Acebuddy	10 Jul, 10:35:49 PM
Acebuddy	Hello Koeproperty3, I'm your Ace Buddy. I'll be happy to assist you!	10:35:50 PM
	Whom Would You Like to Connect With?	10:35:50 PM
koeroperty3	Technical Support (QB & App Hosting)	10:35:53 PM
Acebuddy	Welcome to Ace Support.	10:35:53 PM
	Please chose an option :	10:35:53 PM
koeroperty3	I'd like to raise a Request	10:36:03 PM
Acebuddy	Please select your request type.	10:36:03 PM

koeroperty3	Setback	10:36:11 PM
Acebuddy	Welcome to Ace Support.	10:36:11 PM
	Please chose an option :	10:36:11 PM
koeroperty3	I'd like to report an Issue	10:36:16 PM
Acebuddy	Please select an option!	10:36:16 PM
koeroperty3	QuickBooks Issue	10:36:20 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:36:20 PM
koeroperty3	QuickBooks is Frozen	10:36:23 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	10:36:23 PM
	Was that helpful?	10:36:23 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:19:59 PM
	<i>Ended due to chat idle timeout</i>	11:19:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 12:05:24 AM

#79157 neal

Email: neal@calebchemical.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: 10 Secs

City: PLAINFIELD

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 9 Secs

neal	Hello, I am your Acebuddy	9 Jul, 12:05:25 AM
	manish you there	12:05:34 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:07:05 AM
	Hii Neal	12:07:08 AM
neal	i am waiting for you next step	12:07:21 AM
	i logged into microsoft account	12:07:29 AM
Manish Singh	I though session was stuck I disconnected.	12:07:47 AM
neal	ohh can you reconnect	12:08:00 AM
Manish Singh	No Issue, let me take the access again.	12:08:00 AM
	Sure	12:08:06 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:08:08 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.	12:12:18 AM
	Seems like everything is working fine.	12:13:18 AM
	Neal, Is there anything else I may help you with?	12:18:53 AM
	Are we still connected here?	12:21:08 AM
	Are we still connected here?	12:22:04 AM
	Are we still connected here?	12:23:04 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.	12:23:09 AM
	<i>Manish Singh has ended this chat session</i>	12:23:11 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jul, 8:39:22 PM

#79883 Teresa Vigil

Email: teresa@tvigilcpa.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: 31 Secs

City: KATY

State: Texas

Country: UNITED STATES

Chat Duration : 28 Mins 22 Secs

Chat Transcript

Teresa Vigil	Hello, I am your Acebuddy	29 Jul, 8:39:23 PM
Acebuddy	Hello Teresa Vigil, I'm your Ace Buddy. I'll be happy to assist you!	8:39:24 PM
	Whom Would You Like to Connect With?	8:39:24 PM
Teresa Vigil	Technical Support (QB & App Hosting)	8:39:30 PM
Acebuddy	Welcome to Ace Support.	8:39:30 PM
	Please chose an option :	8:39:30 PM
Teresa Vigil	I'd like to raise a Request	8:39:49 PM
Acebuddy	Please select your request type.	8:39:49 PM
Teresa Vigil	Setup Ace Server	8:39:54 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:39:54 PM
Teresa Vigil	Microsoft Windows	8:40:00 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	8:40:00 PM
	Do you need any further assistance on the topic?	8:40:00 PM
Teresa Vigil	Yes	8:40:08 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:40:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:40:08 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:40:34 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:40:38 PM
	I will surely help you with this issue.	8:41:04 PM
Teresa Vigil	I am a CPA. My client just set up a New ACE server with Quickbooks Enterprise. She said I needed to contact you to set it up on my computer, but gave me no other information.	8:41:40 PM

Manish Singh	Kindly help me with your server name and user name?	8:41:45 PM
Teresa Vigil	I don't have a server or user name. I had access to her old ACE account, but it's been disabled.	8:42:57 PM
Manish Singh	Kindly allow me two minutes to check the same.	8:43:08 PM
	Wanda[](https://crm.zoho.in/crm/org60000682839/tab/Contacts/23102000003894628)Asenjo is that the owner's name? (Edited)	8:44:13 PM
Teresa Vigil	Yes that's it. Not sure why the brackets are where they are but her name is Wanda Asenjo	8:45:00 PM
Manish Singh	Currently Diamond Star Roofing & Construction LLC account has 2 active users which is Rene Pilarte and Wanda itself.	8:45:47 PM
Teresa Vigil	She started a new one in the last week. I replaced Rene Pilarte. It might be under Complete Associated Management, LLC? or Diamond Star eSource?	8:47:07 PM
	Or maybe it's only a new Quickbooks. She doesn't pass on information very clearly. I just got an email this morning to contact ACE to set up on my computer.	8:47:53 PM
Manish Singh	Alright, can we have the contact number of the account owner so that we can arrange a callback and assist you over the call with Wanda?	8:48:00 PM
Teresa Vigil	832-801-3636 is the number I use, but I know she has another one too.	8:48:47 PM
Manish Singh	We have the same number with us we will contact her and confirm regarding the issue.	8:49:30 PM
	Is there anything else I may help you with ?	8:49:37 PM
	Or you can call us on Phone: 1-888-415-5240	8:50:07 PM
Teresa Vigil	Will you just be getting her permission or do we have to be on a phone call together. We've had problems making our schedules work sometimes.	8:50:22 PM
Manish Singh	Alright, I am able to understand your urgency and the issue you are facing can we have your contact number too just in case and we will arrange a 3 way call so that we can clearly get to the resolution.	8:51:36 PM
Teresa Vigil	can you call her now?	8:51:55 PM
	i'm texting with her right now.	8:52:06 PM
Manish Singh	We cannot call her now; it will take around 1-2 hour as there are other calls in Queue right now.	8:52:50 PM
	If you need urgent assistance, you can call us on 1-888-415-5240	8:53:12 PM
Teresa Vigil	I will be at another client and not on my computer this afternoon. Do I need to be on the computer? Or can you get her permission and we do it later? I can answer the phone then.	8:53:31 PM
Manish Singh	As we have your email teresa@tvigilcpa.com	8:53:46 PM
	We will add her too in the email and try to get the information regarding the user setup.	8:54:07 PM
	3462132107 Is this your contact number, Teresa?	8:54:51 PM
	Are we still connected here?	8:57:01 PM
Teresa Vigil	yes... she just called in.	8:57:39 PM
Manish Singh	Is she on the call with ACE? (Edited)	8:57:53 PM
	Are we still connected here?	9:03:38 PM

Are we still connected here? 9:05:19 PM

Are we still connected here? 9:07:29 PM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 9:07:34 PM

Manish Singh has ended this chat session 9:07:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 8 Jul, 9:04:47 PM

#79103 neal

Email: neal@calebchemical.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: PLAINFIELD

State: Illinois

Country: UNITED STATES

Chat Transcript Chat Duration : 10 Secs

neal	Hello, I am your Acebuddy	8 Jul, 9:04:47 PM
Acebuddy	Hello Neal, I'm your Ace Buddy. I'll be happy to assist you!	9:04:48 PM
	Whom Would You Like to Connect With?	9:04:48 PM
neal	Technical Support (QB & App Hosting)	9:04:50 PM
Acebuddy	Welcome to Ace Support.	9:04:50 PM
	[]	9:04:50 PM
	We are currently experiencing higher than normal contact volume related to server connectivity issues.	9:04:50 PM

	Are you also experiencing issues related to server connectivity?	9:04:50 PM
neal	Yes	9:04:58 PM
Acebuddy	Please refer to our status page for further updates on the issue status.	9:04:58 PM
	Thank you contact Ace Support. Have a wonderful day!	9:04:58 PM
	<i>Acebuddy has ended this chat session</i>	9:04:58 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jul, 9:03:02 PM

#78863 Katie Kispert

Email: kkispert@dixon-associates.com 7819340648

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: 57 Secs

City: BRIGHTON

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 6 Secs

Katie Kispert	Hello, I am your Acebuddy	1 Jul, 9:03:03 PM
Acebuddy	Hello Kkispert, I'm your Ace Buddy. I'll be happy to assist you!	9:03:04 PM
	Whom Would You Like to Connect With?	9:03:04 PM
Katie Kispert	Technical Support (QB & App Hosting)	9:03:08 PM
Acebuddy	Welcome to Ace Support.	9:03:08 PM
	Please chose an option :	9:03:08 PM
Katie Kispert	I'd like to report an Issue	9:03:30 PM

Acebuddy	Please select an option!	9:03:30 PM
Katie Kispert	QuickBooks Issue	9:03:42 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:03:42 PM
Katie Kispert	QuickBooks is Frozen	9:03:48 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	9:03:48 PM
	Was that helpful?	9:03:48 PM
Katie Kispert	No	9:07:53 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:07:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:07:53 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:08:20 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:08:24 PM
Katie Kispert	Thank you!	9:08:39 PM
Manish Singh	I will surely help you with this issue.	9:08:48 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	9:09:01 PM
Katie Kispert	No - this is not the first time that this has happened. I am the only user of the account.	9:09:24 PM
Manish Singh	Alright! let me check for the services from the backend.	9:10:41 PM
Katie Kispert	Thank you!	9:10:53 PM
Manish Singh	May I know in which QB version you are facing this issue, QB 2014 or 2019? (Edited)	9:11:34 PM
Katie Kispert	I believe 2019	9:11:51 PM
Manish Singh	Kindly allow me two minutes to check the same.	9:12:50 PM
	Kindly check now.	9:13:38 PM
Katie Kispert	It is still frozen	9:13:58 PM
Manish Singh	Kindly allow me two minutes to check the same.	9:16:11 PM
	Need to reboot the server once.	9:17:21 PM
	Server will reboot in 5 minutes.	9:17:32 PM
Katie Kispert	Ok - thank you!	9:17:44 PM
	Will you give me the go ahead to try again?	9:18:34 PM
Manish Singh	Yes, server will reboot in 2 minutes.	9:21:43 PM
Katie Kispert	Ok - thank you!	9:22:21 PM
Manish Singh	Rebooted the server try to login after 2minutes.	9:22:37 PM
	Kindly login now.	9:24:38 PM

Katie Kispert	Logging in	9:25:23 PM
Manish Singh	Is it working fine now?	9:26:03 PM
Katie Kispert	Looks like I am good to go...thank you so much!	9:26:33 PM
Manish Singh	Is there anything else I may help you with ?	9:26:44 PM
Katie Kispert	No - not today! Thank you!	9:26:56 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:26:58 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:27:05 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:27:08 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	9:27:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jul, 4:16:08 AM

#79238 tracy

Email: tracy@tjcbp.com

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: 32 Secs

City: ACWORTH

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 7 Secs

tracy	Hello, I am your Acebuddy	10 Jul, 4:16:09 AM
Acebuddy	Hello Tracy, I'm your Ace Buddy. I'll be happy to assist you!	4:16:10 AM
	Whom Would You Like to Connect With?	4:16:10 AM
tracy	Technical Support (QB & App Hosting)	4:16:22 AM
Acebuddy	Welcome to Ace Support.	4:16:22 AM
	Please chose an option :	4:16:22 AM
tracy	I'd like to report an Issue	4:16:31 AM
Acebuddy	Please select an option!	4:16:31 AM
tracy	Other Issue	4:16:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:16:43 AM
tracy	Unable to login	4:16:57 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:16:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:16:58 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	4:17:47 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	4:17:55 AM
	Hello Tracy	4:18:13 AM
tracy	Hi I am unable to login to Network	4:18:14 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:18:19 AM
tracy	Tjcpb.myrealata.net	4:18:58 AM
Shubham Kataria	Thank you for the information.	4:19:10 AM
tracy	or maybe RDG	4:19:31 AM
Shubham Kataria	Kindly confirm if you're the only user who is facing the issue	4:19:33 AM
tracy	Yes	4:19:45 AM
Shubham Kataria	Alright, please allow me a minute to check the same.	4:20:28 AM
tracy	Okay	4:20:36 AM
Shubham Kataria	Thank you for your patience.	4:22:23 AM
	Upon checking, I found currently your account is Temporary disabled.	4:22:51 AM

	Kindly confirm if your billing is pending.	4:23:04 AM
tracy	I'm not sure. This is my Managers account. I will have to let her know.	4:23:37 AM
	Is billing the reason	4:23:50 AM
Shubham Kataria	Yes, the billing is currently pending, which is why the account has been temporarily disabled by the billing team. If you'd like, I can connect you with the billing team for more information.	4:25:00 AM
	kindly confirm if you would like me to transfer your chat to the billing team for more information.	4:26:39 AM
tracy	I will let my Manager know. Thank You.	4:27:05 AM
Shubham Kataria	Alright	4:27:21 AM
	Is there anything else I may help you with ?	4:27:24 AM
tracy	No thank You. Have a great day.	4:27:53 AM
Shubham Kataria	Thanks for the confirmation !	4:28:08 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:28:11 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!	4:28:14 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>Shubham Kataria has ended this chat session</i>	4:28:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jul, 7:02:45 PM

#79677 Christie Morrison

Email: cmorrison@plastair.com ☎ 14503759129

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: 18 Secs

City: GRANBY

State: Quebec

Country: CANADA

Chat Duration : 10 Mins 16 Secs

Chat Transcript

Christie Morrison	Hello, I am your Acebuddy	22 Jul, 7:02:47 PM
Acebuddy	Hello Christie Morrison, I'm your Ace Buddy. I'll be happy to assist you!	7:02:48 PM
	Whom Would You Like to Connect With?	7:02:48 PM
Christie Morrison	Technical Support (QB & App Hosting)	7:02:53 PM
Acebuddy	Welcome to Ace Support.	7:02:53 PM
	Please chose an option :	7:02:53 PM
Christie Morrison	I'd like to report an Issue	7:03:02 PM
Acebuddy	Please select an option!	7:03:02 PM
Christie Morrison	Other Issue	7:03:06 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:03:06 PM
Christie Morrison	Remote desktop connection help required please	7:03:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:03:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:03:19 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:04:16 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:04:20 PM
Christie Morrison	Hello Manish, this is Christie from Plastair.	7:04:28 PM
Manish Singh	I will surely help you with this issue.	7:04:31 PM
Christie Morrison	I am trying to access the Cloud from my partner's laptop (mine is being repaired). Is it possible to send me the RDP file for MyleneRp, that is the seat I use.	7:05:13 PM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	7:05:35 PM
	We can assist you over the remote also. (Edited)	7:06:07 PM
Christie Morrison	I don't have access to my work emails.	7:06:17 PM
	I can send an email from my personal email if you want.	7:06:28 PM

Manish Singh	May I take the remote access of your local computer?	7:06:40 PM
Christie Morrison	Someone helped me on the weekend with this, through the chat, but I didn't have RDP installed. I do now.	7:06:57 PM
	Yes, you may.	7:07:01 PM
Manish Singh	https://assist.acecloudhosting.com/join/9122924844	7:07:18 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:07:21 PM
	Kindly paste this link in the browser of local computer and join the session.	7:07:25 PM
Christie Morrison	done thanks	7:07:31 PM
Manish Singh	May I know your username?	7:08:24 PM
Christie Morrison	mylenerp	7:09:05 PM
	I think you are in	7:09:25 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:09:28 PM
	Is there anything else I may help you with ?	7:12:36 PM
Christie Morrison	Hello Manish, wonderful :) thanks so very much.	7:12:48 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	7:12:52 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:12:58 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:13:01 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	7:13:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jul, 11:42:30 PM

#79702 Samara Stein

Email: samara@opsociety.org ☎ 3035895799

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: 31 Secs

City: SAN ANSELMO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 47 Secs

Samara Stein	Hello, I am your Acebuddy	22 Jul, 11:42:30 PM
Acebuddy	Hello Samara, I'm your Ace Buddy. I'll be happy to assist you!	11:42:31 PM
	Whom Would You Like to Connect With?	11:42:31 PM
Samara Stein	Technical Support (QB & App Hosting)	11:42:58 PM
Acebuddy	Welcome to Ace Support.	11:42:58 PM
	Please chose an option :	11:42:58 PM
Samara Stein	I'd like to report an Issue	11:43:04 PM
Acebuddy	Please select an option!	11:43:04 PM
Samara Stein	QuickBooks Issue	11:43:21 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:43:21 PM
Samara Stein	QuickBooks Login Issue	11:43:26 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	11:43:26 PM
	Was that helpful?	11:43:26 PM
Samara Stein	No	11:43:31 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:43:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:43:31 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:43:38 PM

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:43:44 PM
	Hello Samara	11:43:50 PM
	How may I assist you today?	11:43:58 PM
Samara Stein	I am locked out of this account	11:44:17 PM
	our other account works fine	11:44:24 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:44:27 PM
Samara Stein	myrealdatalSamaraS	11:44:47 PM
	I am locked out of "SamaraS"	11:44:58 PM
	the OPS Society one works fine.	11:45:03 PM
Shubham Kataria	Alright, please allow me a minute to check the account status.	11:45:36 PM
	Upon checking, I found account is already unlocked	11:46:14 PM
	Please try to access now	11:46:20 PM
Samara Stein	Hello - I am sorry - now it just worked. I tried many times and got an error	11:46:21 PM
	That OPSociety was not available	11:46:31 PM
Shubham Kataria	Alright, please try logging off and then logging back in to ensure everything is working correctly.	11:47:21 PM
	As you're disconnecting from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:51:16 PM
	<i>Shubham Kataria has ended this chat session</i>	11:51:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jul, 6:02:49 PM

#79720 Lisa Snyder

Email: lsnyder@qimsolutions.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: CLAXTON

State: Georgia

Country: UNITED STATES

Chat Duration : 40 Mins 17 Secs

Chat Transcript

Lisa Snyder	Hello, I am your Acebuddy	23 Jul, 6:02:50 PM
Acebuddy	Hello Lisa Snyder, I'm your Ace Buddy. I'll be happy to assist you!	6:02:51 PM
	Whom Would You Like to Connect With?	6:02:51 PM
Lisa Snyder	Technical Support (QB & App Hosting)	6:03:10 PM
Acebuddy	Welcome to Ace Support.	6:03:10 PM
	Please chose an option :	6:03:10 PM
Lisa Snyder	Setback	6:03:59 PM
Acebuddy	Hello Lisa Snyder, I'm your Ace Buddy. I'll be happy to assist you!	6:03:59 PM
	Whom Would You Like to Connect With?	6:03:59 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:43:08 PM
	<i>Ended due to chat idle timeout</i>	6:43:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jul, 10:16:52 AM

#78890 Nilay Patel

Email: nilay@priorware.com 12294570732

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: PATERSON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 33 Secs

Nilay Patel	Hello, I am your Acebuddy	2 Jul, 10:16:53 AM
Acebuddy	Hello Nilay Patel, I'm your Ace Buddy. I'll be happy to assist you!	10:16:54 AM
	Whom Would You Like to Connect With?	10:16:54 AM
Nilay Patel	Technical Support (QB & App Hosting)	10:17:17 AM
Acebuddy	Welcome to Ace Support.	10:17:17 AM
	Please chose an option :	10:17:17 AM
Nilay Patel	I'd like to report an Issue	10:17:22 AM
Acebuddy	Please select an option!	10:17:22 AM
Nilay Patel	Other Issue	10:17:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:17:27 AM
Nilay Patel	rdp connection	10:17:42 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:17:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:17:43 AM
Nilay Patel	?	10:19:25 AM
	<i>Tushar accepted the chat transfer request.</i>	10:19:37 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	10:20:09 AM
	Hello Nilay.	10:21:04 AM
	Currently you are on a call session with us our engineer will now check your server via call support.	10:24:18 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:24:21 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!	10:24:23 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/)	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jul, 7:54:30 PM

#79646 Antonio Oliver

Email: finance@zebrarecovery.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 46 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 32 Secs

Antonio Oliver	Hello, I am your Acebuddy	21 Jul, 7:54:31 PM
Acebuddy	Hello Antonio Oliver, I'm your Ace Buddy. I'll be happy to assist you!	7:54:32 PM
	Whom Would You Like to Connect With?	7:54:32 PM
Antonio Oliver	Technical Support (QB & App Hosting)	7:54:39 PM
Acebuddy	Welcome to Ace Support.	7:54:39 PM
	Please chose an option :	7:54:39 PM
Antonio Oliver	I'd like to report an Issue	7:54:45 PM
Acebuddy	Please select an option!	7:54:46 PM
Antonio Oliver	Other Issue	7:54:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:54:50 PM
Antonio Oliver	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer	

	"ZebraRecovery.myrealdata.net". This might mean that "ZebraRecovery.myrealdata.net" does not belong to the specified network. Verify the computer name and domain t	7:54:57 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:54:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:54:58 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:55:12 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:55:15 PM
Antonio Oliver	Thank you been trying to access the remote desktop all morning now	7:55:33 PM
Manish Singh	I will surely help you with this issue.	7:55:59 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	7:56:04 PM
Antonio Oliver	No these has happened before I thought it was fixed it would take me about three or four times before entering to QuickBooks but now nothing	7:56:56 PM
	Other colleague have had issues but they are able to log in still	7:57:14 PM
Manish Singh	Alright! (Edited)	7:57:52 PM
	May I take the remote access of your local computer?	7:58:07 PM
Antonio Oliver	Yes	7:58:17 PM
Manish Singh	https://assist.acecloudhosting.com/join/4062721265	7:58:41 PM
	Kindly paste this link in the browser of local computer and join the session.	7:58:47 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:58:49 PM
	As I have checked you were on disconnected state on the server.	7:59:26 PM
Antonio Oliver	downloading now	7:59:30 PM
Manish Singh	Kindly use sign off icon when logging off from the server.	8:00:22 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:00:32 PM
Antonio Oliver	understood	8:00:41 PM
Manish Singh	Once we get the email, we will share the new password.	8:13:20 PM
Antonio Oliver	understood	8:13:29 PM
Manish Singh	Is there anything else I may help you with ?	8:13:35 PM
Antonio Oliver	My username in Ace?	8:14:00 PM
Manish Singh	Antonio.O@myrealdata.net is your username	8:14:25 PM
Antonio Oliver	Thank you	8:14:39 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:14:45 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

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

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

8:14:51 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/>)

Manish Singh has ended this chat session

8:15:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jul, 8:18:46 PM

#79256 johnnathon

Email: johnnathon@islandentertainment.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min

City: PENSACOLA

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 20 Secs

johnnathon	Hello, I am your Acebuddy	10 Jul, 8:18:48 PM
Acebuddy	Hello Johnathon Patty, I'm your Ace Buddy. I'll be happy to assist you!	8:18:49 PM
	Whom Would You Like to Connect With?	8:18:49 PM
johnnathon	Technical Support (QB & App Hosting)	8:18:56 PM

Acebuddy	Welcome to Ace Support.	8:18:56 PM
	Please chose an option :	8:18:56 PM
johnnathon	I'd like to raise a Request	8:19:14 PM
Acebuddy	Please select your request type.	8:19:14 PM
johnnathon	Change in Users	8:19:30 PM
Acebuddy	Please select your desired option!	8:19:30 PM
johnnathon	Setback	8:19:38 PM
Acebuddy	Please select your request type.	8:19:38 PM
johnnathon	Other Request	8:19:45 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:19:45 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:19:45 PM
johnnathon	Yes, I'm facing issues with my server	8:20:00 PM
Acebuddy	Please select an option!	8:20:00 PM
johnnathon	Other Issue	8:20:06 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:20:06 PM
johnnathon	Network Drive isn't available	8:20:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:20:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:20:20 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:20:44 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:21:00 PM
johnnathon	Hello	8:21:07 PM
Ashutosh Mishra	Hello Johnathon, I will surely help you with this issue.	8:21:18 PM
johnnathon	Ashutosh, the account info is: CID68317 We have user BRANDON on the QB server that need to have access to the network drive D. Right now he experiencing the issue with Network Discovery Being disabled. Not sure why it happened, he had access previously.	8:22:51 PM
	We are not able to turn Network discovery back on due to the permissions. Please make sure Brandon is able to access network drive D	8:23:25 PM
Ashutosh Mishra	Kindly allow me few minutes to check the same.	8:23:40 PM
	May I take the remote access of Brandon's server?	8:27:20 PM
johnnathon	yes, you may	8:28:46 PM
	Please proceed	8:28:51 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	8:28:56 PM
johnnathon		8:29:04 PM

	ok	
	are you in?	8:30:36 PM
Ashutosh Mishra	Yes	8:31:13 PM
johnnathon	just a moment	8:33:17 PM
	we have another issue	8:34:49 PM
Ashutosh Mishra	The user has informed that D drive is visible and he is good to go. (Edited)	8:34:53 PM
	Sure, please let me know the issue.	8:35:20 PM
	<i>8:36:24 PM johnnathon is sharing a file with you IMG_9725.jpeg - (Size:3.07 MB)</i>	8:36:24 PM
	<i>Not able to access this file but no one is using the file. and all users are on multi user mode for QL</i>	
	Please let me know your username and I will take remote access of the server to isolate the issue.	8:38:16 PM
	Are we still connected here?	8:41:32 PM
	Are we still connected here?	8:42:29 PM
	Are we still connected here?	8:44:11 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.	8:45:05 PM
	<i>Ashutosh Mishra has ended this chat session</i>	8:45:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 9:35:48 PM

#79118 dana

Email: dana@ameristarroofing.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MARCELINE

State: Missouri

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 45 Secs

dana	Hello, I am your Acebuddy	8 Jul, 9:35:49 PM
Acebuddy	Hello Dana, I'm your Ace Buddy. I'll be happy to assist you!	9:35:49 PM
	Whom Would You Like to Connect With?	9:35:49 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:12:34 PM
	<i>Ended due to chat idle timeout</i>	10:12:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jul, 11:39:40 PM

#79738 Anjali.r

Email: anjali.r@myrealdatal.net

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: 1 Min 55 Secs

City: VIMAN NAGAR

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 40 Mins 22 Secs

Anjali.r	Hello, I am your Acebuddy	23 Jul, 11:39:41 PM
Acebuddy	Hello Anjali.r, I'm your Ace Buddy. I'll be happy to assist you!	11:39:41 PM
	Whom Would You Like to Connect With?	11:39:41 PM

Anjali.r	Technical Support (QB & App Hosting)	11:39:44 PM
Acebuddy	Welcome to Ace Support.	11:39:44 PM
	Please chose an option :	11:39:44 PM
Anjali.r	I'd like to report an Issue	11:40:02 PM
Acebuddy	Please select an option!	11:40:02 PM
Anjali.r	QuickBooks Issue	11:40:06 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:40:06 PM
Anjali.r	QuickBooks Login Issue	11:40:09 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	11:40:09 PM
	Was that helpful?	11:40:09 PM
Anjali.r	No	11:40:15 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:40:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:40:15 PM
	<i>Anjainay Singh declined the transfer request.</i>	11:40:27 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	11:40:30 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	11:41:12 PM
Anjali.r	Hello Vikas can you please help us login into Quickbooks	11:41:50 PM
Vikas Singh Chauhan	I will be surely assisting you with this.	11:42:11 PM
	Is this for account: Hedley and Bennett Inc ?	11:42:27 PM
Anjali.r	Please give us a solution for that we can try as we are facing this issue since yesterday and have tried reaching out the same way and then clearing this	11:43:15 PM
	I can provide you the the username so that you can access and check by yourself will that be helpful	11:44:02 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	11:44:11 PM
	Yes, please.	11:44:20 PM
Anjali.r	Anjali.r@myrealdatal.net	11:44:36 PM
	Username	11:44:40 PM
	Yes	11:45:03 PM
Vikas Singh Chauhan	Thank you for the details.	11:47:08 PM
	Kindly allow me 5-7 minutes	11:47:23 PM
Anjali.r	okay	11:47:30 PM
Vikas Singh Chauhan	Could you please let me know if you are using Admin login for the company file ?	11:51:42 PM

Anjali.r	Yes	11:52:39 PM
Vikas Singh Chauhan	Is someone else also using the Admin login to access QB file ?	11:53:07 PM
Anjali.r	I will have to check	11:53:29 PM
	Yes	11:53:59 PM
	but everyone else is logged out	11:54:16 PM
Vikas Singh Chauhan	Im asking if generally any one else uses admin login and if yes and also if they manually switch to single user mode, then this issue can come up.	11:55:37 PM
Anjali.r	Yes, others use it too	11:56:07 PM
Vikas Singh Chauhan	However, im making some further changes on the backend, please observe for some time if the fix works or not.	11:56:16 PM
Anjali.r	please set it to multiuser	11:56:18 PM
	sure	11:56:25 PM
Vikas Singh Chauhan	Allow me 7-8 minutes while I make the changes.	11:58:00 PM
Anjali.r	Sure	11:58:07 PM
	take your time	11:58:16 PM
Vikas Singh Chauhan	Are we still connected ?	24 Jul, 12:07:07 AM
Anjali.r	Yes	12:07:14 AM
Vikas Singh Chauhan	I have made the changes, please try to open the QB again.	12:07:32 AM
Anjali.r	Okay	12:07:37 AM
	still facing the same issue	12:10:28 AM
Vikas Singh Chauhan	May I take the remote access of your server?	12:11:10 AM
Anjali.r	yes, please	12:11:22 AM
Vikas Singh Chauhan	Kindly accept the remote prompt.	12:11:43 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.	12:12:41 AM
Anjali.r	okay	12:12:52 AM
Vikas Singh Chauhan	As per discussion over the remote session, we have made required changes to fix the issue.	12:18:50 AM
Anjali.r	Yes	12:18:55 AM
Vikas Singh Chauhan	Is there anything else I may help you with ?	12:19:01 AM
Anjali.r	Not for now sir, thank you	12:19:16 AM
Vikas Singh Chauhan	You are welcome!!	12:19:31 AM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	12:19:43 AM

Anjali.r	Sure	12:19:50 AM
Vikas Singh Chauhan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:19:55 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!	12:19:59 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>Vikas Singh Chauhan has ended this chat session</i>	12:20:04 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	8 Jul, 8:45:51 AM
#79040 Melissa Banuelos	
Email: melissab_hub@yahoo.com ☎ 15124618647	
Department: Support(QB & App Hosting)	
Operator: Tushar Pharswan	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Microsoft Edge	
Device: Desktop	
Average Response Time: 36 Secs	
City: LEANDER	
State: Texas	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 19 Mins 30 Secs
Melissa Banuelos	Hello, I am your Acebuddy

8 Jul, 8:45:51 AM

	Continuing from previous chat: We were able to reset his password, but now that he is logged in, he is trying to export some quickbooks files to Excel and it will not let him. Are you able to assist with this?	8:46:10 AM
Tushar	Hello Melissa.	8:46:18 AM
	Kindly allow me a moment to check if the user is having the excel or not.	8:47:13 AM
	Currently Excel is provided for user profile MelissaB.npro1 and SusanR.npro1.	8:49:10 AM
Melissa Banuelos	what is the cost to add it for AdrianBA.npro1	8:50:07 AM
Tushar	AdrianBA.npro1 Does not have excel if you would like to add excel to AdrianBA.npro1 it will cost Microsoft Excel (Standalone) \$5.99 per month, kindly email us at support@acecloudhosting.com from email address melissab_hub@yahoo.com acknowledging the price. (Edited)	8:51:31 AM
Melissa Banuelos	email sent	8:54:38 AM
Tushar	Thank you for the email.	8:55:56 AM
	Kindly ask the user to log off and re login to make changes take place from back end.	8:56:27 AM
	Kindly let me know as well if the user is able to use excel or not.	8:56:57 AM
	Are we still connected here?	8:58:59 AM
	Are we still connected here?	8:59:56 AM
Melissa Banuelos	he is logging off	8:59:57 AM
Tushar	Ok let's wait if he can use excel now or not.	9:00:29 AM
Melissa Banuelos	he is trying...one moment	9:02:00 AM
Tushar	Sure, please take your time	9:02:07 AM
Melissa Banuelos	Successful, thank you	9:04:48 AM
Tushar	Is there anything else I may help you with ?	9:04:52 AM
	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.	9:05:28 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:05:31 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!	9:05:34 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>Tushar has ended this chat session</i>	9:05:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 5:06:19 AM

#79978 Vijay Chattha

Email: gwyns@vsc.co 📞 510-813-1669

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: EMERYVILLE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins

Vijay Chattha	Hello, I am your Acebuddy	31 Jul, 5:06:20 AM
Acebuddy	Hello Vijay Chattha, I'm your Ace Buddy. I'll be happy to assist you!	5:06:20 AM
	Whom Would You Like to Connect With?	5:06:20 AM
Vijay Chattha	Technical Support (QB & App Hosting)	5:06:30 AM
Acebuddy	Welcome to Ace Support.	5:06:30 AM
	Please chose an option :	5:06:30 AM
Vijay Chattha	I'd like to raise a Request	5:06:37 AM
Acebuddy	Please select your request type.	5:06:37 AM
Vijay Chattha	Other Request	5:06:49 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.	5:06:49 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:06:49 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.	5:39:20 AM
	<i>Ended due to chat idle timeout</i>	5:39:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jul, 5:27:39 AM

#79573 heather

Email: heather@bluenorthernbuilders.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: MODESTO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 5 Secs

heather	Hello, I am your Acebuddy	18 Jul, 5:27:40 AM
Acebuddy	Hello Heather, I'm your Ace Buddy. I'll be happy to assist you!	5:27:41 AM
	Whom Would You Like to Connect With?	5:27:41 AM
heather	Technical Support (QB & App Hosting)	5:27:46 AM
Acebuddy	Welcome to Ace Support.	5:27:46 AM
	Please chose an option :	5:27:46 AM
heather	I'd like to report an Issue	5:27:52 AM
Acebuddy	Please select an option!	5:27:52 AM
	Please specify the issue you are facing before I connect you to an available support representative!	5:27:56 AM
heather	Other Issue	5:27:56 AM
	unable to print clearly from hosting site	5:28:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:28:20 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	5:28:20 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	5:28:54 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	5:29:02 AM
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	5:29:49 AM
heather	ok	5:30:07 AM
Anjainay Singh	May I take the remote access of your local computer?	5:30:31 AM
heather	yes	5:30:37 AM
Anjainay Singh	Kindly close all important tabs and documents for not to breach any security concern.	5:30:44 AM
heather	ok	5:30:54 AM
Anjainay Singh	https://assist.acecloudhosting.com/join/8462235618	5:31:06 AM
	Please copy this URL at your local machine browser.	5:31:26 AM
	Download the remote.exe file and click on accept and continue.	5:31:51 AM
	As issue has been resolved so we are disconnecting this chat.	5:55:29 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:55:43 AM
	<i>Anjainay Singh has ended this chat session</i>	5:55:46 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Jul, 2:50:38 AM

#78975 Chase Perry

Email: chase@eastcoastgearsupply.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: LOUISBURG

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 23 Secs

Chase Perry	Hello, I am your Acebuddy	4 Jul, 2:50:39 AM
Acebuddy	Hello Chase Perry, I'm your Ace Buddy. I'll be happy to assist you!	2:50:39 AM
	Whom Would You Like to Connect With?	2:50:39 AM
Chase Perry	Technical Support (QB & App Hosting)	2:50:57 AM
Acebuddy	Welcome to Ace Support.	2:50:57 AM
	Please chose an option :	2:50:57 AM
Chase Perry	I'd like to raise a Request	2:51:04 AM
Acebuddy	Please select your request type.	2:51:04 AM
Chase Perry	Reboot your Server	2:51:14 AM
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.	2:51:15 AM
	Do you need any further assistance on the topic?	2:51:15 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:36:02 AM
<i>Ended due to chat idle timeout</i>		3:36:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jul, 3:24:59 PM

#79580 office

Email: office@dacchilleconstruction.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: BOONE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Secs

office	Hello, I am your Acebuddy	18 Jul, 3:24:59 PM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	3:25:01 PM
	Whom Would You Like to Connect With?	3:25:01 PM
office	Technical Support (QB & App Hosting)	3:25:06 PM
Acebuddy	Welcome to Ace Support.	3:25:06 PM
	Please chose an option :	3:25:06 PM
office	I'd like to report an Issue	3:25:09 PM
Acebuddy	Please select an option!	3:25:09 PM
office	Other Issue	3:25:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:25:15 PM
<i>office has ended this chat session</i>		3:25:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 11:05:25 PM

#80016 michael Gardner

Email: michael@rayswine.com +14142589821

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: 1 Min 4 Secs

City: MILWAUKEE

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 19 Secs

michael Gardner	Hello, I am your Acebuddy	31 Jul, 11:05:26 PM
Acebuddy	Hello Michael Gardner, I'm your Ace Buddy. I'll be happy to assist you!	11:05:27 PM
	Whom Would You Like to Connect With?	11:05:27 PM
michael Gardner	Technical Support (QB & App Hosting)	11:05:38 PM
Acebuddy	Welcome to Ace Support.	11:05:38 PM
	Please chose an option :	11:05:38 PM
michael Gardner	I'd like to report an Issue	11:05:42 PM
Acebuddy	Please select an option!	11:05:42 PM
michael Gardner	QuickBooks Issue	11:05:48 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:05:48 PM
michael Gardner	Other QB related issue	11:05:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:05:53 PM
michael Gardner	1) I think QBE has an update that needs to be applied.	11:06:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:06:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:06:33 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	11:06:49 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	11:06:53 PM
michael Gardner	2) The response from QB / Server is very slow. not sure if #1 has anything to do with issues 2	11:07:28 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:07:57 PM
michael Gardner	RDG.myrealdat.net michael.g1@myrealdat.net	11:10:24 PM
Sanyam Madan	Micheal*,* Regarding the QuickBooks update, we have two options: We can start the update now, but all users will need to log out for approximately 30 minutes. Alternatively, we can schedule the update during off-hours (night time) to ensure minimal disruption to users.	11:13:25 PM
michael Gardner	If the update will help speed up response time lets do it now. I am the only one on the system.	11:14:15 PM
Sanyam Madan	Are you experiencing slowness in the QuickBooks application specifically, or across the entire server?	11:14:52 PM
michael Gardner	I only use the server for running QB. Do not know if server or QB is the issue.	11:16:12 PM
	I have shut down all programs and logged off the server.	11:17:14 PM

Sanyam Madan	Kindly allow me two minutes to check the same.	11:17:56 PM
	I just checked, and other applications on the server are running fine. The slowness issue appears to be limited to QuickBooks, and it's likely due to a pending update.	11:22:43 PM
	If you'd like, we can proceed with the update now — but please note that all users will need to log out for approximately 30 minutes during the process.	11:23:16 PM
michael Gardner	I am the only user. Please proceed with update and let me when complete.	11:24:48 PM
Sanyam Madan	Alright, we are starting the update now. We will notify you via email once it is completed.	11:25:23 PM
	Is there anything else I may help you with ?	11:25:28 PM
	Are we still connected here?	11:27:09 PM
	Are we still connected here?	11:29:20 PM
	Are we still connected here?	11:33:37 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.	11:33:44 PM
	<i>Sanyam Madan has ended this chat session</i>	11:33:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 11 Jul, 5:27:40 AM

#79289 ROSE DE LA LLANA

Email: rosedelallana@gmail.com ☎ 7879994901

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: CAROLINA

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Chat Duration : 28 Mins 33 Secs

ROSE DE LA LLANA	Hello, I am your Acebuddy	11 Jul, 5:27:41 AM
Acebuddy	Hello Rose De La Llana, I'm your Ace Buddy. I'll be happy to assist you!	5:27:42 AM
	Whom Would You Like to Connect With?	5:27:42 AM
ROSE DE LA LLANA	Technical Support (QB & App Hosting)	5:28:28 AM
Acebuddy	Welcome to Ace Support.	5:28:28 AM
	Please chose an option :	5:28:28 AM
ROSE DE LA LLANA	I'd like to report an Issue	5:28:37 AM
Acebuddy	Please select an option!	5:28:37 AM
ROSE DE LA LLANA	Password Reset	5:28:41 AM
Acebuddy	Please select an option below	5:28:41 AM
ROSE DE LA LLANA	Already Enrolled to Selfcare Portal	5:28:45 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	5:28:45 AM
	Do you need any further assistance on the topic?	5:28:45 AM
ROSE DE LA LLANA	Yes	5:32:12 AM
Acebuddy	Please wait while we connect you to our Support Representative	5:32:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:32:12 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	5:32:24 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	5:32:32 AM
	<i>5:32:49 AM ROSE DE LA LLANA is sharing a file with you</i>	
	<i>image.png - (Size:21.04 KB)</i>	5:32:49 AM
	<i>i am working from home n</i>	
ROSE DE LA LLANA	ow and it gets this message since this afternoon. need to resolve asap	5:32:55 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:33:42 AM
ROSE DE LA LLANA	RoseDe	5:34:11 AM
	Myreal data	5:34:20 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	5:35:14 AM
ROSE DE LA LLANA	ok	5:35:21 AM
Sanyam Madan	May I take the remote access of your local computer?	5:36:32 AM
ROSE DE LA LLANA	yes	5:36:49 AM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	5:36:59 AM
ROSE DE LA LLANA	ok	5:37:04 AM
Sanyam Madan		

	https://assist.acecloudhosting.com/join/4162677036	5:37:10 AM
	Kindly paste this link in the browser of local computer and join the session.	5:37:14 AM
ROSE DE LA LLANA	ok done	5:38:55 AM
Sanyam Madan	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.	5:39:20 AM
ROSE DE LA LLANA	here	5:50:14 AM
Sanyam Madan	As per discussion over the remote session, The issue is resolved by changing the configuration in RDP file	5:50:39 AM
	Is there anything else I may help you with ?	5:50:44 AM
	Are we still connected here?	5:52:15 AM
	Are we still connected here?	5:54:08 AM
	Are we still connected here?	5:56:02 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.	5:56:11 AM
	<i>Sanyam Madan has ended this chat session</i>	5:56:15 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 9:07:30 PM

#79104 HARSHIL SHAH

Email: harshil@ambitsol.co

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: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

HARSHIL SHAH	Hello, I am your Acebuddy	8 Jul, 9:07:31 PM
Acebuddy	Hello Harshil, I'm your Ace Buddy. I'll be happy to assist you!	9:07:32 PM
	Whom Would You Like to Connect With?	9:07:32 PM
HARSHIL SHAH	Technical Support (QB & App Hosting)	9:07:37 PM
Acebuddy	Welcome to Ace Support.	9:07:37 PM
	[]	9:07:37 PM
	We are currently experiencing higher than normal contact volume related to server connectivity issues.	9:07:37 PM
	Are you also experiencing issues related to server connectivity?	9:07:37 PM
HARSHIL SHAH	Yes	9:07:50 PM
Acebuddy	Please refer to our status page for further updates on the issue status.	9:07:50 PM
	Thank you contact Ace Support. Have a wonderful day!	9:07:50 PM
	<i>Acebuddy has ended this chat session</i>	9:07:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 12:20:41 PM

#79044 Santa Isabel Perez

Email: sperez@synthcube.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: LIBERTAD

State: Biliran

Country: PHILIPPINES

Chat Transcript

Chat Duration : 38 Mins 28 Secs

Santa Isabel Perez	Hello, I am your Acebuddy	8 Jul, 12:20:43 PM
Acebuddy	Hello Santa Isabel Perez, I'm your Ace Buddy. I'll be happy to assist you!	12:20:44 PM
	Whom Would You Like to Connect With?	12:20:44 PM
Santa Isabel Perez	Technical Support (QB & App Hosting)	12:22:23 PM
Acebuddy	Welcome to Ace Support.	12:22:24 PM
	Please chose an option :	12:22:24 PM
Santa Isabel Perez	I'd like to report an Issue	12:22:32 PM
Acebuddy	Please select an option!	12:22:32 PM
Santa Isabel Perez	Password Reset	12:22:38 PM
Acebuddy	Please select an option below	12:22:38 PM
Santa Isabel Perez	Already Enrolled to Selfcare Portal	12:22:48 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	12:22:48 PM
	Do you need any further assistance on the topic?	12:22:48 PM
Santa Isabel Perez	Setback	12:27:01 PM
Acebuddy	Please select an option below	12:27:01 PM
Santa Isabel Perez	Not Enrolled to Selfcare Portal	12:27:06 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.	12:27:06 PM
	Do you need any further assistance on the topic?	12:27:06 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.	12:59:11 PM
	<i>Ended due to chat idle timeout</i>	12:59:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79205 ofimbaranda

Email: ofimbaranda@careerteam.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 55 Secs

City: LOBOGON

State: Bohol

Country: PHILIPPINES

Chat Transcript

Chat Duration : 43 Mins 25 Secs

ofimbaranda	Hello, I am your Acebuddy	9 Jul, 8:36:13 PM
Acebuddy	Hello Ofim Baranda, I'm your Ace Buddy. I'll be happy to assist you!	8:36:14 PM
	Whom Would You Like to Connect With?	8:36:14 PM
ofimbaranda	Technical Support (QB & App Hosting)	8:36:20 PM
Acebuddy	Welcome to Ace Support.	8:36:20 PM
	Please chose an option :	8:36:20 PM
ofimbaranda	I'd like to report an Issue	8:36:30 PM
Acebuddy	Please select an option!	8:36:30 PM
ofimbaranda	Other Issue	8:36:41 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:36:41 PM
ofimbaranda	I cannot be able to log in Ace Cloud Portal with my log in credentials	8:37:05 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:37:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:37:06 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:37:25 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	8:37:31 PM
	Hello Ofim	8:37:39 PM
ofimbaranda	Hi	8:38:38 PM
	I have and issue encountered I cannot be able to log in with my log in details credetials for Ace portal	8:39:05 PM
Sujeet Kumar Suman	May I take the remote access of your local computer?	8:39:28 PM

Sujeet Kumar Suman has requested the visitor to grant remote access to their screen.

8:39:36 PM

ofimbaranda	Yes	8:39:44 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	8:40:13 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/6392233859	8:40:21 PM
ofimbaranda	I have done	8:40:40 PM
	are you in already?	8:40:45 PM
Sujeet Kumar Suman	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.	8:42:57 PM
	Thank you for your patience	9:12:02 PM
	Are we still connected here?	9:14:10 PM
	Are we still connected here?	9:16:51 PM
	Are we still connected here?	9:19:31 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:19:36 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	9:19:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 12:21:32 AM

#79477 maribel

Email: maribel@hummingbirdverde.co

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: HAINESPORT

State: New Jersey

Country: UNITED STATES

Chat Duration : 45 Mins

Chat Transcript

maribel	Hello, I am your Acebuddy	16 Jul, 12:21:32 AM
Acebuddy	Hello Maribel, I'm your Ace Buddy. I'll be happy to assist you!	12:21:33 AM
	Whom Would You Like to Connect With?	12:21:33 AM
maribel	Technical Support (QB & App Hosting)	12:21:41 AM
Acebuddy	Welcome to Ace Support.	12:21:41 AM
	Please chose an option :	12:21:41 AM
maribel	I'd like to raise a Request	12:21:48 AM
Acebuddy	Please select your request type.	12:21:48 AM
maribel	Password Reset	12:21:53 AM
Acebuddy	Please select an option below	12:21:53 AM
maribel	Not Enrolled to Selfcare Portal	12:21:59 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.	12:21:59 AM
	Do you need any further assistance on the topic?	12:21:59 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:06:33 AM
	<i>Ended due to chat idle timeout</i>	1:06:33 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Jul, 7:45:28 PM

#79015 Denise Rodriguez

Email: denise.rodriguez@wavenet.net

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 21 Secs

City: CARSON

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 10 Secs

Denise Rodriguez	Hello, I am your Acebuddy	7 Jul, 7:45:28 PM
Acebuddy	Hello Susan Herrador, I'm your Ace Buddy. I'll be happy to assist you!	7:45:29 PM
	Whom Would You Like to Connect With?	7:45:29 PM
Denise Rodriguez	Technical Support (QB & App Hosting)	7:45:35 PM
Acebuddy	Welcome to Ace Support.	7:45:35 PM
	Please chose an option :	7:45:35 PM
Denise Rodriguez	I'd like to report an Issue	7:45:45 PM
Acebuddy	Please select an option!	7:45:45 PM
Denise Rodriguez	QuickBooks Issue	7:46:16 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:46:16 PM
Denise Rodriguez	Other QB related issue	7:46:34 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:46:34 PM
Denise Rodriguez	Ace is not opening what so ever.	7:46:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:46:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:46:52 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	7:47:14 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	7:47:21 PM
	Hi Susan	7:48:15 PM
	Could you please confirm what issue you are facing in the QuickBooks application?	7:48:59 PM
Denise Rodriguez	it is not letting me open ace at all	7:50:16 PM
Sujeet Kumar Suman	So, you're not able to access the server?	7:51:02 PM
Denise Rodriguez	thats correct	7:51:32 PM
Sujeet Kumar Suman	What error message are you receiving when trying to connect to the server?	7:52:23 PM
Denise Rodriguez	its not giving me any error i click to open and nothing happens	7:53:14 PM

Sujeet Kumar Suman	May I take the remote access of your local computer?	7:53:37 PM
Denise Rodriguez	yes	7:54:08 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	7:54:14 PM
Denise Rodriguez	done	7:54:32 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/3282160167	7:54:35 PM
Denise Rodriguez	done	7:56:02 PM
Sujeet Kumar Suman	Thanks for the confirmation !	7:56:21 PM
	As per discussion over the remote session, The issue is resolved	8:09:23 PM
	Are we still connected here?	8:11:40 PM
	Are we still connected here? (Edited)	8:14:51 PM
	This message has been deleted	8:14:54 PM
	Are we still connected here?	8:16:25 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.	8:16:36 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	8:16:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 1:46:39 AM

#79031 Jude Rush

Email: jude@polaristaxes.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Secs

Jude Rush	Hello, I am your Acebuddy	8 Jul, 1:46:40 AM
Acebuddy	Hello Jude Rush, I'm your Ace Buddy. I'll be happy to assist you!	1:46:41 AM
	Whom Would You Like to Connect With?	1:46:41 AM
Jude Rush	Technical Support (QB & App Hosting)	1:46:47 AM
Acebuddy	Welcome to Ace Support.	1:46:47 AM
	Please chose an option :	1:46:47 AM
Jude Rush	I'd like to raise a Request	1:46:55 AM
Acebuddy	Please select your request type.	1:46:55 AM
Jude Rush	Setback	1:47:03 AM
Acebuddy	Welcome to Ace Support.	1:47:03 AM
	Please chose an option :	1:47:03 AM
<i>Jude Rush has ended this chat session</i>		1:47:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 11:50:43 PM

#79149 msullivan

Email: msullivan@redcoachusa.com 7132820309

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: IRVING

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 52 Secs

msullivan	Hello, I am your Acebuddy	8 Jul, 11:50:44 PM
Acebuddy	Hello Msullivan, I'm your Ace Buddy. I'll be happy to assist you!	11:50:44 PM
	Whom Would You Like to Connect With?	11:50:44 PM
msullivan	Technical Support (QB & App Hosting)	11:51:00 PM
Acebuddy	Welcome to Ace Support.	11:51:00 PM
	Please chose an option :	11:51:00 PM
msullivan	I'd like to report an Issue	11:51:16 PM
Acebuddy	Please select an option!	11:51:16 PM
msullivan	Other Issue	11:51:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:51:27 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 Jul, 12:31:36 AM
	<i>Ended due to chat idle timeout</i>	12:31:36 AM



Chat Transcript

hello

Visitor Details

30 Jul, 3:25:49 AM

#79913 steve

Email: fbasel@yahoo.com 16147999994

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: POWELL

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 21 Mins

steve	hello	30 Jul, 3:25:50 AM
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.	3:25:55 AM
steve	I need help accessing my server . I forgot login info	3:26:23 AM
Aayush	Sure, I will transfer this chat to our support team	3:26:28 AM
steve	thks	3:26:34 AM
	<i>Aayush is transferring the chat to Support(QB & App Hosting).</i>	3:26:47 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	3:26:54 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	3:27:00 AM
steve	hello	3:27:07 AM
Sanyam Madan	Hello basel , how are you doing	3:27:20 AM
steve	thks a lot	3:27:28 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:27:32 AM
steve	BaselEnt	3:27:47 AM
	I forgot my user name	3:28:06 AM
Sanyam Madan	No worries , I will find it out	3:28:22 AM
steve	superfilm	3:28:59 AM
	could be account name . Some time ago I requested to change server name to superfilm	3:29:47 AM
Sanyam Madan	Could you please confirm if your name is Steven Basel?	3:29:52 AM
steve	yes	3:29:57 AM
Sanyam Madan	Okay , got it	3:30:11 AM
	Steven, your account has been disabled due to inactivity.	3:30:33 AM
steve	Not possible	3:30:47 AM
	we have quick books on the server	3:31:05 AM
Sanyam Madan	when did you last accessed the server ?	3:31:21 AM
steve	My accountant accesses it often	3:31:44 AM
	I dont use it much	3:31:51 AM
	we have qb enterprise on the server	3:32:18 AM
Sanyam Madan	Let me go ahead and enable it for you right away	3:32:34 AM

	steve	could it be other companies which we were using before and I had cancelled it?	3:33:23 AM
		this server needs to be active	3:33:38 AM
		It is the one hosting QB enterprise	3:34:08 AM
Sanyam Madan		Steven, the server is active, but your user account (BaselEnt@myrealdatal.net) has not been accessed in the past 90 days.	3:34:48 AM
	steve	I have other users named Tarcan cevik	3:34:57 AM
		yes true	3:35:24 AM
		I did not access it for 3 months	3:35:38 AM
		which server is active ?	3:36:06 AM
Sanyam Madan		Yes, that's why your user account was disabled. But no worries—the server is up and running. Let me quickly enable your account for you.	3:37:14 AM
	steve	how can I access the server again?	3:37:18 AM
Sanyam Madan		Steven, do you happen to remember your password?	3:37:40 AM
	steve	Not sure . I used to have auto login	3:38:32 AM
Sanyam Madan		okay , no worries	3:39:09 AM
		Kindly allow me two minutes to check the same.	3:39:14 AM
	steve	I wanted to renew subscription for QB , that is why I wanted to access it today.	3:40:15 AM
Sanyam Madan		Alright, let's first get your access restored!	3:41:07 AM
		Steven, I'll also need you to send an email from your registered email address to support@acecloudhosting.com so that we can proceed with the password reset.	3:42:24 AM
	steve	i will do it now	3:42:43 AM
		I just sent it	3:43:53 AM
Sanyam Madan		steven please allow me 5-6 minutes to check something	3:45:35 AM
	steve	ok	3:45:46 AM
Sanyam Madan		as your server is also showing disabled	3:45:53 AM
		Steven, I've just checked with our billing team, and it appears that your payment is pending. That's why your server has been disabled.	3:49:28 AM
	steve	my accountant tells me he can access the server	3:49:31 AM
		i did not know I had to make payment	3:50:05 AM
Sanyam Madan		what is the username of your accountant ?	3:50:07 AM
	steve	Tarcan	3:50:47 AM
Sanyam Madan		Thank you for your patience.	3:55:23 AM
		Steven, would you like to proceed with the payment?	3:56:06 AM
	steve		3:56:43 AM

	can we make monthly payment	
Sanyam Madan	This is a billing-related query. Let me transfer your chat to our billing team, who will assist you further.	3:57:39 AM
steve	ok	3:57:46 AM
	<i>Sanyam Madan is transferring the chat to Billing.</i>	3:58:17 AM
	<i>Sanidhya Puri accepted the chat transfer request.</i>	3:58:23 AM
Sanidhya Puri	Hi Basel, I am Sanidhya from the Billing team. How can I assist you today?	3:59:09 AM
steve	hello	3:59:23 AM
	how much do we need to pay	4:00:11 AM
Sanidhya Puri	Currently the invoice dated 01/23/25 is due, amounting to \$743.71	4:00:46 AM
steve	how to pay it now?	4:01:12 AM
Sanidhya Puri	Please give me a minute to review your account details.	4:01:57 AM
	Currently, we have your bank account ending in '8073' on file.	4:03:01 AM
	You can give us permission to charge the same.	4:03:06 AM
steve	pls try it	4:03:17 AM
Sanidhya Puri	Thanks for the confirmation. We have successfully charged the account on file against the due invoice.	4:04:57 AM
	Your server has been activated from our end, and a paid invoice copy has been sent to your email.	4:05:13 AM
steve	Can you please give me access to server now? I had called to restore my access	4:05:46 AM
	user name and password	4:06:13 AM
Sanidhya Puri	I have activated the server. You should be able to access it in the next 5-10 minutes.	4:06:22 AM
	Unfortunately, I cannot help with the username and password. I have reactivated your account and billing. I can forward this chat to the technical team again to help you log in.	4:07:08 AM
steve	I did not know , I had due balance	4:07:14 AM
	ok	4:07:23 AM
Sanidhya Puri	The due invoice had a service period till 30th September 2025. Next invoice will be due on 10/01/25. Please stay online while I transfer this chat to our technical team.	4:08:38 AM
steve	how much is per month?	4:09:18 AM
	<i>Sanidhya Puri is transferring the chat to Support(QB & App Hosting).</i>	4:09:35 AM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	4:10:07 AM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	4:10:37 AM
steve	ok	4:10:56 AM
Vikas Singh Chauhan	How can I help you today ?	4:11:18 AM
steve	I need to have my username and password	4:11:32 AM

	I sent e mail for it	4:12:06 AM
Vikas Singh Chauhan	Okay, is it for the account Super film ?	4:13:39 AM
steve	yes	4:13:45 AM
Vikas Singh Chauhan	Thanks for the confirmation !	4:13:57 AM
	Thank you for the information and allow 5 minutes to check the same.	4:14:13 AM
	I see your account is active on the server. What is exact error message you are getting while accessing the server ?	4:18:06 AM
steve	I used to have auto login on my lab top . Some rason asking for user name and paswword which I do not remember	4:19:06 AM
	steven B was my user name I believe	4:19:19 AM
Vikas Singh Chauhan	Okay understood.	4:19:42 AM
	May I take the remote access of your local computer?	4:19:55 AM
steve	yes	4:20:00 AM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	4:20:12 AM
steve	ok	4:20:20 AM
Vikas Singh Chauhan	https://assist.acecloudhosting.com/join/2662824707	4:20:36 AM
	Kindly paste this link in the browser of local computer and join the session.	4:20:46 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:22:14 AM
steve	thks for your help	4:45:21 AM
Vikas Singh Chauhan	As discussed over remote session, we have created the RSDP client on your laptop and you are able to access the server now.	4:45:25 AM
	No worries, my pleasure.	4:45:43 AM
	Is there anything else I may help you with ?	4:45:52 AM
steve	have a nice day	4:45:53 AM
Vikas Singh Chauhan	have a good one.	4:46:02 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:46:14 AM
steve	how to disconnect?	4:46:18 AM
Vikas Singh Chauhan	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:46:19 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/>)

Let me disconnect from my end. Thank you again.

4:46:51 AM

Vikas Singh Chauhan has ended this chat session

4:46:58 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Jul, 5:22:44 PM

#78996 Nilay Patel

Email: nilay@priorware.com 12294570732

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 47 Secs

City: PATERSON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 33 Mins

Nilay Patel	Hello, I am your Acebuddy	5 Jul, 5:22:46 PM
Acebuddy	Hello Nilay Patel, I'm your Ace Buddy. I'll be happy to assist you!	5:22:47 PM
	Whom Would You Like to Connect With?	5:22:47 PM
Nilay Patel	Technical Support (QB & App Hosting)	5:22:59 PM
Acebuddy	Welcome to Ace Support.	5:22:59 PM
	Please chose an option :	5:22:59 PM
Nilay Patel	I'd like to report an Issue	5:23:07 PM

Acebuddy	Please select an option!	5:23:07 PM
Nilay Patel	Other Issue	5:23:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:23:13 PM
Nilay Patel	users gets error that user is disable	5:23:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:23:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:23:32 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	5:24:06 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	5:24:22 PM
	Kindly allow me 2 minutes to check the user profile.	5:25:16 PM
	Could you please tell me the username?	5:25:38 PM
Nilay Patel	inda5	5:25:44 PM
	inda5	5:25:47 PM
Shivam Singh	Thanks for the confirmation.	5:26:07 PM
	As I checked, India5 user showing to be active.	5:30:08 PM
	Could you please share the screenshot of the error that you were getting while accessing the server.	5:30:44 PM
	<i>5:31:31 PM Nilay Patel is sharing a file with you <u>inda5.PNG</u> - (Size:476.78 KB)</i>	5:31:31 PM
	Thanks for the information, allow me 5 minutes to check the server end.	5:33:06 PM
	Thanks for your patience, it is taking longer than expected.	5:41:21 PM
	I will soon be back with an update.	5:41:32 PM
Nilay Patel	ok	5:41:56 PM
Shivam Singh	Nilay, much appreciated your cooperation here.	5:42:40 PM
	Could you please ask the user to login now as I have made the changes.	5:43:01 PM
Nilay Patel	ok let me try	5:44:53 PM
Shivam Singh	Sure, please take your time	5:45:18 PM
	Did the user tried logging in ?	5:48:23 PM
Nilay Patel	not	5:49:43 PM
	inda 120	5:49:46 PM
	India 120 India 111 India 106	5:50:05 PM
	none of above and same for india5	5:50:19 PM
Shivam Singh	Please share the name of all the user who are facing the issue, so that I check the issue right now.	5:50:46 PM
	Did it resolve for India 5 ?	5:51:03 PM

	Is India5 was able to login now?	5:52:23 PM
Nilay Patel	india5 still same issue	5:53:02 PM
Shivam Singh	could you please share the screenshot of the issue now as what it prompted?	5:54:01 PM
Nilay Patel	same	5:55:12 PM
	credential not working	5:55:16 PM
Shivam Singh	It may be that the password has been expired.	5:55:52 PM
Nilay Patel	I just reset from my portal	5:56:04 PM
Shivam Singh	As I checked the account is active now	5:56:08 PM
Nilay Patel	you want me to reset again	5:56:10 PM
	?	5:56:11 PM
Shivam Singh	Allow 2 minutes	5:56:19 PM
	I will let you know when to try .	5:56:33 PM
	India102, India101 are the only user that I am able to find. Could you please share the correct username once.	6:00:29 PM
	So that I can check their account for any issue.	6:00:50 PM
	Also, could you ask the user to try it once.	6:01:56 PM
	Are we connected here?	6:04:23 PM
Nilay Patel	same isseue	6:04:25 PM
	not able to connect	6:04:28 PM
	I reset password again	6:04:36 PM
	it shows pass change sucessful	6:04:46 PM
	but not able to connect	6:04:56 PM
Shivam Singh	could you please share the screenshot once	6:05:14 PM
Nilay Patel	same sir	6:05:25 PM
	password not work	6:05:31 PM
	<i>6:06:11 PM Nilay Patel is sharing a file with you india5_1.PNG - (Size:201.05 KB)</i>	6:06:11 PM
Shivam Singh	Could you please let me know for which user is you trying to access now ?	6:07:09 PM
	Let me share the India5 new RDP (Edited)	6:07:27 PM
Nilay Patel	india5	6:07:36 PM
Shivam Singh	I believe it is still holding the old password within the RDP save data.	6:08:08 PM
	<i>6:09:48 PM Shivam Singh is sharing a file with you India5@myrealdata.net.zip - (Size:934 Bytes)</i>	6:09:48 PM

	Kindly unzip it and use the newly created password.	6:10:06 PM
Nilay Patel	still not working	6:11:34 PM
	I tried on other comptuer	6:11:42 PM
	and still same with newly reset password	6:11:49 PM
Shivam Singh	Okay, is it okay if we reset the password on our end.	6:12:26 PM
	Did you use the My portal to create the new password ?	6:13:54 PM
Nilay Patel	yes	6:14:25 PM
Shivam Singh	Could you please reply to email for the password India5 with your approval. I have shared the mail with you	6:17:22 PM
Nilay Patel	you need password for india5	6:18:31 PM
Shivam Singh	Yes, I will be resetting the password	6:18:51 PM
Nilay Patel	ok you can reset	6:18:59 PM
Shivam Singh	For which I would require your approval on email.	6:19:11 PM
Nilay Patel	ok done	6:19:35 PM
Shivam Singh	Once I have the approval, I will make changes from the backend	6:19:38 PM
	Much appreciated, Nilay	6:19:59 PM
	Allow me 2 minutes to share the password with you.	6:20:18 PM
	I have shared the password through the weblink over the email. Kindly check	6:22:11 PM
Nilay Patel	with this I am able to login	6:24:50 PM
	dose this means that my portal will not work for password rest	6:25:08 PM
	I have more users to do it	6:25:13 PM
Shivam Singh	Right Now, my portal is going through maintenance and will be up soon.	6:25:56 PM
	I am glad that it worked.	6:26:07 PM
	Could you please share the user list who are facing the same issue so that I can assist those user account as well.	6:26:34 PM
	Nilay, are we still connected here?	6:28:45 PM
Nilay Patel	yes	6:30:40 PM
	but what is wrong my portal	6:30:49 PM
	?	6:30:50 PM
Shivam Singh	There are some changes needs to make by the team for which the service of My portal is disrupted for a short while only few of the functions are inhibited.	6:31:58 PM
	You could give me the list of the user who have issue such as India5 and I will make sure that the password would be shared for them	6:32:56 PM

	Nilay, are we still connected here ?	6:37:14 PM
Nilay Patel	yes	6:38:02 PM
	getting all other users	6:38:06 PM
	hold on please	6:38:10 PM
Shivam Singh	Surely take your time.	6:38:30 PM
	Did you face any issue with other user ?	6:46:29 PM
	Are we still connected here?	6:51:08 PM
	Are we still connected here?	6:53:28 PM
	Are we still connected here?	6:55:09 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:56:12 PM
	<i>Shivam Singh has ended this chat session</i>	6:56:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Jul, 1:57:32 PM

#78983 Stephen Derrickson

Email: ibex401k@gmail.com 15616339880

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 38 Secs

City: VIENNA

State: Wien

Country: AUSTRIA

Chat Transcript

Chat Duration : 9 Mins 59 Secs

Stephen Derrickson	Hello, I am your Acebuddy	4 Jul, 1:57:33 PM
Acebuddy	Hello Stephen Derrickson, I'm your Ace Buddy. I'll be happy to assist you!	1:57:33 PM
	Whom Would You Like to Connect With?	1:57:33 PM
Stephen Derrickson	Technical Support (QB & App Hosting)	1:57:38 PM
Acebuddy	Welcome to Ace Support.	1:57:38 PM
	Please chose an option :	1:57:38 PM
Stephen Derrickson	I'd like to raise a Request	1:57:42 PM
Acebuddy	Please select your request type.	1:57:42 PM
Stephen Derrickson	Change in Users	1:57:46 PM
Acebuddy	Please select your desired option!	1:57:46 PM
Stephen Derrickson	User Addition	1:57:50 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!	1:57:50 PM
	Do you need any further assistance on the topic?	1:57:50 PM
Stephen Derrickson	Yes	1:57:56 PM
Acebuddy	Please wait while we connect you to our Support Representative	1:57:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:57:57 PM
Stephen Derrickson	Hi - I am trying to add a user to my account but I am getting an error that is not allowing me to. Can you please help me by adding a user for me?	1:58:51 PM
	<i>Ankit accepted the chat transfer request.</i>	1:59:29 PM
	<i>Ankit is transferring the chat to Support(QB & App Hosting).</i>	1:59:36 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	1:59:38 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	1:59:51 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:00:01 PM
Stephen Derrickson	I am on my iPad and I do not know my server name.	2:00:29 PM
	My business is The IBEX Group, Inc.	2:00:51 PM
Shivam Singh	thanks for the confirmation.	2:01:12 PM
Stephen Derrickson	My phone is 305-713-6040 and tax id, if you need it, is 65-0557112	2:01:44 PM
Shivam Singh	After the chat ends, I will share mail for the user creation kindly approve that. Alternatively, you can share the email yourself so that we have approval from you over the email.	2:02:31 PM
	Kindly share the First name, last name, email address and phone number for the new user.	2:03:16 PM
	So that we can create the user right after your approval.	2:03:41 PM
Stephen Derrickson	Samuel Theis	2:04:13 PM

	sam@lesstax.com	2:04:25 PM
	810-923-7200	2:04:51 PM
Shivam Singh	thanks for the information	2:05:07 PM
	Now only your approval is left, and we will act accordingly to deliver the user.	2:05:15 PM
	Stephen, Is there anything else I may help you with ?	2:05:32 PM
Stephen Derrickson	No, will he receive an email with instructions?	2:05:55 PM
Shivam Singh	We need POC approval over the email once that is done, we will share the user details with Samuel with you in Cc.	2:06:54 PM
Stephen Derrickson	Ok, perfect, thank you!	2:07:14 PM
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:07:19 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!	2:07:27 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shivam Singh has ended this chat session</i>	2:07:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 12:17:14 AM

#79159 danielle.rodriguez

Email: danielle.rodriguez@wavenet.net

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 9 Secs

City: THE COLONY

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 57 Secs

danielle.rodriguez	Hello, I am your Acebuddy	9 Jul, 12:17:15 AM
Acebuddy	Hello Danielle.rodriguez, I'm your Ace Buddy. I'll be happy to assist you!	12:17:15 AM
	Whom Would You Like to Connect With?	12:17:15 AM
danielle.rodriguez	Technical Support (QB & App Hosting)	12:17:22 AM
Acebuddy	Welcome to Ace Support.	12:17:22 AM
	Please chose an option :	12:17:22 AM
danielle.rodriguez	I'd like to report an Issue	12:17:28 AM
Acebuddy	Please select an option!	12:17:28 AM
danielle.rodriguez	Other Issue	12:17:36 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:17:36 AM
danielle.rodriguez	ACE application will not open	12:17:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:17:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:17:52 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:18:27 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:18:34 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:18:39 AM
danielle.rodriguez	wavenet.myrealdatal.net	12:19:27 AM
	user name is Danielle	12:19:31 AM
Yash Kalra	Kindly allow me two minutes to check the same.	12:19:39 AM
	May I take the remote access of your local computer?	12:20:12 AM
danielle.rodriguez	yes	12:20:18 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	12:20:28 AM
danielle.rodriguez	ready	12:20:44 AM
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/9032287565	12:20:47 AM
	Danielle, we assisted you with the login issue. For the time being, we recommend using RDP to access	12:43:08 AM

	the server.	
danielle.rodriguez	ok	12:43:24 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:43:46 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:43:59 AM
danielle.rodriguez	thank you	12:44:07 AM
Yash Kalra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:44:10 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Yash Kalra has ended this chat session

12:44:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 11:53:48 PM

#79152 antony.wu

Email: antony.wu@snrtea.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: POMONA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 56 Secs

antony.wu	Hello, I am your Acebuddy	8 Jul, 11:53:49 PM
Acebuddy	Hello Antony.wu, I'm your Ace Buddy. I'll be happy to assist you!	11:53:50 PM
	Whom Would You Like to Connect With?	11:53:50 PM
antony.wu	Technical Support (QB & App Hosting)	11:53:57 PM
Acebuddy	Welcome to Ace Support.	11:53:57 PM
	Please chose an option :	11:53:57 PM
antony.wu	I'd like to raise a Request	11:54:02 PM
Acebuddy	Please select your request type.	11:54:02 PM
antony.wu	Other Request	11:55:04 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.	11:55:04 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:55:04 PM
antony.wu	Yes, I'm facing issues with my server	11:55:12 PM
Acebuddy	Please select an option!	11:55:12 PM
antony.wu	Other Issue	11:55:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:55:17 PM
antony.wu	hello, can you please reboot my specific user session: Server: SunrightCorp.myrealdata.net User: myrealdata\Antony.W	11:55:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:55:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:55:56 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:56:23 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:56:37 PM
	I will surely help you with this issue.	11:56:51 PM
antony.wu	thank you	11:56:56 PM
Manish Singh	Successfully signed out the user kindly try to access server now.	11:58:14 PM
antony.wu	got in, thank you!	11:59:09 PM
Manish Singh	Is there anything else I may help you with ?	11:59:12 PM
antony.wu	no, that was all i needed, thank you!	11:59:21 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:59:26 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:59:35 PM

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

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

11:59:39 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/>)

Manish Singh has ended this chat session

11:59:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jul, 8:14:42 PM

#78904 Mike Dries

Email: info@onlinedoggy.com 7206339510

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 28 Secs

City: ARVADA

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 32 Secs

Mike Dries	Hello, I am your Acebuddy	2 Jul, 8:14:43 PM
Acebuddy	Hello Mike Dries, I'm your Ace Buddy. I'll be happy to assist you!	8:14:44 PM
	Whom Would You Like to Connect With?	8:14:44 PM
Mike Dries	Technical Support (QB & App Hosting)	8:14:55 PM

Acebuddy	Welcome to Ace Support.	8:14:55 PM
	Please chose an option :	8:14:55 PM
Mike Dries	I'd like to report an Issue	8:14:58 PM
Acebuddy	Please select an option!	8:14:58 PM
Mike Dries	QuickBooks Issue	8:15:03 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:15:03 PM
Mike Dries	QuickBooks is Frozen	8:15:06 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:15:07 PM
	Was that helpful?	8:15:07 PM
Mike Dries	No	8:17:59 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:17:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:17:59 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	8:18:51 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	8:18:58 PM
Mike Dries	hello	8:19:19 PM
Anjainay Singh	Hello Mike, How are you?	8:19:34 PM
Mike Dries	I'm well, and you?	8:19:44 PM
Anjainay Singh	I am good.	8:19:52 PM
	I will assisting you with your QuickBooks Issue.	8:20:27 PM
	Could you please confirm your account name?	8:20:51 PM
Mike Dries	In Sight Ventures, Inc.	8:22:29 PM
Anjainay Singh	Thankyou for your information.	8:22:46 PM
	Could you please show me the screenshot of issue?	8:23:44 PM
	Are you able to login into the server?	8:24:16 PM
Mike Dries	yes, I'm able to log into server. Qb's program is very slow to load and freezing. Have logged out multiple times and not improving.	8:25:05 PM
Anjainay Singh	Could you please login again into server so that I can take remote access of your server?	8:25:39 PM
	Please confirm when you are logged in.	8:26:52 PM
Mike Dries	I am logged in	8:28:04 PM
Anjainay Singh	Please allow a remote access.	8:28:15 PM
	Its not launching.	8:30:20 PM
Mike Dries	It will eventually, but slow. Is a restart of the server needed?	8:30:51 PM

Anjainay Singh	As many other users are logged so we can not reboot the server this time , it may only happen in night hours.	8:31:41 PM
	Could you please let me know the company file name?	8:32:06 PM
	I need to check few settings for company file.	8:32:48 PM
Mike Dries	The qb's file?	8:34:17 PM
Anjainay Singh	Yes.	8:34:22 PM
	Could you please show it to me on remote session?	8:34:42 PM
	is the file in blue color?	8:35:54 PM
	Please allow me two minutes.	8:36:22 PM
Mike Dries	yes, ok	8:37:00 PM
Anjainay Singh	May I take the remote access of your local computer?	8:39:28 PM
Mike Dries	yes	8:39:55 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	8:40:27 PM
Mike Dries	ok	8:40:49 PM
Anjainay Singh	I am rebooting the server.	8:41:05 PM
	Please save all your work before I proceed ahead with reboot process.	8:41:33 PM
Mike Dries	ok	8:42:02 PM
Anjainay Singh	I have rebooted the server.	8:42:57 PM
	I have rebooted the server.	8:44:33 PM
	Please try to login back.	8:44:42 PM
Mike Dries	ok	8:45:16 PM
Anjainay Singh	Please allow me a remote access as well.	8:45:35 PM
	is it working fine at this time?	8:46:54 PM
Mike Dries	yes, looks like its working better now	8:47:36 PM
Anjainay Singh	Its good to know Mike.	8:47:47 PM
	Is there anything else I may help you with ?	8:48:05 PM
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	8:48:51 PM
Mike Dries	ok will do, thank you.	8:49:09 PM
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.	8:49:15 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:49:28 PM
	You may disconnect this chat.	8:50:06 PM
<i>Mike Dries has ended this chat session</i>		8:50:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jul, 5:19:32 PM

#79354 Tara Horan

Email: tara@livingbeach.com 18477125921

Department: Support(QB & App Hosting)

Operator: Vignesh Arul

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: MYRTLE BEACH

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 8 Secs

Tara Horan	Hello, I am your Acebuddy	14 Jul, 5:19:33 PM
Acebuddy	Hello Tara Horan, I'm your Ace Buddy. I'll be happy to assist you!	5:19:34 PM
	Whom Would You Like to Connect With?	5:19:34 PM
Tara Horan	Technical Support (QB & App Hosting)	5:19:39 PM
Acebuddy	Welcome to Ace Support.	5:19:39 PM
	Please chose an option :	5:19:39 PM
Tara Horan	I'd like to report an Issue	5:19:45 PM
Acebuddy	Please select an option!	5:19:45 PM
Tara Horan	Other Issue	5:19:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:19:49 PM
Tara Horan	ticket #732940	5:19:56 PM

Acebuddy	Please wait while we connect you to a Support Representative	5:19:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:19:56 PM
	<i>Vignesh Arul accepted the chat transfer request.</i>	5:20:26 PM
Vignesh Arul	Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I will be assisting you today.	5:20:30 PM
	I will surely help you with this issue.	5:20:53 PM
Tara Horan	Thanks, I am still unable to look into the RDS server	5:21:18 PM
Vignesh Arul	May I take the remote access of your local computer to assist you ?	5:22:11 PM
Tara Horan	yes	5:22:27 PM
Vignesh Arul	Prior providing the access, I would suggest you to close any important documents at your end.	5:22:28 PM
Tara Horan	ok all good	5:22:47 PM
Vignesh Arul	https://assist.acecloudhosting.com/join/1282579302	5:22:55 PM
	Kindly paste this link in the browser of local computer and join the session.	5:23:05 PM
	Yes, I am connected.	5:24:34 PM
	The server is loading without any issue , please check.	5:25:20 PM
Tara Horan	I see it on my end, last week I got kicked off and it would not load again. It wouldnt load again this morning. If that happens again what would I do to fix it?	5:26:13 PM
Vignesh Arul	Tara, I did not make any changes to fix the issue, I would recommend you to please check the stability of the internet while connecting.	5:27:41 PM
	It could be because of that .	5:27:52 PM
	Is there anything else I may help you with ?	5:28:16 PM
Tara Horan	no thats it thanks!	5:29:30 PM
Vignesh Arul	I have closed the remote session.I no longer see your screen.	5:30:23 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:30:30 PM
	We will follow up with you tomorrow via email before closing the mentioned ticket (#732940).	5:31:10 PM
	<i>Vignesh Arul has ended this chat session</i>	5:33:42 PM



