

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Mar, 4:07:14 AM

#73390 ken

Email: info@qcfonline.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: 38 Secs

City: VALRICO

State: Florida

Country: UNITED STATES

## Chat Transcript

Chat Duration : 45 Mins 8 Secs

ken	Hello, I am your Acebuddy	2 Mar, 4:07:16 AM
Acebuddy	Hello Ken, I'm your Ace Buddy. I'll be happy to assist you!	4:07:17 AM
	Whom Would You Like to Connect With?	4:07:17 AM
ken	Technical Support (QB & App Hosting)	4:07:35 AM
Acebuddy	Welcome to Ace Support.	4:07:35 AM
	Please chose an option :	4:07:35 AM
ken	I'd like to raise a Request	4:07:43 AM
Acebuddy	Please select your request type.	4:07:43 AM
ken	Application Update	4:07:55 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	4:07:55 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	4:07:55 AM
ken	Yes	4:08:15 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:08:15 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	4:08:15 AM
ken	Add application	4:08:25 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	4:09:28 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	4:09:31 AM
	Hello Ken	4:09:35 AM
	Kindly confirm the name of the application you want to add?	4:10:00 AM
	<i>Shashwat Verma is transferring the chat to Onboarding.</i>	4:10:49 AM
	Ken, are we connected?	4:12:25 AM
ken	Drake Accounting	4:14:05 AM
	Drake Accounting 24 and 25	4:16:09 AM
Shashwat Verma	I will surely help you with this issue.	4:16:16 AM
ken	They need to be installed on both Ken and Frances	4:16:40 AM
Shashwat Verma	Kindly email us the setup file and serial number associated with the both version of drake to support@acecloudhosting.com from focus@kendulcio.com, so that we can take it as an approval for application installation.	4:17:42 AM
	Rest will be assured by us.	4:17:51 AM
	You can get the setup file of drake from customer portal of drake application.	4:18:37 AM
	Are we still connected here?	4:22:01 AM
	Are we still connected here?	4:24:27 AM
ken	yes	4:24:37 AM
Shashwat Verma	Is that work for you?	4:24:48 AM
ken	Email sent	4:28:28 AM
Shashwat Verma	Let me check	4:28:36 AM
	Ken, we also require setup file of the both application.	4:29:22 AM
	You can just download in your download folder and will fetch from folder.	4:30:09 AM
	Are we still connected here?	4:33:16 AM
	Are we still connected here?	4:36:11 AM
	Are we still connected here?	4:40:27 AM
ken	Downloads are on chrome	4:40:47 AM
Shashwat Verma	sure	4:40:59 AM
	Is there anything else I may help you with ?	4:41:01 AM
	Are we still connected here?	4:43:35 AM
	Are we still connected here?	4:45:23 AM

	Are we still connected here?	4:47:25 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:47:28 AM
ken	no	4:47:36 AM
	Please check chrome for downloads	4:47:57 AM
	drake accounting 24	4:48:13 AM
	drake accounting 25	4:48:24 AM
Shashwat Verma	Will check that and will let you know on email as your case will be handled by another department as you are new client with us. (Edited)	4:48:51 AM
	We have noted your request and will let you know on email. (Edited)	4:50:00 AM
	Is that okay?	4:50:38 AM
ken	ok	4:51:23 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:51:31 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:51:34 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*

4:52:24 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

20 Mar, 9:39:32 PM

#74437 mike

Email: mike@backstoptax.com ☎ 6026867247

Department: Support(QB & App Hosting)

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 54 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 13 Mins 12 Secs

mike	Hello, I am your Acebuddy	20 Mar, 9:39:34 PM
Acebuddy	Hello Michael Meek, I'm your Ace Buddy. I'll be happy to assist you!	9:39:34 PM
	Whom Would You Like to Connect With?	9:39:34 PM
mike	Technical Support (QB & App Hosting)	9:39:41 PM
Acebuddy	Welcome to Ace Support.	9:39:41 PM
	Please chose an option :	9:39:41 PM
mike	I'd like to report an Issue	9:39:49 PM
Acebuddy	Please select an option!	9:39:49 PM
mike	Other Issue	9:39:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:39:52 PM
mike	PDFs repeatedly closing down while working	9:40:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:40:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:40:13 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:40:45 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:40:48 PM
mike	Thank you	9:40:59 PM
Manish Singh	Hii Michael	9:41:10 PM
mike	Hello	9:41:26 PM
Manish Singh	I will surely help you with this issue.	9:42:09 PM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	9:42:14 PM
mike	No, happens all the time. A coworker referenced ticket number 661124 in case that helps.	9:42:42 PM
Manish Singh	As I can check this ticket is with Escalation team would you like me to arrange a callback accordingly?	9:43:58 PM
mike	Whatever will get the problem fixed. Its really difficult to get work done.	9:44:39 PM

Manish Singh	No worries we will arrange a callback and try to give you a permanent resolution.	9:45:46 PM
	Can you provide us with your contact number and preferred time to assist you?	9:46:11 PM
mike	503.345.4439 Anytime will work.	9:46:52 PM
	As soon as possible though	9:47:55 PM
Manish Singh	Noted	9:48:15 PM
	Is there anything else I may help you with ?	9:48:19 PM
mike	No, any idea how long it will be?	9:48:35 PM
Manish Singh	Let me check with Escalation Team once.	9:49:03 PM
mike	Ok	9:49:09 PM
Manish Singh	Thank you for your patience. I have confirmed with the Escalation Team that you will receive a call within 15 minutes to 1 hour.	9:52:02 PM
mike	Perfect, thank you Manish.	9:52:27 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:52:33 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:52:41 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> )	
mike	Same to you!	9:52:42 PM
	<i>Manish Singh has ended this chat session</i>	9:52:47 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Mar, 3:29:03 AM

#73466 Moeller

**Email:** kelly@farmfinancialsolutions.com  6122908679

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 19 Secs

**City:** WILLMAR

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 54 Mins 45 Secs

Moeller	Hello, I am your Acebuddy	4 Mar, 3:29:04 AM
Acebuddy	Hello Kelly Moeller, I'm your Ace Buddy. I'll be happy to assist you!	3:29:05 AM
	Whom Would You Like to Connect With?	3:29:05 AM
Moeller	Technical Support (QB & App Hosting)	3:29:10 AM
Acebuddy	Welcome to Ace Support.	3:29:10 AM
	Please chose an option :	3:29:10 AM
Moeller	I'd like to report an Issue	3:29:20 AM
Acebuddy	Please select an option!	3:29:21 AM
Moeller	Other Issue	3:29:25 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:29:25 AM
Moeller	I NEED to update Lacerte 2024 asap!	3:29:42 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:29:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:29:42 AM
	<i>Ashutosh accepted the chat transfer request.</i>	3:30:50 AM
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.	3:31:02 AM
Moeller	Hello, I have been working with Rohan to fix my low disk space on my c drive.	3:31:33 AM
	I need to update Lacerte 2024 RIGHT NOW so that I can efile two returns that are due NOW	3:31:57 AM
	Please, I need help!	3:32:12 AM
Ashutosh	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:33:14 AM
Moeller	RobertAnderson.myreldata	3:33:45 AM
	kellyM	3:33:50 AM
	I asked for help 5 hours ago :	3:34:23 AM

	my ticket id is 651888	3:34:43 AM
Ashutosh	Kindly allow me two minutes to check the same.	3:35:25 AM
	May I take the remote access of your server?	3:38:18 AM
Moeller	yes	3:38:29 AM
Ashutosh	Prior providing the access, I would suggest you to close any important documents at your end.	3:41:00 AM
	I am sending a prompt on your screen kindly accept that to start the remote session.	3:41:36 AM
Moeller	I don't see it	3:42:30 AM
Ashutosh	Kindly allow me two minutes to check the same.	3:44:30 AM
	I am sending the prompt on the server screen.	3:45:36 AM
	Please open Lacerte 2024.	3:47:58 AM
	Please allow me few minutes to do the update using an alternate method.	3:53:56 AM
	I will be restarting the server to finish the update process.	4:04:38 AM
	Please login again and check if the application has been updated.	4:06:33 AM
Moeller	Yep, it says it was updated	4:08:05 AM
Ashutosh	Is there anything else I may help you with ?	4:08:25 AM
Moeller	DO you know when they are going to uninstall 2020?	4:08:42 AM
	And or add more disk space?	4:08:53 AM
Ashutosh	I will schedule the uninstallation during night hours as it could require restart of the server that will interrupt workflow.	4:09:55 AM
Moeller	Okay, thank you!	4:10:47 AM
	I was able to efile my return!	4:11:02 AM
Ashutosh	Please let us know the plan for storage addition you would like to proceed with over the email and we will add the space as per the request.	4:11:25 AM
Moeller	I said that if 2020 didn't free up disk space that I would add the \$40/month to add more	4:13:28 AM
Ashutosh	We will uninstall the application and inform how much space was freed on the server.	4:16:08 AM
	We will inform you over the email about the storage details after removing the application so you can take an informed decision.	4:17:14 AM
	Is there anything else I may help you with ?	4:19:22 AM
Moeller	Nope, not today. thanks!	4:20:08 AM
Ashutosh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:20:26 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!

4:20:47 AM

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

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

As no further assistance is required right now, i will be closing this chat session.

4:23:43 AM

*Ashutosh has ended this chat session*

4:23:49 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

28 Mar, 2:51:48 PM

#### #74800 Tony Lee

**Email:** support@claccounting.tax 19097189780

**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:** EL MONTE

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 36 Mins 2 Secs

Tony Lee	Hello, I am your Acebuddy	28 Mar, 2:51:49 PM
Acebuddy	Hello Tony, I'm your Ace Buddy. I'll be happy to assist you!	2:51:51 PM
	Whom Would You Like to Connect With?	2:51:51 PM
Tony Lee	Technical Support (QB & App Hosting)	2:52:10 PM
Acebuddy	Welcome to Ace Support.	2:52:10 PM
	Please chose an option :	2:52:10 PM

Tony Lee	I'd like to raise a Request	2:52:17 PM
Acebuddy	Please select your request type.	2:52:17 PM
Tony Lee	Reboot your Server	2:52:23 PM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	2:52:23 PM
	Do you need any further assistance on the topic?	2:52:23 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:27:52 PM
	<i>Ended due to chat idle timeout</i>	3:27:52 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

23 Mar, 6:14:37 AM

#### #74553 Brian LaMeres

**Email:** blameres@lewisandclarkmotelbozeman.com 4065863341

**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:** BOZEMAN

**State:** Montana

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 8 Months 2 Days

Brian LaMeres	Hello, I am your Acebuddy	23 Mar, 6:14:39 AM
Acebuddy	Hello Brian Lameres, I'm your Ace Buddy. I'll be happy to assist you!	6:14:40 AM
	Whom Would You Like to Connect With?	6:14:40 AM
Brian LaMeres	Technical Support (QB & App Hosting)	6:14:45 AM

Acebuddy	Welcome to Ace Support.	6:14:45 AM
	Please chose an option :	6:14:45 AM
Brian LaMeres	I'd like to report an Issue	6:14:53 AM
Acebuddy	Please select an option!	6:14:53 AM
Brian LaMeres	QuickBooks Issue	6:14:57 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:14:57 AM
Brian LaMeres	QuickBooks Login Issue	6:15:19 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	6:15:19 AM
	Was that helpful?	6:15:19 AM
Brian LaMeres	No	6:15:26 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:15:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:15:26 AM
Brian LaMeres	Hello - please refer to support case 661813. I cannot open QuickBooks today after the upgrade. It says I need to be an administrator.	6:16:58 AM
	<i>Ankit Kumar has not responded for the transfer request.</i>	6:17:28 AM
	<i>Chat request was not picked up by the operators</i>	6:40:35 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Mar, 12:54:04 AM

**#73455 Rgreenberg**

**Email:** rgreenberg@szcpa.tax

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** LAKE WORTH

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 7 Mins

Rgreenberg	Hello, I am your Acebuddy	4 Mar, 12:54:06 AM
Acebuddy	Hello Randy Greenberg, I'm your Ace Buddy. I'll be happy to assist you!	12:54:07 AM
	Whom Would You Like to Connect With?	12:54:07 AM
Rgreenberg	Technical Support (QB & App Hosting)	12:54:18 AM
Acebuddy	Welcome to Ace Support.	12:54:18 AM
	Please chose an option :	12:54:18 AM
Rgreenberg	I'd like to report an Issue	12:54:26 AM
Acebuddy	Please select an option!	12:54:26 AM
Rgreenberg	Other Issue	12:54:30 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:54:30 AM
Rgreenberg	Please reboot the server	12:54:40 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:54:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:54:41 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	12:54:46 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	12:54:51 AM
	Hello Randy, how are you doing today ?	12:55:03 AM
	May I know the reason for rebooting the server ?	12:55:19 AM
Rgreenberg	Ok. Having trouble with Canopy app on the server.	12:55:27 AM
Rohan Prajapati	Thanks for the confirmation !	12:56:12 AM
	Kindly allow me two minutes to check the same.	12:56:23 AM
	We have rebooted the server	12:58:05 AM
	Kindly let us know if you still need further assistance	12:58:22 AM
Rgreenberg	Checking now	12:58:43 AM
Rohan Prajapati	Sure take your time	12:59:22 AM
Rgreenberg	I'm having trouble with Canopy still. I am trying to reinstall Canopy	1:00:55 AM
Rohan Prajapati	Do you have the setup file of it on the server so that we can re-install it on the server ?	1:01:23 AM
Rgreenberg	I am trying to run a repair. Do I have the rights for that?	1:01:24 AM
	I will save it to my desktop	1:01:41 AM

Rohan Prajapati	Not sure i have to check it	1:01:47 AM
	Thank you please let me know once done	1:02:03 AM
	It's already there under your download folder (Edited)	1:03:23 AM
	I'm trying to repair it and will check if that works	1:03:42 AM
Rgreenberg	Okay	1:04:23 AM
Rohan Prajapati	Kindly check now and let me know the status	1:05:03 AM
	You might have to sign in again	
Rgreenberg	There is still a problem. I am not seeing the Clients under the Clients folder	1:06:38 AM
Rohan Prajapati	May I take the remote access of your server?	1:07:07 AM
Rgreenberg	Yes	1:07:16 AM
Rohan Prajapati	You might have to re-setup it	1:07:22 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:07:27 AM
Rgreenberg	Aokay	1:07:38 AM
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:07:48 AM
	Randy, Please stay connected	1:24:10 AM
Rgreenberg	okay	1:24:19 AM
Rohan Prajapati	Please login back	1:27:29 AM
Rgreenberg	okay	1:28:25 AM
Rohan Prajapati	Please login back (Edited)	1:29:24 AM
Rgreenberg	Not letting me login	1:29:51 AM
Rohan Prajapati	May i know what error you are getting ?	1:30:22 AM
Rgreenberg	login attempt failed	1:30:43 AM
Rohan Prajapati	Kindly allow few minutes	1:30:53 AM
	Kindly try to login back with correct Password	1:34:37 AM
Rgreenberg	Okay, I'm in	1:35:15 AM
Rohan Prajapati	Thanks for the confirmation !	1:35:22 AM
	As discussed over the chat, we recommended you to contact the Canopy support team once and you can initiate another chat if required.	1:46:08 AM
	Is there anything else I may help you with ?	1:46:12 AM
	Randy, you mentioned that you were able to fix this on your own. Since the issue has been resolved, we are proceeding with the closure of the chat.	2:01:03 AM

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

2:01:06 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!

2:01:07 AM

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

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

*Rohan Prajapati has ended this chat session*

2:01:09 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 Mar, 4:40:36 PM

**#73616 sharath.kumar**

**Email:** sharath.kumar@myrealdata.in

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** NEW DELHI

**State:** Delhi

**Country:** INDIA

### Chat Transcript

Chat Duration : 2 Mins 10 Secs

sharath.kumar

Hello, I am your Acebuddy

6 Mar, 4:40:38 PM

Acebuddy

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

4:40:40 PM

Whom Would You Like to Connect With?

4:40:40 PM

sharath.kumar	Technical Support (QB & App Hosting)	4:40:57 PM
Acebuddy	Welcome to Ace Support.	4:40:57 PM
	Please chose an option :	4:40:57 PM
sharath.kumar	I'd like to report an Issue	4:41:04 PM
Acebuddy	Please select an option!	4:41:04 PM
sharath.kumar	Other Issue	4:41:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:41:09 PM
sharath.kumar	TEST - chat not ringing	4:41:23 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:41:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:41:25 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	4:42:11 PM
	<i>Sharath has ended this chat session</i>	4:42:50 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

11 Mar, 4:26:13 PM

**#73872 audiobookadmin**

**Email:** audiobookadmin@johnmarshallmedia.com

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

**Operator:**

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 1 Min 4 Secs

**City:** DAR ES SALAAM

**State:** Daressalaam

**Country:** TANZANIA

## Chat Transcript

Chat Duration : 51 Mins 50 Secs

audiobookadmin	Hello, I am your Acebuddy	11 Mar, 4:26:15 PM
Acebuddy	Hello Cynthia Malekia, I'm your Ace Buddy. I'll be happy to assist you!	4:26:17 PM
	Whom Would You Like to Connect With?	4:26:17 PM
audiobookadmin	Technical Support (QB & App Hosting)	4:26:25 PM
Acebuddy	Welcome to Ace Support.	4:26:25 PM
	Please chose an option :	4:26:25 PM
audiobookadmin	I'd like to report an Issue	4:26:51 PM
Acebuddy	Please select an option!	4:26:51 PM
audiobookadmin	Other Issue	4:26:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:26:55 PM
audiobookadmin	Hello, My Ticket ID is 656581. Can I get help setting up on a MacBook	4:27:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:27:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:27:15 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	4:27:37 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	4:27:53 PM
	Hello Cynthia, let me help you with this, please allow me two minutes to send you a link to provide us with the remote access	4:28:35 PM
audiobookadmin	ok	4:28:46 PM
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.	4:30:58 PM
	<a href="https://assist.acecloudhosting.com/join/9552069921">https://assist.acecloudhosting.com/join/9552069921</a>	4:31:00 PM
	Are we still connected here?	4:35:06 PM
audiobookadmin	Yes,	4:35:28 PM
Sharath Kumar	I see that you have joined the session but am unable to view your screen at the moment	4:37:37 PM
audiobookadmin	Yeah, I'm not sure what the problem is.	4:38:35 PM
	I'd like to confirm that Microsoft Remote Desktop is now the Windows App?	4:39:03 PM
Sharath Kumar	that it correct	4:39:13 PM
	<i>CYNTHIA MALEKIA has initiated a remote assistance session. Would you like to access CYNTHIA MALEKIA's screen?</i>	4:39:38 PM
	could you check if there are any prompt for permissions	4:39:59 PM
audiobookadmin	I accepted the prompts	4:40:34 PM
	I'm trying to join again	4:41:11 PM
Sharath Kumar	no worries, let me send you a different link this time	4:41:44 PM
	here you go,	

	<a href="https://assist.aceclouddhosting.com/join/5642889420">https://assist.aceclouddhosting.com/join/5642889420</a>	4:43:38 PM
audiobookadmin	Ok, I don't think it's working. Once I clicked "add a PC", I'm not sure what the PC name is. Does it start with numbers or is it my name?	4:45:47 PM
Sharath Kumar	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.	4:47:17 PM
audiobookadmin	Is there another way to do this?	4:48:54 PM
Sharath Kumar	unfortunately, this is the only application that we have to take remote sessions	4:49:47 PM
	Could you please confirm if your internet is stable	4:50:11 PM
audiobookadmin	I think so	4:50:53 PM
Sharath Kumar	It is working better now, am just capturing some info that I need to put in	4:51:29 PM
audiobookadmin	If you can see my screen, then I'm stuck on the PC name part	4:51:34 PM
Sharath Kumar	Yes, this should be the PC name - JMM.myrealdata.net	4:52:23 PM
audiobookadmin	should I enter it?	4:52:43 PM
Sharath Kumar	gateway is - RDG.myrealda.net	4:52:49 PM
	go ahead, your screen is frozen for me, I cannot see anything you are doing	4:53:15 PM
audiobookadmin	Once added, do I login?	4:53:17 PM
Sharath Kumar	yes, with your Ace credentials	4:53:55 PM
	Are we still connected here?	4:55:30 PM
audiobookadmin	Yes	4:55:39 PM
	it says it's unable to connect	4:55:52 PM
	Error code: 0x300005b	4:56:12 PM
Sharath Kumar	what is your Inter Provider, is that Spectrum?	4:56:14 PM
audiobookadmin	No	4:57:01 PM
	not sure which on it is	4:57:06 PM
Sharath Kumar	could you switch to your mobile hotspot rather than the wifi	4:58:26 PM
audiobookadmin	ok	4:58:32 PM
	Still not working	4:59:40 PM
	I am not in the US, should I use a VPN?	5:00:01 PM
Sharath Kumar	I see Maxim is currently on the server, could you confirm if you both are on the same network	5:01:01 PM
audiobookadmin	I have no idea how to do that	5:01:22 PM
Sharath Kumar	could you open a browser and do a speedtest - <a href="https://www.speedtest.net/">Speedtest by Ookla - The Global Broadband Speed Test</a>	5:03:18 PM

share a screenshot with me of the result

5:03:34 PM

*5:06:02 PM audiobookadmin is sharing a file with you*

5:06:02 PM

[Screenshot 2025-03-11 at 2.36.35 PM.png](#) - ( Size:171.62 KB )

I see the issue now, the internet speed is good, however, the latency is too much

5:06:59 PM

*5:07:16 PM Sharath Kumar is sharing a file with you*

5:07:16 PM

[image.png](#) - ( Size:8.18 KB )

these should be all under 30 ms

5:07:27 PM

could you try connecting to the VPN, let's see if that resolves your concern

5:08:21 PM

audiobookadmin

should I redo the test using the vpn?

5:08:48 PM

Sharath Kumar

sure, let's try that first

5:09:02 PM

*5:10:19 PM audiobookadmin is sharing a file with you*

5:10:19 PM

[Screenshot 2025-03-11 at 2.41.11 PM.png](#) - ( Size:161.69 KB )

Unfortunately, it is still the same.

5:12:05 PM

even if we get your RDP connected, the latency will cause the inaccessibility and too many lags on the server.

5:12:49 PM

My suggestion would be to contact us when you are on a different network. Do check the latency as from this speedtest website before reaching out to us to make sure that the internet connectivity is stable

5:13:53 PM

audiobookadmin

OK, and if there are no changes on a different network then what?

5:14:28 PM

Sharath Kumar

highly unlikely, but that would mean that there is hardware problem with your laptop. The chances of that are very little.

5:15:52 PM

audiobookadmin

ok, I'll reach out later on. thanks

5:16:14 PM

can I delete the Zoho assisst?

5:16:28 PM

Sharath Kumar

my pleasure, am disconnecting from the remote session now

5:16:40 PM

yes, you may

5:16:54 PM

Is there anything else I may help you with ?

5:17:01 PM

audiobookadmin

no

5:17:05 PM

Sharath Kumar

alright, I wish you have a good rest of your day

5:17:24 PM

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

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

Thanks!

5:17:28 PM

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

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

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

5:17:32 PM

*Sharath Kumar has ended this chat session*

5:18:06 PM



## Chat Transcript

Hello. I am unable to connect to the server for some reason

### Visitor Details

21 Mar, 12:58:38 AM

**#74458 Lahka Peacock**

**Email:** lahka@ruralfinancialservices.com 19073046021

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** ANCHORAGE

**State:** Alaska

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 14 Mins 41 Secs

Lahka Peacock	Hello. I am unable to connect to the server for some reason	21 Mar, 12:58:39 AM
Akash Majumdar	Thank you for contacting ACE. My name is Akash Majumdar. I will be assisting you further.	12:58:41 AM
	<i>Akash Majumdar is transferring the chat to Support(QB &amp; App Hosting).</i>	12:58:46 AM
Lahka Peacock	Hello Akash.	12:59:19 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:59:40 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:59:44 AM
Lahka Peacock	Hello Manish	12:59:54 AM
Manish Singh	Hii lahka	1:00:14 AM
Lahka Peacock	I have tried connecting a few times and I am getting an error. One moment and I will type the error	

	message	1:00:45 AM
Manish Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:00:55 AM
Lahka Peacock	Qcard1.pro2	1:01:21 AM
	Remote desktop cannot find the computer Qblivepro2.myrealdatal.net.	1:02:18 AM
Manish Singh	May I take the remote access of your local computer?	1:02:28 AM
Lahka Peacock	Yes	1:02:32 AM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/8292738791">https://assist.acecloudhosting.com/join/8292738791</a>	1:03:33 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:03:37 AM
Lahka Peacock	I am on	1:06:35 AM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:07:23 AM
	Is there anything else I may help you with ?	1:12:45 AM
Lahka Peacock	Thank you for your help. That is all I needed	1:13:06 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:13:10 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:13:16 AM
Lahka Peacock	You got it	1:13:18 AM
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:13:19 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	1:13:22 AM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

20 Mar, 1:42:32 AM

### #74397 Anthony Padilla

**Email:** anthony.padilla@bluetreedental.com

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 8 Secs

Anthony Padilla	Hello, I am your Acebuddy	20 Mar, 1:42:33 AM
Acebuddy	Hello Anthony, I'm your Ace Buddy. I'll be happy to assist you!	1:42:33 AM
	Whom Would You Like to Connect With?	1:42:33 AM
Anthony Padilla	Technical Support (QB & App Hosting)	1:42:43 AM
Acebuddy	Welcome to Ace Support.	1:42:44 AM
	Please chose an option :	1:42:44 AM
Anthony Padilla	I'd like to report an Issue	1:42:54 AM
Acebuddy	Please select an option!	1:42:54 AM
Anthony Padilla	Other Issue	1:42:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:42:58 AM
Anthony Padilla	Screen is blank and reloads but goes back to black.	1:43:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:43:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:43:38 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	1:44:31 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	1:44:56 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:45:06 AM
Anthony Padilla	<a href="http://cppr.myrealdatal.net/">http://cppr.myrealdatal.net/</a>	1:45:29 AM
	BreAnne.N	1:45:41 AM

Shivam Singh	Thanks for the confirmation !	1:46:58 AM
	Kindly allow me five minutes to check the same.	1:47:18 AM
	Could you kindly ask BreAnne.N to log in again and verify if it is now accessible? We have implemented the changes from the backend.	1:55:11 AM
Anthony Padilla	Its fixed was there anything that we did to cause it?	1:56:19 AM
Shivam Singh	the user was disconnected, or session must have logged out.	1:57:06 AM
	Is there anything else I may help you with ?	1:57:13 AM
Anthony Padilla	no that's everything thank you.	1:57:29 AM
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:57:32 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:57:36 AM
	<i>Shivam Singh has ended this chat session</i>	1:57:42 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Mar, 6:29:08 PM

**#74639 Adesh Singh**

**Email:** adesh@wgengineering.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:** DALLAS

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 1 Min 6 Secs

Adesh Singh

Hello, I am your Acebuddy

25 Mar, 6:29:10 PM

Acebuddy	Hello Adesh Singh, I'm your Ace Buddy. I'll be happy to assist you!	6:29:11 PM
	Whom Would You Like to Connect With?	6:29:11 PM
Adesh Singh	Technical Support (QB & App Hosting)	6:29:36 PM
Acebuddy	Welcome to Ace Support.	6:29:36 PM
	Please chose an option :	6:29:36 PM
Adesh Singh	I'd like to raise a Request	6:29:48 PM
Acebuddy	Please select your request type.	6:29:48 PM
Adesh Singh	Other Request	6:30:05 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.	6:30:05 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:30:05 PM
Adesh Singh	No, That'll be all!	6:30:16 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	6:30:16 PM
	<i>Acebuddy has ended this chat session</i>	6:30:16 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

23 Mar, 8:43:27 AM

#### #74554 mary

**Email:** mary@infiniteaccountants.com 2125440001

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

**Operator:** Sandeep Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** TAGAPO

**State:** Laguna

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 14 Mins 23 Secs

mary	Hello, I am your Acebuddy	23 Mar, 8:43:29 AM
	Hi	8:43:31 AM
Acebuddy	Hello Maryrosedemdam, I'm your Ace Buddy. I'll be happy to assist you!	8:43:33 AM
	Whom Would You Like to Connect With?	8:43:33 AM
mary	Technical Support (QB & App Hosting)	8:43:39 AM
Acebuddy	Welcome to Ace Support.	8:43:39 AM
	Please chose an option :	8:43:39 AM
mary	I'd like to report an Issue	8:43:44 AM
Acebuddy	Please select an option!	8:43:45 AM
mary	QuickBooks Issue	8:43:48 AM
Acebuddy	What type of QuickBooks Issue are you facing?	8:43:48 AM
mary	Other QB related issue	8:43:57 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:43:57 AM
mary	There is website i dont think its a website but it says that efficiently manage multiple business entities, looks like an ads it has an option to close maybe later and find out more even if i click it doesn't go away	8:45:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:45:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:45:03 AM
	<i>Sandeep Kumar accepted the chat transfer request.</i>	8:45:12 AM
mary	Hello Goodmorning	8:45:20 AM
	have you seen my issue with quickbooks?	8:45:31 AM
Sandeep Kumar	Hi Mary, How are you doing today?	8:45:39 AM
mary	I'm doing good	8:45:49 AM
	Please help me fix my issue with quickbooks so i can continue with my work	8:46:21 AM
Sandeep Kumar	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:46:40 AM
mary	myrealdata\IASAdmin.NPRO1	8:46:59 AM
	infinite accounting	8:47:25 AM
Sandeep Kumar	Thanks for the confirmation !	8:47:27 AM
	Kindly allow me two minutes to connect with your server.	8:47:41 AM
mary	okay	8:47:47 AM
	go on	8:47:48 AM

	take your time	8:47:50 AM
Sandeep Kumar	Mary, please log back in to the server, as I see that you are in disconnected state.	8:49:38 AM
mary	okay	8:49:46 AM
Sandeep Kumar	Please accept the remote prompt on your server end.	8:50:37 AM
	im closing your QB session for a min.	8:51:10 AM
mary	okay take ur time	8:51:17 AM
	wow	8:52:12 AM
	its now okay	8:52:14 AM
Sandeep Kumar	Allow me to take over for a minute.	8:52:19 AM
mary	thank you so much for your service	8:52:23 AM
	I appreciate you	8:52:26 AM
	okay	8:52:36 AM
	what are you doing	8:54:18 AM
Sandeep Kumar	I was just checking if any adds and pups were active or not.	8:54:51 AM
mary	oh	8:54:59 AM
	do you see it?	8:55:02 AM
	It always pop up	8:55:07 AM
	I guess it can't be fix	8:55:15 AM
	not always but most of the time	8:55:28 AM
Sandeep Kumar	It seems that it was already disabled but still coming up on your end.	8:55:33 AM
mary	yeah	8:55:40 AM
	i guess	8:55:42 AM
Sandeep Kumar	I will look it up if anything else needs to be changed from the backend that will help with the same and will update you over the email.	8:56:29 AM
	Is there anything else I may help you with, apart from this?	8:56:47 AM
mary	oh no thank you its a bothersome	8:56:51 AM
	its all good	8:56:54 AM
	I think	8:56:55 AM
	I'll just message you if there's anything that you can help me with	8:57:20 AM
	Thank you so much, Sir Sandeep	8:57:31 AM
Sandeep Kumar	You are welcome!!	8:57:39 AM
mary	I deeply appreciate your effort and your service	8:57:40 AM

have a good day

8:57:43 AM

Sandeep Kumar

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

8:57:45 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!

8:57:49 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/>)

*Sandeep Kumar has ended this chat session*

8:57:56 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Mar, 7:06:50 PM

### #73705 Test Account

**Email:** test@test.com ☎ +917878787878

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** NEW DELHI

**State:** Delhi

**Country:** INDIA

Chat Transcript

Chat Duration : 1 Min 50 Secs

Test Account

Hello, I am your Acebuddy

7 Mar, 7:06:52 PM

Acebuddy

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

7:06:53 PM

	Whom Would You Like to Connect With?	7:06:53 PM
Test Account	Technical Support (QB & App Hosting)	7:06:55 PM
Acebuddy	Welcome to Ace Support.	7:06:55 PM
	Please chose an option :	7:06:55 PM
Test Account	I'd like to report an Issue	7:07:00 PM
Acebuddy	Please select an option!	7:07:00 PM
Test Account	Other Issue	7:07:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:07:05 PM
Test Account	test	7:07:08 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:07:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:07:09 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	7:08:17 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	7:08:23 PM
Test Account	i'm not satisfied	7:08:29 PM
	<i>test has ended this chat session</i>	7:08:43 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

26 Mar, 2:59:27 AM

**#74677 Nichole Anderson**

**Email:** nanderson@certasitepro.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:** PORT HURON

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 3 Secs

Nichole Anderson	Hello, I am your Acebuddy	26 Mar, 2:59:28 AM
Acebuddy	Hello Nichole Anderson, I'm your Ace Buddy. I'll be happy to assist you!	2:59:29 AM
	Whom Would You Like to Connect With?	2:59:29 AM
Nichole Anderson	Technical Support (QB & App Hosting)	2:59:41 AM
Acebuddy	Welcome to Ace Support.	2:59:41 AM
	Please chose an option :	2:59:41 AM
Nichole Anderson	I'd like to report an Issue	2:59:48 AM
Acebuddy	Please select an option!	2:59:48 AM
Nichole Anderson	Password Reset	2:59:52 AM
Acebuddy	Please select an option below	2:59:52 AM
Nichole Anderson	Not Enrolled to Selfcare Portal	2:59:59 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	3:00:00 AM
	Do you need any further assistance on the topic?	3:00:00 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:42:32 AM
	<i>Ended due to chat idle timeout</i>	3:42:32 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

21 Mar, 7:50:44 PM

**#74496 help**

**Email:** help@triadcybersolutions.com ☎ 3362999989

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 7 Secs

**City:** ORANGEBURG

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 31 Secs

help	Hello, I am your Acebuddy	21 Mar, 7:50:45 PM
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	7:50:46 PM
	Whom Would You Like to Connect With?	7:50:46 PM
help	Managed IT	7:50:51 PM
Acebuddy	Please wait while we connect you to an available Representative.	7:50:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:50:51 PM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	7:50:59 PM
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?	7:51:18 PM
help	662789	7:51:22 PM
	case no	7:51:26 PM
	they updated the system but the error is still there	7:51:59 PM
Pradeep Kumar	Allow me a moment let me transfer the chat to the concerned team.	7:52:42 PM
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	7:52:48 PM
help	transfer the same person	7:52:58 PM
	which you did yesterday	7:53:09 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:53:12 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:53:21 PM
help	be fastttt	7:53:34 PM
	rror is still there	7:53:46 PM
Manish Singh	We have updated OS successfully to resolve the issue, Is it still there?	7:54:56 PM
help	yes	7:55:57 PM
Manish Singh	Alright, let me arrange a callback with the senior and try to fix this issue as soon as possible.	7:56:44 PM
	Kindly provide me with your contact number and preferred time to assist you over the call.	7:57:13 PM
help	nope do it now	7:57:59 PM
	send me remote session link	7:58:15 PM

	Please save and close any imp tasks	7:58:43 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/3632722376">https://assist.acecloudhosting.com/join/3632722376</a>	7:59:01 PM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	8:00:11 PM
	May I know your username?	8:01:52 PM
help	Anne.g	8:04:21 PM
	no other user reported	8:04:40 PM
Manish Singh	Are you using PCAppStore?	8:06:13 PM
	Kindly connect to the link provided.	8:07:16 PM
	Are we still connected here?	8:11:36 PM
	Are we still connected here?	8:13:12 PM
	Are we still connected here?	8:15:09 PM
help	yes\	8:15:24 PM
	connected back	8:15:33 PM
	what next	8:15:41 PM
Manish Singh	Kindly accept the remote session.	8:15:44 PM
help	no req I can see	8:15:59 PM
Manish Singh	Connected via remote session over the server.	8:20:54 PM
	Are we still connected here?	8:24:57 PM
help	dont request remote session	8:26:17 PM
	let the user test	8:26:22 PM
	waitttt	8:26:27 PM
Manish Singh	Alright	8:26:29 PM
	Is it resolved now?	8:28:29 PM
help	wait man	8:28:39 PM
Manish Singh	Sure, please take your time.	8:28:58 PM
help	ok for now its all good no error	8:31:21 PM
	you can disconnect	8:31:28 PM
Manish Singh	Thanks for your patience Wasim.	8:32:01 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:32:07 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!

8:32:13 PM

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

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

*Manish Singh has ended this chat session*

8:32:17 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Mar, 3:43:07 PM

**#73492 Sandamini Jayasinghe**

**Email:** sandaminij@haranwatson.com 0711258535

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 3 Secs

**City:** JAFFNA

**State:** Uturumaeda Palata

**Country:** SRI LANKA

### Chat Transcript

Chat Duration : 10 Mins 31 Secs

Sandamini Jayasinghe	Hello, I am your Acebuddy	4 Mar, 3:43:10 PM
Acebuddy	Hello Sandaminij, I'm your Ace Buddy. I'll be happy to assist you!	3:43:11 PM
	Whom Would You Like to Connect With?	3:43:11 PM
Sandamini Jayasinghe	Technical Support (QB & App Hosting)	3:43:20 PM
Acebuddy	Welcome to Ace Support.	3:43:21 PM
	Please chose an option :	3:43:21 PM

Sandamini Jayasinghe	I'd like to raise a Request	3:44:03 PM
Acebuddy	Please select your request type.	3:44:03 PM
Sandamini Jayasinghe	Other Request	3:44:15 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.	3:44:15 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:44:15 PM
Sandamini Jayasinghe	Yes, I'm facing issues with my server	3:44:30 PM
Acebuddy	Please select an option!	3:44:30 PM
Sandamini Jayasinghe	Other Issue	3:44:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:44:38 PM
Sandamini Jayasinghe	Need to clean up cache in my server	3:45:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:45:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:45:39 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	3:45:43 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	3:45:57 PM
Sandamini Jayasinghe	Hi	3:46:10 PM
	im HWCO8 From aharanwatson and company	3:46:25 PM
	i need clean cache saved in my server	3:46:39 PM
Sharath Kumar	understood, may I ask the reason for this	3:47:04 PM
Sandamini Jayasinghe	its taking more space in the server and server is slow	3:47:23 PM
Sharath Kumar	understood, I will raise a task with the appropriate team to clean up the server cache and will keep you posted on email once this is done. (Edited)	3:49:20 PM
Sandamini Jayasinghe	ok. but i dont want to clean all my data. only the chache. need to keep the web memories. and other documents saved in the desktop too..	3:50:37 PM
Sharath Kumar	got it! I will inform the team just to clean up of irrelevant files.	3:51:18 PM
	Is there anything else I may help you with ?	3:51:26 PM
Sandamini Jayasinghe	yes pls	3:51:27 PM
	no that's all. if you can do it ASAP that will be great.	3:52:07 PM
Sharath Kumar	sure, I will prioritize this and will have the team reach out to you with an update at the earliest.	3:52:58 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

3:53:03 PM

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

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

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

3:53:08 PM

*Sharath Kumar has ended this chat session*

3:53:42 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

19 Mar, 9:01:20 PM

#### #74369 steven

**Email:** steven@lynncpas.com 17204703581

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 18 Mins 47 Secs

steven	Hello, I am your Acebuddy	19 Mar, 9:01:20 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	9:01:21 PM
	Whom Would You Like to Connect With?	9:01:21 PM
steven	Technical Support (QB & App Hosting)	9:01:25 PM

Acebuddy	Welcome to Ace Support.	9:01:25 PM
	Please chose an option :	9:01:25 PM
steven	I'd like to report an Issue	9:01:29 PM
Acebuddy	Please select an option!	9:01:30 PM
steven	Other Issue	9:01:34 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:01:34 PM
steven	I am again unable to login to the server	9:02:03 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:02:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:02:04 PM
steven	I have tried multiple wifi connections its a problem on your end	9:02:21 PM
	This is a recurring problem yet again	9:02:31 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:02:47 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:02:55 PM
steven	ok can i get this issue fixed once and for all	9:03:14 PM
	I am sick of this issue constantly happening	9:03:21 PM
Manish Singh	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	9:03:35 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	9:03:45 PM
steven	I am the only one	9:03:52 PM
	I have tried both the standard wifi	9:04:00 PM
Manish Singh	I will surely help you with this issue.	9:04:01 PM
steven	and my mobile hotspot and am still unable to login or stay logged in the server	9:04:17 PM
	fix this	9:04:20 PM
Manish Singh	May I take the remote access of your local computer?	9:04:37 PM
steven	this is an ACE problem not my internet or connection	9:04:44 PM
	if i get told that again I am going to fire you on the spot	9:04:52 PM
	sure	9:04:55 PM
	My internet is fine as we are using the internet right now to speak	9:05:27 PM
Manish Singh	Steven, we will surely assist you regarding this issue.	9:05:31 PM
	May I take the remote access of your local computer?	9:05:49 PM
steven	fine	9:05:53 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/4432448042">https://assist.acecloudhosting.com/join/4432448042</a>	9:06:56 PM

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

9:06:59 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.

9:08:28 PM

*9:14:38 PM Manish Singh is sharing a file with you  
[image.png](#) - (Size:15.51 KB)*

9:14:38 PM

We will add 2 GB RAM at no cost for analyzing if this issue reoccurs or resolve at your end for testing purpose.

9:19:28 PM

steven ok

9:19:42 PM

Manish Singh We will take follow up accordingly.

9:19:49 PM

Is there anything else I may help you with ?

9:19:54 PM

steven ok

9:19:56 PM

no

9:19:57 PM

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

9:20:02 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!

9:20:06 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*

9:20:09 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

29 Mar, 1:03:41 AM

#74831 Watson

Email: mystie@memphisvinyl.com ☎ 19018219099

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:** 54 Secs

**City:** MEMPHIS

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 23 Mins 29 Secs

Watson	Hello, I am your Acebuddy	29 Mar, 1:03:42 AM
Acebuddy	Hello Mystie Watson, I'm your Ace Buddy. I'll be happy to assist you!	1:03:43 AM
	Whom Would You Like to Connect With?	1:03:43 AM
Watson	Technical Support (QB & App Hosting)	1:03:47 AM
Acebuddy	Welcome to Ace Support.	1:03:47 AM
	Please chose an option :	1:03:47 AM
Watson	I'd like to raise a Request	1:04:03 AM
Acebuddy	Please select your request type.	1:04:03 AM
Watson	Change in Users	1:04:16 AM
Acebuddy	Please select your desired option!	1:04:16 AM
Watson	User Addition	1:04:32 AM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	1:04:32 AM
	Do you need any further assistance on the topic?	1:04:32 AM
Watson	Yes	1:04:43 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:04:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:04:43 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:05:30 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:05:33 AM
	Hello Mystie	1:05:39 AM
Watson	Hello!	1:06:09 AM
	I do have the portal to add and delete users as needed, but we need to ask if there is a way to get a generic user for running an EDI program that a few people will have access to. This one wouldn't have a phone for connection	1:06:29 AM

	One that more than one user could get in with a password, but not have to have the mobile verification code.	1:07:31 AM
	We would use a email, but not a phone. The new user set up is requiring a phone number.	1:08:04 AM
Anurag Sharma	Let me transfer you to a specialist who can better address your concern.	1:09:05 AM
	<i>Anurag Sharma is transferring the chat to Ashutosh Mishra.</i>	1:09:11 AM
Watson	OK, thanks.	1:09:13 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:09:14 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:09:46 AM
Watson	Hello	1:09:53 AM
Ashutosh Mishra	I understand you want to add a user for a certain program however you don't want a verification code for the user each time the log in, is that correct?	1:10:55 AM
Watson	Yes.	1:11:04 AM
	The "new user" is requiring an email and phone number.	1:11:40 AM
Ashutosh Mishra	you can enter the account holder email and phone number, since you don't have TFA so it is not required again and again to enter any code.	1:12:32 AM
Watson	We could probably get an email to use, but we wouldn't have a cell phone that everyone would have access to.	1:12:47 AM
Ashutosh Mishra	Phone number is required just as a personal detail, it is not required to login.	1:13:37 AM
	you can share the username and password with the people who want to login and that is enough to have access to server.	1:14:25 AM
Watson	It wont let me create the new user without the email and phone.	1:14:54 AM
	So I should just pick an email and phone number	1:15:14 AM
	?	1:15:16 AM
Ashutosh Mishra	Yes, you can enter the personal email and phone number of the person or use the account holder email and phone number.	1:15:39 AM
	Yes	1:16:37 AM
Watson	Ok, I tried using someone info and got an error.	1:18:14 AM
	Maybe because he already has an account?	1:18:27 AM
Ashutosh Mishra	You can send the details to our support team, and we can also create the user.	1:19:06 AM
Watson	"Oops! Something went wrong. Please contact the support team for further assistance."+	1:19:08 AM
Ashutosh Mishra	We require details over the email along with approval from account holder.	1:19:22 AM
	Are we still connected here?	1:20:54 AM
Watson	I am, but I am trying to figure out what to do.	1:21:15 AM
Ashutosh Mishra	We can end the chat session to generate a ticket for this concern, within 30 mins you will receive email from me asking for the details. Once you send it along with approval I will create the user.	1:22:24 AM

Watson	I guess i will send an email.	1:22:29 AM
	Ok, send it	1:22:40 AM
	Thanks.	1:22:48 AM
Ashutosh Mishra	Great, one more thing i have noticed is that the space in the C drive is lower than recommended level of 20%. Please make sure to delete the unnecessary files to keep it at the suggested level of 20% for smooth functioning of the server.	1:24:02 AM
	I am also running a disk cleanup to remove some unnecessary files from the server.	1:24:32 AM
Watson	ok	1:26:23 AM
Ashutosh Mishra	Is there anything else I may help you with ?	1:26:34 AM
Watson	No thanks.	1:26:56 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:27:04 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:27:09 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ashutosh Mishra has ended this chat session</i>	1:27:11 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

18 Mar, 11:34:52 PM

**#74310 Tabie Sperling**

**Email:** tabie@raiderpainting.com 7146559408

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 50 Secs

**City:** SAN JOSE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 12 Secs

Tabie Sperling	Hello, I am your Acebuddy	18 Mar, 11:34:53 PM
Acebuddy	Hello Tabie Sperling, I'm your Ace Buddy. I'll be happy to assist you!	11:34:55 PM
	Whom Would You Like to Connect With?	11:34:55 PM
Tabie Sperling	Technical Support (QB & App Hosting)	11:34:59 PM
Acebuddy	Welcome to Ace Support.	11:34:59 PM
	Please chose an option :	11:34:59 PM
Tabie Sperling	I'd like to report an Issue	11:35:06 PM
Acebuddy	Please select an option!	11:35:06 PM
Tabie Sperling	Other Issue	11:35:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:35:11 PM
Tabie Sperling	not able to access the bill.com syncing point in the server	11:35:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:35:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:35:48 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:35:55 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:36:04 PM
Tabie Sperling	thank you	11:36:11 PM
	we have an existing case # 660660	11:36:27 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	11:36:39 PM
Tabie Sperling	of course	11:36:53 PM
	i am stepping away for one moment '	11:39:48 PM
Ashutosh Mishra	Sure, please take your time	11:39:55 PM
Tabie Sperling	back	11:41:47 PM
Ashutosh Mishra	May I take the remote access of your server?	11:42:55 PM
Tabie Sperling	yes	11:43:05 PM

Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	11:43:19 PM
Tabie Sperling	done	11:43:30 PM
Ashutosh Mishra	I will send you a prompt, please accept that to join remote session.	11:45:55 PM
Tabie Sperling	ok	11:46:21 PM
Ashutosh Mishra	Please continue with your task to identify issue.	11:46:36 PM
Tabie Sperling	bill.com is gone - the sync icon is one and it is not showing as a program	11:47:16 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	11:47:28 PM
	I have added the shortcut to your desktop.	11:49:32 PM
Tabie Sperling	thabnk you please add it the the user Jessicas as well.	11:50:04 PM
Ashutosh Mishra	Sure, allow me a minute and i will add it.	11:50:19 PM
Tabie Sperling	thank you	11:50:26 PM
Ashutosh Mishra	I have added it to the desktop of Jessica.	11:51:24 PM
	Is there anything else I may help you with ?	11:51:29 PM
Tabie Sperling	perfect thank myou!	11:51:41 PM
	that is all! \	11:51:45 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:51:52 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:51:59 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>Ashutosh Mishra has ended this chat session</i>		11:52:06 PM



# Chat Transcript

Hello, I am your Acebuddy

1 Mar, 5:58:33 AM

## Visitor Details

### #73355 Blackstonecpa

**Email:** blackstonecpa@protonmail.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:** SPRINGFIELD

**State:** Virginia

**Country:** UNITED STATES

Chat Duration : 45 Mins 14 Secs

## Chat Transcript

Blackstonecpa	Hello, I am your Acebuddy	1 Mar, 5:58:36 AM
Acebuddy	Hello Tedros Tessema, I'm your Ace Buddy. I'll be happy to assist you!	5:58:37 AM
	Whom Would You Like to Connect With?	5:58:37 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.	6:43:50 AM
	<i>Ended due to chat idle timeout</i>	6:43:51 AM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

31 Mar, 10:45:51 PM

### #74936 Mason McCleary

**Email:** mason.m@spartanplumbinginc.com 12533076621

**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

**City:** TACOMA

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 16 Mins 47 Secs

Mason McCleary	Hello, I am your Acebuddy	31 Mar, 10:45:53 PM
Acebuddy	Hello Mason McCleary, I'm your Ace Buddy. I'll be happy to assist you!	10:45:53 PM
	Whom Would You Like to Connect With?	10:45:53 PM
Mason McCleary	Technical Support (QB & App Hosting)	10:46:02 PM
Acebuddy	Welcome to Ace Support.	10:46:02 PM
	Please chose an option :	10:46:02 PM
Mason McCleary	I'd like to raise a Request	10:46:07 PM
Acebuddy	Please select your request type.	10:46:07 PM
Mason McCleary	Password Reset	10:46:11 PM
Acebuddy	Please select an option below	10:46:11 PM
Mason McCleary	Already Enrolled to Selfcare Portal	10:46:20 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:46:20 PM
	Do you need any further assistance on the topic?	10:46:20 PM
Mason McCleary	Yes	10:52:57 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:52:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:52:57 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	10:53:06 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	10:53:11 PM
	Hello Mason, how are you doing today ?	10:53:22 PM
Mason McCleary	Hello, im good thank you. i need to reset a password for another user in our account.	10:53:34 PM
Rohan Prajapati	I will surely help you with this issue.	10:53:54 PM
	May I know the username ?	10:53:58 PM
Mason McCleary	Madison_SP	10:54:14 PM
Rohan Prajapati	Thanks for the confirmation !	10:56:45 PM
Mason McCleary	you're welcome	10:57:34 PM
Rohan Prajapati		

	Kindly allow me 3-4 minutes to check the same.	11:00:33 PM
	We have shared the new Password with Mason	11:01:18 PM
	Is there anything else I may help you with ?	11:01:20 PM
Mason McCleary	thank you, thats all i need	11:01:37 PM
Rohan Prajapati	Thanks for the confirmation !	11:01:41 PM
Mason McCleary	thank you, have a good day.	11:02:31 PM
Rohan Prajapati	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:02:34 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:02:37 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Rohan Prajapati has ended this chat session</i>	11:02:40 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

7 Mar, 5:22:28 AM

**#73691 ANDREW LEWIS KLEIN**

**Email:** burro7777@aol.com 15034903553

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 18 Mins 55 Secs

ANDREW LEWIS KLEIN	Hello, I am your Acebuddy	7 Mar, 5:22:29 AM
Acebuddy	Hello Burro7777, I'm your Ace Buddy. I'll be happy to assist you!	5:22:31 AM
	Whom Would You Like to Connect With?	5:22:31 AM
ANDREW LEWIS KLEIN	Technical Support (QB & App Hosting)	5:22:35 AM
Acebuddy	Welcome to Ace Support.	5:22:35 AM
	Please chose an option :	5:22:35 AM
ANDREW LEWIS KLEIN	I'd like to report an Issue	5:22:41 AM
Acebuddy	Please select an option!	5:22:41 AM
ANDREW LEWIS KLEIN	QuickBooks Issue	5:22:45 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:22:45 AM
ANDREW LEWIS KLEIN	Other QB related issue	5:22:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:22:53 AM
ANDREW LEWIS KLEIN	When we try to log in to Quickbooks it says our subscription has expired. Our subscription on Intuit does not expire until September. Please help	5:24:25 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:24:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:24:26 AM
	<i>Shivam accepted the chat transfer request.</i>	5:25:15 AM
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today.	5:25:49 AM
ANDREW LEWIS KLEIN	Hi Shivam	5:25:59 AM
Shivam	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:26:19 AM
	Are we still connected here?	5:27:23 AM
ANDREW LEWIS KLEIN	yes	5:27:46 AM
	AndrewKI.NENT1	5:28:42 AM
Shivam	Kindly provide the information so that we can help you with the issue.	5:28:47 AM
ANDREW LEWIS KLEIN	AndrewKI.NENT1	5:30:08 AM
Shivam	Thank you, allow me 2 minutes check the details	5:30:35 AM

	Thank you for your patience.	5:34:29 AM
	Let me check at your end	5:34:38 AM
	Andrew as I checked QuickBooks is installed with your own license.	5:36:30 AM
ANDREW LEWIS KLEIN	Seems to expire in June. It's my license number not our bookkeepers	5:36:47 AM
Shivam	Okay	5:36:59 AM
	Andrew if you wish to change your license you may do so by sending us an email for the license number.	5:38:00 AM
	Anything else may I help with ?	5:38:18 AM
ANDREW LEWIS KLEIN	I have to go right now, but i'll check the License # and get back in touch with you tomorrow	5:40:29 AM
	Thanks	5:40:35 AM
Shivam	Really appreciated	5:40:58 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:41:12 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:41:18 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	5:41:21 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shivam has ended this chat session</i>	5:41:24 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Mar, 10:54:46 PM

#73816 vonda

**Email:** vkhacctserv@gmail.com  14043743557

**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:** STONE MOUNTAIN

**State:** Georgia

**Country:** UNITED STATES

Chat Duration : 5 Mins 9 Secs

### Chat Transcript

vonda	Hello, I am your Acebuddy	10 Mar, 10:54:47 PM
Acebuddy	Hello Vkhacctserv, I'm your Ace Buddy. I'll be happy to assist you!	10:54:48 PM
	Whom Would You Like to Connect With?	10:54:48 PM
vonda	Technical Support (QB & App Hosting)	10:54:52 PM
Acebuddy	Welcome to Ace Support.	10:54:53 PM
	Please chose an option :	10:54:53 PM
vonda	I'd like to raise a Request	10:55:00 PM
Acebuddy	Please select your request type.	10:55:00 PM
vonda	Office 365 Addition	10:55:06 PM
Acebuddy	Please specify if you already have an Office365 subscription	10:55:06 PM
vonda	I already have O365 license	10:55:12 PM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	10:55:12 PM
	<ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul>	10:55:12 PM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	10:55:12 PM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	10:55:12 PM
	Do you need any further assistance on the topic?	10:55:12 PM
vonda	No	10:59:56 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:59:56 PM
	<i>Acebuddy has ended this chat session</i>	10:59:56 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Mar, 9:40:37 PM

### #74655 Daphne Chang

Email: daphne.chang@griffinasia.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: 32 Secs

City: GARDENA

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 49 Mins 33 Secs

Daphne Chang	Hello, I am your Acebuddy	25 Mar, 9:40:37 PM
Acebuddy	Hello Daphne Chang, I'm your Ace Buddy. I'll be happy to assist you!	9:40:38 PM
	Whom Would You Like to Connect With?	9:40:38 PM
Daphne Chang	Technical Support (QB & App Hosting)	9:40:42 PM
Acebuddy	Welcome to Ace Support.	9:40:42 PM
	Please chose an option :	9:40:42 PM
Daphne Chang	I'd like to raise a Request	9:40:49 PM
Acebuddy	Please select your request type.	9:40:49 PM
Daphne Chang	Setup Ace Server	9:41:00 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	9:41:00 PM
Daphne Chang	Microsoft Windows	9:41:07 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	9:41:07 PM
	Do you need any further assistance on the topic?	9:41:07 PM
Daphne Chang	Yes	9:41:50 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:41:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:41:50 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:43:02 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:43:07 PM
	Hello Daphne	9:43:14 PM
Daphne Chang	Hello Shashwat	9:43:24 PM
	I already have the server set up but I need to log in using different ID. Could you help me to set that up?	9:43:52 PM
Shashwat Verma	I will surely help you with this issue.	9:44:42 PM
Daphne Chang	thank you! what information do I need to provide ?	9:46:23 PM
Shashwat Verma	May I take the remote access of your local computer?	9:46:33 PM
Daphne Chang	yes	9:46:41 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:46:45 PM
	<a href="https://assist.acecloudhosting.com/join/9332088590">https://assist.acecloudhosting.com/join/9332088590</a>	9:46:56 PM
	Kindly Click on the link and open the downloaded file.	9:46:59 PM
Daphne Chang	okay done	9:46:59 PM
	done	9:47:54 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.	9:48:03 PM
	As per remote session, you have suggested to connect us later, hence closing this chat for now.	10:29:57 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:30:06 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:30:08 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> )	



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

17 Mar, 9:09:41 PM

### #74228 Megan Szul

**Email:** szulsland@verizon.net 6092919663

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** CHESTERFIELD

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 4 Secs

Megan Szul	Hello, I am your Acebuddy	17 Mar, 9:09:42 PM
Acebuddy	Hello Megan Szul, I'm your Ace Buddy. I'll be happy to assist you!	9:09:43 PM
	Whom Would You Like to Connect With?	9:09:43 PM
Megan Szul	Technical Support (QB & App Hosting)	9:09:50 PM
Acebuddy	Welcome to Ace Support.	9:09:50 PM
	Please chose an option :	9:09:50 PM
Megan Szul	I'd like to report an Issue	9:10:05 PM
Acebuddy	Please select an option!	9:10:05 PM
Megan Szul	Other Issue	9:10:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:10:10 PM
Megan Szul	server slowness.	9:10:27 PM

Acebuddy	Please wait while we connect you to a Support Representative	9:10:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:10:28 PM
Megan Szul	I was speaking to Arun Sharma this morning on this issue	9:10:57 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:11:01 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:11:16 PM
	I understand you are facing server slowness issue.	9:12:43 PM
	Do you have any ticket open for this.	9:12:58 PM
Megan Szul	Yes. Ticket number659796	9:13:18 PM
	Myself with a Mac computer and another user (HP computer) experiencing this slowness	9:14:21 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	9:14:42 PM
Megan Szul	ok	9:15:23 PM
Ashutosh Mishra	I have just checked the ticket, and it appears that assistance from senior engineer will be required on this concern.	9:19:13 PM
	You will receive call from one of our senior engineers soon.	9:19:36 PM
	If you have any preferred time, please let me know and i will schedule it accordingly.	9:19:59 PM
Megan Szul	ASAP as we have stuff to key into QB.	9:20:16 PM
	What number will be calling me so I know that it isn't spam	9:20:28 PM
	Can I do chat with them instead?	9:21:51 PM
Ashutosh Mishra	We use a professional dialer that doesn't have any fix number.	9:22:17 PM
	I understand, however the senior engineers are available over the phone as of now. Rest assured we will handle your concern at higher priority and assist you immediately.	9:24:11 PM
Megan Szul	ok	9:24:23 PM
Ashutosh Mishra	Is there anything else I may help you with ?	9:24:48 PM
Megan Szul	No that is all. Do you think I will get call today?	9:25:19 PM
Ashutosh Mishra	Yes, we will call you today itself.	9:25:35 PM
Megan Szul	Please tell them ASAP please. Thanks for your help	9:25:48 PM
Ashutosh Mishra	Yes, i will forward it at higher priority.	9:26:16 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:26:22 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:26:42 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/>)

*Ashutosh Mishra has ended this chat session*

9:26:47 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Mar, 8:23:28 AM

### #73943 BENEDICT GEORGE

**Email:** benedictgeorgecpa@gmail.com 18179383608

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 25 Secs

BENEDICT GEORGE	Hello, I am your Acebuddy	12 Mar, 8:23:29 AM
Acebuddy	Hello Benedictgeorgecpa, I'm your Ace Buddy. I'll be happy to assist you!	8:23:30 AM
	Whom Would You Like to Connect With?	8:23:30 AM
BENEDICT GEORGE	Technical Support (QB & App Hosting)	8:23:44 AM
Acebuddy	Welcome to Ace Support.	8:23:45 AM
	Please chose an option :	8:23:45 AM
BENEDICT GEORGE	I'd like to report an Issue	8:23:54 AM
Acebuddy	Please select an option!	8:23:54 AM

BENEDICT GEORGE	Other Issue	8:24:00 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:24:00 AM
BENEDICT GEORGE	System shows error messages that not enough capacity or resources ?	8:25:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:25:06 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:25:06 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:25:11 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:25:20 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:25:28 AM
BENEDICT GEORGE	Benedict George	8:25:54 AM
Shubham Kataria	Thank you for the information, Please allow me two minutes to check the same	8:26:20 AM
BENEDICT GEORGE	It happens when ATX opens	8:27:30 AM
Shubham Kataria	Kindly confirm if you're receiving low Disk space error	8:27:32 AM
BENEDICT GEORGE	Yes	8:27:41 AM
Shubham Kataria	Let me check	8:27:49 AM
	I have checked the server and found its running on low space	8:28:45 AM
	Only 9% Space available in C drive (Edited)	8:29:07 AM
BENEDICT GEORGE	How to increase the space so ATX will run sommthly	8:29:37 AM
Shubham Kataria	C drive contains critical components such as user profiles, application folders, Windows files, cache data, updates, and application-specific data that cannot be safely removed.	8:29:47 AM
	We recommend upgrading your disk space to resolve this and ensure uninterrupted operation. Below are our available Disk Space plans designed to meet your needs:	
	Plan1 : 200GB : \$120/Month	8:29:58 AM
	Plan2 : 100GB : \$60/Month	
	Plan3 : 80 GB : \$50/Month	
	Plan4 : 60 GB : \$40/Month	
	Plan5 : 40 GB : \$28/Month	
BENEDICT GEORGE	What is my current plan ?	8:30:31 AM
Shubham Kataria	Currently 80 GB is allotted in C drive however only 7.36 Gb is free	8:31:37 AM
	<i>8:32:05 AM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - ( Size:2.86 KB )</i>	8:32:05 AM
BENEDICT GEORGE	How much will be my bill for adding another 60 GB ?	8:33:16 AM
Shubham Kataria	Actually, we are from support team. we don't have access to your invoice but if you choose 60 GB of plan then \$ 40/ month will be added in your current invoice for additional Disk space	8:34:25 AM

BENEDICT GEORGE	Ok . Please go ahead and add ASAP.	8:35:07 AM
Shubham Kataria	Before proceeding this, May I take remote session of your server to see the error message	8:36:08 AM
BENEDICT GEORGE	Yes .	8:36:31 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	8:36:39 AM
	Thank you for your patience.	8:52:17 AM
BENEDICT GEORGE	HI	8:52:58 AM
Shubham Kataria	As per our remote conversation, you have choose Plan4 : 60 GB : \$40/Month	8:53:05 AM
BENEDICT GEORGE	Yes.	8:53:16 AM
Shubham Kataria	After this chat, I'll send you a email for this. Kindly revert on the same. Once we will get the approval over email. We will add the diskspace and inform you over email.	8:54:14 AM
	Is there anything else I may help you with ?	8:54:18 AM
BENEDICT GEORGE	No . Thank you so much	8:54:33 AM
Shubham Kataria	You're welcome	8:54:40 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:54:43 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:54:50 AM
BENEDICT GEORGE	Sure	8:54:51 AM
Shubham Kataria	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:54:52 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> )	
	<i>Shubham Kataria has ended this chat session</i>	8:54:54 AM



# Chat Transcript

Hello, I am your Acebuddy

**Visitor Details****#73802 steven****Email:** steven@lynncpas.com 17204703581**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 42 Secs**City:** DENVER**State:** Kansas**Country:** UNITED STATES

Chat Duration : 10 Mins 46 Secs

**Chat Transcript**

steven	Hello, I am your Acebuddy	10 Mar, 7:51:48 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	7:51:50 PM
	Whom Would You Like to Connect With?	7:51:50 PM
steven	Technical Support (QB & App Hosting)	7:51:56 PM
Acebuddy	Welcome to Ace Support.	7:51:56 PM
	Please chose an option :	7:51:56 PM
steven	I'd like to report an Issue	7:52:00 PM
Acebuddy	Please select an option!	7:52:00 PM
steven	Other Issue	7:52:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:52:05 PM
steven	Unable to login to server	7:52:23 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:52:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:52:24 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:52:44 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:52:47 PM
	I will surely help you with this issue.	7:52:53 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	7:53:00 PM
steven	I am having issues login in, this has been a persistent problem, I was told that it could be resolved with internet connectivity however I have tried on multiple internet connections and it isn't logging in	7:53:41 PM
	I keep having this issues its frustrating	7:54:10 PM

	THere is no other users	7:54:37 PM
	Ive wasted a half hour already because the server wont connect to any internet	7:55:07 PM
Manish Singh	I will surely help you with this issue.	7:56:13 PM
	Kindly allow me two minutes to check the same.	7:56:16 PM
	May I take the remote access of your local computer?	7:56:40 PM
steven	ok	7:57:06 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/5222353680">https://assist.acecloudhosting.com/join/5222353680</a>	7:57:16 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:57:20 PM
	Is there anything else I may help you with ?	8:02:15 PM
steven	nope	8:02:20 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:02:25 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:02:30 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:02:33 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	8:02:35 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Mar, 1:39:12 PM

#73757 prakash

Email: prakash@paypluspr.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:** PUNE

**State:** Maharashtra

**Country:** INDIA

Chat Duration : 8 Months 2 Weeks

### Chat Transcript

prakash	Hello, I am your Acebuddy	8 Mar, 1:39:13 PM
Acebuddy	Hello Prakash, I'm your Ace Buddy. I'll be happy to assist you!	1:39:15 PM
	Whom Would You Like to Connect With?	1:39:15 PM
prakash	Technical Support (QB & App Hosting)	1:39:26 PM
Acebuddy	Welcome to Ace Support.	1:39:26 PM
	Please chose an option :	1:39:26 PM
prakash	I'd like to report an Issue	1:39:35 PM
Acebuddy	Please select an option!	1:39:35 PM
prakash	QuickBooks Issue	1:39:39 PM
Acebuddy	What type of QuickBooks Issue are you facing?	1:39:39 PM
prakash	Other QB related issue	1:39:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:39:53 PM
prakash	Unable to open client files in QuickBooks	1:40:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:40:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:40:18 PM
	<i>Chat request was not picked up by the operators</i>	1:42:19 PM



# Chat Transcript

Hello, I am your Acebuddy

**Visitor Details****#74784 Kadin Hunter****Email:** kadin@bullertech.com**Department:** Support(QB & App Hosting)**Operator:** Ashutosh Mishra**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 37 Secs**City:** AMARILLO**State:** Texas**Country:** UNITED STATES

Chat Duration : 8 Mins 35 Secs

**Chat Transcript**

Kadin Hunter	Hello, I am your Acebuddy	28 Mar, 2:47:48 AM
Acebuddy	Hello Kadin Hunter, I'm your Ace Buddy. I'll be happy to assist you!	2:47:49 AM
	Whom Would You Like to Connect With?	2:47:49 AM
Kadin Hunter	Technical Support (QB & App Hosting)	2:47:52 AM
Acebuddy	Welcome to Ace Support.	2:47:52 AM
	Please chose an option :	2:47:52 AM
Kadin Hunter	I'd like to report an Issue	2:47:58 AM
Acebuddy	Please select an option!	2:47:58 AM
Kadin Hunter	Password Reset	2:48:02 AM
Acebuddy	Please select an option below	2:48:02 AM
Kadin Hunter	Not Enrolled to Selfcare Portal	2:48:06 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	2:48:07 AM
	Do you need any further assistance on the topic?	2:48:07 AM
Kadin Hunter	Yes	2:48:14 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:48:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:48:14 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:49:33 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:49:46 AM
Kadin Hunter	hello good day	2:50:11 AM

Ashutosh Mishra	I wish the same to you.	2:50:28 AM
	I understand you want to reset password.	2:50:40 AM
Kadin Hunter	yes, i am unable to access our admin account	2:51:19 AM
	CID70251	2:51:31 AM
	user is myrealdata\BullertechAdmin	2:51:35 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	2:53:25 AM
Kadin Hunter	thank you	2:53:41 AM
Ashutosh Mishra	I see that your account has been cancelled.	2:54:04 AM
Kadin Hunter	is there any other accounts under that CID?	2:54:25 AM
	i have users RoseJo and AlexWa	2:54:42 AM
	they might have moved to a different cloud hosting service	2:54:59 AM
Ashutosh Mishra	Yes under the CID you have given we have the account CES Properties and that is also cancelled.	2:55:28 AM
Kadin Hunter	oh ok, thank you for verifying that	2:55:38 AM
Ashutosh Mishra	Is there anything else I may help you with ?	2:55:52 AM
Kadin Hunter	that is all, thank you	2:56:09 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:56:17 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!	2:56:21 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ashutosh Mishra has ended this chat session</i>	2:56:24 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

## #74332 Kyle Boen

**Email:** kboen@tpifoods.com ☎ 19096097490**Department:** Support(QB & App Hosting)**Operator:** Rohan**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 1 Min 9 Secs**City:** LOS ANGELES**State:** California**Country:** UNITED STATES

Chat Duration : 9 Mins 55 Secs

## Chat Transcript

Kyle Boen	Hello, I am your Acebuddy	19 Mar, 2:38:52 AM
Acebuddy	Hello Kyle G. Boen, I'm your Ace Buddy. I'll be happy to assist you!	2:38:53 AM
	Whom Would You Like to Connect With?	2:38:53 AM
Kyle Boen	Technical Support (QB & App Hosting)	2:39:10 AM
Acebuddy	Welcome to Ace Support.	2:39:10 AM
	Please chose an option :	2:39:10 AM
Kyle Boen	I'd like to report an Issue	2:39:16 AM
Acebuddy	Please select an option!	2:39:16 AM
Kyle Boen	Other Issue	2:39:20 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:39:20 AM
Kyle Boen	Dear Kyle, Greetings from Ace Cloud! Ticket ID: 661061 Issue: TPI Marketing LLC: Server changes Summary: We would like to inform you that we are migrating your server to one of our new and improved data centers. As there is a custom network configurati	2:39:30 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:39:31 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:39:31 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	2:40:51 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	2:40:55 AM
	Hello Kyle, How are you doing today ?	2:41:12 AM
Kyle Boen	Doing okay. I cant log into my remote desk top.	2:41:35 AM
	received this Ticket ID: 661061	2:42:09 AM

Rohan Prajapati	I will surely help you with this issue.	2:43:10 AM
	Kindly allow me two minutes to check the same.	2:43:14 AM
Kyle Boen	okay	2:43:26 AM
Rohan Prajapati	Kyle, May I know what error you are getting while login to the server ?	2:44:15 AM
Kyle Boen	sure	2:44:25 AM
	Its working now.	2:44:43 AM
Rohan Prajapati	That's Great	2:45:03 AM
Kyle Boen	I wont be needing any further assistance. Thank you.	2:45:41 AM
Rohan Prajapati	Additionally, we are migrating your server to a different site (improved data centers). However, upon checking, we found that a custom network configuration/IPSEC tunnel has been set up for your server. Therefore, we kindly request that you arrange a meeting with your local IT team to ensure there are no issues related to the printer after the migration.	2:48:22 AM
	Are we still connected here?	2:48:30 AM
	Are we still connected here?	2:48:32 AM
	This message has been deleted	2:48:32 AM
	Are we still connected here?	2:48:43 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:48:47 AM
	<i>Rohan Prajapati has ended this chat session</i>	2:48:48 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Mar, 11:29:57 PM

**#73996 Darla Berman**

**Email:** dberman@chesta.com 16148334165

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** COLUMBUS

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 53 Mins

Darla Berman	Hello, I am your Acebuddy	12 Mar, 11:29:57 PM
Acebuddy	Hello Dberman, I'm your Ace Buddy. I'll be happy to assist you!	11:29:58 PM
	Whom Would You Like to Connect With?	11:29:58 PM
Darla Berman	Technical Support (QB & App Hosting)	11:30:02 PM
Acebuddy	Welcome to Ace Support.	11:30:02 PM
	Please chose an option :	11:30:02 PM
Darla Berman	I'd like to raise a Request	11:30:08 PM
Acebuddy	Please select your request type.	11:30:08 PM
Darla Berman	Change in Users	11:30:12 PM
Acebuddy	Please select your desired option!	11:30:12 PM
Darla Berman	User Addition	11:30:17 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	11:30:17 PM
	Do you need any further assistance on the topic?	11:30:17 PM
Darla Berman	Yes	11:30:22 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:30:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:30:23 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	11:30:50 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	11:31:17 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:32:05 PM
	Are we still connected here?	11:34:09 PM
Darla Berman	I'm not sure what you need	11:34:36 PM
Shivam Singh	Kindly help me with your server name and user name?	11:35:03 PM
Darla Berman	Chesta Co	11:35:17 PM
	myrealdatalDarlaBerman	11:35:34 PM
Shivam Singh	Thanks for the confirmation !	11:35:50 PM
Darla Berman	are you still there?	11:38:32 PM

Shivam Singh	Darla, You now have the ability to add or remove users, as well as reset their passwords directly via Ace MyPortal. We have attached a comprehensive user management guide to assist you in completing this process seamlessly. The guide includes detailed instructions for adding new users, removing existing ones, and resetting passwords.  Please log in to <a href="https://myportal.acecloudhosting.com/login">https://myportal.acecloudhosting.com/login</a> using your CID number as your username. If you forget your password, you can easily reset it by clicking on the "Forgot Password" option.  Kindly note that only the registered account owner is authorized to perform user management activities, as outlined in the user guide.	11:38:40 PM
	As you are the mentioned Account owner you will be able to so.	11:39:24 PM
Darla Berman	what is my CID number	11:39:35 PM
Shivam Singh	CID73629	11:40:01 PM
Darla Berman	okay I will try...hold on to see if I can get into the portal	11:40:36 PM
	<i>11:40:38 PM Shivam Singh is sharing a file with you <a href="#">How to Manage ACE Server Users 4.pdf</a> - ( Size:1.33 MB )</i>	11:40:38 PM
Shivam Singh	Kindly use the provided article for reference.	11:41:30 PM
	Please let me know if you require any additional information?	11:43:15 PM
Darla Berman	It will not accept the CID or my username to login.. it also will not allow me to change my password.	11:43:51 PM
	Shivam are you still there?	11:44:58 PM
Shivam Singh	okay	11:44:59 PM
	Do you have access to <b>dberman@chesta.com</b> this email ?	11:45:53 PM
Darla Berman	yes	11:46:37 PM
Shivam Singh	then, we can reset the password of the account	11:48:27 PM
	May I take the remote access of your local computer?	11:48:57 PM
	So that I can guide you in the process.	11:49:12 PM
	Are we still connected here?	11:50:25 PM
Darla Berman	yes please	11:51:16 PM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	11:51:46 PM
	Kindly paste this link in the browser of local computer and join the session.	11:52:12 PM
	<a href="https://assist.acecloudhosting.com/join/8202838293">https://assist.acecloudhosting.com/join/8202838293</a>	11:52:15 PM
	Please join.	11:54:38 PM
	thanks, we are connected on remote now	11:55:00 PM
	Darla, anything else I could assist you with ? (Edited)	13 Mar, 12:11:37 AM
Darla Berman	i'm here	12:16:27 AM
Shivam Singh	Just mention the username for whom you require the login credential for, on the email	12:16:45 AM

	Is there anything else I may help you with ?	12:17:18 AM
	Are we still connected here?	12:18:13 AM
Darla Berman	yes...when will I receive an email from you	12:19:20 AM
Shivam Singh	After this chat	12:19:27 AM
	Is there anything else I may help you with ?	12:19:49 AM
	Are we still connected here?	12:20:38 AM
Darla Berman	no I will be good when you send the email.	12:21:40 AM
Shivam Singh	Well, then after this chat I will send you an email	12:22:37 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies.	12:22:40 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:22:48 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] (mailto:quality@acecloudhosting.com) . Thanks!	12:22:55 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shivam Singh has ended this chat session</i>	12:22:58 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

21 Mar, 11:25:30 AM

**#74480 Susan Smith**

**Email:** mferguson@veehealthtek.com **Phone:** 19738864556

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** BANGALORE

**State:** Karnataka

**Country:** INDIA

## Chat Transcript

Chat Duration : 12 Mins 30 Secs

Susan Smith	Hello, I am your Acebuddy	21 Mar, 11:25:32 AM
Acebuddy	Hello Miranda Ferguson, I'm your Ace Buddy. I'll be happy to assist you!	11:25:33 AM
	Whom Would You Like to Connect With?	11:25:33 AM
Susan Smith	Technical Support (QB & App Hosting)	11:25:36 AM
Acebuddy	Welcome to Ace Support.	11:25:36 AM
	Please chose an option :	11:25:36 AM
Susan Smith	I'd like to report an Issue	11:25:46 AM
Acebuddy	Please select an option!	11:25:46 AM
Susan Smith	Other Issue	11:25:50 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:25:50 AM
Susan Smith	I have two users that show "locked" I need them unlocked and active.	11:26:20 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:26:21 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:26:21 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:26:26 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:26:37 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:26:44 AM
Susan Smith	sure one second	11:28:23 AM
Shubham Kataria	Sure, please take your time	11:28:43 AM
Susan Smith	CID73692	11:28:55 AM
Shubham Kataria	Thank you for the information.	11:29:29 AM
Susan Smith	VH_Miranda@myrealdata.net	11:29:41 AM
	of course	11:30:03 AM
Shubham Kataria	Could you please confirm both username which shows locked on your end	11:30:20 AM
Susan Smith	ShravanPoojary@myrealdata.net	11:30:37 AM

	Pramod.B@myrealdata.net	11:30:45 AM
Shubham Kataria	Thank you, let me check	11:31:06 AM
Susan Smith	perfect thank you	11:31:22 AM
Shubham Kataria	Thank you for your patience.	11:32:24 AM
Susan Smith	sure sure	11:32:33 AM
Shubham Kataria	I've unlocked both accounts.	11:32:36 AM
	kindly ask the users try to access the accounts now	11:32:47 AM
Susan Smith	asking now	11:32:56 AM
Shubham Kataria	Sure	11:33:12 AM
Susan Smith	is there a way for me to reset someone's password	11:33:37 AM
Shubham Kataria	Yes, you may reset it via MY portal	11:34:13 AM
Susan Smith	I can reset a users password? Could you tell me the steps	11:35:26 AM
	<i>11:35:27 AM Shubham Kataria is sharing a file with you <a href="#">How to Manage ACE Server Users 4.pdf</a> - ( Size:1.33 MB )</i>	11:35:27 AM
Shubham Kataria	You can refer to the attached SOP for logging into my portal. From there, you'll be able to reset your user's password as well. (Edited)	11:36:14 AM
Susan Smith	thank you so so much	11:36:23 AM
	you have been the biggest help	11:36:29 AM
Shubham Kataria	We're always here to assist you, so feel free to reach out anytime.	11:37:05 AM
	Is there anything else I may help you with ?	11:37:10 AM
Susan Smith	nope that is all	11:37:34 AM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:37:41 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:37:54 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!	11:37:58 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shubham Kataria has ended this chat session</i>	11:38:02 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Mar, 11:52:56 PM

#73394 Nabeel Ghaffar

Email: nabeelghaffar27@gmail.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 4 Secs

City: RIYADH

State: Ar Riyad

Country: SAUDI ARABIA

## Chat Transcript

Chat Duration : 9 Mins 26 Secs

Nabeel Ghaffar	Hello, I am your Acebuddy	2 Mar, 11:52:58 PM
Acebuddy	Hello Nabeel Ghaffar, I'm your Ace Buddy. I'll be happy to assist you!	11:52:59 PM
	Whom Would You Like to Connect With?	11:52:59 PM
Nabeel Ghaffar	Technical Support (QB & App Hosting)	11:53:10 PM
Acebuddy	Welcome to Ace Support.	11:53:10 PM
	Please chose an option :	11:53:10 PM
Nabeel Ghaffar	I'd like to raise a Request	11:53:37 PM
Acebuddy	Please select your request type.	11:53:37 PM
Nabeel Ghaffar	Other Request	11:53:56 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.	11:53:56 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:53:56 PM
Nabeel Ghaffar	Yes, I'm facing issues with my server	11:54:09 PM

Acebuddy	Please select an option!	11:54:09 PM
Nabeel Ghaffar	Other Issue	11:54:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:54:16 PM
Nabeel Ghaffar	Unable to login through id	11:54:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:54:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:54:39 PM
Nabeel Ghaffar	Unable to login through RDP	11:54:53 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:55:00 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:55:04 PM
	Hello Nabeel	11:55:12 PM
Nabeel Ghaffar	Hi Verma	11:55:26 PM
Shashwat Verma	I will surely help you with this issue.	11:55:36 PM
	May I take the remote access of your local computer?	11:55:40 PM
Nabeel Ghaffar	yes	11:56:20 PM
Shashwat Verma	Will send you the link	11:56:22 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:56:25 PM
	<a href="https://assist.acecloudhosting.com/join/9232141428">https://assist.acecloudhosting.com/join/9232141428</a>	11:56:28 PM
Nabeel Ghaffar	ok	11:56:29 PM
Shashwat Verma	Kindly Click on the link and open the downloaded file.	11:56:31 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:58:43 PM
	Issue resolved on remote session by configuring RDP	3 Mar, 12:02:12 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:02:15 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	12:02:19 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!	12:02:21 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shashwat Verma has ended this chat session</i>	12:02:25 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Mar, 11:59:29 PM

### #73831 alison

**Email:** alison@stevecuryconstruction.com ☎ 5613016505

**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:** STANDISH

**State:** Maine

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 46 Mins 20 Secs

alison	Hello, I am your Acebuddy	10 Mar, 11:59:29 PM
Acebuddy	Hello Alison, I'm your Ace Buddy. I'll be happy to assist you!	11:59:31 PM
	Whom Would You Like to Connect With?	11:59:31 PM
alison	Technical Support (QB & App Hosting)	11:59:44 PM
Acebuddy	Welcome to Ace Support.	11:59:44 PM
	Please chose an option :	11:59:44 PM
alison	I'd like to report an Issue	11 Mar, 12:00:11 AM
Acebuddy	Please select an option!	12:00:12 AM
alison	QuickBooks Issue	12:00:27 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:00:27 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.	12:45:50 AM
	<i>Ended due to chat idle timeout</i>	12:45:50 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

31 Mar, 7:40:35 PM

**#74903 assembly**

**Email:** assembly@rortax.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:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins 47 Secs

assembly	Hello, I am your Acebuddy	31 Mar, 7:40:36 PM
Acebuddy	Hello Assembly, I'm your Ace Buddy. I'll be happy to assist you!	7:40:37 PM
	Whom Would You Like to Connect With?	7:40:37 PM
assembly	Technical Support (QB & App Hosting)	7:40:40 PM
Acebuddy	Welcome to Ace Support.	7:40:40 PM
	Please chose an option :	7:40:40 PM
assembly	Restart	7:43:07 PM
Acebuddy	Hello Assembly, I'm your Ace Buddy. I'll be happy to assist you!	7:43:07 PM
	Whom Would You Like to Connect With?	7:43:07 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.	8:15:24 PM
	<i>Ended due to chat idle timeout</i>	8:15:24 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Mar, 12:43:29 AM

**#73384 Ralph Crivello**

**Email:** eragourmetllc@gmail.com 17722227463

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 37 Mins 5 Secs

Ralph Crivello	Hello, I am your Acebuddy	2 Mar, 12:43:30 AM
Acebuddy	Hello Ralph Crivello, I'm your Ace Buddy. I'll be happy to assist you!	12:43:32 AM
	Whom Would You Like to Connect With?	12:43:32 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:20:36 AM
	<i>Ended due to chat idle timeout</i>	1:20:36 AM



# Chat Transcript

Hello, I am your Acebuddy

**Visitor Details****#73776 Michael Millner****Email:** mike@politicalaccountinggroup.com +17722618100**Department:** Support(QB & App Hosting)**Operator:** Shashwat Verma**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 9 Secs**City:** UNIVERSITY PARK**State:** Maryland**Country:** UNITED STATES

Chat Duration : 5 Mins 41 Secs

**Chat Transcript**

Michael Millner	Hello, I am your Acebuddy	9 Mar, 8:49:09 PM
Acebuddy	Hello Michael Millner, I'm your Ace Buddy. I'll be happy to assist you!	8:49:10 PM
	Whom Would You Like to Connect With?	8:49:10 PM
Michael Millner	Technical Support (QB & App Hosting)	8:49:16 PM
Acebuddy	Welcome to Ace Support.	8:49:16 PM
	Please chose an option :	8:49:16 PM
Michael Millner	I'd like to report an Issue	8:49:26 PM
Acebuddy	Please select an option!	8:49:26 PM
Michael Millner	Other Issue	8:49:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:49:30 PM
Michael Millner	Trying to get into quickbooks and it says there is already one open	8:49:56 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:49:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:49:57 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:50:53 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:51:00 PM
	Hello Michael	8:51:07 PM
Michael Millner	Hi again!	8:51:09 PM
Shashwat Verma	I will surely help you with this issue.	8:51:25 PM
	May I take the remote access of your server?	8:52:11 PM
Michael Millner		

	yeds	8:52:30 PM
	yes	8:52:34 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	8:52:38 PM
	Kindly accept	8:52:49 PM
Michael Millner	all good	8:52:52 PM
Shashwat Verma	Kindly accept the invite	8:53:04 PM
	It's working	8:53:53 PM
	Looks like you were trying to re-launch it	8:54:05 PM
Michael Millner	OMG so sorry	8:54:14 PM
	thanks again	8:54:21 PM
Shashwat Verma	No problem	8:54:27 PM
	Is there anything else I may help you with ?	8:54:29 PM
Michael Millner	no thank you	8:54:36 PM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:54:40 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:54:42 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:54:48 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>	8:54:51 PM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74864 prodassistant

**Email:** prodassistant@johnmarshallmedia.com

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

**Operator:** Sandeep Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** NAVOTAS

**State:** National Capital Region

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 24 Mins 58 Secs

prodassistant	Hello, I am your Acebuddy	30 Mar, 7:15:02 PM
Acebuddy	Hello Prodassistant, I'm your Ace Buddy. I'll be happy to assist you!	7:15:03 PM
	Whom Would You Like to Connect With?	7:15:03 PM
prodassistant	Technical Support (QB & App Hosting)	7:15:28 PM
Acebuddy	Welcome to Ace Support.	7:15:28 PM
	Please chose an option :	7:15:28 PM
prodassistant	I'd like to report an Issue	7:15:33 PM
Acebuddy	Please select an option!	7:15:33 PM
prodassistant	Other Issue	7:15:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:15:39 PM
	<i>7:16:21 PM prodassistant is sharing a file with you <u>1_image.png</u> - ( Size:62.68 KB )</i>	7:16:21 PM
	Please wait while we connect you to a Support Representative	7:16:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:16:22 PM
prodassistant	Hi! I can't send any message using my outlook app. Here's the message from the support	7:16:22 PM
	<i>Sandeep Kumar accepted the chat transfer request.</i>	7:16:29 PM
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.	7:16:41 PM
prodassistant	hello!	7:17:47 PM
Sandeep Kumar	I will surely help you with this issue.	7:18:01 PM
prodassistant	I sent the message and picture from the support. Thanks!	7:18:15 PM

	Thank you!	7:18:24 PM
Sandeep Kumar	May I know your server username?	7:18:50 PM
prodassistant	Jewel.A@myrealdata.net	7:19:31 PM
Sandeep Kumar	May I take the remote access of your server?	7:20:52 PM
prodassistant	sure!	7:21:04 PM
Sandeep Kumar	Currently I do not see you logged into the server.	7:21:35 PM
	Please log back in so that we can check the same on your end.	7:21:56 PM
prodassistant	I'm now logged in	7:23:07 PM
Sandeep Kumar	And may I confirm from where you have received this email?	7:23:10 PM
prodassistant	this is from Contango IT who assisted me last saturday	7:23:38 PM
Sandeep Kumar	Please accept the remote prompt on your server end.	7:23:58 PM
	Ok.	7:24:08 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:25:19 PM
prodassistant	Hi!	7:36:55 PM
Sandeep Kumar	As per discussion over the remote session, you may have to change your O365 license version.	7:37:15 PM
prodassistant	Thanks for your assistance. Is there any way for me to know what License I am using?	7:37:17 PM
	oh okay	7:37:21 PM
	Thank you! Will send everything to the IT team and my supervisor. Thank you so much!	7:37:51 PM
Sandeep Kumar	I tried to check the same over the remote session but I believe that your IT team is managing your license. Hence only they will be able to check the same.	7:38:11 PM
prodassistant	Okayyy! Thanks for that	7:38:25 PM
Sandeep Kumar	You are welcome!	7:38:32 PM
	Apart from this, is there anything else I may help you with ?	7:38:47 PM
prodassistant	Nothing for now. ;)	7:38:55 PM
	:)	7:39:00 PM
	Thank you so much for your help! :D	7:39:15 PM
Sandeep Kumar	You will receive a summary of our conversation after this chat.	7:39:32 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:39:36 PM
prodassistant	Got it! Thanks!	7:39:40 PM
Sandeep Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

7:39:49 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/>)

*Sandeep Kumar has ended this chat session*

7:40:00 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

22 Mar, 9:07:22 PM

#### #74541 Anthony Padilla

**Email:** anthony.padilla@bluetreedental.com

**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:** 40 Secs

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 14 Mins 44 Secs

Anthony Padilla	Hello, I am your Acebuddy	22 Mar, 9:07:23 PM
Acebuddy	Hello Anthony.padilla, I'm your Ace Buddy. I'll be happy to assist you!	9:07:24 PM
	Whom Would You Like to Connect With?	9:07:24 PM
Anthony Padilla	Technical Support (QB & App Hosting)	9:07:29 PM
Acebuddy	Welcome to Ace Support.	9:07:29 PM
	Please chose an option :	9:07:29 PM

Anthony Padilla	I'd like to report an Issue	9:07:39 PM
Acebuddy	Please select an option!	9:07:39 PM
Anthony Padilla	QuickBooks Issue	9:07:43 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:07:43 PM
Anthony Padilla	Other QB related issue	9:07:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:07:52 PM
Anthony Padilla	Pop up requesting Administrator Permissions Needed	9:08:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:08:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:08:28 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:08:38 PM
	<i>Shashwat Verma is transferring the chat to Rohan Prajapati.</i>	9:08:46 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	9:08:55 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	9:08:58 PM
	Hello Anthony, How are you doing today ?	9:09:24 PM
Anthony Padilla	Good How about yourself?	9:09:49 PM
Rohan Prajapati	That's Great. I'm good too, thanks for asking (Edited)	9:10:19 PM
	I will surely help you with this issue.	9:10:30 PM
	Kindly allow me 4-6 minutes to check the same. (Edited)	9:10:37 PM
	Please close the QB at your end	9:10:56 PM
	Please check now and let me know the status	9:12:52 PM
Anthony Padilla	Still pops up	9:15:12 PM
Rohan Prajapati	Kindly allow me 4-5 minutes to check the same.	9:16:17 PM
	Please be informed that since both QuickBooks Enterprise Accountant 2024 and QuickBooks Premier Accountant 2024 are installed on the same server, and both versions share the same services, we need to provide restricted admin rights to all users. This is because the services conflict when one version is opened by one user while the other version is being accessed by a different user.	9:18:31 PM
	We would need the account owner to accept the disclaimer via email in order to grant restricted admin rights to all users.	9:19:49 PM
Anthony Padilla	Can you email him?	9:20:08 PM
Rohan Prajapati	Sure, Anthony. We will email him once this chat has ended. We will proceed with granting the rights to all users once we receive confirmation from him.	9:21:26 PM
	Is there anything else I may help you with ?	9:21:28 PM
Anthony Padilla	That was everything, thank you	9:21:49 PM
Rohan Prajapati		

Thanks for the confirmation !

9:21:58 PM

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

9:22:03 PM

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

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

Thanks!

9:22:05 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/>)

*Rohan Prajapati has ended this chat session*

9:22:07 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

18 Mar, 10:46:53 PM

**#74306 Nathan Phillips**

**Email:** nathan@arnoffromo.com

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

**Operator:** Acebuddy

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**City:** RANCHO CORDOVA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 42 Mins 36 Secs

Nathan Phillips

Hello, I am your Acebuddy

18 Mar, 10:46:54 PM

Acebuddy

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

10:46:55 PM

	Whom Would You Like to Connect With?	10:46:55 PM
Nathan Phillips	Technical Support (QB & App Hosting)	10:47:03 PM
Acebuddy	Welcome to Ace Support.	10:47:03 PM
	Please chose an option :	10:47:03 PM
Nathan Phillips	I'd like to raise a Request	10:47:16 PM
Acebuddy	Please select your request type.	10:47:24 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:29:30 PM
	<i>Ended due to chat idle timeout</i>	11:29:30 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

1 Mar, 12:59:42 AM

**#73340 Traci Sorensen**

**Email:** traci@alliancedevelopment.biz

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

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

**City:** OSHKOSH

**State:** Wisconsin

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 18 Mins 52 Secs

Traci Sorensen	Hello, I am your Acebuddy	1 Mar, 12:59:44 AM
Acebuddy	Hello Traci Sorensen, I'm your Ace Buddy. I'll be happy to assist you!	12:59:45 AM
	Whom Would You Like to Connect With?	12:59:45 AM

Traci Sorensen	Technical Support (QB & App Hosting)	12:59:55 AM
Acebuddy	Welcome to Ace Support.	12:59:55 AM
	Please chose an option :	12:59:55 AM
Traci Sorensen	I'd like to report an Issue	1:00:02 AM
Acebuddy	Please select an option!	1:00:02 AM
Traci Sorensen	QuickBooks Issue	1:00:07 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:00:07 AM
Traci Sorensen	QuickBooks Update	1:00:13 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	1:00:13 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	1:00:13 AM
	Do you need any further assistance on the topic?	1:00:13 AM
Traci Sorensen	Yes	1:00:28 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:00:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:00:28 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:00:58 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:01:02 AM
	Hello Traci	1:01:13 AM
Traci Sorensen	Hello. We are unable to access QB since it says an update is being installed. How long will this take? Unfortunately, no one checked with us prior to installing the update and we were all kicked out of QB without notice.	1:01:55 AM
Shashwat Verma	I will surely help you with this issue.	1:02:34 AM
	Kindly allow me two minutes to check the same.	1:02:36 AM
	Reboot is required to complete the Qb update, shall we proceed?	1:05:21 AM
Traci Sorensen	How long does that take?	1:05:42 AM
Shashwat Verma	2mins	1:05:48 AM
Traci Sorensen	Yes	1:05:52 AM
Shashwat Verma	We have rebooted the server, try to login in 3-4 mins and access the Quickbooks.	1:06:31 AM
Traci Sorensen	Ok, thanks	1:06:47 AM
Shashwat Verma	Allow me 2 minutes to check error from backend	1:08:48 AM
	Kindly try now to access the Qb	1:10:06 AM

Traci Sorensen	Ok, one moment	1:12:16 AM
Shashwat Verma	That works - thanks	1:13:28 AM
Shashwat Verma	Is there anything else I may help you with ?	1:13:58 AM
Traci Sorensen	That's all - thanks	1:15:44 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:18:32 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!	1:18:34 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*

1:18:36 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

27 Mar, 1:09:09 PM

**#74738 Joseph van Scheltema**

**Email:** joseph@africanenergy.com

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 13 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 12 Mins 4 Secs

Joseph van Scheltema	Hello, I am your Acebuddy	27 Mar, 1:09:10 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	1:09:27 PM
Joseph van Scheltema	hi, i am signed out of microsoft	1:09:42 PM
	i cannot use excel, word, outlook	1:09:50 PM
Shubham Kataria	Hello Joseph	1:09:56 PM
Joseph van Scheltema	i tried signing in with my work email address and its not working	1:10:03 PM
Shubham Kataria	We were disconnected from the last chat	1:10:16 PM
Joseph van Scheltema	yes	1:10:21 PM
Shubham Kataria	I will be surely assisting you with this.	1:10:24 PM
Joseph van Scheltema	thanks	1:10:36 PM
Shubham Kataria	Could you please confirm your username for Microsoft login	1:10:48 PM
Joseph van Scheltema	i was using joseph@africanenergy.com	1:11:08 PM
Shubham Kataria	Upon checking, your microsoft username is Joseph_AE@AfricanEn.onmicrosoft.com	1:11:30 PM
	Kindly try with this	1:11:40 PM
Joseph van Scheltema	waht password do i use?	1:13:07 PM
Shubham Kataria	I apologize, but we don't have your password. However, if you'd like, we can reset it for you; we would just need approval from the account owner, Debra Lee.	1:13:31 PM
	If you require the password, please ask the account owners to send us an email from either of the following addresses: [deb@africanenergy.com](mailto:deb@africanenergy.com) or [david@africanenergy.com](mailto:david@africanenergy.com) to [support@acecloudhosting.com](mailto:support@acecloudhosting.com).	1:15:09 PM
Joseph van Scheltema	i have the password	1:15:21 PM
	problem is that my excel says that it is unlicenced	1:15:32 PM
Shubham Kataria	May I take the remote access of your server?	1:15:38 PM
	And before taking the remote, could you please confirm if you're the only user who is facing this issue in MS applications	1:16:27 PM
Joseph van Scheltema	just one second	1:16:43 PM
Shubham Kataria	Sure, please take your time	1:16:53 PM
Joseph van		1:19:05 PM

Scheltema	its working now	
	thanks	1:19:07 PM
Shubham Kataria	Great	1:19:17 PM
	You're welcome	1:19:26 PM
	Is there anything else I may help you with ?	1:19:30 PM
	Are we still connected here?	1:20:05 PM
	Are we still connected here?	1:21:11 PM
	As you're disconnected from the chat, we are ending the chats session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:21:20 PM
	<i>Shubham Kataria has ended this chat session</i>	1:21:26 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

17 Mar, 5:30:28 AM

**#74195 Imelda Walker**

**Email:** mhelbph@yahoo.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 16 Mins 44 Secs

Imelda Walker	Hello, I am your Acebuddy	17 Mar, 5:30:29 AM
Acebuddy	Hello Imelda Walker, I'm your Ace Buddy. I'll be happy to assist you!	5:30:30 AM

	Whom Would You Like to Connect With?	5:30:30 AM
Imelda Walker	Technical Support (QB & App Hosting)	5:30:33 AM
Acebuddy	Welcome to Ace Support.	5:30:34 AM
	Please chose an option :	5:30:34 AM
Imelda Walker	I'd like to report an Issue	5:30:40 AM
Acebuddy	Please select an option!	5:30:40 AM
Imelda Walker	QuickBooks Issue	5:30:44 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:30:44 AM
Imelda Walker	Other QB related issue	5:30:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:30:53 AM
Imelda Walker	QB won't open	5:31:03 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:31:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:31:04 AM
	<i>Manish Singh accepted the chat transfer request.</i>	5:31:37 AM
Imelda Walker	Gets frozen with circle trying to open	5:31:40 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	5:31:41 AM
	I will surely help you with this issue.	5:31:47 AM
Imelda Walker	Hi Manish. I think you just helped me install QB Unfreeze. That works, but now QB wont open	5:32:22 AM
Manish Singh	Alright, May i know if you are getting any error ?	5:32:43 AM
Imelda Walker	no error message. Just frozen on trying to open	5:33:07 AM
Manish Singh	Kindly try now.	5:33:22 AM
	I have restarted the services of QuickBooks	5:33:34 AM
Imelda Walker	Not working. still freezing	5:34:43 AM
Manish Singh	Checking please wait	5:35:55 AM
	Kindly check now.	5:38:06 AM
Imelda Walker	Not working. Is asking if im an administrator	5:40:14 AM
Manish Singh	Need to reboot the server once.	5:40:25 AM
Imelda Walker	Can you add snipping tool to my server	5:40:35 AM
Manish Singh	Surely, I will but need to reboot the server before that	5:41:20 AM
Imelda Walker	ok	5:42:03 AM
	If we get disconnected I'll try it and log back in to chat	5:42:40 AM
Manish Singh	Sure	5:43:50 AM

Are we still connected here?

5:45:32 AM

As there was no response and chat get disconnected, we are disconnecting the chat for now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

5:47:12 AM

*Manish Singh has ended this chat session*

5:47:13 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Mar, 3:08:10 AM

#### #73464 Claire Speake

**Email:** corporate@sgwfresno.com ☎ 15593479965

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 45 Mins 2 Secs

Claire Speake	Hello, I am your Acebuddy	4 Mar, 3:08:12 AM
Acebuddy	Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you!	3:08:13 AM
	Whom Would You Like to Connect With?	3:08:13 AM
Claire Speake	Technical Support (QB & App Hosting)	3:08:18 AM
Acebuddy	Welcome to Ace Support.	3:08:18 AM
	Please chose an option :	3:08:18 AM
Claire Speake	I'd like to raise a Request	3:08:25 AM
Acebuddy	Please select your request type.	3:08:25 AM

Claire Speake	Other Request	3:08:40 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:08:40 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:08:40 AM
Claire Speake	Yes, I'm facing issues with my server	3:08:51 AM
Acebuddy	Please select an option!	3:08:51 AM
Claire Speake	QuickBooks Issue	3:08:55 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:08:55 AM
Claire Speake	Other QB related issue	3:09:01 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:09:01 AM
Claire Speake	We had too many users using the same "RDP" file and it kicked people out. So I created a new one, and downloaded it on this computer. But the old "RDP" file is still on this computer and needs to be completely removed in order for me to use the new one.	3:17:24 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:17:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:17:25 AM
	<i>Shivam accepted the chat transfer request.</i>	3:19:17 AM
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today.	3:19:21 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:19:42 AM
Claire Speake	Owner_SG	3:20:57 AM
	Liz	3:20:59 AM
	I just want to clarify: I do not want to delete that server. I just simply need to remove it from my laptop	3:21:30 AM
Shivam	Kindly allow me two minutes to check the same.	3:21:51 AM
	May I take the remote access of your local computer?	3:26:23 AM
Claire Speake	Yes	3:26:28 AM
Shivam	Prior providing the access, I would suggest you to close any important documents at your end.	3:27:46 AM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/3722793394">https://assist.acecloudhosting.com/join/3722793394</a>	3:27:57 AM
Claire Speake	ok	3:29:27 AM
Shivam	. (Edited)	3:31:55 AM
Claire Speake	here	3:52:40 AM
Shivam	Is there anything else I may help you with ?	3:52:45 AM
Claire Speake	that is it . thank you	3:53:00 AM
Shivam	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies.	3:53:02 AM

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

3:53:10 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!

3:53:12 AM

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

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

*Shivam has ended this chat session*

3:53:14 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Mar, 12:14:46 AM

#### #73451 Kareb

**Email:** administration@feuerhelmlanger.com ☎ 651-646-6346

**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:** 12 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 27 Mins 13 Secs

Kareb

Hello, I am your Acebuddy

4 Mar, 12:14:46 AM

Acebuddy

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

12:14:47 AM

Whom Would You Like to Connect With?

12:14:47 AM

Kareb	Technical Support (QB & App Hosting)	12:15:47 AM
Acebuddy	Welcome to Ace Support.	12:15:47 AM
	Please chose an option :	12:15:47 AM
Kareb	I'd like to report an Issue	12:15:53 AM
Acebuddy	Please select an option!	12:15:53 AM
Kareb	QuickBooks Issue	12:15:56 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:15:57 AM
Kareb	QuickBooks is Frozen	12:16:06 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:16:06 AM
	Was that helpful?	12:16:06 AM
Kareb	No	12:16:28 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:16:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:16:28 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	12:16:36 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	12:16:39 AM
	Hello, How are you doing today?	12:16:59 AM
	I will surely help you with this issue.	12:17:07 AM
	Kindly allow me 4-5 minutes to check the same.	12:17:14 AM
Kareb	There is an app Quickbooks Web Connector that is frozne.	12:19:14 AM
Rohan Prajapati	Thanks for the information	12:19:40 AM
	May I know the username through which you are logged in on the server ?	12:20:14 AM
	Are we still connected here?	12:22:52 AM
	Are we still connected here?	12:25:30 AM
	Are we still connected here?	12:27:49 AM
Kareb	yes	12:28:34 AM
Rohan Prajapati	May I know the username through which you are logged in on the server ?	12:28:46 AM
	<i>12:34:05 AM Rohan Prajapati is sharing a file with you <a href="#">image.png</a> - ( Size:7.01 KB )</i>	12:34:05 AM
	<i>May I know through which you are logged in on the server ?</i>	
Kareb	KarenK	12:35:03 AM
Rohan Prajapati	Thanks for the confirmation !	12:35:11 AM
	Kindly check now and let us know the status (Edited)	12:35:19 AM

Kareb	fixed thank you	12:36:35 AM
Rohan Prajapati	Is there anything else I may help you with ?	12:36:47 AM
	Are we still connected here?	12:38:31 AM
	Are we still connected here?	12:41:54 AM
	Are we still connected here?	12:41:56 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.	12:41:59 AM
	<i>Rohan Prajapati has ended this chat session</i>	12:42:00 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 Mar, 3:31:52 AM

#### #74145 Tony Lee

**Email:** support@claccounting.tax ☎ 19097189780

**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:** EL MONTE

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 5 Mins 19 Secs

Tony Lee	Hello, I am your Acebuddy	15 Mar, 3:31:53 AM
Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!	3:31:54 AM
	Whom Would You Like to Connect With?	3:31:54 AM
Tony Lee	Technical Support (QB & App Hosting)	3:32:00 AM

Acebuddy	Welcome to Ace Support.	3:32:00 AM
	Please chose an option :	3:32:00 AM
Tony Lee	I'd like to report an Issue	3:32:05 AM
Acebuddy	Please select an option!	3:32:05 AM
Tony Lee	Other Issue	3:32:14 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:32:14 AM
Tony Lee	i need to reboot server to update lacerte 2023	3:32:27 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:32:27 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:32:27 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:32:34 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:32:41 AM
Tony Lee	server name CLaccounting.myrealdata.net	3:33:05 AM
	user name tonylee	3:33:08 AM
	i need to update my 2023 lacerte by rebooting server	3:33:20 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same and I will reboot the server.	3:33:51 AM
	I have initiated reboot, within few minutes it would be accessible again.	3:36:23 AM
	Is there anything else I may help you with ?	3:36:29 AM
Tony Lee	thats it	3:36:37 AM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:36:49 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:36:59 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	3:37:05 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ashutosh Mishra has ended this chat session</i>	3:37:13 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

19 Mar, 7:32:16 PM

### #74358 kkingsley

**Email:** kkingsley@travelerschampionship.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** PROVIDENCE

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 11 Mins 22 Secs

kkingsley	Hello, I am your Acebuddy	19 Mar, 7:32:17 PM
Acebuddy	Hello Katie Kingsley, I'm your Ace Buddy. I'll be happy to assist you!	7:32:18 PM
	Whom Would You Like to Connect With?	7:32:18 PM
kkingsley	Technical Support (QB & App Hosting)	7:32:24 PM
Acebuddy	Welcome to Ace Support.	7:32:24 PM
	Please chose an option :	7:32:24 PM
kkingsley	I'd like to report an Issue	7:32:31 PM
Acebuddy	Please select an option!	7:32:31 PM
kkingsley	QuickBooks Issue	7:32:36 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:32:36 PM
kkingsley	QuickBooks Login Issue	7:32:41 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	7:32:42 PM
	Was that helpful?	7:32:42 PM
kkingsley	No	7:32:46 PM

Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:32:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:32:46 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:33:01 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:33:04 PM
kkingsley	Hello, when I try to login to QB it says this action requires windows administration permissions	7:33:56 PM
Manish Singh	I will surely help you with this issue.	7:33:59 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	7:34:03 PM
kkingsley	Just me	7:34:42 PM
Manish Singh	May i know the version of QuickBooks in which you are facing this issue?	7:36:09 PM
kkingsley	Enterprise Solutions 23	7:36:32 PM
Manish Singh	Try to access now.	7:36:39 PM
kkingsley	I am in thank you. Also correction my co-worker Kendall lauder is also having trouble loggin in as well	7:37:56 PM
Manish Singh	Kindly ask to try once.	7:38:07 PM
	Are we still connected here?	7:40:01 PM
kkingsley	All set thank you	7:40:03 PM
Manish Singh	Is there anything else I may help you with ?	7:40:23 PM
	Are we still connected here?	7:42:04 PM
	Are we still connected here?	7:43:10 PM
	As there was no response and chat get disconnected, we are disconnecting the chat for now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:43:37 PM
	<i>Manish Singh has ended this chat session</i>	7:43:39 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

3 Mar, 2:12:28 PM

#73411 Rosa lynn

Email: rosa.lynn@vomonline.com ☎ 8454254555

Department: Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Duration : 33 Mins 22 Secs

### Chat Transcript

Rosa lynn	Hello, I am your Acebuddy	3 Mar, 2:12:31 PM
Acebuddy	Hello Rosa Lynn, I'm your Ace Buddy. I'll be happy to assist you!	2:12:33 PM
	Whom Would You Like to Connect With?	2:12:33 PM
Rosa lynn	Technical Support (QB & App Hosting)	2:13:05 PM
Acebuddy	Welcome to Ace Support.	2:13:05 PM
	Please chose an option :	2:13:05 PM
Rosa lynn	I'd like to raise a Request	2:13:13 PM
Acebuddy	Please select your request type.	2:13:14 PM
Rosa lynn	Other Request	2:13:33 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.	2:13:33 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:13:33 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.	2:45:54 PM
	<i>Ended due to chat idle timeout</i>	2:45:54 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 Mar, 1:41:03 AM

**#74143 Nina Oum****Email:** nina.oum@nuwavecom.com**Department:** Support(QB & App Hosting)**Operator:** Shivam Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 10 Secs**City:** LONG BEACH**State:** California**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 23 Mins 54 Secs

Nina Oum	Hello, I am your Acebuddy	15 Mar, 1:41:05 AM
Acebuddy	Hello Nina Oum, I'm your Ace Buddy. I'll be happy to assist you!	1:41:05 AM
	Whom Would You Like to Connect With?	1:41:05 AM
Nina Oum	Managed IT	1:41:26 AM
Acebuddy	Please wait while we connect you to an available Representative.	1:41:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:41:26 AM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	1:41:34 AM
Pradeep Kumar	Thank you for contacting Acecloudhosting. My name is Pradeep how may I help you for today?	1:42:12 AM
Nina Oum	Hello,	1:42:23 AM
	i forgot my password and need to reset itk	1:43:08 AM
Pradeep Kumar	Alright, let me transfer the chat to the concerned team.	1:43:53 AM
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	1:44:03 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	1:44:21 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	1:44:46 AM
Nina Oum	Hi Shivam. I forgot my password to for work resource and need to reset it	1:45:23 AM
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:46:08 AM
Nina Oum	user name is NinaO. myrealdata\NinaO	1:46:56 AM
Shivam Singh	Thanks for the information. Kindly allow me 2 minutes to check the same	1:48:07 AM
	I would like to suggest you share an email authorization of the account owner for the password reset.	1:52:04 AM
	I will send you an email after the chat	1:52:18 AM
	also, I will mention the POC in that under CC	1:52:45 AM

Nina Oum	nina.oum@nuwavecom.com	1:52:59 AM
Shivam Singh	please note that we need email authorization from POC	1:56:31 AM
Nina Oum	david.yiv@nuwavecome.com is the account owner email.	1:57:16 AM
Shivam Singh	what I'll do is I will send you an email you could just ask for the email authorization.	1:57:47 AM
	I do understand that however an email authorization is needed.	1:58:31 AM
	Is there anything else I may help you with other than password reset ?	1:59:41 AM
Nina Oum	I will have the account owner you guy to reset the password. thanks	2:00:27 AM
Shivam Singh	that's great	2:00:33 AM
	Is there anything else I may help you with ?	2:01:42 AM
	Are we still connected here?	2:02:44 AM
	Are we still connected here?	2:03:50 AM
	Are we still connected here?	2:04:19 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:04:42 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!	2:04:54 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shivam Singh has ended this chat session</i>	2:05:00 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#74259 jeremy

Email: jeremy@vollmermgmt.com ☎ 6054843259

18 Mar, 12:14:24 AM

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** RAPID CITY

**State:** South Dakota

**Country:** UNITED STATES

Chat Duration : 7 Mins 29 Secs

### Chat Transcript

jeremy	Hello, I am your Acebuddy	18 Mar, 12:14:25 AM
Acebuddy	Hello Jeremy Vollmer, I'm your Ace Buddy. I'll be happy to assist you!	12:14:26 AM
	Whom Would You Like to Connect With?	12:14:26 AM
jeremy	Technical Support (QB & App Hosting)	12:14:39 AM
Acebuddy	Welcome to Ace Support.	12:14:39 AM
	Please chose an option :	12:14:39 AM
jeremy	I'd like to raise a Request	12:14:47 AM
Acebuddy	Please select your request type.	12:14:47 AM
jeremy	Password Reset	12:14:51 AM
Acebuddy	Please select an option below	12:14:51 AM
jeremy	Already Enrolled to Selfcare Portal	12:14:57 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	12:14:57 AM
	Do you need any further assistance on the topic?	12:14:57 AM
jeremy	Yes	12:15:04 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:15:04 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:15:04 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:15:16 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:15:32 AM
jeremy	Hello, I would like to reset my password as I do not remember what it was changed to.	12:16:12 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your user name?	12:17:18 AM
jeremy	Jeremy.V@myrealdata.net	12:17:51 AM
Ashutosh Mishra	Please allow me to inform, we require an authorization email for password reset from account	

	holder.	12:19:02 AM
jeremy	Ok, I will reach out to her and wait for that to happen.	12:19:53 AM
Ashutosh Mishra	Sure, once we get the email we can reset the password. The account holder can also use My Portal to reset your password.	12:20:27 AM
	Is there anything else I may help you with ?	12:20:59 AM
jeremy	No, that is it. Thank you.	12:21:34 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:21:45 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!	12:21:49 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Ashutosh Mishra has ended this chat session*

12:21:55 AM



