

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Sep, 6:07:23 PM

### #81379 Robert Bergman

**Email:** bergmanrobert23@gmail.com ☎ 2162351743

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 58 Secs

**City:** ANNAPOLIS

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 19 Mins 28 Secs

Robert Bergman	Hello, I am your Acebuddy	10 Sep, 6:07:24 PM
Acebuddy	Hello Robert Bergman, I'm your Ace Buddy. I'll be happy to assist you!	6:07:25 PM
	Whom Would You Like to Connect With?	6:07:25 PM
Robert Bergman	Technical Support (QB & App Hosting)	6:07:29 PM
Acebuddy	Welcome to Ace Support.	6:07:29 PM
	Please chose an option :	6:07:29 PM
Robert Bergman	I'd like to report an Issue	6:07:36 PM
Acebuddy	Please select an option!	6:07:37 PM
Robert Bergman	Other Issue	6:07:43 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:07:43 PM
Robert Bergman	server disc space	6:08:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:08:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:08:28 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	6:08:41 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	6:08:45 PM

	Hello Robert, how are you doing	6:09:03 PM
Robert Bergman	pretty good how are you Sanyam?	6:09:15 PM
Sanyam Madan	I am good as well	6:09:23 PM
Robert Bergman	glad to hear	6:09:29 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:09:32 PM
Robert Bergman	ok hold on a sec	6:09:46 PM
	wines.myrealdata.net	6:09:59 PM
	I'm in as admin_wines	6:10:15 PM
	server C:\ is down to 8%	6:10:24 PM
	I cleaned this up before, I think it's the windows user profiles bloating	6:10:41 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	6:10:55 PM
Robert Bergman	ok	6:10:59 PM
Sanyam Madan	Thank you for your patience.	6:14:20 PM
Robert Bergman	sure	6:14:39 PM
Sanyam Madan	Robert, I will perform a Disk cleanup on the server to free up as much space as we can	6:15:07 PM
Robert Bergman	ok	6:15:17 PM
Sanyam Madan	Till then , please stay connected	6:15:50 PM
Robert Bergman	ok	6:15:57 PM
Sanyam Madan	Robert, we tried to free up some space from our side but hardly could free up 1GB of space as the C:Drive contains user profiles, application folders, cache files and client data which cannot be deleted.	6:22:30 PM
Robert Bergman	ok how should we proceed?	6:22:55 PM
Sanyam Madan	Please review the contents of the C drive and remove any unnecessary files, such as temporary files, old log files, or unused applications.	6:23:24 PM
Robert Bergman	ok	6:23:49 PM
Sanyam Madan	I will send you a detailed description of what is taking space on the server	6:23:57 PM
Robert Bergman	ok thanks	6:24:03 PM
Sanyam Madan	You can try to review it from your side	6:24:41 PM
	or if you'd like our assistance in exploring upgrade options.	6:24:48 PM
Robert Bergman	this seems to be an ongoing issue. I keep cleaning it up and it keeps happening.	6:25:10 PM
	what are the upgrade options?	6:25:16 PM
Sanyam Madan	I will create a ticket for this and will share all the details over the email , regarding the disk utilization report as well as upgrade options	6:26:03 PM
Robert Bergman	ok thank you	6:26:30 PM

Sanyam Madan	Is there anything else I may help you with?	6:26:33 PM
Robert Bergman	nope that will do it	6:26:39 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:26:42 PM
Robert Bergman	ok	6:26:47 PM
Sanyam Madan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:26:50 PM
	<i>Sanyam Madan has ended this chat session</i>	6:26:53 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Sep, 10:57:01 PM

#### #81440 Alysia Toye

**Email:** alysia.toye@ils-corp.com 8588424127

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

**Operator:** Malkeet Nagpal

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** LA MESA

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 1 Hour 57 Mins

Alysia Toye	Hello, I am your Acebuddy	11 Sep, 10:57:02 PM
Acebuddy	Hello Alysia Toye, I'm your Ace Buddy. I'll be happy to assist you!	10:57:03 PM
	Whom Would You Like to Connect With?	10:57:03 PM
Alysia Toye	Technical Support (QB & App Hosting)	10:57:18 PM
Acebuddy	Welcome to Ace Support.	10:57:18 PM
	Please chose an option :	10:57:18 PM

Alysia Toye	I'd like to report an Issue	10:57:30 PM
Acebuddy	Please select an option!	10:57:30 PM
Alysia Toye	QuickBooks Issue	10:57:33 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:57:33 PM
Alysia Toye	Other QB related issue	10:57:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:57:45 PM
Alysia Toye	our QB was removed . I cannot access	10:59:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:59:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:59:28 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:59:43 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:59:48 PM
	I deeply apologize for the inconvenience caused to you.	11:00:16 PM
	I will be surely assisting you with this.	11:00:22 PM
	Is this for account: <b>Innovative Lab Solutions Inc. ?</b>	11:00:37 PM
Alysia Toye	great. I was in the middle of payroll so there is a sense of urgency for me to have that back. Yes, Innovative Lab Solutions, inc.	11:01:19 PM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced.	11:01:43 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	11:01:48 PM
Alysia Toye	thank you. can you reinstall QB for us>	11:02:19 PM
Abhay Kumar Saraswat	It is a shared server and QB will be there. Let me check.	11:03:07 PM
Alysia Toye	I dont know. we were all working when i got a email from ACE CH about correcting our QB and then i was kicked out. when i went to log back in the QB was gone	11:03:32 PM
Abhay Kumar Saraswat	Could you please confirm me your username?	11:03:47 PM
Alysia Toye	If i ask them to log out this will create a major problem	11:04:04 PM
	LoanB	11:04:41 PM
Abhay Kumar Saraswat	Allow me a minute to check.	11:04:45 PM
	Thank you for the information and allow 2 minutes to check the same.	11:04:56 PM
Alysia Toye	thank you	11:05:09 PM
Abhay Kumar Saraswat	Thank you for your patience.	11:07:15 PM
	May I take the remote access of your local computer?	11:07:30 PM
Alysia Toye		

	yes	11:07:58 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	11:08:05 PM
	<a href="https://assist.acecloudhosting.com/join/8472426595">https://assist.acecloudhosting.com/join/8472426595</a>	11:08:07 PM
	Kindly paste this link in the browser of local computer and join the session.	11:08:16 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.	11:11:01 PM
	We are still connected on remote.	11:52:27 PM
	Thank you for your patience.	11:52:31 PM
	Let me transfer you to a specialist who can better address your concern.	12 Sep, 12:20:54 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Malkeet Nagpal.</i>	12:21:13 AM
	<i>Malkeet Nagpal accepted the chat transfer request.</i>	12:21:18 AM
Malkeet Nagpal	Hi Alysia, I hope that you are doing well.	12:21:54 AM
	As I have already read the whole case history, would like to directly work on this issue. Please stay with me here and I'll try resolve this asap.	12:22:37 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.	12:54:23 AM
	<i>Ended due to chat idle timeout</i>	12:54:23 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 10 Sep, 7:27:51 PM

#81381 michael Gardner

Email: michael@rayswine.com +14142589821

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 41 Secs

**City:** MILWAUKEE

**State:** Wisconsin

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 32 Secs

michael Gardner	Hello, I am your Acebuddy	10 Sep, 7:27:53 PM
Acebuddy	Hello Michael Gardner, I'm your Ace Buddy. I'll be happy to assist you!	7:27:54 PM
	Whom Would You Like to Connect With?	7:27:54 PM
michael Gardner	Technical Support (QB & App Hosting)	7:28:00 PM
Acebuddy	Welcome to Ace Support.	7:28:00 PM
	Please chose an option :	7:28:00 PM
michael Gardner	I'd like to report an Issue	7:28:06 PM
Acebuddy	Please select an option!	7:28:06 PM
michael Gardner	QuickBooks Issue	7:28:12 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:28:12 PM
michael Gardner	QuickBooks Update	7:28:18 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	7:28:18 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	7:28:18 PM
	Do you need any further assistance on the topic?	7:28:18 PM
michael Gardner	Yes	7:28:53 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:28:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:28:53 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	7:30:25 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	7:30:39 PM
michael Gardner	Great. I hit Update in Quickbooks and now it wants me to restart my computer.	7:31:46 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:32:16 PM
michael Gardner	RDG.myreldata.net (107.191.1894.215)	7:32:56 PM
	Michael.g1@myreldata.net	7:33:06 PM
Vikas Singh Chauhan	Thanks for the confirmation !	7:34:06 PM

	I am connected to the server, allow 2-3 minutes to check the server.	7:35:22 PM
	Shall I reboot the server ?	7:37:01 PM
michael Gardner	Yes please. No one is logged in.	7:37:40 PM
Vikas Singh Chauhan	Okay, thank you for confirming.	7:38:04 PM
	The server is up and running now, please check the Quickbook again.	7:39:30 PM
michael Gardner	Logged in and i am able to get into QB. Note since you made the changes in July, i have not had an issue.	7:42:56 PM
Vikas Singh Chauhan	Glad to hear that.	7:43:30 PM
	Is there anything else I may help you with ?	7:43:42 PM
michael Gardner	I have a ticket in for information on how to generate an off-site backup. I have not seen a response.	7:44:59 PM
Vikas Singh Chauhan	Let me check it once.	7:45:15 PM
	Do you have the ticket number with you ?	7:45:43 PM
michael Gardner	762795	7:46:33 PM
Vikas Singh Chauhan	The ticket is with the concerned team and they will reach out to you with the update.	7:48:31 PM
michael Gardner	Thank you. It was not a rush, but it's been 5 days.	7:49:32 PM
Vikas Singh Chauhan	I understand, they might be investigating on the backup which you need on the drive like how to setup it on the server but they will surely reach out to you.	7:50:30 PM
michael Gardner	As long as it was not "lost". It was just unusual because you are always very quick on addressing any issues.	7:52:34 PM
Vikas Singh Chauhan	Thank you Michael (Edited)	7:52:47 PM
	Is there anything else I may help you with ?	7:52:52 PM
	Is there anything else I may help you with ?	7:55:44 PM
	Are we still connected here?	7:56:31 PM
	Are we still connected here?	7:57:07 PM
	Are we still connected here?	7:58:01 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:59:10 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	7:59:26 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Sep, 12:55:07 AM

### #81291 Trydy DeArmond

**Email:** tdearmond@bpg-online.com 18285582300

**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:** 38 Secs

**City:** CHATTANOOGA

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 57 Secs

Trydy DeArmond	Hello, I am your Acebuddy	9 Sep, 12:55:08 AM
Acebuddy	Hello Trydy Dearmond, I'm your Ace Buddy. I'll be happy to assist you!	12:55:09 AM
	Whom Would You Like to Connect With?	12:55:09 AM
Trydy DeArmond	Technical Support (QB & App Hosting)	12:55:58 AM
Acebuddy	Welcome to Ace Support.	12:55:58 AM
	Please chose an option :	12:55:58 AM
Trydy DeArmond	I'd like to raise a Request	12:56:21 AM
Acebuddy	Please select your request type.	12:56:21 AM
Trydy DeArmond	Other Request	12:56:37 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:56:37 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:56:37 AM
Trydy DeArmond	Yes, I'm facing issues with my server	12:57:00 AM
Acebuddy	Please select an option!	12:57:00 AM
Trydy DeArmond	Other Issue	12:57:04 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:57:04 AM

Trydy DeArmond	I may have chose the wrong issue. I have a new computer and was trying to install the new connection, but need help	12:57:59 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:57:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:57:59 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	12:58:11 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	12:58:16 AM
	Hello Trydy, how are you?	12:58:53 AM
Trydy DeArmond	Good, I think I have spoke with you before. I have a new Windows 11 computer, and was trying to download/install the new connection via the email I received on August 5, 2025. However, when I tried to go back to change my user name from the Account #, I messed up. Can you help me?	1:00:40 AM
Anjainay Singh	I understand your concern , and will surely assist you with login into the server.	1:01:54 AM
	May I take the remote access of your local computer?	1:02:01 AM
Trydy DeArmond	Yes, but I have the old one open also. Will this matter?	1:02:27 AM
Anjainay Singh	could you please elaborate it for clear understanding? (Edited)	1:03:46 AM
Trydy DeArmond	Should I shut down my Windows 10 computer, or will it matter?	1:04:32 AM
Anjainay Singh	No please do no not shut it down.	1:04:46 AM
	I need to access your local computer over a remote session.	1:05:01 AM
Trydy DeArmond	Okay, how do we start?	1:05:15 AM
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/4102483210">https://assist.acecloudhosting.com/join/4102483210</a>	1:05:19 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:05:36 AM
Trydy DeArmond	Ready, do I double clink the link?	1:06:13 AM
Anjainay Singh	Please copy this URL at your local machine browser and download the remote access file and click on downloaded file and click on accept and continue	1:07:08 AM
	We are connected.	1:09:17 AM
	Please stay connected.	1:13:55 AM
	Please stay conencted.	1:21:56 AM
	As your issue has been resolved so we are disconnecting this chat.	1:30:58 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:31:04 AM
	<i>Anjainay Singh has ended this chat session</i>	1:31:06 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

22 Sep, 7:01:27 PM

### #81770 Tony Carbone

**Email:** tony@carboneandallison.com  2819976699

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

**Operator:** Acebuddy

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

**Operating System:** Apple iPhone

**Browser:** Microsoft Edge

**Device:** Mobile

**City:** LAKE CHARLES

**State:** Louisiana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 54 Secs

Tony Carbone	Hello, I am your Acebuddy	22 Sep, 7:01:29 PM
Acebuddy	Hello Tony Carbone, I'm your Ace Buddy. I'll be happy to assist you!	7:01:30 PM
	Whom Would You Like to Connect With?	7:01:30 PM
Tony Carbone	Technical Support (QB & App Hosting)	7:01:36 PM
Acebuddy	Welcome to Ace Support.	7:01:36 PM
	Please chose an option :	7:01:36 PM
Tony Carbone	I'd like to raise a Request	7:01:44 PM
Acebuddy	Please select your request type.	7:01:44 PM
Tony Carbone	Password Reset	7:01:49 PM
Acebuddy	Please select an option below	7:01:49 PM
Tony Carbone	Not Enrolled to Selfcare Portal	7:01:55 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	7:01:55 PM
	Do you need any further assistance on the topic?	7:01:55 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:45:23 PM
	<i>Ended due to chat idle timeout</i>	7:45:23 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Sep, 10:14:03 PM

### #81393 Alicia Martinez

**Email:** aliciagomezp@yahoo.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** SAN FRANCISCO

**State:** Mississippi

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 5 Secs

Alicia Martinez	Hello, I am your Acebuddy	10 Sep, 10:14:05 PM
Acebuddy	Hello Alicia Martinez, I'm your Ace Buddy. I'll be happy to assist you!	10:14:06 PM
	Whom Would You Like to Connect With?	10:14:06 PM
Alicia Martinez	Technical Support (QB & App Hosting)	10:14:16 PM
Acebuddy	Welcome to Ace Support.	10:14:16 PM
	Please chose an option :	10:14:16 PM
Alicia Martinez	I'd like to report an Issue	10:14:23 PM
Acebuddy	Please select an option!	10:14:23 PM
Alicia Martinez	Other Issue	10:14:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:14:27 PM
Alicia Martinez	Unable to log in to Sage	10:14:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:14:41 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:14:41 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:15:01 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:15:07 PM
Alicia Martinez	I'm trying to log in to Sage but it says the Sage100 is unable to communicate with the license server  CID75232	10:16:10 PM 10:16:35 PM
Anjainay Singh	I understand your concern Alicia and assure you the best possible resolution.  Please allow me two minutes so that I can login into your server to inspect the issue.	10:16:57 PM 10:17:23 PM
Alicia Martinez	OK  I contacted sage and they said I don't have admin access to run the Service App, but they gave me this info to fix it	10:17:56 PM 10:18:37 PM
	<a href="https://us-kb.sage.com/portal/app/portlets/results/viewsolution.jsp?solutionid=222924750022269">https://us-kb.sage.com/portal/app/portlets/results/viewsolution.jsp?solutionid=222924750022269</a>	10:18:40 PM
Anjainay Singh	Thankyou for providing your detail information.  Could you please confirm since when you are facing this issue?	10:19:40 PM 10:20:51 PM
Alicia Martinez	Yesterday was no issues, just today.	10:21:15 PM
Anjainay Singh	Could you please try to logout and login back into the Sage ?  I need to reboot the server.	10:21:57 PM 10:22:26 PM
Alicia Martinez	OK I'm out	10:22:44 PM
Anjainay Singh	Please save all your work on server and please logout from it so that I can reboot the server.	10:23:16 PM
Alicia Martinez	I 'm not logged in	10:23:30 PM
Anjainay Singh	I have rebooted the server , please try to login back into server after 3-4 minutes.	10:24:13 PM
Alicia Martinez	OK are you going to be here so I can check/  ?	10:24:52 PM 10:24:52 PM
Anjainay Singh	Yes Alicia I am still here until your issue is not resolved.  Please try to login again and let me know if you are still facing any issues.	10:25:27 PM 10:26:08 PM
Alicia Martinez	Ok  Great! I'm in. Thank you	10:26:27 PM 10:27:42 PM
Anjainay Singh	Is there anything else I may help you with ?  Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	10:27:48 PM 10:28:03 PM
Alicia Martinez	No, everything is going ok.  ok	10:28:40 PM 10:28:53 PM
Anjainay Singh	Please share your positive feedback	10:28:58 PM

I will also share the ticket id with you over the mail once this chat is disconnected.

10:29:02 PM

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

10:29:07 PM

*Anjainay Singh has ended this chat session*

10:29:10 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Sep, 9:05:10 PM

**#81428 Sharon Rambarran**

**Email:** sharon@greenpuzzleinc.com

**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:** 17 Secs

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 2 Mins 23 Secs

Sharon Rambarran	Hello, I am your Acebuddy	11 Sep, 9:05:11 PM
Acebuddy	Hello Sharon Rambarran, I'm your Ace Buddy. I'll be happy to assist you!	9:05:12 PM
	Whom Would You Like to Connect With?	9:05:12 PM
Sharon Rambarran	Technical Support (QB & App Hosting)	9:05:38 PM
Acebuddy	Welcome to Ace Support.	9:05:38 PM
	Please chose an option :	9:05:38 PM
Sharon Rambarran	I'd like to report an Issue	9:05:47 PM
Acebuddy	Please select an option!	9:05:47 PM
Sharon Rambarran	QuickBooks Issue	9:05:54 PM

Acebuddy	What type of QuickBooks Issue are you facing?	9:05:54 PM
Sharon Rambarran	QuickBooks Login Issue	9:05:59 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:05:59 PM
	Was that helpful?	9:05:59 PM
Sharon Rambarran	No	9:06:18 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:06:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:06:19 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:06:25 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:06:35 PM
	Hello Sharon	9:06:41 PM
Sharon Rambarran	Hello	9:06:46 PM
	Sorry, it seems to be working	9:07:08 PM
Shashwat Verma	No problem	9:07:24 PM
Sharon Rambarran	thanks for responding, but I'm ok now'	9:07:25 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	9:07:30 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.]	9:07:33 PM
	<i>Shashwat Verma has ended this chat session</i>	9:07:35 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

24 Sep, 7:42:36 PM

**#81891 Erik Schouweiler**

**Email:** erik@dpgnpf.com ☎ 16268981892

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** NASHVILLE

**State:** Tennessee

**Country:** UNITED STATES

Chat Duration : 36 Mins 36 Secs

## Chat Transcript

Erik Schouweiler	Hello, I am your Acebuddy	24 Sep, 7:42:37 PM
Acebuddy	Hello Erik Schouweiler, I'm your Ace Buddy. I'll be happy to assist you!	7:42:37 PM
	Whom Would You Like to Connect With?	7:42:37 PM
Erik Schouweiler	Technical Support (QB & App Hosting)	7:43:46 PM
Acebuddy	Welcome to Ace Support.	7:43:46 PM
	Please chose an option :	7:43:46 PM
Erik Schouweiler	I'd like to raise a Request	7:43:55 PM
Acebuddy	Please select your request type.	7:43:55 PM
Erik Schouweiler	Setup Ace Server	7:44:03 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	7:44:03 PM
Erik Schouweiler	Microsoft Windows	7:44:09 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	7:44:10 PM
	Do you need any further assistance on the topic?	7:44:10 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:19:14 PM
	<i>Ended due to chat idle timeout</i>	8:19:14 PM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Sep, 4:00:58 PM

**#82066 krisika****Email:** krisika@hkidata.com  7383092838**Department:** Support(QB & App Hosting)**Operator:** Shubham Maurya**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Android**Browser:** Google Chrome**Device:** Mobile**Average Response Time:** 4 Mins 38 Secs**City:** ANAND**State:** Gujarat**Country:** INDIA

Chat Duration : 2 Hours 9 Mins

**Chat Transcript**

krisika	Hello, I am your Acebuddy	30 Sep, 4:00:59 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	4:01:00 PM
	Whom Would You Like to Connect With?	4:01:00 PM
krisika	Technical Support (QB & App Hosting)	4:01:02 PM
Acebuddy	Welcome to Ace Support.	4:01:02 PM
	Please chose an option :	4:01:02 PM
krisika	I'd like to report an Issue	4:01:08 PM
Acebuddy	Please select an option!	4:01:08 PM
krisika	Other Issue	4:01:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:01:12 PM
krisika	Hi	4:01:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:01:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:01:23 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	4:02:51 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	4:03:20 PM
krisika	Quickbook speed very slow in baroda location	4:04:09 PM
	Server logoff and opening Quickbook again but very slow speed	4:06:10 PM
	Internet complete working	4:06:30 PM
Shubham Maurya	I apologize for the trouble you've experienced. Please hold one let me check if there any ongoing ticket for this issue.	4:08:19 PM
krisika		

4:09:22 PM

Ok

Shubham Maurya

Thanks for the patience Krisika, we have checked you have an ongoing ticket for this issue and our team is already working to provide you a much more seamless experience.

Ticket number : #756186

Below is the action plan from our team.

4:14:51 PM

We will first migrate a set of **test users** into the new environment as described in **Phase 1** of the migration process.

This will allow us to thoroughly test all applications and workflows in real-time with your team before moving forward.

Once we receive confirmation that everything is working as expected, we will proceed with migrating all users and data. (Edited)

They are waiting for confirmation from POC of your account till then what I can do is to reboot your server to clear all cache files so that will help at some level for now.

4:16:36 PM

Shall I proceed for the reboot please confirm all users are logged out from server.

4:16:57 PM

krisika

All users server login

4:20:17 PM

Shubham Maurya

Yes we can see multiple users are still logged in right now, please can you confirm few points that all users from Baroda location are facing this issue or it's just for some particular users?

4:23:31 PM

Do you have any other ISP network to test with like any other Internet connection from mobile hotspot?

4:24:11 PM

krisika

Only baroda location quickbook very slow speed all users

4:25:43 PM

And borsad location complete working in all users

4:26:07 PM

Shubham Maurya

Okay thanks for the information, we do completely understand the urgency of this situation Krisika and we can also see that servers are not over utilized only 46% CPU and 55% RAM is getting utilized, so it's due to latency issue from your geo location. (Edited)

4:30:08 PM

Do you have any other Internet connection available right now?

4:30:43 PM

krisika

Only one

4:32:29 PM

No other Internet connection

4:32:49 PM

Shubham Maurya

okay let me check if we can connect with any other gateway to speed it up.

4:33:37 PM

May I take the remote access of your local computer?

4:33:47 PM

krisika

No

4:34:08 PM

Can't possible

4:35:14 PM

Shubham Maurya

we can help you with the steps please try then at your end to check which gateway is working best for you. (Edited)

4:35:23 PM

krisika

Can't possibly

4:39:06 PM

Any other way issue slove ?

4:41:01 PM

Shubham Maurya

\*How to Change the Gateway in Your RDP File\*

\*>Right-click\* your RDP file.  
>Click \*Edit\*. (This opens the Remote Desktop window.)  
>Go to the \*Network\* tab.  
>Click on \*Advanced\*.  
>Look for the \*Gateway\* or \*Use these RD Gateway server settings\* section.

Change the gateway to one of these:

rdgtn.myrealdata.net  
rdgatl.myrealdata.net  
rdgchg.myrealdata.net  
rdgscn.myrealdata.net  
RDGnv.myrealdata.net

Click \*OK\* or \*Save\* to apply changes.

4:45:06 PM

Please try to follow above steps using a local IT person at your end so that you can test which gateway is working best for you right now, as you don't want us to connect remotely to your local system.  
(Edited)

This way you can speed up the connection at some level, once checked please do reach us back krisika so that we can check with next step.

4:46:39 PM

krisika Ok

4:51:44 PM

Shubham Maurya Thanks for your understanding and patience with us.

4:52:40 PM

Is there anything else I may help you with ?

4:52:43 PM

krisika Wait

4:56:02 PM

No

4:56:09 PM

Shubham Maurya Okay please take your time.

4:57:00 PM

krisika Let's follow the step

4:58:38 PM

Shubham Maurya please do let me know once done

5:01:56 PM

krisika Ok

5:02:24 PM

Wait

5:02:27 PM

Does all pc follow the step ?

5:07:29 PM

Shubham Maurya yes if other's are also facing same issue

5:08:26 PM

krisika Ok

5:10:35 PM

Wait

5:21:23 PM

Shubham Maurya Sure, please take your time and do let me know if it's working good for you by following these steps.

5:24:53 PM

krisika Okay

5:26:28 PM

Sure

5:26:30 PM

5-10 minute

5:27:13 PM

Shubham Maurya No worries, I'll stay connected for your confirmation.

5:28:32 PM

krisika	Thank you	5:29:28 PM
Shubham Maurya	We are still waiting for the confirmation.	5:45:26 PM
	Are we still connected here?	5:55:53 PM
	Are we still connected here?	6:08:28 PM
	Are we still connected here?	6:09:11 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:10:15 PM
	<i>Shubham Maurya has ended this chat session</i>	6:10:18 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Sep, 10:14:09 PM

**#81597 Deb Morton**

**Email:** deb@dohertyelectric.com 12083434787

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

**Operator:** Dushyant

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 9 Secs

**City:** SALT LAKE CITY

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 47 Mins 36 Secs

Deb Morton	Hello, I am your Acebuddy	16 Sep, 10:14:11 PM
Acebuddy	Hello Deb Morton, I'm your Ace Buddy. I'll be happy to assist you!	10:14:11 PM
	Whom Would You Like to Connect With?	10:14:11 PM
Deb Morton	Technical Support (QB & App Hosting)	10:14:17 PM

Acebuddy	Welcome to Ace Support.	10:14:17 PM
	Please chose an option :	10:14:17 PM
Deb Morton	I'd like to report an Issue	10:14:22 PM
Acebuddy	Please select an option!	10:14:23 PM
Deb Morton	QuickBooks Issue	10:14:30 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:14:30 PM
Deb Morton	QuickBooks is Frozen	10:14:35 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	10:14:35 PM
	Was that helpful?	10:14:35 PM
Deb Morton	No	10:14:40 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:14:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:14:40 PM
	<i>Dushyant accepted the chat transfer request.</i>	10:15:09 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	10:15:15 PM
Deb Morton	hyello	10:15:21 PM
Dushyant	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:15:58 PM
Deb Morton	myrealdatal/mikbas	10:16:21 PM
	mikebas	10:16:27 PM
Dushyant	Thank you for sharing the details.	10:19:12 PM
	May i know is whole Quickbooks is frozen or at certain point quickbooks is freezing?	10:20:01 PM
Deb Morton	the whole thing	10:20:14 PM
	I have shut the computer off and restarted several times and it still wont work	10:21:03 PM
Dushyant	Is this freezing for other users as well or it is with you only?	10:23:09 PM
Deb Morton	just me	10:23:18 PM
	Was singed in and had to switch to single user mode. Then when I was able to sign back in under multi user it won't open up - it is frozen	10:24:18 PM
	want to do a screen share?	10:24:27 PM
Dushyant	Yes, can we take remote control of your local machine?	10:25:35 PM
Deb Morton	Yes please	10:26:03 PM
Dushyant	Prior providing the access, I would suggest you to close any important documents at your end.	10:26:25 PM
	<a href="https://assist.acecloudhosting.com/join/5852680953">https://assist.acecloudhosting.com/join/5852680953</a>	10:26:36 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	10:27:55 PM

give your confirmation on this chat.

Is there anything else i can help you with?

11:00:54 PM

Deb Morton No i believe that was everything at this moment

11:01:14 PM

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

11:01:25 PM

Deb Morton You as well.

11:01:34 PM

Dushyant 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!

11:01:37 PM

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

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

*Dushyant has ended this chat session*

11:01:47 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

2 Sep, 5:13:26 PM

#### #81061 Jacob LaCour

**Email:** jacob@expertbookkeeping.net 13372703513

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 59 Secs

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Jacob LaCour	Hello, I am your Acebuddy	2 Sep, 5:13:28 PM
Acebuddy	Hello Jacob Lacour, I'm your Ace Buddy. I'll be happy to assist you!	5:13:29 PM
	Whom Would You Like to Connect With?	5:13:29 PM
Jacob LaCour	Technical Support (QB & App Hosting)	5:13:42 PM
Acebuddy	Welcome to Ace Support.	5:13:42 PM
	Please chose an option :	5:13:42 PM
Jacob LaCour	Setback	5:13:45 PM
Acebuddy	Hello Jacob Lacour, I'm your Ace Buddy. I'll be happy to assist you!	5:13:45 PM
	Whom Would You Like to Connect With?	5:13:45 PM
Jacob LaCour	Technical Support (QB & App Hosting)	5:13:54 PM
Acebuddy	Welcome to Ace Support.	5:13:54 PM
	Please chose an option :	5:13:54 PM
Jacob LaCour	Restart	5:14:12 PM
Acebuddy	Hello Jacob Lacour, I'm your Ace Buddy. I'll be happy to assist you!	5:14:12 PM
	Whom Would You Like to Connect With?	5:14:12 PM
Jacob LaCour	Managed IT	5:14:25 PM
Acebuddy	Please wait while we connect you to an available Representative.	5:14:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:14:25 PM
	<i>Himanshu accepted the chat transfer request.</i>	5:14:34 PM
Jacob LaCour	Good morning!	5:14:40 PM
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.	5:14:50 PM
Jacob LaCour	I have a couple minor issues where shall we start.	5:15:08 PM
Himanshu	May i know your company name	5:15:33 PM
	so that i can check and better help you	5:15:45 PM
Jacob LaCour	Expert bookkeeping	5:15:59 PM
Himanshu	Thank you for the information	5:16:16 PM
	I am connecting you with the concerned department so that they can better help you with the issues	5:16:56 PM
	<i>Himanshu is transferring the chat to Support(QB &amp; App Hosting).</i>	5:17:06 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:17:12 PM

Jacob LaCour	thank you first concern is changing a user name.	5:17:13 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:17:26 PM
Jacob LaCour	thank you	5:18:29 PM
	first thing I would like to know how I can do is change a user name on my server if possible.	5:18:47 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name? Also want to inform you that user name can not be changed, if you want you can recreate a new user with different name and disable this one.	5:19:49 PM
Jacob LaCour	the user name is EB_Jacob_Staff currently is there away to remove the Jacob it confuses most my staff	5:20:16 PM
	Can you copy the desktop before creating the new one? so everythign will be on the new user?	5:21:04 PM
Shubham Maurya	Is this your company name please confirm : Elite Staffing Solutions LLC	5:23:21 PM
Jacob LaCour	no it is not	5:23:38 PM
Shubham Maurya	Okay, please can you share me the details so that I can confirm it, Either company name or server name.	5:24:24 PM
Jacob LaCour	Expert Bookkeeping	5:24:42 PM
	Expert BookKeeping (CID74648)	5:24:53 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	5:25:23 PM
	Thanks for the patience Jacob.	5:27:27 PM
Jacob LaCour	No problem	5:28:15 PM
Shubham Maurya	Yes, we can proceed with new user creation and migrate profile data of previous user to new one.	5:28:19 PM
	But for that we might be needing email confirmation from POC which is you in this case.	5:28:55 PM
Jacob LaCour	I also need this user to have an email aswell.	5:29:42 PM
	and This computer I need to install the server on is not with me. how do i go about settign it up?	5:30:11 PM
Shubham Maurya	To create a new user you can mail us with the below details: New user full name New user email ID >New user contact number	5:32:32 PM
Jacob LaCour	Can the user name be generic	5:33:01 PM
	Expert Bookkeeping Staff	5:33:13 PM
	office@expertbookkeeping.net	5:33:21 PM
	337-270-3513	5:33:25 PM
Shubham Maurya	Let me check if you do have access of Myportal from there you can share the RDP file over the mail to that new system where you want to login that server.	5:33:31 PM
Jacob LaCour	I just really want to get my name out the one i have now it causes issue with staff thinking it is mine.	5:34:00 PM

Shubham Maurya	I do understand Jacob I can see there are two users with this name on your server. JacobStaff EB Jacob EB	5:36:55 PM
What we can suggest that you can add ABC_(Jacob full name) to separate out.		
	From my portal you can also add a new username as per your choice if it's available.	5:37:45 PM
You do have user creation rights over there.		
Jacob LaCour	the JacobStaff EB can we just remove the Jacob from JacobStaff EB?	5:38:05 PM
As per the system these user names are unique and created by system, but do let me check if any option is available to perform this request.		
	Please hold on Jacob let me check.	5:40:29 PM
Jacob LaCour	ok thank you!	5:40:45 PM
<i>5:46:45 PM Shubham Maurya is sharing a file with you <a href="#">How to Manage ACE Server Users 4.pdf</a> - ( Size:1.33 MB )</i>		
<i>Thank you for the patience Jacob, we checked for it but the only way available right now is to create a new user.</i>		
Shubham Maurya	You can use this SOP to create a new username as per your choice.	5:47:10 PM
Jacob LaCour	will this effect my billing?	5:50:14 PM
Ok this is something we can revist at another time. most importaly how do I get the server on a new computer remotely?		
Shubham Maurya	Once a user is disabled it's will make it same as we are replacing the users basically.	5:52:23 PM
	From Myportal you can download the RDP file and use that file to login from any system.	5:52:56 PM
	Is there anything else I may help you with ?	6:04:48 PM
Jacob LaCour	I am trying to find this	6:05:03 PM
	Where will I find this?	6:05:38 PM
Shubham Maurya	<a href="https://myportal.acecloudhosting.com">https://myportal.acecloudhosting.com</a>	6:07:21 PM
Jacob LaCour	So to do this I would have to give the employee my sign in credintials?	6:08:06 PM
<i>6:09:52 PM Shubham Maurya is sharing a file with you <a href="#">image.png</a> - ( Size:3.45 KB )</i>		
<i>You just have to login to Myportal&gt;&gt;Go to this section to download RDP file for particular user&gt;&gt;share the file with the employee.</i>		
	Why can I not atleast add an email address to the user already?	6:14:12 PM
	I need to reset the PW can i do this without an email attached to the user?	6:17:20 PM
Shubham Maurya	If you just want to add email or reset password you can use self care portal by signing as a particular user and make the change for that single sure, if the user is already enrolled to this portal.	
	<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>	6:19:37 PM
you can check that by using "Forgot your password" >>enter username and check if it's proceeding		

further or not.

Or else passwords can be reset from Myportal as well for any user, as you are already admin of that portal.

6:20:21 PM

Jacob LaCour I was able to change the PW however it will not let me add an email!

6:20:39 PM

*6:21:14 PM Jacob LaCour is sharing a file with you*

6:21:14 PM

[1\\_image.png](#) - ( Size:63.68 KB )

Shubham Maurya Okay, let me check If we are also getting same error message or not.

6:23:15 PM

Jacob LaCour Thank you!

6:23:28 PM

Shubham Maurya Please can you share me the user name and new email.

6:23:30 PM

Jacob LaCour EB\_Jacob\_Staff@myrealdata.net

6:23:44 PM

office@expertbookkeeping.net

6:23:52 PM

Shubham Maurya Thanks for your patience Jacob, We can see that same error message is there at our end also.

6:30:18 PM

Jacob LaCour ok

6:30:36 PM

Shubham Maurya What we can do we can escalate this request to our team and once we have any confirmation we can give you a callback for it.

6:31:35 PM

Would you like to share your callback detail to proceed with this?

6:31:55 PM

Jacob LaCour Jacob LaCour or Chandler LaCour @ 337-270-3513

6:32:53 PM

Shubham Maurya Thank you for sharing details Jacob, we will forward it to escalation team. You can expect a callback from them in next 1 hour hope that would be fine?

6:34:52 PM

Jacob LaCour thank you!

6:36:56 PM

Shubham Maurya Most welcome !

6:39:26 PM

Is there anything else I may help you with ?

6:39:28 PM

Are we still connected here?

6:45:13 PM

Are we still connected here?

6:46:08 PM

Are we still connected here?

6:47:28 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.

6:48:08 PM

*Shubham Maurya has ended this chat session*

6:48:10 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Sep, 11:18:28 PM

### #81278 Rushabh

**Email:** rushabh@realtimecpas.com

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 56 Secs

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 34 Mins 45 Secs

Rushabh	Hello, I am your Acebuddy	8 Sep, 11:18:29 PM
Acebuddy	Hello Rushabh, I'm your Ace Buddy. I'll be happy to assist you!	11:18:30 PM
	Whom Would You Like to Connect With?	11:18:30 PM
Rushabh	Technical Support (QB & App Hosting)	11:18:34 PM
Acebuddy	Welcome to Ace Support.	11:18:34 PM
	Please chose an option :	11:18:34 PM
Rushabh	I'd like to report an Issue	11:18:42 PM
Acebuddy	Please select an option!	11:18:42 PM
Rushabh	Password Reset	11:18:45 PM
Acebuddy	Please select an option below	11:18:45 PM
Rushabh	Already Enrolled to Selfcare Portal	11:18:51 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:18:51 PM
	Do you need any further assistance on the topic?	11:18:51 PM
Rushabh	Yes	11:19:00 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:19:00 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:19:00 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:19:10 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:19:13 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:19:23 PM
Rushabh	I need your help to reset my ATX account	11:20:01 PM
Yash Kalra	Rushabh, kindly help me with your server name and user name?	11:20:36 PM
Rushabh	RealTime2.myrealdata.net	11:21:12 PM
	RT_Eric_KMK_Staff	11:21:19 PM
Yash Kalra	Rushabh, as I can check you have reached to us earlier as well. Is the issue regarding the resetting up your MFA? (Edited)	11:22:41 PM
Rushabh	Yes	11:23:12 PM
Yash Kalra	Rushabh, Just want to know did you earlier had MFA enabled?	11:24:48 PM
	Are we still connected here?	11:26:45 PM
Rushabh	Yes it was enabled	11:27:28 PM
	But was not set on my phone	11:27:40 PM
	We need to reset it again.	11:27:54 PM
Yash Kalra	Okay, please stay connect while we are making some changes from the backend.	11:30:00 PM
Rushabh	sure	11:30:13 PM
	<i>11:35:40 PM Yash Kalra is sharing a file with you <u><a href="#">SelfCare (1).pdf</a></u> - ( Size:695.66 KB )</i>	11:35:40 PM
	<i>Rushabh, we have made the desired changes please follow the simple step from the attached sop to set it up. Also please let us know date when you were last able to access the MFA. (Edited)</i>	
	Can you email this?	11:36:12 PM
Yash Kalra	Surely, I will mail you once this chat end,	11:36:42 PM
	Is there anything else I may help you with ?	11:36:45 PM
Rushabh	I'm not able to open this pdf even after downloading	11:37:13 PM
Yash Kalra	This seems to be somewards a new issue.	11:38:17 PM
	May I take the remote access of your local computer in order to get the MFA setup?	11:38:33 PM
Rushabh	Yes, sure.	11:38:54 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	11:38:58 PM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/4972383715">https://assist.acecloudhosting.com/join/4972383715</a>	11:39:11 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	11:40:14 PM

	give your confirmation on this chat.	
Rushabh	wait	11:42:31 PM
	I will show	11:42:35 PM
Yash Kalra	Rushabh, as per our conversation, the MFA is related to the ATX application (MFA). We kindly request you to reach out to ATX Support to have this set up. (Edited)	11:48:36 PM
	Is there anything else I may help you with ?	11:48:52 PM
	Are we still connected here?	11:49:15 PM
	Are we still connected here?	11:49:56 PM
	Are we still connected here?	11:51:09 PM
	Are we still connected here?	11:53:08 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.	11:53:12 PM
	<i>Yash Kalra has ended this chat session</i>	11:53:15 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

21 Sep, 1:36:17 AM

**#81752 eric**

**Email:** eric@totalfeeds.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** WEATHERFORD

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 17 Mins 27 Secs

eric	Hello, I am your Acebuddy	21 Sep, 1:36:17 AM
Acebuddy	Hello Eric Anderson, I'm your Ace Buddy. I'll be happy to assist you!	1:36:18 AM
	Whom Would You Like to Connect With?	1:36:18 AM
eric	Technical Support (QB & App Hosting)	1:36:23 AM
Acebuddy	Welcome to Ace Support.	1:36:23 AM
	Please chose an option :	1:36:23 AM
eric	I'd like to report an Issue	1:36:28 AM
Acebuddy	Please select an option!	1:36:28 AM
eric	Other Issue	1:36:34 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:36:34 AM
eric	Method CRM Sync Engine Freezing	1:36:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:36:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:36:50 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:37:06 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:37:09 AM
	Hello Eric	1:37:13 AM
	How are you?	1:37:17 AM
eric	The sync engine freezing at "Comparing QuickBooks to Method for Invoices" indicates the QuickBooks SDK processor isn't responding to Method's requests for invoice data. This is typically caused by: Corruption in your QuickBooks invoice data QuickBooks SDK processor instability Issues in your QuickBooks environment Since you've already tried standard troubleshooting, run QuickBooks' "Verify and Rebuild Data" utility again, focusing specifically on invoice data integrity. Corruption can be intermittent and may not be detected on the first pass. The freezing occurs because Method sends synchronous requests to the QuickBooks SDK and must wait for responses - when the SDK doesn't respond during invoice comparison, the sync engine appears frozen. If rebuilding doesn't resolve it, restart your remote server to clear any accumulated memory issues affecting the SDK processor. Fin • AI Agent • 22m ago Was that helpful? Fin • 22m ago I have a chat with ACE Hosting. Eric • 22m ago That's a good approach. Since the sync engine freezes specifically at "Comparing QuickBooks to Method for Invoices," this indicates the QuickBooks SDK processor isn't responding to requests for invoice data. ACE Hosting can help optimize their server environment for QuickBooks SDK operations, as remote hosting environments sometimes have configurations that affect SDK stability. While you're speaking with them, you might also mention that the issue occurs during invoice data comparison, which suggests potential corruption in your QuickBooks invoice data that may require another pass of the "Verify and Rebuild Data" utility. Fin • AI Agent • 22m ago Did that answer your question? Fin • 22m ago If you still need help with the sync engine freezing during invoice comparison, I'm here to assist. Would you like to provide more details about what you're trying to resolve or any other challenges you're facing? Fin • 18m ago After the last rebuild, it seems to be getting further in the sync process and the engine isn't locked up. It is currently running changes only. Should I run full after it finishes? Eric • 10m ago Great news that the rebuild resolved the freezing issue! Let the changes-only sync complete first, then yes, running a full sync is recommended. A full sync will ensure all QuickBooks data is properly synchronized with Method, updating all records within your transaction	1:37:23 AM

	history date range. This is especially important after resolving data corruption issues. You can initiate a full sync by clicking "Full Synchronization" in the Method Sync Engine menu once the current changes-only sync finishes.	Fin • AI Agent • 9m ago Was that helpful?	Fin • 9m ago Yes Eric • 9m ago Great! Let me know if you have more questions.
	Fin • 9m ago Rate your conversation Terrible Bad OK Great Amazing		
Shashwat Verma	I will surely help you with this issue.		1:38:06 AM
	Kindly allow me two minutes to check the same.		1:38:11 AM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?		1:40:40 AM
eric	I'm the only one who runs it. It started yesterday.		1:41:06 AM
Shashwat Verma	At what specific point does the file freeze?		1:41:53 AM
eric	Invoices		1:42:02 AM
Shashwat Verma	Okay		1:42:06 AM
	May I take the remote access of your server?		1:42:10 AM
eric	Yes		1:42:21 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.		1:42:30 AM
	Looks like application is syncing the same		1:44:03 AM
eric	The Sync Engine is frozen. No buttons are operational.		1:44:40 AM
Shashwat Verma	Let me check		1:45:16 AM
eric	The sync engine freezes when it sends requests to the QuickBooks SDK processor but doesn't receive responses back. This suggests SDK bugs or instability rather than Method issues.		1:46:19 AM
Shashwat Verma	Okay		1:47:15 AM
eric	This is what I have done previously: Quickbooks is installed on a remote server hosted by ACE Hosting. 1) Shut down Method Sync Engine 2) Shut down QB 3) Browsed to QB company file in folder 4) Opened QB 5) Logged in as admin user 6) Started Method Sync Engine 7) No interference from A/V software 8) Method Sync Engine running 9) Sync Engine buttons frozen/Changes only sync frozen		1:49:30 AM
Shashwat Verma	Thanks for the information Eric		1:50:32 AM
	<b>We have checked all the resources and found that QuickBooks updates with critical patches are pending. To resolve this issue, we will update QuickBooks, perform a repair if required, and reboot the server to implement the changes.</b>		1:51:51 AM
eric	OK		1:52:15 AM
Shashwat Verma	It might take around 25-30 mins to do the same from backend		1:52:17 AM
	We will email you once we are done		1:52:31 AM
eric	OK		1:52:34 AM
Shashwat Verma	Is that work for you?		1:52:34 AM
eric	I'll log out of QB and the server.		1:52:47 AM

Shashwat Verma	Sure	1:52:50 AM
	Is there anything else I may help you with ?	1:52:56 AM
eric	No, plesae let me know when update is complete.	1:53:16 AM
Shashwat Verma	Sure, Will get the done and let you know on email.	1:53:22 AM
eric	OK	1:53:28 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:53:39 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:53:41 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Shashwat Verma has ended this chat session*

1:53:45 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 3:21:29 PM

**#81192 kending**

**Email:** pkending@schulershook.com 6122127660

**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:** EDEN PRAIRIE

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

kending	Hello, I am your Acebuddy	5 Sep, 3:21:31 PM
Acebuddy	Hello Philippa Kending, I'm your Ace Buddy. I'll be happy to assist you!	3:21:32 PM
	Whom Would You Like to Connect With?	3:21:32 PM
kending	Technical Support (QB & App Hosting)	3:21:35 PM
Acebuddy	Welcome to Ace Support.	3:21:35 PM
	Please chose an option :	3:21:35 PM
kending	I'd like to report an Issue	3:21:43 PM
Acebuddy	Please select an option!	3:21:43 PM
kending	Password Reset	3:21:46 PM
Acebuddy	Please select an option below	3:21:46 PM
kending	Not Enrolled to Selfcare Portal	3:21:51 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	3:21:51 PM
	Do you need any further assistance on the topic?	3:21:51 PM
kending	Restart	3:22:01 PM
Acebuddy	Hello Philippa Kending, I'm your Ace Buddy. I'll be happy to assist you!	3:22:01 PM
	Whom Would You Like to Connect With?	3:22:01 PM
kending	Technical Support (QB & App Hosting)	3:22:06 PM
Acebuddy	Welcome to Ace Support.	3:22:06 PM
	Please chose an option :	3:22:06 PM
kending	I'd like to raise a Request	3:22:13 PM
Acebuddy	Please select your request type.	3:22:13 PM
kending	Other Request	3:22:22 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:22:22 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:22:22 PM
kending	Yes, I'm facing issues with my server	3:22:31 PM
Acebuddy	Please select an option!	3:22:31 PM
kending	Password Reset	3:22:39 PM
Acebuddy	Please select an option below	3:22:39 PM
kending	Already Enrolled to Selfcare Portal	3:22:42 PM

Acebuddy	Please follow the process mentioned in the link below in order to reset your server password.	3:22:42 PM
	Do you need any further assistance on the topic?	3:22:42 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.	3:58:52 PM
	<i>Ended due to chat idle timeout</i>	3:58:52 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details	19 Sep, 9:30:17 PM
<b>#81728 Diane Rook</b>	
<b>Email:</b> diane.rook@feinmetall.com	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Shashwat Verma	
<b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a>	
<b>Operating System:</b> Microsoft Windows	
<b>Browser:</b> Microsoft Edge	
<b>Device:</b> Desktop	
<b>Average Response Time:</b> 26 Secs	
<b>City:</b> HERRENBERG	
<b>State:</b> Badenwurtemberg	
<b>Country:</b> GERMANY	

Chat Transcript	Chat Duration : 21 Mins 54 Secs
Diane Rook	Hello, I am your Acebuddy
Acebuddy	Hello Diane Rook, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Diane Rook	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Diane Rook	I'd like to report an Issue

Acebuddy	Please select an option!	9:30:48 PM
Diane Rook	QuickBooks Issue	9:30:52 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:30:52 PM
Diane Rook	Other QB related issue	9:30:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:30:58 PM
Diane Rook	I have a ticket ## 765857 ##. I do not have the invoice link for paying by credit card anymore	9:31:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:31:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:31:32 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:32:15 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:32:19 PM
	Hello Diane	9:32:26 PM
	Kindly allow me two minutes to check the same.	9:32:33 PM
	I will surely help you with this issue.	9:33:57 PM
	May I take the remote access of your server?	9:34:03 PM
Diane Rook	yes	9:34:19 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:34:45 PM
Diane Rook	ok, it is okay to access	9:35:28 PM
Shashwat Verma	Kindly accept the invite	9:35:29 PM
Diane Rook	I am looking for it, I do not see it	9:36:13 PM
Shashwat Verma	Kindly accept the prompt	9:36:53 PM
Diane Rook	I am still not seeing an invite	9:36:54 PM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:37:23 PM
Diane Rook	ok	9:37:49 PM
Shashwat Verma	Your Qb file do not have payment link service active	9:39:31 PM
	Once your Qb admin approve the same, it will work	9:39:51 PM
Diane Rook	my colleague on the same account has it, also, I had it before	9:39:54 PM
Shashwat Verma	Okay	9:40:07 PM
	Let me check	9:40:10 PM
	Kindly open any invoice form	9:41:51 PM
Diane Rook	do you see the message I get? I do not want to send to this customer again.	9:43:05 PM
Shashwat Verma	Yes	9:43:08 PM

	As shown again the prompt says that payment link service is not active	9:43:36 PM
	Hence it can't end invoice without payment link	9:43:53 PM
	<i>9:43:59 PM Shashwat Verma is sharing a file with you <a href="#">image.png</a> - ( Size:28.73 KB )</i>	9:43:59 PM
	May I know who is your QB admin	9:44:08 PM
Diane Rook	ok, should I check with the admin? She has the link though, and we are the same account. She is Kim Zaharias.	9:44:23 PM
	She signs onto a single user, to do admin stuff	9:44:52 PM
Shashwat Verma	Diane, just ask Kim to verify/authorize the payment link service for your account, she may have received the dedicated email for the same	9:45:18 PM
Diane Rook	ok	9:45:28 PM
Shashwat Verma	From the intuit for the same	9:45:30 PM
Diane Rook	it is through Intuit?	9:45:49 PM
Shashwat Verma	Yes, as QuickBooks use the intuit service for sending email internally as your admin is the intuit users at the end	9:46:37 PM
Diane Rook	and it is by email? It is possible the email is not going to her, and going to another person in IT, and they do not know they need to give me authorization	9:47:11 PM
Shashwat Verma	In that case, you have to be sure with the person who is the admin of your whole Qb account not just for the company file	9:47:48 PM
	They have admin logins for the intuit portal with their registered email	9:48:11 PM
Diane Rook	ok, how can we get another email. Reason, I can't do my job, without this link	9:48:28 PM
Shashwat Verma	As in the starting of the remote session I have re-send the authorization request as shown in the ss	9:49:05 PM
	<i>9:49:10 PM Shashwat Verma is sharing a file with you <a href="#">image.png</a> - ( Size:28.73 KB )</i>	9:49:10 PM
Diane Rook	oh, ok	9:49:20 PM
Shashwat Verma	Once they approve, it starts working automatically	9:49:39 PM
	Otherwise you can send the email without credit card link	9:49:54 PM
Diane Rook	I see it now, is the phone number for me to call, or the admin to call, if the admin has problems	9:49:54 PM
Shashwat Verma	Okay	9:50:14 PM
	Do you want me to loop your admin in the ongoing ticket for the same?	9:50:45 PM
Diane Rook	yes, please	9:50:57 PM
Shashwat Verma	Okay, will email them after this chat ends and will cc you in the email for the detailed issue	9:51:28 PM
	Is that work for you? (Edited)	9:51:31 PM
Diane Rook	she, please	9:51:39 PM

	yes, please	9:51:43 PM
Shashwat Verma	Got it	9:51:50 PM
	Is there anything else I may help you with ?	9:51:52 PM
Diane Rook	no, thank you	9:52:02 PM
Shashwat Verma	Will get this done for you	9:52:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:52:07 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:52:10 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shashwat Verma has ended this chat session</i>	9:52:12 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

10 Sep, 3:16:42 AM

#81357 Zachary Jensen

Email: zack@taxwisecorp.com ☎ 18584371723

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: 59 Secs

City: BRISTOW

State: Maryland

Country: UNITED STATES

## Chat Transcript

Chat Duration : 18 Mins 20 Secs

Zachary Jensen	Hello, I am your Acebuddy	10 Sep, 3:16:43 AM
Acebuddy	Hello Zachary Jensen, I'm your Ace Buddy. I'll be happy to assist you!	3:16:44 AM
	Whom Would You Like to Connect With?	3:16:44 AM
Zachary Jensen	Technical Support (QB & App Hosting)	3:16:59 AM
Acebuddy	Welcome to Ace Support.	3:16:59 AM
	Please chose an option :	3:16:59 AM
Zachary Jensen	I'd like to raise a Request	3:17:04 AM
Acebuddy	Please select your request type.	3:17:04 AM
Zachary Jensen	Setup Ace Server	3:17:12 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	3:17:12 AM
Zachary Jensen	Microsoft Windows	3:17:15 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	3:17:15 AM
	Do you need any further assistance on the topic?	3:17:15 AM
Zachary Jensen	Yes	3:17:22 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:17:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:17:22 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:17:33 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:17:53 AM
Zachary Jensen	hello i want to save my password on my rdp	3:18:02 AM
	please help so i dont have to keep entering it locally	3:18:10 AM
Ashutosh Mishra	Hello Zachary, I will be surely assisting you with this. Kindly help me with your server name and user name?	3:18:44 AM
Zachary Jensen	Tax wise financial services Adeel	3:19:00 AM
	i dont know the user name	3:19:04 AM
Ashutosh Mishra	After you enter the password during server login, please click on the checkbox "Remember Me" and it will save your password.	3:20:58 AM
Zachary Jensen	there is no remember me	3:21:13 AM
Ashutosh Mishra	May I take the remote access of your local computer to assist with this?	3:21:59 AM
Zachary Jensen	yes please email me so i can open it on the PC in question	3:22:12 AM

Ashutosh Mishra	Do you mean you also need the RDP file for server login?	3:22:53 AM
Zachary Jensen	no to share my screen with you kindly email the downloadable	3:23:12 AM
Ashutosh Mishra	Sure, I can share the link right away in this chat.	3:23:52 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:23:57 AM
	Kindly paste this link in the browser of local computer and join the session.	3:24:04 AM
	<a href="https://assist.acecloudhosting.com/join/3932256897">https://assist.acecloudhosting.com/join/3932256897</a>	3:24:10 AM
Zachary Jensen	yes	3:24:14 AM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	3:25:02 AM
Zachary Jensen	ok will do	3:25:23 AM
	one moment	3:25:32 AM
	im closing my sensative tabs	3:25:37 AM
Ashutosh Mishra	Are we still connected here?	3:29:06 AM
Zachary Jensen	yes im still closing	3:29:12 AM
	one sec	3:29:12 AM
Ashutosh Mishra	Sure	3:29:18 AM
Zachary Jensen	i moved it to the desktop your on	3:30:42 AM
	please add the pw	3:30:48 AM
	i have it on the clipboard	3:30:52 AM
	just paste	3:30:55 AM
Ashutosh Mishra	Sure I will add the password please allow me to inform 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.	3:32:17 AM
Zachary Jensen	got it when i paste its the wrong pw for soem reason tho	3:32:48 AM
Ashutosh Mishra	Please type it manually and try again.	3:33:52 AM
Zachary Jensen	nevermind i just got it	3:33:54 AM
	i clciked remember me as well	3:34:00 AM
Ashutosh Mishra	Is there anything else I may help you with ?	3:34:15 AM
Zachary Jensen	no thats it thanks	3:34:44 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:34:54 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!

3:35:01 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/>)

*Ashutosh Mishra has ended this chat session*

3:35:04 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

10 Sep, 6:51:46 AM

#### #81368 David Weinstein

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

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 9 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 5 Mins 17 Secs

David Weinstein	Hello, I am your Acebuddy	10 Sep, 6:51:46 AM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	6:51:47 AM
	Whom Would You Like to Connect With?	6:51:47 AM
David Weinstein	Technical Support (QB & App Hosting)	6:51:56 AM
Acebuddy	Welcome to Ace Support.	6:51:56 AM
	Please chose an option :	6:51:56 AM
David Weinstein		

	I'd like to report an Issue	6:52:03 AM
Acebuddy	Please select an option!	6:52:03 AM
David Weinstein	Other Issue	6:52:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:52:08 AM
David Weinstein	I can't log in	6:52:22 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:52:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:52:22 AM
	<i>Rohan accepted the chat transfer request.</i>	6:52:33 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	6:52:38 AM
	Hello David, how are you doing today ?	6:52:54 AM
David Weinstein	Ok i can't login	6:53:04 AM
Rohan	I will surely help you with this issue.	6:53:10 AM
	Kindly allow me 2-3 minutes to check the same.	6:53:16 AM
	May I know what error you are getting while accessing the server?	6:54:21 AM
	Also, may i know if all the users are having the same issue or just you ?	6:54:37 AM
David Weinstein	Now it connected	6:54:45 AM
	was just me	6:54:47 AM
	thanks	6:54:48 AM
Rohan	Ohh that's Great	6:55:02 AM
	Is there anything else I may help you with ?	6:55:05 AM
	Are we still connected here?	6:56:13 AM
	Are we still connected here?	6:56:24 AM
	Are we still connected here?	6:56:44 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.	6:56:47 AM
	<i>Rohan has ended this chat session</i>	6:57:04 AM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

19 Sep, 1:32:00 AM

### #81705 David Weinstein

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

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 37 Secs

David Weinstein	Hello, I am your Acebuddy	19 Sep, 1:32:01 AM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	1:32:02 AM
	Whom Would You Like to Connect With?	1:32:02 AM
David Weinstein	Technical Support (QB & App Hosting)	1:32:08 AM
Acebuddy	Welcome to Ace Support.	1:32:08 AM
	Please chose an option :	1:32:08 AM
David Weinstein	I'd like to raise a Request	1:32:19 AM
Acebuddy	Please select your request type.	1:32:19 AM
David Weinstein	Other Request	1:32:30 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:32:30 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:32:30 AM
David Weinstein	No, That'll be all!	1:32:38 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	1:32:38 AM
	<i>Acebuddy has ended this chat session</i>	1:32:38 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Sep, 11:19:56 PM

### #81279 Rachel Novak

**Email:** rachel@henssgenhardware.com 15187933593  
**Department:** Support(QB & App Hosting)  
**Operator:** Sujeet Kumar Suman  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 44 Secs  
**City:** QUEENSBURY  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 27 Mins 28 Secs

Rachel Novak	Hello, I am your Acebuddy	8 Sep, 11:19:58 PM
Acebuddy	Hello Rachel Novak, I'm your Ace Buddy. I'll be happy to assist you!	11:19:58 PM
	Whom Would You Like to Connect With?	11:19:58 PM
Rachel Novak	Technical Support (QB & App Hosting)	11:20:08 PM
Acebuddy	Welcome to Ace Support.	11:20:08 PM
	Please chose an option :	11:20:08 PM
Rachel Novak	I'd like to raise a Request	11:20:15 PM
Acebuddy	Please select your request type.	11:20:15 PM
Rachel Novak	Other Request	11:20:23 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.	11:20:24 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:20:24 PM
Rachel Novak	Yes, I'm facing issues with my server	11:20:37 PM
Acebuddy	Please select an option!	11:20:37 PM
Rachel Novak	Other Issue	11:20:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:20:40 PM

Rachel Novak	Can you tell me what the IP address is for our remote desktop? We need it for the vulnerability scan with the PCI compliance.	11:21:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:21:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:21:15 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	11:21:20 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	11:21:25 PM
	Hello Rachel	11:21:41 PM
Rachel Novak	hello	11:21:41 PM
Sujeet Kumar Suman	How are you doing?	11:21:48 PM
Rachel Novak	I'm well, and you?	11:21:54 PM
Sujeet Kumar Suman	I am also good. Thanks for asking.	11:22:24 PM
Rachel Novak	I am working on my PCI compliance and have been asked for the IP address for the environment which we are processing credit cards. Since we process them in Quickbooks, we are only processing in the remote environment. Can you tell me what that IP address is for our account?	11:23:17 PM
Sujeet Kumar Suman	Sure, I can help with that.	11:23:53 PM
Rachel Novak	Awesome!	11:24:01 PM
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.	11:24:09 PM
Rachel Novak	Will do	11:24:15 PM
Sujeet Kumar Suman	Thank you for your patience.	11:25:54 PM
	As requested, the IP of the server is: 207.60.109.233.	11:25:55 PM
	Is there anything else I may help you with ?	11:26:15 PM
Rachel Novak	thank you!	11:26:40 PM
Sujeet Kumar Suman	Thanks for the confirmation !	11:26:52 PM
	Is there anything else I may help you with ?	11:26:54 PM
Rachel Novak	is this a dynamic IP?	11:26:58 PM
	its saying this is an invalid IP...does it needs to be in a specific format?	11:27:46 PM
Sujeet Kumar Suman	let me check.	11:28:01 PM
	No, the IP is correct.	11:28:46 PM
Rachel Novak	thank you	11:29:05 PM
	<i>11:29:19 PMSujeet Kumar Suman is sharing a file with you <a href="#">image.png</a> - ( Size:4.94 KB )</i>	11:29:19 PM
	<i>Please see the screenshot for reference.</i>	

Sujeet Kumar Suman	Thank you for your patience	11:33:38 PM
	As checked, this is not a static IP. If you would like to have a static IP on your server, please drop us an email and we will assign one for you.	11:34:38 PM
	Are we still connected here?	11:36:05 PM
Rachel Novak	I'm still getting the error that the website is invalid as well.	11:36:40 PM
Sujeet Kumar Suman	Could you please share a screenshot of the prompt that appears when you click on it?	11:36:55 PM
Rachel Novak	ok, so a static IP may be needed? Do you run into this question with others using the remote environment with Quickbooks?	11:37:29 PM
Sujeet Kumar Suman	Asoff now this not static if ifyou want to make it staic If we will do for you on server	11:40:55 PM
	Are we still connected here?	11:42:58 PM
	Are we still connected here?	11:45:09 PM
	Are we still connected here?	11:47:14 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.	11:47:20 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:47:24 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	11:47:26 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 10 Sep, 5:59:43 PM

**#81378 Kim**

**Email:** kimberly@southernspc.com ☎ 13524464434

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

**Operator:** Shubham Maurya

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 1 Min 40 Secs

**City:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 35 Mins

Kim	Hello, I am your Acebuddy	10 Sep, 5:59:45 PM
Acebuddy	Hello Kimberly, I'm your Ace Buddy. I'll be happy to assist you!	5:59:45 PM
	Whom Would You Like to Connect With?	5:59:45 PM
Kim	Technical Support (QB & App Hosting)	5:59:48 PM
Acebuddy	Welcome to Ace Support.	5:59:48 PM
	Please chose an option :	5:59:48 PM
Kim	I'd like to report an Issue	5:59:54 PM
Acebuddy	Please select an option!	5:59:54 PM
Kim	Other Issue	5:59:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:59:57 PM
Kim	Setback	6:00:02 PM
Acebuddy	Please select an option!	6:00:02 PM
Kim	QuickBooks Issue	6:00:05 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:00:05 PM
Kim	Other QB related issue	6:00:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:00:12 PM
Kim	when i do credit card downloads its trying to open an old company file and giving me a warning pop up saying " you cannot use bank feeds because your company file is not open" BUT it is open and trying to open the 20 version one	6:01:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:01:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:01:15 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:01:35 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:02:34 PM
Kim	yes--we worked with you yesterday too and somerhing is going on with this file-- i was already doing credit card downloads and it kicked me out and when i went back in--all the charrges that i had posted were back, as if i didnt post them. now it is trying to open an old company file when i download charges	6:03:39 PM
Shubham Maurya	Okay please do let me check that Kimberly. Have you closed QB from your end let me perform few backed changes.	6:06:18 PM
Kim	i can close it now-- there are two icons on my desktop for quickbooks one is the 20 version and the other is the 24-- can we delete the old one	6:06:58 PM

	<i>6:07:41 PM Kim is sharing a file with you <a href="#">Screenshot 2025-09-10 at 8.37.05 AM.png</a> - ( Size:510.27 KB )</i>	6:07:41 PM
	<i>this was the message i got when i did credit card downloads</i>	
Shubham Maurya	Sure, let me check that too. So you want to remove QB 20 icon from desktop right?	6:07:42 PM
Kim	yeah	6:07:49 PM
	and all the other documents on the desktop that yall put on there	6:08:02 PM
Shubham Maurya	Sure, please hold let me login to server one moment.	6:10:18 PM
	Okay, We have removed QB 20 from desktop.	6:16:40 PM
Kim	ok	6:16:50 PM
	is that resolving the problem with downloading credit cards	6:17:08 PM
Shubham Maurya	Please wait let me restart the server then you can try to download credit cards.	6:18:23 PM
	We are about to restart the server please give a confirmation so that we can proceed.	6:19:14 PM
Kim	ok	6:19:33 PM
Shubham Maurya	Thanks for your patience, server is rebooted now please login and try to open QB file direct from file path *D:\Client Data\New folder\Southern Site & Power Construction 2025.*	6:22:25 PM
	Then perform the same work flow to download credit cards and let me know if it's working now.	6:22:59 PM
Kim	nope giving me same message	6:24:54 PM
	this is crazy -- i am 3 days behind because of quickbooks not working i need this resolved asap!	6:25:13 PM
Shubham Maurya	We completely understand Kim, Let me take remote session and check it.	6:26:10 PM
	May I take the remote access of your server?	6:26:19 PM
Kim	its trying to open up version 20 when its being downloaded... its never done this before	6:26:21 PM
	yeah	6:26:24 PM
Shubham Maurya	Prior providing the access, I would suggest you to close any important documents at your end.	6:26:48 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:27:04 PM
	Please login to file.	6:28:46 PM
Kim	this is 20	6:29:10 PM
	we are in the wrong one	6:29:18 PM
Shubham Maurya	Can you perform the same workflow which is launching QB 20.	6:30:07 PM
Kim	im confused... why are we even opening 20?	6:30:27 PM
Shubham Maurya	That was already opened, let me check the default app set and change it to QB 24 so that it will not go back to QB 20.	6:32:05 PM
	We might need POC confirmation to remove QB 20 from your server.	

[ap@southernspc.com](mailto:ap@southernspc.com)

6:32:53 PM

This is POC email ID right now.

Kim	yes	6:33:07 PM
	seems like the web page isn't working now either	6:33:32 PM
	idk what is going on	6:33:37 PM
Shubham Maurya	Let me remove QB 20 from default app.	6:38:49 PM
	Check now if it's working.	6:42:12 PM
	Proceed please.	6:48:24 PM
Kim	ok seems to be working now	6:50:13 PM
	can we get the updated quickbooks on scott's computer	6:50:35 PM
	while i have you here	6:50:37 PM
	are you able to get onto his comp	6:50:47 PM
Shubham Maurya	Okay, you want QB 24 Scott's server right?	6:51:46 PM
Kim	i believe he has 24-- but he has the old file, not the back up file that i've been working in	6:52:19 PM
	when he logs in, he will end up logging into the wrong one because the other file was corrupt	6:52:37 PM
Shubham Maurya	I do understand Kimberly, You can inform Scott to open file direct from file location and then from next time QB will open the file directly from this new location.	6:54:08 PM
	*D:\Client Data\New folder\Southern Site & Power Construction 2025.*	
Kim	idk how to do this	6:54:27 PM
Shubham Maurya	His end QB session is still trying to launch wrong file, once it's changed he will not face this issue.	6:54:57 PM
	Let me show you	6:55:09 PM
Kim	ok where	6:55:40 PM
	can you delete the old one	6:57:06 PM
Shubham Maurya	Like this, He just needs to copy paste <b>D:\Client Data\New folder\</b> At top navigation bar.	6:57:30 PM
	That's backup sure we can delete that.	6:57:43 PM
Kim	so there is nothing after new folder when he searches	6:58:24 PM
	how does he get into this screen from the start menu	6:58:51 PM
	into	6:58:56 PM
Shubham Maurya	Let me check his rights to this folder, please wait.	6:59:18 PM
Kim	also, Michele is having issues and doesn't have access to reports-- when you are done- can you remote into her computer and help her?	7:01:27 PM
Shubham Maurya		

	Sure, please ask Scott and Michele to login to server so that I can take remote access and check at there end.	7:03:34 PM
Kim	scott wont be able to login in yeat	7:05:40 PM
	yet	7:05:41 PM
	because he doesnt have the new file	7:05:47 PM
	im going to have scott come into my office so you can get the new file on his computer	7:06:06 PM
	michele is loggin in	7:06:12 PM
Shubham Maurya	Okay, let me check for Michele at the moment.	7:06:33 PM
Kim	she is on	7:06:33 PM
Shubham Maurya	Kindly ask Michele to accept remote access request.	7:07:42 PM
Kim	ok	7:08:11 PM
Shubham Maurya	It's done please ask her to check the working now.	7:10:38 PM
Kim	ok please stay on and watch incase it still isnt working	7:10:59 PM
Shubham Maurya	Okay please take your time.	7:11:30 PM
Kim	ok hers is working now--	7:12:52 PM
	scott is in the middle of something so i can work on theirs when they are done-- but how do i get to the screen that is up from the start menu	7:14:39 PM
Shubham Maurya	Glad to hear that, Kimberly. We sincerely apologize for the issues you faced, and we truly appreciate your patience and understanding throughout the process.	7:15:16 PM
	You mean file explorer?	7:15:47 PM
	Or you mean set default app?	7:16:45 PM
Kim	the screen thats up now	7:17:16 PM
	to get scott to open the correct file	7:17:24 PM
Shubham Maurya	Sure please wait let me draft steps and share it with you.	7:20:23 PM
	Navigate to the file location: “D:\Client Data\New folder\”	
	Right-click on your QuickBooks company file and select <b>Properties</b> .	
	In the Properties window, next to <b>Opens with</b> , click <b>Change</b> .	
	Click <b>More apps</b> .	
	Scroll down and select <b>Look for another app on this PC</b> .	7:27:32 PM
	Browse to the QuickBooks executable location: “C:\Program Files\Intuit\QuickBooks Enterprise Solutions 24.0\”	

Select the QuickBooks executable file `QBW32.EXE` and click **Open**.

Click **Apply** and then **OK** in the Properties window.

Share it with Scott if he can make these changes, or else he can get in touch with us and we will make the required changes to make default app to QB 24.

7:29:15 PM

Kim ok ty 7:29:56 PM

Shubham Maurya Also If you want we can remove QB 20 to prevent future conflict with QB 20 and QB 24, but to proceed with that we need a mail from POC mail ID ap@southernspc.com 7:30:53 PM

Hope that helped Kimberly. 7:33:03 PM

Is there anything else I may help you with ? 7:33:06 PM

Kim thats all for now ty 7:33:36 PM

Shubham Maurya You are most welcome ! 7:34:05 PM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 7:34:08 PM

*Shubham Maurya has ended this chat session* 7:34:59 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 26 Sep, 11:48:45 PM

**#81994 Tiffany**

**Email:** tiffany@ogventuresllc.com

**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:** 29 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 11 Secs

Tiffany	Hello, I am your Acebuddy	26 Sep, 11:48:46 PM
Acebuddy	Hello Tiffany, I'm your Ace Buddy. I'll be happy to assist you!	11:48:46 PM
	Whom Would You Like to Connect With?	11:48:46 PM
Tiffany	Technical Support (QB & App Hosting)	11:48:55 PM
Acebuddy	Welcome to Ace Support.	11:48:55 PM
	Please chose an option :	11:48:55 PM
Tiffany	I'd like to raise a Request	11:49:09 PM
Acebuddy	Please select your request type.	11:49:09 PM
Tiffany	Application Update	11:49:17 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	11:49:17 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	11:49:17 PM
Tiffany	Yes	11:49:24 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:49:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:49:24 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:50:00 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:50:12 PM
	I will be surely assisting you with this.	11:50:38 PM
Tiffany	I need Alembic update downloaded/ It's Treez to QB integration program	11:51:13 PM
Abhay Kumar Saraswat	Is this for account: <b>MediWaste Disposal LLC</b> ?	11:51:18 PM
Tiffany	yes	11:51:40 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:52:09 PM
	Kindly allow me two minutes to check on the server.	11:52:18 PM
	Thank you for your patience.	11:53:36 PM
Tiffany	<a href="https://nam12.safelinks.protection.outlook.com/">https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Falembiccomputerservice.com%2FAlembicInstalls%2FTreez%2520to%2520QBD%2520v5.1.9397.43149.msi&amp;data=05%7C02%7Ctiffany%40ogventuresllc.com%7Ca425e4dad39e40b0458808ddfd2825eb%7Cc0056d26b14541e5a03c51ee4e774d70%7C0%7C0%7C638945071065924803%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIYiOjIwLjAuMDAwMCIsIjAiOijXaW4zMilsIkFOljojTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&amp;sdata=muu3cCyGdcevs7pixwM05TfWQSwshegVnoiz9FlcF%2Fgk%3D&amp;reserved=0"&gt;https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Falembiccomputerservice.com%2FAlembicInstalls%2FTreez%2520to%2520QBD%2520v5.1.9397.43149.msi&amp;data=05%7C02%7Ctiffany%40ogventuresllc.com%7Ca425e4dad39e40b0458808ddfd2825eb%7Cc0056d26b14541e5a03c51ee4e774d70%7C0%7C0%7C638945071065924803%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIYiOjIwLjAuMDAwMCIsIjAiOijXaW4zMilsIkFOljojTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&amp;sdata=muu3cCyGdcevs7pixwM05TfWQSwshegVnoiz9FlcF%2Fgk%3D&amp;reserved=0</a>	11:53:51 PM
Abhay Kumar		11:54:49 PM

Saraswat	Could you please confirm the source of the given link?	
Tiffany	Alembic provided link since auto update didn't work last time	11:55:29 PM
Abhay Kumar Saraswat	Okay.	11:56:03 PM
	Thank you for the information.	11:56:10 PM
	Yes, I can see that an application named <b>Treez to QBD</b> is already installed on your server.	11:57:17 PM
Tiffany	yes, just need to download and install update	11:57:39 PM
Abhay Kumar Saraswat	Sure.	11:58:11 PM
	Would you like me to install it now, or would you prefer that we schedule the installation for tonight?	11:58:44 PM
Tiffany	now	11:58:51 PM
Abhay Kumar Saraswat	Okay, please allow me a few minutes. Also, kindly ensure that no one is using the application or any related files, as that could interrupt the installation.	27 Sep, 12:00:16 AM
	<i>12:02:27 AMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:13.0 KB )</i>	12:02:27 AM
	<i>Done.</i>	
	Are we still connected here?	12:03:09 AM
Tiffany	yes, please let me test	12:03:22 AM
Abhay Kumar Saraswat	Sure.	12:03:26 AM
Tiffany	ok, it opened. Thanks!	12:03:58 AM
Abhay Kumar Saraswat	Great.	12:04:31 AM
	Is there anything else I may help you with ?	12:04:35 AM
Tiffany	no thank you	12:04:44 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.	12:04:48 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!	12:04:52 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:04:55 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:04:57 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

16 Sep, 1:48:16 AM

**#81562 Josue**

**Email:** jberrios@smartaccpr.com

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Linux

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** AGUADA

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript

Chat Duration : 12 Mins 59 Secs

Josue	Hello, I am your Acebuddy	16 Sep, 1:48:17 AM
Acebuddy	Hello Josue, I'm your Ace Buddy. I'll be happy to assist you!	1:48:18 AM
	Whom Would You Like to Connect With?	1:48:18 AM
Josue	Technical Support (QB & App Hosting)	1:48:28 AM
Acebuddy	Welcome to Ace Support.	1:48:28 AM
	Please chose an option :	1:48:28 AM
Josue	I'd like to report an Issue	1:48:41 AM
Acebuddy	Please select an option!	1:48:41 AM
Josue	Other Issue	1:48:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:48:45 AM
Josue	Cant connect via remote desktop	1:49:04 AM
Acebuddy		

	Please wait while we connect you to a Support Representative	1:49:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:49:05 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:49:20 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:49:25 AM
Josue	Hi Abhay	1:49:45 AM
Abhay Kumar Saraswat	Hello Josue	1:49:59 AM
	How are you doing today?	1:50:04 AM
	I deeply apologize for the inconvenience caused to you.	1:50:11 AM
	Is this for account: <b>Smart Accounting Solutions</b> ?	1:50:45 AM
Josue	I received an email with instructions on how to connect to Ethic Corp but I can seems to figure out. I'm on Linux and I already installed Thincast and the Client sent me the credentials	1:50:57 AM
	Correct	1:51:02 AM
	I'm using Remmina Remote Desktop Client	1:51:52 AM
Abhay Kumar Saraswat	Okay, surely I'll assist you in this.	1:52:24 AM
	So, are you on Linux OS now?	1:52:37 AM
Josue	Linux Mint	1:52:43 AM
Abhay Kumar Saraswat	Okay.	1:52:49 AM
	Thank you for the information and allow 2 minutes to check the same.	1:53:26 AM
Josue	ok	1:53:32 AM
Abhay Kumar Saraswat	Thank you for your patience.	1:57:00 AM
	Let me share the file with you which will help you to setup the <b>RDP</b> on <b>Linux OS</b> .	1:57:43 AM
Josue	ok	1:57:59 AM
	<i>1:58:12 AMAbhay Kumar Saraswat is sharing a file with you <a href="#">rdp-setup-in-linux.pdf</a> - ( Size:166.48 KB )</i>	1:58:12 AM
	Ohhhh I think I figure out the problem. I was trying to connect via another RDP client and also, the user the client sent me was just his name so it was not connecting.	1:59:42 AM
Abhay Kumar Saraswat	Okay.	2:00:07 AM
	Gateway will be: <b>RDG.myrealdatal.net</b>	2:00:30 AM
Josue	I have accessed sucessfully, thank you	2:00:32 AM
Abhay Kumar Saraswat	Great.	2:00:41 AM
		2:00:45 AM

Is there anything else I may help you with ?

Josue No, thank you very much. Have a great day.

2:00:56 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.

2:01:00 AM

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

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

2:01:11 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.

2:01:14 AM

*Abhay Kumar Saraswat has ended this chat session*

2:01:17 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Sep, 4:13:12 PM

**#81529 eric**

**Email:** eric@totalfeeds.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:** 58 Secs

**City:** WEATHERFORD

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 42 Mins 13 Secs

eric	Hello, I am your Acebuddy	15 Sep, 4:13:14 PM
Acebuddy	Hello Eric Anderson, I'm your Ace Buddy. I'll be happy to assist you!	4:13:16 PM
	Whom Would You Like to Connect With?	4:13:16 PM
eric	Technical Support (QB & App Hosting)	4:13:30 PM
Acebuddy	Welcome to Ace Support.	4:13:30 PM
	Please chose an option :	4:13:30 PM
eric	I'd like to report an Issue	4:13:37 PM
Acebuddy	Please select an option!	4:13:37 PM
eric	QuickBooks Issue	4:13:45 PM
Acebuddy	What type of QuickBooks Issue are you facing?	4:13:45 PM
eric	Other QB related issue	4:13:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:13:56 PM
eric	NowCommerce QB adapter is giving error: This application has not access this Quickbooks company data before...	4:14:57 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:14:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:14:57 PM
	<i>Manish Singh accepted the chat transfer request.</i>	4:15:02 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	4:15:22 PM
	<i>4:15:27 PMeric is sharing a file with you</i>	4:15:27 PM
	<i><a href="#">Screenshot 2025-09-15 at 5.33.20 AM.png</a> - ( Size:108.21 KB )</i>	
	I will surely help you with this issue.	4:16:16 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?	4:16:22 PM
eric	First time. We just installed over the weekend. This is the first time I'm running the app.	4:16:44 PM
Manish Singh	Kindly allow me two minutes to check the same.	4:17:42 PM
eric	OK	4:17:48 PM
	Also, my screen resolution on the server is not right. It looks like 1024x768 when I log in.	4:18:52 PM
Manish Singh	As I can check your account is still with Onboarding team and they are the one to assist you but as they will be available after 4 hours for now <b>Log in to QuickBooks as Admin</b> Open the company file in <b>Single-User Mode</b> . Make sure you are logged in as the <b>QuickBooks Admin user to resolve this error</b> .	4:20:30 PM
eric	Yes, I'm logged in as admin in single user.	4:21:13 PM
	<i>4:21:41 PMeric is sharing a file with you</i>	4:21:41 PM
	<i><a href="#">Screenshot 2025-09-15 at 5.51.30 AM.png</a> - ( Size:253.71 KB )</i>	

Manish Singh	May I know which QB adapter you are using?	4:22:38 PM
eric	NowCommerce Order Bridge	4:22:52 PM
Manish Singh	<p>*Trigger the Application Access Request*</p> <p>Open the third-party app (Order Bridge) again so QuickBooks prompts for authorization.</p> <p>*Grant Application Permission*</p> <p>In QuickBooks, a security pop-up should appear:</p> <p>Select *“Yes, always allow this application to access this company file.”*</p> <p>(Optional but recommended) Tick *“Allow this application to log in automatically”* so you don’t get prompted every time.</p> <p>*Save Settings*</p> <p>Go to *Edit &gt; Preferences &gt; Integrated Applications &gt; Company Preferences*.</p> <p>Ensure the third-party app (Order Bridge) is listed and has a checkmark for access.</p> <p>*Restart Both Applications*</p> <p>Close QuickBooks and the third-party application.</p> <p>Reopen both and test the connection.</p>	4:23:24 PM
eric	I don't get a prompt when I open the app: Grant Application Permission In QuickBooks, a security pop-up should appear: Select “Yes, always allow this application to access this company file.”	4:24:24 PM
	It just opens the app, then I get an error.	4:25:05 PM
Manish Singh	Are you using the adapter as Admin?	4:25:52 PM
	Right-click on the <b>NowCommerce QB Adapter</b> shortcut → <b>Run as Administrator</b>	4:26:18 PM
eric	OK, one moment. I just restarted QB.	4:26:41 PM
Manish Singh	Please take your time.	4:27:11 PM
eric	I just did this: Right-click on the NowCommerce QB Adapter shortcut → Run as Administrator" I'm getting same error.	4:28:48 PM
Manish Singh	<p>Kindly ensure <b>NowCommerce Adapter</b> is listed and checked.</p> <p>If not listed, trigger it again by running the adapter while QuickBooks is open.</p>	4:29:56 PM
eric	There are 3 listed and checked: "NowCommerce", Status UnKnown, NowCommerce, Valid, NowCommerce Order Bridge, Valid	4:31:30 PM
Manish Singh	We need to check it with Onboarding team.	4:32:28 PM
eric	OK	4:32:34 PM
Manish Singh	Kindly give us your contact number so that we can arrange a callback.	4:32:45 PM
eric	Can you help with my screen resolution?	4:32:58 PM
	817-771-1924	4:33:16 PM
Manish Singh	Yes, May I know what error code you are getting? (Edited)	4:33:36 PM
	<i>4:33:52 PMeric is sharing a file with you</i>	4:33:52 PM
	<a href="#">Screenshot 2025-09-15 at 5.33.20 AM.png</a> - ( Size:108.21 KB )	
	Related to screen, Eric	4:34:35 PM
eric	Sorry, no error, it is just not optimal for my monitor	4:34:56 PM

Manish Singh	May I take the remote access of your local computer?	4:35:04 PM
eric	Yes	4:35:41 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/7162791080">https://assist.acecloudhosting.com/join/7162791080</a>	4:35:54 PM
	Kindly paste this link in the browser of local computer and join the session.	4:35:59 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:36:02 PM
eric	I have the app installed	4:38:16 PM
Manish Singh	I am not able to see your screen	4:38:50 PM
eric	I have Zoho assist installed. What else needs to be done?	4:39:13 PM
Manish Singh	Let me share a new link with you.	4:41:18 PM
eric	OK	4:41:24 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/7412471888">https://assist.acecloudhosting.com/join/7412471888</a>	4:41:34 PM
eric	For my local machine, correct, not the QB server?	4:41:48 PM
Manish Singh	Yes, for the local machine.	4:42:02 PM
eric	Ready. Do I need to do anything with this screen?	4:43:34 PM
	<i>4:43:42 PM eric is sharing a file with you</i>	4:43:42 PM
	<a href="#"><u>Screenshot 2025-09-15 at 6.13.13 AM.png</u></a> - ( Size:254.04 KB )	
	<i>4:44:13 PM eric is sharing a file with you</i>	4:44:13 PM
	<a href="#"><u>Screenshot 2025-09-15 at 6.14.03 AM.png</u></a> - ( Size:21.97 KB )	
Manish Singh	Kindly configure both	4:44:35 PM
	Accessibility too, Eric	4:45:30 PM
eric	Sorry, I'm trying to find it.	4:46:03 PM
Manish Singh	Please take your time.	4:46:21 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.	4:47:00 PM
eric	OK	4:47:24 PM
Manish Singh	Screen issue has been resolved.	4:54:18 PM
eric	OK, thank you	4:54:26 PM
Manish Singh	Regarding Adapter issue we will arrange a callback when team is available.	4:54:48 PM
	Is there anything else I may help you with ?	4:54:52 PM
eric	Sounds good. Thank you. Not at this time.	4:55:02 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	4:55:06 PM
eric	OK	4:55:13 PM
Manish Singh		4:55:23 PM

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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!

4:55:26 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*

4:55:28 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 9:54:01 PM

**#81392 Shaharyar**

**Email:** reliable.karachioffice@gmail.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:** OAK BROOK

**State:** Illinois

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 11 Secs

Shaharyar	Hello, I am your Acebuddy	10 Sep, 9:54:02 PM
Acebuddy	Hello Shaharyar, I'm your Ace Buddy. I'll be happy to assist you!	9:54:03 PM
	Whom Would You Like to Connect With?	9:54:03 PM
Shaharyar		

	Technical Support (QB & App Hosting)	9:54:41 PM
Acebuddy	Welcome to Ace Support.	9:54:41 PM
	Please chose an option :	9:54:41 PM
Shaharyar	I'd like to report an Issue	9:54:53 PM
Acebuddy	Please select an option!	9:54:53 PM
Shaharyar	Other Issue	9:55:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:55:18 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.	10:39:13 PM
	<i>Ended due to chat idle timeout</i>	10:39:13 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

10 Sep, 9:11:21 PM

**#81391 Joseph Greenfeld**

**Email:** nekstein@therighttech.net **Phone:** 17182221778

**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:** BROOKLYN

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 40 Mins 24 Secs

Joseph Greenfeld	Hello, I am your Acebuddy	10 Sep, 9:11:22 PM
Acebuddy	Hello Nick Ekstein, I'm your Ace Buddy. I'll be happy to assist you!	9:11:23 PM
	Whom Would You Like to Connect With?	9:11:23 PM

Joseph Greenfeld	Technical Support (QB & App Hosting)	9:11:48 PM
Acebuddy	Welcome to Ace Support.	9:11:48 PM
	Please chose an option :	9:11:48 PM
Joseph Greenfeld	I'd like to raise a Request	9:11:56 PM
Acebuddy	Please select your request type.	9:11:56 PM
Joseph Greenfeld	Password Reset	9:12:00 PM
Acebuddy	Please select an option below	9:12:00 PM
	<i>The visitor's name was changed from Nick Ekstein to Joseph Greenfeld.</i>	9:13:00 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.	9:51:47 PM
	<i>Ended due to chat idle timeout</i>	9:51:47 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

12 Sep, 10:14:45 PM

**#81479 Sulaiman M**

**Email:** sulaiman@thesmaoffice.com

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

**Operator:** Acebuddy

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**City:** WOODSIDE

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 32 Secs

Sulaiman M	Hello, I am your Acebuddy	12 Sep, 10:14:46 PM
Acebuddy	Hello Sulaiman M, I'm your Ace Buddy. I'll be happy to assist you!	10:14:47 PM

	Whom Would You Like to Connect With?	10:14:47 PM
Sulaiman M	Technical Support (QB & App Hosting)	10:14:56 PM
Acebuddy	Welcome to Ace Support.	10:14:56 PM
	Please chose an option :	10:14:56 PM
Sulaiman M	I'd like to report an Issue	10:15:03 PM
Acebuddy	Please select an option!	10:15:03 PM
Sulaiman M	Password Reset	10:15:05 PM
Acebuddy	Please select an option below	10:15:05 PM
Sulaiman M	Already Enrolled to Selfcare Portal	10:15:14 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:15:14 PM
	Do you need any further assistance on the topic?	10:15:14 PM
Sulaiman M	No	10:15:19 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:15:19 PM
	<i>Acebuddy has ended this chat session</i>	10:15:19 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Sep, 8:38:59 PM

**#81328 Michael Kennedy**

**Email:** mike@pacificpensions.com 19257878469

**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:** PITTSBURG

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 59 Mins 11 Secs

Michael Kennedy	Hello, I am your Acebuddy	9 Sep, 8:39:00 PM
Acebuddy	Hello Michael Kennedy, I'm your Ace Buddy. I'll be happy to assist you!	8:39:01 PM
	Whom Would You Like to Connect With?	8:39:01 PM
Michael Kennedy	Technical Support (QB & App Hosting)	8:54:08 PM
Acebuddy	Welcome to Ace Support.	8:54:08 PM
	Please chose an option :	8:54:08 PM
Michael Kennedy	I'd like to raise a Request	8:54:17 PM
Acebuddy	Please select your request type.	8:54:17 PM
Michael Kennedy	Other Request	8:54:28 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.	8:54:28 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:54:28 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.	9:38:12 PM
	<i>Ended due to chat idle timeout</i>	9:38:12 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Sep, 9:15:04 AM

**#81933 Angelo Bocacao**

**Email:** info@clmqbp.com 639157602689

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 37 Secs

**City:** MAYBUNGA

**State:** Rizal

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 22 Mins 20 Secs

Angelo Bocacao	Hello, I am your Acebuddy	25 Sep, 9:15:05 AM
Acebuddy	Hello Angelo Bocacao, I'm your Ace Buddy. I'll be happy to assist you!	9:15:06 AM
	Whom Would You Like to Connect With?	9:15:06 AM
Angelo Bocacao	Technical Support (QB & App Hosting)	9:15:11 AM
Acebuddy	Welcome to Ace Support.	9:15:11 AM
	Please chose an option :	9:15:11 AM
Angelo Bocacao	I'd like to report an Issue	9:15:20 AM
Acebuddy	Please select an option!	9:15:20 AM
Angelo Bocacao	Other Issue	9:15:24 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:15:24 AM
Angelo Bocacao	I cannot connect to the server	9:15:34 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:15:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:15:35 AM
	<i>Rohan accepted the chat transfer request.</i>	9:16:06 AM
Angelo Bocacao	Hi	9:16:09 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	9:16:13 AM
Angelo Bocacao	I cannot connect to the server	9:16:14 AM
	for all of the users	9:16:17 AM
	<i>9:16:20 AM Angelo Bocacao is sharing a file with you <a href="#">image.png</a> - ( Size:40.43 KB )</i>	9:16:20 AM
Rohan	I will surely help you with this issue.	9:16:26 AM
Angelo Bocacao	CID73565	9:16:27 AM
Rohan	Kindly allow me 3-4 minutes to check the same.	9:16:37 AM
Angelo Bocacao	Admin_GBPR	9:16:40 AM
	for this too: Liezl_GBPR	9:17:24 AM
Rohan	Thank you for your patience.	9:24:53 AM
	Please check check now and let us know the status	9:25:14 AM
Angelo Bocacao	hold on	9:25:23 AM

Rohan	Sure take your time	9:26:07 AM
Angelo Bocacao	we can now login thanks	9:26:20 AM
	bye	9:26:22 AM
Rohan	Thanks for the confirmation !	9:26:38 AM
	Is there anything else I may help you with ?	9:26:41 AM
	Are we still connected here?	9:29:37 AM
	Are we still connected here?	9:31:32 AM
	Are we still connected here?	9:34:29 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:37:23 AM
	<i>Rohan has ended this chat session</i>	9:37:25 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Sep, 1:42:08 AM

### #81925 nicholas

**Email:** nicholas@imperialpainting.com 17816985894

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

**Operator:** Yash Kalra

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** PATERSON

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 50 Secs

nicholas

Hello, I am your Acebuddy

25 Sep, 1:42:08 AM

Acebuddy	Hello Nicholas, I'm your Ace Buddy. I'll be happy to assist you!	1:42:09 AM
	Whom Would You Like to Connect With?	1:42:09 AM
nicholas	Technical Support (QB & App Hosting)	1:42:12 AM
Acebuddy	Welcome to Ace Support.	1:42:12 AM
	Please chose an option :	1:42:12 AM
nicholas	I'd like to report an Issue	1:42:21 AM
Acebuddy	Please select an option!	1:42:21 AM
nicholas	QuickBooks Issue	1:42:25 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:42:25 AM
nicholas	Other QB related issue	1:42:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:42:33 AM
nicholas	getting an error trying to connect with the remote desktop	1:42:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:42:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:42:51 AM
	<i>1:43:07 AM nicholas is sharing a file with you <a href="#">Screenshot 2025-09-24 210153.png</a> - ( Size:279.5 KB )</i>	1:43:07 AM
	<i>1:43:10 AM nicholas is sharing a file with you <a href="#">image 2.png</a> - ( Size:139.17 KB )</i>	1:43:10 AM
nicholas	oh	1:43:25 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:43:27 AM
	nvermind- problem resolved	1:43:27 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:43:30 AM
nicholas	you may close this ticket	1:43:32 AM
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:43:33 AM
nicholas	problem just resolved as I messaged	1:43:44 AM
	thank you	1:43:45 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:43:52 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:43:55 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!	1:43:57 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*

1:43:59 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

2 Sep, 7:59:45 PM

**#81070 staci**

**Email:** staci@tjcpb.com

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

**Operator:** Arjun Sikarwar

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

**Operating System:** Chrome OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** SLIDELL

**State:** Louisiana

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 7 Mins 22 Secs

staci	Hello, I am your Acebuddy	2 Sep, 7:59:45 PM
Acebuddy	Hello Staci, I'm your Ace Buddy. I'll be happy to assist you!	7:59:46 PM
	Whom Would You Like to Connect With?	7:59:46 PM
staci	Technical Support (QB & App Hosting)	7:59:52 PM
Acebuddy	Welcome to Ace Support.	7:59:52 PM
	Please chose an option :	7:59:52 PM
staci	I'd like to raise a Request	7:59:58 PM
Acebuddy	Please select your request type.	7:59:58 PM

staci	Setup Ace Server	8:00:15 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:00:15 PM
staci	Microsoft Windows	8:00:32 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	8:00:32 PM
	Do you need any further assistance on the topic?	8:00:32 PM
staci	Yes	8:01:00 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:01:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:01:00 PM
	<i>Arjun Sikarwar accepted the chat transfer request.</i>	8:01:10 PM
staci	I'm not very tech savvy, I wanted to know if there was a way to have it set up. there are many times I've tried to troubleshoot and i'm not sure the source of the problem	8:04:14 PM
	<i>staci has ended this chat session</i>	8:07:08 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

22 Sep, 11:15:49 PM

#### #81799 Anita Scheiderer

**Email:** ams@acornbusinessassistance.com 260 342 1845

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

**Operator:** Dushyant

**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:** DENVER

**State:** Colorado

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 1 Hour 14 Secs

Anita Scheiderer	Hello, I am your Acebuddy	22 Sep, 11:15:50 PM
Acebuddy	Hello Anita Scheiderer, I'm your Ace Buddy. I'll be happy to assist you!	11:15:51 PM
	Whom Would You Like to Connect With?	11:15:51 PM
Anita Scheiderer	Technical Support (QB & App Hosting)	11:15:59 PM
Acebuddy	Welcome to Ace Support.	11:15:59 PM
	Please chose an option :	11:15:59 PM
Anita Scheiderer	I'd like to raise a Request	11:16:08 PM
Acebuddy	Please select your request type.	11:16:08 PM
Anita Scheiderer	Other Request	11:16:22 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:16:22 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:16:22 PM
Anita Scheiderer	Yes, I'm facing issues with my server	11:16:33 PM
Acebuddy	Please select an option!	11:16:33 PM
Anita Scheiderer	Other Issue	11:16:37 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:16:37 PM
Anita Scheiderer	I updated my computer with a rebuild to windows 11 and need to get Ace thing reinstalled on the new hard drive in order to access my books	11:17:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:17:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:17:20 PM
	<i>Dushyant accepted the chat transfer request.</i>	11:18:07 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	11:18:12 PM
Anita Scheiderer	Good afternoon!	11:18:31 PM
	I had my desktop rebuilt over the weekend and need to reinstall your things in order to access my accounts	11:18:58 PM
Dushyant	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:19:15 PM
Anita Scheiderer	Acorn Business Assistance and my name is Anita Scheiderer	11:19:34 PM
Dushyant	Thank you for the details.	11:20:03 PM
Anita Scheiderer	You are welcome	11:20:11 PM
Dushyant	May I take the remote access of your local computer?	11:20:11 PM
Anita Scheiderer	Is there a way that I can do it?	11:20:25 PM
Dushyant	Yes, i will share you a link to share your screen.	11:20:56 PM

Anita Scheiderer	I meant is it something that I can do on my end without sharing>	11:21:20 PM
Dushyant	Apologies, i mis understood the above statement.	11:21:55 PM
	Yes, you can download the RDP from myportal..	11:22:08 PM
Anita Scheiderer	No problem.	11:22:09 PM
	Is my portal where I sign in to get invoicing?	11:22:27 PM
Dushyant	RDP - Remote desktop, from where you can access your server.	11:22:35 PM
Anita Scheiderer	I also don't remember the security questions.	11:22:39 PM
Dushyant	I will share you the steps, please bear with me.	11:23:05 PM
Anita Scheiderer	I have nothing on this computer if I can't access from browser. Totally new hard drives.	11:23:08 PM
Dushyant	Is this regarding your QB or the invoicing you receive from myportal?	11:26:37 PM
Anita Scheiderer	My QB access is first in priority.	11:26:56 PM
Dushyant	Please allow me 2-3 minutes to check the RDP for you,	11:27:28 PM
Anita Scheiderer	sure.	11:27:41 PM
	<i>11:31:10 PM Dushyant is sharing a file with you <a href="mailto:AScheiderer@myrealdata.net.zip">AScheiderer@myrealdata.net.zip</a> - ( Size:793 Bytes )</i>	11:31:10 PM
	<i>Thank you for the patience, i am sharing you the RDP file, please unzip the folder and launch the RDP</i>	
	Which password is this wanting? The one I sign into when I click my Ace Cloud Hosting site? or something else?	11:34:25 PM
	the selfcare.acecloudhosting.com/suthorization.do	11:34:59 PM
Dushyant	The password which you used to access your server and then you have access to your quickbooks.	11:36:26 PM
Anita Scheiderer	It isn't accepting the password that is from lastpass and the one used to sign in. I tried 3 times and now says to contact administrator	11:37:03 PM
	I am administrator	11:37:25 PM
	You might as well get on here since that isn't working and it isn't the short cut I was given when I started.	11:37:58 PM
	Just please show me what to click on so I am aware of what is being set up and put on here. This is not the only business that I have.	11:38:51 PM
Dushyant	Sure, i will try my best to fix the issues for you.	11:39:32 PM
	Can i take remote control of the local computer, so that i can show you how you can access your server and if needed you can reset your password as well	11:39:56 PM
Anita Scheiderer	The computer is also saying the file is unknown with warning.	11:40:06 PM
Dushyant	and i will show you how you can download your RDP for future reference.	11:40:09 PM
Anita Scheiderer	yes.	11:40:19 PM
Dushyant	Prior providing the access, I would suggest you to close any important documents at your end.	11:40:27 PM

Anita Scheiderer	There is nothing on this harddrive	11:40:44 PM
Dushyant	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.	11:43:06 PM
	Thank you for the patience.	23 Sep, 12:11:50 AM
	As per discussion over the remote session, The issue is resolved.	12:12:32 AM
	Are we still connected?	12:13:59 AM
	Are we still connected?	12:14:40 AM
	Are we still connected?	12:15:47 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.	12:16:01 AM
	<i>Dushyant has ended this chat session</i>	12:16:05 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

17 Sep, 9:53:54 PM

#### #81644 cory

**Email:** cory@totalfeeds.com 18177711968

**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:** WEATHERFORD

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 45 Mins 16 Secs

cory

17 Sep, 9:53:55

	Hello, I am your Acebuddy	PM
Acebuddy	Hello Cory L Anderson, I'm your Ace Buddy. I'll be happy to assist you!	9:53:56 PM
	Whom Would You Like to Connect With?	9:53:56 PM
cory	Technical Support (QB & App Hosting)	9:54:02 PM
Acebuddy	Welcome to Ace Support.	9:54:02 PM
	Please chose an option :	9:54:02 PM
cory	I'd like to raise a Request	9:54:08 PM
Acebuddy	Please select your request type.	9:54:08 PM
cory	Other Request	9:54:18 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:54:18 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:54:18 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.	10:39:11 PM
	<i>Ended due to chat idle timeout</i>	10:39:11 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

10 Sep, 6:16:03 PM

**#81380 lauro lopez**

**Email:** laurojr@me.com 19567237245

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** LAREDO

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 33 Mins 33 Secs

lauro lopez	Hello, I am your Acebuddy	10 Sep, 6:16:04 PM
Acebuddy	Hello Laurojr, I'm your Ace Buddy. I'll be happy to assist you!	6:16:05 PM
	Whom Would You Like to Connect With?	6:16:05 PM
lauro lopez	Technical Support (QB & App Hosting)	6:16:11 PM
Acebuddy	Welcome to Ace Support.	6:16:11 PM
	Please chose an option :	6:16:11 PM
lauro lopez	I'd like to report an Issue	6:16:17 PM
Acebuddy	Please select an option!	6:16:17 PM
lauro lopez	Other Issue	6:16:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:16:22 PM
lauro lopez	not able to connect to Ace Cloud for my SAGE accounting program	6:16:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:16:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:16:52 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	6:17:38 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	6:17:55 PM
lauro lopez	Thank you	6:18:07 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	6:18:25 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:18:41 PM
lauro lopez	server name: LAPC.myrealdata.net	6:19:53 PM
	user name: myrealdata\StephenRL	6:20:19 PM
Vikas Singh Chauhan	Thanks for the confirmation !	6:20:28 PM
lauro lopez	I often times have connecting under this username and I have to attempt several times before being successful. Today is one of those times	6:21:00 PM
Vikas Singh Chauhan	We do apologize for the inconvenience caused to you, please allow me 3-4 minutes to check the sever.	6:22:12 PM
	I have recently checked about the server. I see the server name as LAPC2.	6:25:19 PM
	Could you please confirm if it the server or not ?	6:25:50 PM
lauro lopez	I am not sure if it is LAPC2 or LAPC. How would I be able to confirm that with you?	6:27:01 PM
Vikas Singh Chauhan	Let me confirm that with you.	6:28:17 PM
	You have only one account with us by name Lopez and Associates PC. right ?	6:28:46 PM

lauro lopez	correct, however I have two users on that account, each one named differently	6:29:18 PM
Vikas Singh Chauhan	Okay and these are your details.	
	Lauro laurojr [laurojr@me.com](mailto:laurojr@me.com) 19567237245 (Edited)	6:29:46 PM
lauro lopez	that is correct	6:30:05 PM
Vikas Singh Chauhan	Great !! one last detail. These are the two users on account.	
	StephenRL@myrealdata.net LauroL@myrealdata.net	6:31:16 PM
lauro lopez	correct	6:31:31 PM
Vikas Singh Chauhan	Okay, so the server name is LAPC2.myrealdata.net not LAPC.	6:32:03 PM
lauro lopez	my apologies	6:32:19 PM
Vikas Singh Chauhan	Could you please try connecting with LAPC2.myrealdata.net	6:32:21 PM
	No Worries	6:32:36 PM
lauro lopez	I am not sure how to do that since I have an icon setup that i click on and automatically connects me	6:33:01 PM
Vikas Singh Chauhan	That is fine, May I take the remote access of your local computer?	6:33:10 PM
lauro lopez	you may	6:33:19 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	6:33:28 PM
lauro lopez	ok	6:33:44 PM
Vikas Singh Chauhan	<a href="https://assist.acecloudhosting.com/join/4812967420">https://assist.acecloudhosting.com/join/4812967420</a>	6:33:45 PM
	Kindly paste this link in the browser of local computer and join the session.	6:33:53 PM
lauro lopez	are you connected to my computer?	6:36:46 PM
Vikas Singh Chauhan	It shows the screen now.	6:37:29 PM
	We are connected.	6:37:35 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:37:58 PM
	It seems to be working, could you please check once.	6:41:28 PM
lauro lopez	Yes it is working but at times I have to go through that same connection process 4 or 5 times because it does not connect the first time	6:42:08 PM
Vikas Singh Chauhan	Okay, please close the server window, let me check the settings.	6:42:32 PM
	I have made the changes, Please try to connect to the server again and try 3 times to see if it works without any issue.	6:46:38 PM
lauro lopez	It appears to be working fine now	6:48:02 PM

Vikas Singh Chauhan	Glad to hear that.	6:48:31 PM
Iauro lopez	Thank you for your time	6:48:50 PM
Vikas Singh Chauhan	I will disconnect from your laptop now.	6:49:01 PM
	Is there anything else I may help you with ?	6:49:06 PM
Iauro lopez	ok	6:49:10 PM
	no that is all. Have a Great Day!	6:49:19 PM
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:49:25 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!	6:49:30 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Have a good one.	6:49:34 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	6:49:37 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Sep, 2:36:33 AM

**#81511 Victor**

**Email:** taxmanager@fintaxcpas.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 23 Mins 59 Secs

Victor	Hello, I am your Acebuddy	14 Sep, 2:36:35 AM
Acebuddy	Hello Victor Ja, I'm your Ace Buddy. I'll be happy to assist you!	2:36:36 AM
	Whom Would You Like to Connect With?	2:36:36 AM
Victor	Technical Support (QB & App Hosting)	2:36:47 AM
Acebuddy	Welcome to Ace Support.	2:36:47 AM
	Please chose an option :	2:36:47 AM
Victor	I'd like to report an Issue	2:36:54 AM
Acebuddy	Please select an option!	2:36:54 AM
Victor	Other Issue	2:36:57 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:36:57 AM
Victor	RDC is working very very slow	2:37:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:37:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:37:07 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	2:39:00 AM
	<i>Shubham Kataria is transferring the chat to Shashwat Verma.</i>	2:39:16 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:39:25 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:39:28 AM
	Hello Victor	2:39:34 AM
Victor	Hello	2:39:38 AM
Shashwat Verma	How are you?	2:39:51 AM
Victor	I'm Good. What about you?	2:40:09 AM
Shashwat Verma	Good	2:40:19 AM
	I will surely help you with this issue.	2:40:26 AM
	Is the entire server slow, or is the issue limited to a specific application, file, or task?	2:40:36 AM
Victor	Limited to this server only.	2:41:00 AM
Shashwat Verma	Okay	2:41:07 AM
	When did the slowness first start?	2:41:08 AM

Victor	Yes	2:41:21 AM
	I am just start and it's too slow.	2:42:05 AM
Shashwat Verma	okay	2:42:13 AM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	2:42:14 AM
Victor	Limited to this account only.	2:42:41 AM
Shashwat Verma	Okay	2:42:45 AM
	Thanks for the confirmation !	2:42:48 AM
	Kindly allow me two minutes to check the same.	2:42:52 AM
Victor	Sure	2:42:58 AM
Shashwat Verma	May I take the remote access of your local computer?	2:43:52 AM
Victor	Sure.	2:44:02 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	2:44:09 AM
	<a href="https://assist.acecloudhosting.com/join/7252826837">https://assist.acecloudhosting.com/join/7252826837</a>	2:44:16 AM
	Kindly Click on the link and open the downloaded file.	2:44:19 AM
	as per the remote session, issue resolved by changing the gateway	3:00:30 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:00:32 AM
	<i>Shashwat Verma has ended this chat session</i>	3:00:34 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

5 Sep, 9:58:11 PM

#81209 mike

Email: mike@backstoptax.com ☎ 6026867247

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

**Device:** Desktop

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 39 Mins 29 Secs

mike	Hello, I am your Acebuddy	5 Sep, 9:58:12 PM
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!	9:58:12 PM
	Whom Would You Like to Connect With?	9:58:12 PM
mike	Technical Support (QB & App Hosting)	9:58:20 PM
Acebuddy	Welcome to Ace Support.	9:58:20 PM
	Please chose an option :	9:58:20 PM
mike	I'd like to raise a Request	9:58:27 PM
Acebuddy	Please select your request type.	9:58:27 PM
mike	Other Request	9:58:38 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:58:38 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:58:38 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:37:41 PM
	<i>Ended due to chat idle timeout</i>	10:37:41 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

12 Sep, 12:11:23 AM

**#81449 Maggie Maples**

**Email:** maggie@hoddertax.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** CASPER

**State:** Wyoming

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 17 Secs

Maggie Maples	Hello, I am your Acebuddy	12 Sep, 12:11:24 AM
Acebuddy	Hello Maggie Maples, I'm your Ace Buddy. I'll be happy to assist you!	12:11:25 AM
	Whom Would You Like to Connect With?	12:11:25 AM
Maggie Maples	Technical Support (QB & App Hosting)	12:11:42 AM
Acebuddy	Welcome to Ace Support.	12:11:42 AM
	Please chose an option :	12:11:42 AM
Maggie Maples	I'd like to report an Issue	12:11:49 AM
Acebuddy	Please select an option!	12:11:50 AM
Maggie Maples	QuickBooks Issue	12:11:55 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:11:55 AM
Maggie Maples	QuickBooks is Frozen	12:12:05 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:12:05 AM
	Was that helpful?	12:12:05 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.	12:54:42 AM
	<i>Ended due to chat idle timeout</i>	12:54:42 AM



## Chat Transcript

Hello, I am your Acebuddy

3 Sep, 11:22:12 PM

## Visitor Details

### #81134 Candy Sakarapanee

Email: csakarapanee@tnwf.org ☎ 6154568021

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: NASHVILLE

State: Tennessee

Country: UNITED STATES

Chat Duration : 4 Mins 26 Secs

## Chat Transcript

Candy Sakarapanee	Hello, I am your Acebuddy	3 Sep, 11:22:13 PM
Acebuddy	Hello Candy Sakarapanee, I'm your Ace Buddy. I'll be happy to assist you!	11:22:14 PM
	Whom Would You Like to Connect With?	11:22:14 PM
Candy Sakarapanee	Technical Support (QB & App Hosting)	11:22:18 PM
Acebuddy	Welcome to Ace Support.	11:22:18 PM
	Please chose an option :	11:22:18 PM
Candy Sakarapanee	I'd like to report an Issue	11:22:28 PM
Acebuddy	Please select an option!	11:22:28 PM
Candy Sakarapanee	Other Issue	11:22:34 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:22:34 PM
Candy Sakarapanee	Upgrade required before login	11:22:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:22:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:22:48 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	11:22:57 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:23:03 PM
Candy Sakarapanee	Thank you. I am unable to login to QB because the software says it requires an update. However, when trying to install the update, it says a reboot of the server will be required. Is this something you can do over the next hour while I am at lunch?	11:24:26 PM
Anjainay Singh	Thankyou for sharing the details with me .	11:25:02 PM
	Yes I will ensure the QB gets update urgently on server.	11:25:22 PM

	I will inform you over an email once it is done.	11:25:37 PM
	Is there anything else I may help you with ?	11:25:47 PM
Candy Sakarapanee	That is all, thank you	11:25:57 PM
Anjainay 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.	11:25:58 PM
Candy Sakarapanee	sure thing	11:26:18 PM
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.	11:26:27 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:26:34 PM
Candy Sakarapanee	thank you	11:26:38 PM
	<i>Anjainay Singh has ended this chat session</i>	11:26:40 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

2 Sep, 8:13:46 PM

#### #81073 Ricky Incorporado

**Email:** sales.admin@medivena.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** CABANTIAN

**State:** Davao Del Sur

**Country:** PHILIPPINES

### Chat Transcript

Chat Duration : 45 Mins 41 Secs

Ricky Incorporado	Hello, I am your Acebuddy	2 Sep, 8:13:47 PM
Acebuddy	Hello Ricky Incorporado, I'm your Ace Buddy. I'll be happy to assist you!	8:13:48 PM
	Whom Would You Like to Connect With?	8:13:48 PM

Ricky Incorporado	Technical Support (QB & App Hosting)	8:13:56 PM
Acebuddy	Welcome to Ace Support.	8:13:56 PM
	Please chose an option :	8:13:56 PM
Ricky Incorporado	I'd like to raise a Request	8:14:03 PM
Acebuddy	Please select your request type.	8:14:03 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:59:29 PM
	<i>Ended due to chat idle timeout</i>	8:59:29 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

30 Sep, 7:38:03 PM

#### #82076 Elvis Rodriguez

**Email:** elvis.rodriguez@castlewalk.us 13346355622

**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:** 56 Secs

**City:** VILLA SANTA FE

**State:** Managua

**Country:** NICARAGUA

### Chat Transcript

Chat Duration : 36 Mins 7 Secs

Elvis Rodriguez	Hello, I am your Acebuddy	30 Sep, 7:38:04 PM
Acebuddy	Hello Elvis.rodriguez, I'm your Ace Buddy. I'll be happy to assist you!	7:38:05 PM
	Whom Would You Like to Connect With?	7:38:05 PM
Elvis Rodriguez	Technical Support (QB & App Hosting)	7:40:17 PM

Acebuddy	Welcome to Ace Support.	7:40:17 PM
	Please chose an option :	7:40:17 PM
Elvis Rodriguez	I'd like to report an Issue	7:45:51 PM
Acebuddy	Please select an option!	7:45:51 PM
Elvis Rodriguez	Other Issue	7:45:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:45:56 PM
Elvis Rodriguez	I want to make sure users we have active in the server	7:54:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:54:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:54:56 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	7:55:55 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:56:04 PM
	Hello Elvis , how are you doing	7:56:34 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:57:27 PM
Elvis Rodriguez	Hi	8:00:03 PM
	server: Castillo Poultry LLC user: Elvis Rodriguez	8:00:23 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	8:00:46 PM
	It's taking longer than usual. Kindly stay connected.	8:03:46 PM
	Are you currently able to login to the server ?	8:04:30 PM
	Are we still connected here?	8:06:16 PM
Elvis Rodriguez	yes	8:07:31 PM
	I am able	8:07:43 PM
	I have my count of active users	8:07:57 PM
	I want to double check with you	8:08:05 PM
Sanyam Madan	So, you want to check the total number of active users on the server , is that right?	8:08:55 PM
Elvis Rodriguez	correct	8:09:04 PM
Sanyam Madan	Okay Elvis, I will be creating a ticket and sharing the list of all active users on your server via email	8:10:32 PM
	Is there anything else I may help you with ?	8:10:46 PM
Elvis Rodriguez	Ok nothing else	8:12:50 PM
	will you share it today, I need to know asap do not want you to charge more users in the next billing	8:13:25 PM
Sanyam Madan	Yes , I will be sharing the list of active users on priority	8:13:47 PM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:14:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:14:10 PM

Sanyam Madan has ended this chat session

8:14:12 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

4 Sep, 8:36:05 PM

### #81166 Shaugn Lindley

**Email:** shaugn@rrlift.com 12068178453

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

**Operator:** Sanyam Madan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** KYLE

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 18 Secs

Shaughn Lindley	Hello, I am your Acebuddy	4 Sep, 8:36:06 PM
Acebuddy	Hello Shaughn Lindley, I'm your Ace Buddy. I'll be happy to assist you!	8:36:07 PM
	Whom Would You Like to Connect With?	8:36:07 PM
Shaughn Lindley	Technical Support (QB & App Hosting)	8:36:21 PM
Acebuddy	Welcome to Ace Support.	8:36:21 PM
	Please chose an option :	8:36:21 PM
Shaughn Lindley	I'd like to report an Issue	8:36:28 PM
Acebuddy	Please select an option!	8:36:28 PM
Shaughn Lindley	Other Issue	8:36:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:36:47 PM
Shaughn Lindley	I am trying to update a users mobile number and email address in MyPortal	8:39:08 PM

Acebuddy	Please wait while we connect you to a Support Representative	8:39:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:39:09 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	8:39:16 PM
Shaughn Lindley	I keep getting an error message	8:39:16 PM
Sanyam Madan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:39:24 PM
	Hello , how are you doing	8:39:32 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:40:07 PM
Shaughn Lindley	Lindley Lifts	8:40:52 PM
	username is Jessica Smith	8:40:56 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	8:41:05 PM
Shaughn Lindley	ok thank you	8:41:12 PM
Sanyam Madan	Please provide the email address and number of the user you wish to update.	8:43:29 PM
	We will update it from the backend	8:43:43 PM
Shaughn Lindley	service@rrlift.com	8:44:16 PM
	830-305-3971	8:44:40 PM
	thank you	8:44:43 PM
Sanyam Madan	W have made the required changes from the backend successfully, it should now successfully reflect on MyPortal	8:45:42 PM
Shaughn Lindley	excellent let me check	8:46:22 PM
Sanyam Madan	Sure	8:47:05 PM
	Shaughn	8:47:38 PM
	There is an error coming at our end also	8:47:54 PM
Shaughn Lindley	I just checked and didnt see the update	8:48:00 PM
Sanyam Madan	Please allow me two minutes, let me fix it real quick	8:48:29 PM
Shaughn Lindley	ok	8:48:39 PM
Sanyam Madan	We're currently experiencing a minor issue on the backend. Our technical team is actively working to resolve it.	8:52:12 PM
	As soon as the issue is fixed, we will proceed with updating the records. We've noted down Jessica's email and phone number	8:52:28 PM
Shaughn Lindley	ok no worries	8:52:46 PM
Sanyam Madan	We'll notify you via email as soon as the update is completed.	8:52:47 PM
Shaughn Lindley	its not urgent	8:52:48 PM
	email works once you update	8:52:55 PM

	thank you for your help	8:52:58 PM
Sanyam Madan	We sincerely apologize for the inconvenience and appreciate your patience.	8:53:01 PM
	Is there anything else I may help you with ?	8:53:08 PM
Shaughn Lindley	totally cool	8:53:09 PM
	no that is it	8:53:11 PM
	thanks for your help	8:53:17 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:53:19 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:53:23 PM
	<i>Sanyam Madan has ended this chat session</i>	8:53:25 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Sep, 5:41:23 PM

#### #81414 freddy

**Email:** freddy@groundscapeconcepts.com 4235060926

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 11 Secs

**City:** SODDY DAISY

**State:** Tennessee

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 45 Mins 42 Secs

freddy	Hello, I am your Acebuddy	11 Sep, 5:41:25 PM
Acebuddy	Hello Freddy Hyde, I'm your Ace Buddy. I'll be happy to assist you!	5:41:26 PM
	Whom Would You Like to Connect With?	5:41:26 PM

freddy	Technical Support (QB & App Hosting)	5:41:32 PM
Acebuddy	Welcome to Ace Support.	5:41:32 PM
	Please chose an option :	5:41:32 PM
freddy	I'd like to raise a Request	5:41:42 PM
Acebuddy	Please select your request type.	5:41:42 PM
freddy	Setup Ace Server	5:41:56 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	5:41:56 PM
freddy	Microsoft Windows	5:42:03 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	5:42:03 PM
	Do you need any further assistance on the topic?	5:42:03 PM
freddy	Yes	5:42:16 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:42:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:42:16 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:42:22 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:42:32 PM
freddy	I have ace connect downloaded but when i open the app and enter my password it say it is no good?	5:43:34 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:43:47 PM
freddy	User: FreddyHyde	5:44:15 PM
	Groundscape.myreldata.net	5:44:43 PM
Shubham Maurya	Thanks for the confirmation ! Please hold on let me check your account.	5:45:20 PM
	Meanwhile please can you share me screen shot of the details which you have entered in Ace connect app?	5:46:04 PM
	<i>5:46:49 PM freddy is sharing a file with you <u>1_image.png</u> - (Size:62.74 KB )</i>	5:46:49 PM
freddy	I used the password that was generated in the onboarding email	5:47:40 PM
Shubham Maurya	Okay, Thanks for the details Freddy, let me check what changes needs to be done.	5:49:32 PM
	May I take the remote access of your local computer?	5:49:35 PM
freddy	Yes	5:49:47 PM
Shubham Maurya	<a href="https://assist.acecloudhosting.com/join/2362671462">https://assist.acecloudhosting.com/join/2362671462</a>	5:50:14 PM
	Kindly paste this link in the browser of local computer and join the session.	5:50:26 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:50:38 PM

	Is it correct password?	6:03:06 PM
freddy	it is the one i entered in the initial login that was generated for me	6:03:54 PM
	you can change it if need be	6:04:33 PM
Shubham Maurya	You need to enroll on Selfcare portal to use Multi factor authentication.  <a href="https://selfcare.aceclouddhosting.com">https://selfcare.aceclouddhosting.com</a>	6:16:59 PM
	<i>6:17:40 PM Shubham Maurya is sharing a file with you <a href="#"><u>SelfCare Portal.pdf</u></a> - ( Size:848.54 KB )</i>	6:17:40 PM
	<i>Please check SOP for Selfcare portal.</i>	
freddy	What user and password do i use	6:18:04 PM
Shubham Maurya	Please scan this using authentication application in phone.	6:21:30 PM
freddy	it is complete and showing a profile page	6:22:17 PM
Shubham Maurya	Yes, later you can also add email and phone number.	6:22:35 PM
	Now try to login back using Ace connect.	6:22:42 PM
	Yes, you are logged in now.	6:25:07 PM
	Please use username as FreddyHyde@myreldata.net	
freddy	ok thank you	6:25:27 PM
Shubham Maurya	Most welcome Freddy !	6:25:40 PM
	Is there anything else I may help you with ?	6:25:42 PM
freddy	not at the moment	6:25:53 PM
Shubham Maurya	Have a good one !	6:26:08 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@aceclouddhosting.com.	
	Thanks!	6:26:11 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.aceclouddhosting.com">https://selfcare.aceclouddhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.aceclouddhosting.com/knowledgebase/">https://www.aceclouddhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:26:15 PM
	<i>Shubham Maurya has ended this chat session</i>	6:27:07 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Sep, 6:21:27 AM

### #81050 Peter Jorssen

Email: pJORSSEN@prodigalsonventures.com ☎ 6043185207

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Apple iPhone

Browser: Microsoft Edge

Device: Mobile

Average Response Time: 1 Min 27 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

## Chat Transcript

Chat Duration : 21 Mins 43 Secs

Peter Jorssen	Hello, I am your Acebuddy	2 Sep, 6:21:28 AM
Acebuddy	Hello Peter Jorssen, I'm your Ace Buddy. I'll be happy to assist you!	6:21:29 AM
	Whom Would You Like to Connect With?	6:21:29 AM
Peter Jorssen	Technical Support (QB & App Hosting)	6:21:35 AM
Acebuddy	Welcome to Ace Support.	6:21:35 AM
	Please chose an option :	6:21:35 AM
Peter Jorssen	I'd like to report an Issue	6:21:43 AM
Acebuddy	Please select an option!	6:21:43 AM
Peter Jorssen	Other Issue	6:21:47 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:21:47 AM
Peter Jorssen	The QuickBooks license expired and need to renew. I'm on a cruise ship with only internet access. Can you please fix this.	6:23:13 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:23:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:23:14 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:24:09 AM

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:24:16 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:24:27 AM
Peter Jorssen	Not sure but here is Client ID - CID71442	6:25:42 AM
Shubham Kataria	Thank you for the information. Please allow me a minute to check the same.	6:26:12 AM
Peter Jorssen	Thank you	6:26:26 AM
Shubham Kataria	Thank you for your patience.	6:32:01 AM
Peter Jorssen	Np	6:32:44 AM
Shubham Kataria	It appears that your QuickBooks license is nearing its expiration, and you may soon lose access to the software. Since this is your own license, you'll need to contact Intuit directly to obtain a new license or renew the existing one.	6:33:44 AM
	And once you will get the license, we will install it on the server.	6:34:05 AM
Peter Jorssen	Ok. Thx	6:34:09 AM
	<i>6:35:19 AM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - ( Size:134.4 KB )</i>	6:35:19 AM
	<i>As of now, you can continue using the QuickBooks application. When the popup appears on your screen, click on the link provided in the message to download the file.</i>	
	Ok thx	6:35:37 AM
Shubham Kataria	You're welcome	6:35:47 AM
Peter Jorssen	I texted my accountant and she said it is purchased thru you guys	6:36:33 AM
Shubham Kataria	Alright, based on our records, it appears that this is a client-owned QuickBooks license. No problem, please allow us a few hours to check with our billing team to confirm whether the license was purchased through us.	6:39:08 AM
	Once we have an update from billing, we'll notify you via email. In the meantime, you can continue using QuickBooks without any issues.	6:39:24 AM
Peter Jorssen	Thank you	6:40:48 AM
Shubham Kataria	you're welcome	6:41:18 AM
	Is there anything else I may help you with ?	6:41:23 AM
	Are we still connected here?	6:42:15 AM
	As you are disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:43:08 AM
	<i>Shubham Kataria has ended this chat session</i>	6:43:11 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

12 Sep, 5:36:17 PM

#81466 bhavesh.prajapati

Email: bhavesh.prajapati@ramhotels.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 22 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

## Chat Transcript

Chat Duration : 59 Mins 54 Secs

bhavesh.prajapati	Hello, I am your Acebuddy	12 Sep, 5:36:19 PM
Acebuddy	Hello Bhavesh, I'm your Ace Buddy. I'll be happy to assist you!	5:36:20 PM
	Whom Would You Like to Connect With?	5:36:20 PM
bhavesh.prajapati	Technical Support (QB & App Hosting)	5:36:27 PM
Acebuddy	Welcome to Ace Support.	5:36:27 PM
	Please chose an option :	5:36:27 PM
bhavesh.prajapati	I'd like to report an Issue	5:36:46 PM
Acebuddy	Please select an option!	5:36:46 PM
bhavesh.prajapati	Other Issue	5:36:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:36:53 PM
bhavesh.prajapati	Restart	5:37:09 PM
Acebuddy	Hello Bhavesh, I'm your Ace Buddy. I'll be happy to assist you!	5:37:09 PM
	Whom Would You Like to Connect With?	5:37:09 PM
bhavesh.prajapati	Technical Support (QB & App Hosting)	5:37:16 PM
Acebuddy	Welcome to Ace Support.	5:37:17 PM

	Please chose an option :	5:37:17 PM
bhavesh.prajapati	I'd like to raise a Request	5:37:22 PM
Acebuddy	Please select your request type.	5:37:22 PM
bhavesh.prajapati	Setup Ace Server	5:38:17 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	5:38:17 PM
bhavesh.prajapati	Microsoft Windows	5:38:22 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	5:38:22 PM
	Do you need any further assistance on the topic?	5:38:22 PM
bhavesh.prajapati	Yes	5:38:29 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:38:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:38:30 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:38:41 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:38:53 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:39:07 PM
bhavesh.prajapati	hi Shubham i have raise Ace cloud hosting remote access issue	5:39:41 PM
	Ticket ID: 766523	5:39:59 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	5:40:43 PM
bhavesh.prajapati	Sure	5:40:52 PM
Shubham Maurya	Thanks for the patience Bhavesh, Please do let check the issue at your end while connecting to RDP.	5:43:53 PM
	May I take the remote access of your local computer?	5:43:56 PM
bhavesh.prajapati	yes sure	5:45:23 PM
Shubham Maurya	<a href="https://assist.acecloudhosting.com/join/5512993062">https://assist.acecloudhosting.com/join/5512993062</a>	5:46:37 PM
	Kindly paste this link in the browser of local computer and join the session.	5:46:46 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:46:50 PM
	Is there anything else I may help you with ?	6:01:45 PM
	Are we still connected here?	6:07:47 PM
	Are we still connected here?	6:34:30 PM
	Are we still connected here?	6:35:05 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:36:11 PM
		6:36:13 PM

*Shubham Maurya has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

21 Sep, 3:37:14 AM

### #81754 Cherise Quimby

**Email:** cherise@surreelvideo.com ☎ 17023518329

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** NORTH LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 23 Secs

Cherise Quimby	Hello, I am your Acebuddy	21 Sep, 3:37:15 AM
Acebuddy	Hello Cherise, I'm your Ace Buddy. I'll be happy to assist you!	3:37:16 AM
	Whom Would You Like to Connect With?	3:37:16 AM
Cherise Quimby	Technical Support (QB & App Hosting)	3:37:22 AM
Acebuddy	Welcome to Ace Support.	3:37:22 AM
	Please chose an option :	3:37:22 AM
Cherise Quimby	I'd like to report an Issue	3:37:33 AM
Acebuddy	Please select an option!	3:37:33 AM
Cherise Quimby	Password Reset	3:37:39 AM
Acebuddy	Please select an option below	3:37:39 AM
Cherise Quimby	Already Enrolled to Selfcare Portal	3:37:44 AM

Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	3:37:44 AM
	Do you need any further assistance on the topic?	3:37:44 AM
Cherise Quimby	Yes	3:38:15 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:38:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:38:16 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:38:22 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:38:34 AM
Cherise Quimby	Hi Ashutosh, I need a password reset	3:38:46 AM
	Well Actually I'm not sure if it's a password issue, i know my password but it says logon attempt failed	3:39:28 AM
Ashutosh Mishra	I will surely help you with this issue.	3:40:10 AM
Cherise Quimby	thanks	3:40:26 AM
Ashutosh Mishra	Please allow me to inform you can reset the password using MY Portal.	3:40:34 AM
	Please Login to the portal by Going to: <a href="https://myportal.acecloudhosting.com/login">https://myportal.acecloudhosting.com/login</a>	3:41:42 AM
Cherise Quimby	I am unable to get into the portal for some reason	3:41:56 AM
Ashutosh Mishra	May I take the remote access of your local computer to assist further?	3:42:22 AM
Cherise Quimby	yes for sure	3:42:33 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	3:42:43 AM
	Kindly paste this link in the browser of local computer and join the session.	3:43:01 AM
	<a href="https://assist.acecloudhosting.com/join/3512616712">https://assist.acecloudhosting.com/join/3512616712</a>	3:43:02 AM
	Are we still connected here?	3:44:56 AM
Cherise Quimby	yes	3:45:09 AM
	you should be in	3:45:12 AM
Ashutosh Mishra	Yes, 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.	3:45:22 AM
Cherise Quimby	ok	4:07:43 AM
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by assisting you to reset password using My Portal.	4:07:58 AM
	Is there anything else I may help you with ?	4:08:06 AM
Cherise Quimby	no that was it. Thank you for your help	4:08:31 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:08:33 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!

4:08:37 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/>)

*Ashutosh Mishra has ended this chat session*

4:08:39 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

24 Sep, 5:24:10 PM

#### #81885 Gerald

**Email:** ap@highcountryoutfitters.com 14048140999

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

**Operator:** Shubham Maurya

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 10 Secs

**City:** CANTON

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 58 Mins

Gerald	Hello, I am your Acebuddy	24 Sep, 5:24:11 PM
Acebuddy	Hello Kim, I'm your Ace Buddy. I'll be happy to assist you!	5:24:12 PM
	Whom Would You Like to Connect With?	5:24:12 PM
Gerald	Technical Support (QB & App Hosting)	5:24:19 PM
Acebuddy	Welcome to Ace Support.	5:24:19 PM

	Please chose an option :	5:24:19 PM
Gerald	I'd like to report an Issue	5:24:22 PM
Acebuddy	Please select an option!	5:24:23 PM
Gerald	Other Issue	5:24:28 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:24:28 PM
Gerald	UniPrint does not seem to be connected to Quickbooks any more. I've reinstalled UniPrint, but still no connection.	5:26:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:26:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:26:28 PM
Gerald	HCO.myreldata.net	5:26:30 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:26:36 PM
	myreldata\KimH_HCO	5:26:36 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:26:58 PM
	Thanks for the details please hold on let me check for account.	5:27:24 PM
	Thanks for the patience Kim, please do let me know if you have made any changes on your local system due to which client side of uniprint might get removed like removing any app, system restore or using a different system?	5:30:12 PM
	Also is there any error message when trying to use the app?	
Gerald	No changes that I am aware of. I know our accountant had to rebuild the company file due to our Balance sheet being unbalanced. After not getting connection to work, I uninstalled and reinstalled UniPrint, but still no connection. No error messages... nothing happens. Usually when you go to print something in Quickbooks by clicking print where the Uniprint printer shows up, it will open up Uniprint with the document to be printed. Nothing happens.	5:34:17 PM
Shubham Maurya	Thank you for the clarification Kim that will help to get the root cause, please can you test the print issue using a demo project file on QB and check are you still facing same issue over there?	5:37:53 PM
Gerald	Where would I find a Demo Project file?	5:39:10 PM
Shubham Maurya	When you launch the QB application >>at homepage it will ask is you want to use "sample file"	5:40:01 PM
	<i>5:41:46 PM Gerald is sharing a file with you <a href="#">Screenshot 2025-09-24 at 8.11.20 AM.png</a> - ( Size:60.18 KB )</i>	5:41:46 PM
Gerald	I don't have that option.	5:41:48 PM
	If I go to "Home Page" this is all I have...	5:43:29 PM
	<i>5:43:36 PM Gerald is sharing a file with you <a href="#">Screenshot 2025-09-24 at 8.13.15 AM.png</a> - ( Size:162.59 KB )</i>	5:43:36 PM
Shubham Maurya	Okay just use a simple notepad >>type something>>try to print and check over there if Uniprint is showing as a print option and please let me know.	5:43:53 PM
	<i>5:45:41 PM Gerald is sharing a file with you</i>	5:45:41 PM

	<u><a href="#">Screenshot 2025-09-24 at 8.14.51 AM.png</a></u> - ( Size:67.8 KB )	
Gerald	Nothing was sent to Uniprint when "print" was clicked...	5:45:43 PM
Shubham Maurya	Okay, please hold on let me check if it's installed from backend or not.	5:46:36 PM
	Thanks for your patience Kim, we have tested that server side version is already installed so we need to test your local system right now.	5:52:54 PM
	May I take the remote access of your local computer?	5:52:57 PM
Gerald	sure	5:53:29 PM
Shubham Maurya	<u><a href="https://assist.acecloudhosting.com/join/7212112694">https://assist.acecloudhosting.com/join/7212112694</a></u>	5:54:05 PM
	Kindly paste this link in the browser of local computer and join the session.	5:54:22 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:54:26 PM
Gerald	should be good to go	5:56:54 PM
Shubham Maurya	It's showing "Screen Recording Permission" is pending please check again.	5:57:54 PM
	<i>5:59:14 PM Gerald is sharing a file with you</i>	5:59:14 PM
	<u><a href="#">Screenshot 2025-09-24 at 8.28.57 AM.png</a></u> - ( Size:107.51 KB )	
Gerald	Not showing up	5:59:15 PM
Shubham Maurya	Click on + icon and try to add <b>assist</b>	5:59:55 PM
Gerald	Did that work	6:00:51 PM
	<i>6:01:08 PM Gerald is sharing a file with you</i>	6:01:08 PM
	<u><a href="#">Screenshot 2025-09-24 at 8.30.57 AM.png</a></u> - ( Size:63.51 KB )	
Shubham Maurya	<u><a href="https://assist.acecloudhosting.com/join/9342268350">https://assist.acecloudhosting.com/join/9342268350</a></u>	6:01:47 PM
	Please try using this new link.	6:01:57 PM
Gerald	completed	6:03:42 PM
Shubham Maurya	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:03:49 PM
Gerald	ok	6:04:06 PM
Shubham Maurya	Please hold on let me refresh it from backend.	6:05:39 PM
	We are refreshing Uniprint license list on your server to check if it's due to license issue as <b>client Uniprint</b> and <b>server Uniprint</b> both seems working fine and running.	6:14:36 PM
	Once done will let you know here.	6:14:46 PM
Gerald	OK. Thanks	6:14:52 PM
Shubham Maurya	Thanks for the patience Kim, Sorry for the long hold.	6:17:48 PM
	Please logout from serve and login back then try to print again now.	6:18:08 PM
Gerald	It worked!	6:19:36 PM

Shubham Maurya	Yes, it was due to expired license we have updated that from backend now. Apologies for the trouble caused due to this Kim.	6:21:10 PM
Gerald	OK Thanks	6:21:24 PM
Shubham Maurya	Appreciate your patience with us.	6:21:32 PM
	Is there anything else I may help you with ?	6:21:34 PM
Gerald	nope. all good.	6:21:42 PM
Shubham Maurya	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!	6:21:51 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:21:55 PM
	<i>Shubham Maurya has ended this chat session</i>	6:22:11 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

3 Sep, 9:28:46 PM

**#81126 sabrina.york**

**Email:** sabrina.york@refinedkind.com

**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:** 28 Secs

**City:** ELIZABETH

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 25 Mins 31 Secs

sabrina.york	Hello, I am your Acebuddy	3 Sep, 9:28:46 PM
Acebuddy	Hello Sabrina.york, I'm your Ace Buddy. I'll be happy to assist you!	9:28:47 PM
	Whom Would You Like to Connect With?	9:28:47 PM
sabrina.york	Technical Support (QB & App Hosting)	9:28:55 PM
Acebuddy	Welcome to Ace Support.	9:28:55 PM
	Please chose an option :	9:28:55 PM
sabrina.york	I'd like to report an Issue	9:29:02 PM
Acebuddy	Please select an option!	9:29:02 PM
sabrina.york	Setback	9:29:06 PM
Acebuddy	Welcome to Ace Support.	9:29:07 PM
	Please chose an option :	9:29:07 PM
sabrina.york	I'd like to raise a Request	9:29:12 PM
Acebuddy	Please select your request type.	9:29:12 PM
sabrina.york	Password Reset	9:29:23 PM
Acebuddy	Please select an option below	9:29:23 PM
sabrina.york	Not Enrolled to Selfcare Portal	9:29:31 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:29:32 PM
	Do you need any further assistance on the topic?	9:29:32 PM
sabrina.york	Yes	9:30:19 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:30:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:30:19 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:30:24 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:30:31 PM
	Hello Sabrina	9:30:37 PM
sabrina.york	I need setup key for google authenticator app	9:31:00 PM
	RK_Orders	9:31:11 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:31:23 PM
sabrina.york	myrealdatal.net	9:31:45 PM

	user: RK_Orders	9:31:56 PM
Sujeet Kumar Suman	Thank you for the information.	9:32:15 PM
	Could you please confirm if this is your first time setting up Google Authentication?	9:34:29 PM
sabrina.york	no, second. I am using a new device	9:34:52 PM
Sujeet Kumar Suman	Okay.	9:35:03 PM
	Let me check.	9:35:11 PM
sabrina.york	I need code name and key for user RK_Orders	9:35:32 PM
	I have been logged out for over an hour, I need to login in right away.	9:36:06 PM
Sujeet Kumar Suman	As you have changed your phone, you are unable to log in to the server using the Google code. You would like to remove the authentication from your old phone and set it up on your new phone, correct?	9:36:59 PM
sabrina.york	old phone got wet and is not working.	9:37:22 PM
	I never used a google account to save the info.	9:37:38 PM
	I need to setup on a different phone	9:37:56 PM
	I do not want to remove from old phone.	9:38:24 PM
Sujeet Kumar Suman	We have just unenrolled you from authentication. Please try logging in to the server, and you will be prompted to set up the new authentication."	9:38:42 PM
sabrina.york	I cannot get verification through the email address listed because I can only access that email in the server.	9:39:36 PM
Sujeet Kumar Suman	May I take the remote access of your local computer?	9:39:51 PM
sabrina.york	yes	9:40:15 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	9:40:55 PM
sabrina.york	why is this tsking so long?	9:42:20 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/3052229546">https://assist.acecloudhosting.com/join/3052229546</a>	9:42:28 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:44:13 PM
sabrina.york	Thank you	9:53:34 PM
Sujeet Kumar Suman	Thank you for your patience.	9:53:41 PM
	As per discussion over the remote session, The issue is resolved .	9:53:49 PM
	Is there anything else I may help you with ?	9:53:55 PM
sabrina.york	no	9:54:01 PM
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:54:08 PM

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

9:54:11 PM

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

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

9:54:15 PM

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

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

*Sujeet Kumar Suman has ended this chat session*

9:54:18 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Sep, 2:12:46 PM

**#81747 Bebe Bertolet HILLEGASS**

**Email:** bebe@bearinc.com ☎ 15105493300 x 105

**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:** BERKELEY

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 34 Secs

Bebe Bertolet HILLEGASS	Hello, I am your Acebuddy	20 Sep, 2:12:48 PM
Acebuddy	Hello Bebe Bertolet, I'm your Ace Buddy. I'll be happy to assist you!	2:12:49 PM
	Whom Would You Like to Connect With?	2:12:49 PM

Bebe Bertolet HILLEGASS	Technical Support (QB & App Hosting)	2:12:56 PM
Acebuddy	Welcome to Ace Support.	2:12:56 PM
	Please chose an option :	2:12:56 PM
Bebe Bertolet HILLEGASS	I'd like to raise a Request	2:13:07 PM
Acebuddy	Please select your request type.	2:13:07 PM
Bebe Bertolet HILLEGASS	Other Request	2:13:18 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.	2:13:18 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:13:18 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:44:22 PM
	<i>Ended due to chat idle timeout</i>	2:44:22 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 9:37:31 PM

**#82043 Mandy Mulholland**

**Email:** mandy@aghstore.com +27763189058

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** ELIM

**State:** Western Cape

**Country:** SOUTH AFRICA

Chat Transcript

Chat Duration : 42 Mins 9 Secs

Mandy Mulholland

29 Sep, 9:37:31

	Hello, I am your Acebuddy	PM
Acebuddy	Hello Mandy Mulholland, I'm your Ace Buddy. I'll be happy to assist you!	9:37:32 PM
	Whom Would You Like to Connect With?	9:37:32 PM
Mandy Mulholland	Technical Support (QB & App Hosting)	9:37:38 PM
Acebuddy	Welcome to Ace Support.	9:37:39 PM
	Please chose an option :	9:37:39 PM
Mandy Mulholland	I'd like to report an Issue	9:37:44 PM
Acebuddy	Please select an option!	9:37:44 PM
Mandy Mulholland	QuickBooks Issue	9:37:49 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:37:49 PM
Mandy Mulholland	QuickBooks Update	9:37:56 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	9:37:56 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	9:37:56 PM
	Do you need any further assistance on the topic?	9:37:56 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.	10:19:41 PM
	<i>Ended due to chat idle timeout</i>	10:19:41 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

21 Sep, 1:08:12 AM

#81751 eric

Email: eric@totalfeeds.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:** WEATHERFORD

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 2 Months 1 Day

eric	Hello, I am your Acebuddy	21 Sep, 1:08:12 AM
Acebuddy	Hello Eric Anderson, I'm your Ace Buddy. I'll be happy to assist you!	1:08:14 AM
	Whom Would You Like to Connect With?	1:08:14 AM
eric	Technical Support (QB & App Hosting)	1:08:20 AM
Acebuddy	Welcome to Ace Support.	1:08:20 AM
	Please chose an option :	1:08:20 AM
eric	I'd like to report an Issue	1:08:26 AM
Acebuddy	Please select an option!	1:08:26 AM
eric	QuickBooks Issue	1:08:32 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:08:32 AM
eric	QuickBooks is Frozen	1:08:39 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:08:39 AM
	Was that helpful?	1:08:39 AM
eric	No	1:08:45 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:08:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:08:45 AM
eric	Method CRM Sync Engine Issue. From Method Support: The sync engine freezes when it sends requests to the QuickBooks SDK processor but doesn't receive responses back. This suggests SDK bugs or instability rather than Method issues. Try running "Verify and Rebuild Data" one more time - corruption can be intermittent on remote servers and may not always be detected on the first pass. If the problem persists, contact ACE Hosting about optimizing their server environment for QuickBooks SDK operations, as remote hosting environments can have specific configurations that affect SDK stability.	1:09:10 AM
	Hello?	1:15:02 AM
	<i>Chat request was not picked up by the operators</i>	1:16:32 AM
	Method CRM Sync Engine Freezes during operation. Method Technical Support suggests SDK instability with Quickbooks.	1:18:20 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Sep, 11:33:23 AM

### #82063 krisika

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

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

**Operator:** Shubham Kataria

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 14 Secs

**City:** KHEDA

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 10 Mins 39 Secs

krisika	Hello, I am your Acebuddy	30 Sep, 11:33:24 AM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	11:33:25 AM
	Whom Would You Like to Connect With?	11:33:25 AM
krisika	Technical Support (QB & App Hosting)	11:33:27 AM
Acebuddy	Welcome to Ace Support.	11:33:27 AM
	Please chose an option :	11:33:27 AM
krisika	I'd like to report an Issue	11:33:33 AM
Acebuddy	Please select an option!	11:33:33 AM
krisika	Other Issue	11:33:36 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:33:36 AM
krisika	Hi	11:33:41 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:33:42 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:33:42 AM
krisika	Hi	11:33:53 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:33:58 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:34:04 AM
	Hi Krisika	11:34:23 AM
	How may I assist you today?	11:34:31 AM
krisika	Quickbook not open in all users	11:34:35 AM
Shubham Kataria	I will surely help you with this issue.	11:34:47 AM
	Kindly confirm if all users are receiving any error while accessing QB.	11:35:06 AM
krisika	Quickbook speed very slow in all users	11:35:46 AM
	U can proceed the server reboot	11:35:54 AM
Shubham Kataria	Alright, please allow me a minute to reboot the server.	11:36:03 AM
krisika	Ok	11:36:13 AM
Shubham Kataria	Server reboot has been initiated, I will inform you once the server is up.	11:36:28 AM
krisika	Ok	11:37:23 AM
Shubham Kataria	Thank you for your patience.	11:37:44 AM
	Server is up and running now.	11:37:54 AM
	please try to access QB	11:38:02 AM
	Kindly confirm if its working fine	11:40:24 AM
	Are we still connected here?	11:41:10 AM
	Are we still connected here?	11:42:10 AM
	Are we still connected here?	11:43:07 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.	11:44:01 AM
	<i>Shubham Kataria has ended this chat session</i>	11:44:04 AM



