

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Oct, 9:26:23 PM

#82321 john cortopassi

Email: john@johnacortopassicpa.com ☎ 16319796917

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: SMITHTOWN

State: New York

Country: UNITED STATES

## Chat Transcript

Chat Duration : 14 Mins 12 Secs

john cortopassi	Hello, I am your Acebuddy	7 Oct, 9:26:23 PM
Acebuddy	Hello John Cortopassi, I'm your Ace Buddy. I'll be happy to assist you!	9:26:25 PM
	Whom Would You Like to Connect With?	9:26:25 PM
john cortopassi	Technical Support (QB & App Hosting)	9:26:29 PM
Acebuddy	Welcome to Ace Support.	9:26:29 PM
	Please chose an option :	9:26:29 PM
john cortopassi	I'd like to report an Issue	9:26:34 PM
Acebuddy	Please select an option!	9:26:34 PM
john cortopassi	Other Issue	9:26:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:26:39 PM
john cortopassi	i cannot logon	9:26:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:26:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:26:46 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:27:18 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:27:28 PM

	Hello John, I will be surely assisting you with this. Kindly help me with your server name and user name?	9:27:52 PM
john cortopassi	John A cortopassi CPA	9:28:17 PM
	CID68013	9:28:21 PM
	What are we doing	9:30:41 PM
Ashutosh Mishra	We are checking from the backend.	9:30:54 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	9:31:11 PM
john cortopassi	I server i log on to for a different client and i can't get on that one either	9:32:04 PM
	ok its working now.	9:32:26 PM
	Thank you	9:32:28 PM
Ashutosh Mishra	I understand you are connected to the server now as we can verify from the backend. (Edited)	9:32:47 PM
	Please also let us know if you require assistance with the other server you were referring to.	9:36:02 PM
	Are we still connected here?	9:37:29 PM
	Are we still connected here?	9:38:22 PM
	Are we still connected here?	9:39:38 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:40:32 PM
	<i>Ashutosh Mishra has ended this chat session</i>	9:40:36 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

27 Oct, 11:31:10 PM

#### #82981 DANISSA MIEDES

**Email:** admin@plywoodsource.com 14807973992

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** AGDAO

**State:** Davao Del Sur

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 59 Mins 53 Secs

DANISSA MIEDES	Hello, I am your Acebuddy	27 Oct, 11:31:10 PM
Acebuddy	Hello Danissa Miedes, I'm your Ace Buddy. I'll be happy to assist you!	11:31:11 PM
	Whom Would You Like to Connect With?	11:31:11 PM
DANISSA MIEDES	Technical Support (QB & App Hosting)	11:31:17 PM
Acebuddy	Welcome to Ace Support.	11:31:17 PM
	Please chose an option :	11:31:17 PM
DANISSA MIEDES	I'd like to report an Issue	11:31:25 PM
Acebuddy	Please select an option!	11:31:25 PM
DANISSA MIEDES	QuickBooks Issue	11:31:31 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:31:31 PM
DANISSA MIEDES	Other QB related issue	11:31:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:31:38 PM
DANISSA MIEDES	QB and Bill.com sync is not working	11:31:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:31:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:31:51 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:32:46 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:32:53 PM
DANISSA MIEDES	Hi.	11:33:01 PM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced.	11:33:09 PM
	<i>11:33:38 PM DANISSA MIEDES is sharing a file with you <a href="#">bill.comsyncissue102725.jpg</a> - ( Size:101.05 KB )</i>	11:33:38 PM
	Hello Danissa	11:33:43 PM
DANISSA MIEDES	an error shows when I sync in the remote desktop. But in Bill.com it shows no error.	11:33:56 PM
Abhay Kumar Saraswat	I will be surely assisting you with this.	11:34:20 PM
	Could you please confirm when you first started experiencing this issue?	11:34:27 PM
DANISSA MIEDES		

	also, the last transaction synced to QB was dated 10/6/2025.	11:34:33 PM
	It was around 2 weeks.	11:34:57 PM
Abhay Kumar Saraswat	Okay.	11:35:05 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	11:35:11 PM
DANISSA MIEDES	I am the only one who syncs bill.com and QB.	11:35:32 PM
Abhay Kumar Saraswat	Okay.	11:35:42 PM
	And is this for account: <b>Plywood Source</b> ?	11:35:54 PM
DANISSA MIEDES	Yes	11:35:58 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:36:14 PM
	Kindly allow me two minutes to check the same.	11:36:21 PM
	<i>11:37:50 PM DANISSA MIEDES is sharing a file with you <a href="#">noerrorinbillcom.jpg</a> - ( Size:28.8 KB )</i>	11:37:50 PM
DANISSA MIEDES	here's a screenshot showing no error in bill.com	11:38:01 PM
Abhay Kumar Saraswat	Thank you for sharing the screenshot.	11:38:38 PM
	Which QuickBooks version you are using now?	11:39:00 PM
DANISSA MIEDES	QB Enterprise Solutions Manufacturing and Wholesale 23.0	11:39:42 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:41:09 PM
	I can see that we already have an existing ticket (#789039) regarding the same issue.	11:41:48 PM
DANISSA MIEDES	Correct	11:43:05 PM
Abhay Kumar Saraswat	Please allow me 2-3 minutes to check the same.	11:43:52 PM
	Thank you for your patience.	11:47:05 PM
	Could you please confirm that have you tried to contact <b>Bill.com</b> regarding this issue?	11:47:54 PM
DANISSA MIEDES	Yes	11:48:01 PM
Abhay Kumar Saraswat	Okay and what they are saying?	11:48:21 PM
DANISSA MIEDES	They can't find an error on their end	11:49:36 PM
Abhay Kumar Saraswat	Okay.	11:50:10 PM
	Do you have admin credentials to login on company file?	11:50:44 PM
DANISSA MIEDES	Yes	11:50:53 PM
Abhay Kumar Saraswat	Okay.	11:51:00 PM
		11:51:11 PM

	May I take the remote access of your local computer?	
DANISSA MIEDES	Yes	11:51:17 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	11:51:24 PM
DANISSA MIEDES	Ok	11:51:58 PM
Abhay Kumar Saraswat	<a href="https://assist.acecloudhosting.com/join/8642648835">https://assist.acecloudhosting.com/join/8642648835</a>	11:52:09 PM
	Kindly paste this link in the browser of local computer and join the session.	11:52:15 PM
DANISSA MIEDES	done	11:54:42 PM
Abhay Kumar Saraswat	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:54:50 PM
	Thank you for your patience.	28 Oct, 12:25:09 AM
	As we discussed over the remote session, please wait for 20 minutes to complete the previous session and give us a call after that time for a three-way call with <b>Bill.com</b> support.	12:26:04 AM
	Is there anything else I may help you with ?	12:28:01 AM
	Are we connected here?	12:28:52 AM
	Are we still connected here?	12:29:50 AM
	Are we still connected here?	12:30:10 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.	12:31:01 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:31:04 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

14 Oct, 8:39:46 PM

#82581 mary

Email: mary@infiniteaccountants.com ☎ 2125440001

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:** BALIBAGO

**State:** Laguna

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 1 Min 42 Secs

mary	Hello, I am your Acebuddy	14 Oct, 8:39:47 PM
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!	8:39:47 PM
	Whom Would You Like to Connect With?	8:39:47 PM
mary	Technical Support (QB & App Hosting)	8:39:50 PM
Acebuddy	Welcome to Ace Support.	8:39:50 PM
	Please chose an option :	8:39:50 PM
mary	I'd like to report an Issue	8:40:37 PM
Acebuddy	Please select an option!	8:40:37 PM
mary	QuickBooks Issue	8:40:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:40:40 PM
mary	QuickBooks Login Issue	8:40:47 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	8:40:47 PM
	Was that helpful?	8:40:47 PM
mary	No	8:40:57 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:40:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:40:57 PM
mary	Ticket ID: 785716 Issue: QuickBooks Company File Login Issue Dear Ace, Please retrieve the latest backup. We've just discovered that the Admin user password is currently blank. Thank you,	8:41:00 PM
	<i>mary has ended this chat session</i>	8:41:30 PM



# Chat Transcript

Hello, I work at Optimum Energy LLC. It seems my password was reset, probably happens every year but now I'm locked out of my server login. Please help.

## Visitor Details

13 Oct, 1:48:24 AM

### #82509 Chris Brown

**Email:** chris.ryan.brown@gmail.com ☎ 9736475392

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 48 Secs

**City:** NORTH HAVEN

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 28 Mins 4 Secs

Chris Brown

Hello, I work at Optimum Energy LLC. It seems my password was reset, probably happens every year but now I'm locked out of my server login. Please help.

13 Oct, 1:48:24 AM

Dev Dubey

Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.

1:48:40 AM

Chris Brown

Thank you

1:48:51 AM

*Dev Dubey is transferring the chat to Support(QB & App Hosting).*

1:49:02 AM

*Ashutosh Mishra accepted the chat transfer request.*

1:50:00 AM

Ashutosh Mishra

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

1:50:33 AM

Chris Brown

Sounds good

1:50:45 AM

Ashutosh Mishra

Hello Chris, I will be surely assisting you with this. Kindly help me with your server name and user name?

1:51:57 AM

Chris Brown

ChrisBr OptimumEnergy.myrealdatal.net

1:52:52 AM

Ashutosh Mishra

Kindly allow me two minutes to check the same.

1:54:11 AM

Chris Brown

No problem

1:54:43 AM

Ashutosh Mishra

Thank you for your patience.

2:03:14 AM

As of now we have not found any issue from the backend.

2:04:06 AM

	May I take the remote access of your local computer?	2:04:16 AM
Chris Brown	I believe the issue is just something happened to my password and now I'm locked out for trying a couple times.	2:04:44 AM
	So resetting the password should probably fix it. But also if you need control we can do that.	2:07:24 AM
Ashutosh Mishra	If you would prefer to reset password first, please note this can be done by Robert using My Portal or we can also setup however we would also require approval from Robert through email [accounting@optimumenergy.llc](mailto:accounting@optimumenergy.llc) or [robertb@optimumenergy.llc](mailto:robertb@optimumenergy.llc).	2:11:36 AM
Chris Brown	Ok, Robert can approve it through Accounting@optimumenergy.llc	2:12:25 AM
Ashutosh Mishra	Thanks for the confirmation !	2:14:19 AM
	Once the approval is received over the email i will reset the password and send you a link over the email.	2:14:52 AM
	Is there anything else I may help you with ?	2:14:56 AM
Chris Brown	Is he going to send out an email or are you going to email him first? What address should he write it out to?	2:15:30 AM
Ashutosh Mishra	I will send the email along with the chat details, he can simply reply to my email.	2:15:55 AM
Chris Brown	Ok thank you.	2:16:09 AM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:16:30 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:16:35 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!	2:16:40 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>	2:16:45 AM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

7 Oct, 10:55:39 PM

### #82329 Teresa Leslie

Email: accounting@altusgp.com ☎ 18594445660

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 24 Secs

City: LEXINGTON

State: Kentucky

Country: UNITED STATES

## Chat Transcript

Chat Duration : 20 Mins 51 Secs

Teresa Leslie	Hello, I am your Acebuddy	7 Oct, 10:55:40 PM
Acebuddy	Hello Teresa Leslie, I'm your Ace Buddy. I'll be happy to assist you!	10:55:41 PM
	Whom Would You Like to Connect With?	10:55:41 PM
Teresa Leslie	Managed Security	10:55:57 PM
Acebuddy	Please wait while we connect you to an available Representative.	10:55:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:55:57 PM
	<i>Shubham accepted the chat transfer request.</i>	10:56:40 PM
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>	10:57:07 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:57:53 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:57:59 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:58:07 PM
Teresa Leslie	I am trying to log into our port to add a user. When I click on forgot password, a clock comes up with allowing a certain amount of time for me to enter the email password. But I don't receive the email from ACE in the time frame. Someone emailed me a temporary password and this didn't work.	10:59:51 PM
Yash Kalra	Kindly confirm if your account name is: Altus Capital AM	11:00:09 PM
Teresa Leslie	Yes that is the account name	11:00:22 PM
Yash Kalra	Teresa, please stay connected while we are checking the settings from the backend.	11:03:04 PM
	<b>Teresa,</b> Thank you for reporting this issue. We have escalated the incident to our development team, and they	

are currently working on it.

11:07:25 PM

In the meantime, please share the details of the new user to be added so that we can proceed with your request:

Full Name

Email Address

Phone Number

Teresa Leslie Agam Thakkar is the name, just a second I am going to get a email and phone number

11:08:31 PM

Yash Kalra Sure, please take your time

11:09:19 PM

Also, please provide your approval for the user addition through the email that will be sent to **accounting@altusgp.com** once this chat ends.

11:09:27 PM

Teresa Leslie Yes I approve to add an additional user.

11:10:36 PM

I had to send a email for the phone number of Agam. I hope to get a reply fast

11:11:00 PM

Yash Kalra **I have received your previous email.**

Please share the phone number and email address of the user here in this chat session, so that I can complete the user creation process and send you the user details as soon as possible. (Edited)

11:13:41 PM

Teresa Leslie I'm sorry, I had to email this request to our other office.

11:14:12 PM

I am working on getting this

11:14:48 PM

Yash Kalra No issue Teresa, you can mail us the user details once you receive them, we will create the user immediately

11:15:50 PM

Is there anything else I may help you with ?

11:15:52 PM

Teresa Leslie No that is it. I will email you with this when I receive it. Thank You

11:16:16 PM

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

11:16:19 PM

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

11:16:28 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](mailto:quality@acecloudhosting.com).

Thanks!

11:16:30 PM

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

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

*Yash Kalra has ended this chat session*

11:16:32 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

27 Oct, 7:12:39 PM

#82961 rminaya

Email: rminaya@calldad.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 33 Secs

City: SANTO DOMINGO ESTE

State: Santo Domingo

Country: DOMINICAN REPUBLIC

## Chat Transcript

Chat Duration : 27 Mins 25 Secs

rminaya	Hello, I am your Acebuddy	27 Oct, 7:12:39 PM
Acebuddy	Hello Rminaya, I'm your Ace Buddy. I'll be happy to assist you!	7:12:40 PM
	Whom Would You Like to Connect With?	7:12:40 PM
rminaya	Technical Support (QB & App Hosting)	7:12:46 PM
Acebuddy	Welcome to Ace Support.	7:12:46 PM
	Please chose an option :	7:12:46 PM
rminaya	I'd like to raise a Request	7:12:52 PM
Acebuddy	Please select your request type.	7:12:52 PM
rminaya	Other Request	7:12:58 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:12:58 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:12:58 PM
rminaya	Setback	7:13:14 PM
Acebuddy	Please select your request type.	7:13:14 PM
rminaya	Password Reset	7:13:22 PM

Acebuddy	Please select an option below	7:13:22 PM
rminaya	Not Enrolled to Selfcare Portal	7:13:31 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	7:13:31 PM
	Do you need any further assistance on the topic?	7:13:31 PM
rminaya	Yes	7:13:39 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:13:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:13:39 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:13:45 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:13:56 PM
rminaya	I sent you an email to reset my pass. I really need to log in asap please	7:14:02 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name or ticket ID which you have received on mail?	7:15:43 PM
rminaya	791980	7:16:11 PM
	that is the ticket	7:16:17 PM
Shubham Maurya	Thanks for sharing details, please hold on let me check on this.	7:17:02 PM
rminaya	I believe my user is Rolfi.M	7:17:06 PM
Shubham Maurya	Thanks for the patience Rolfi, We just saw the mail which you shared.  "Hello, please I need assistance to recover my password in Quickbooks."	7:20:18 PM
	Could you please confirm do you want <b>Quickbooks file</b> password or your <b>server password</b> .	
	<i>7:21:18 PM rminaya is sharing a file with you <a href="#">image.png</a> - ( Size:30.71 KB )</i>	7:21:18 PM
rminaya	I believe that is QB password	7:21:29 PM
Shubham Maurya	Alright, thanks for confirming that Rolfi. We are sorry but Quickbooks file password can only be shared by the owner of this file. Only the person who created this file is having this password.	7:23:56 PM
	We can help you with the server password for your account.	7:24:25 PM
rminaya	so the QB administrator is the one to reset the pass?	7:25:06 PM
Shubham Maurya	Exactly, you need to contact Quickbooks admin in this case. The one who created and shared this file with you.  >>Open your company file. Log in (even as a regular user if you don't know who the admin is).  >>Go to the User List:  From the top menu, click Company → Users → Set Up Users and Roles (for QuickBooks Desktop	7:25:54 PM

Enterprise),  
or Company → Set Up Users and Passwords → Set Up Users (for Pro/Premier).

7:28:25 PM

>>View the list of users.

You'll see a list of users with their User Names and Roles.

The Admin user will be clearly marked — usually it's at the top or labeled (Admin).

>>(Optional) If you're not logged in as Admin, you'll be able to see the Admin username, but you won't be able to edit it or see full user details.

Steps to check Quickbooks file admin.

7:28:49 PM

Are we still connected here?

7:34:53 PM

Are we still connected here?

7:35:41 PM

Are we still connected here?

7:36:55 PM

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

7:39:09 PM

*Shubham Maurya has ended this chat session*

7:40:05 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Oct, 8:54:13 PM

**#82532 rhernandez**

**Email:** rhernandez@usmicroproducts.com

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 58 Secs

**City:** AUSTIN

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins 46 Secs

rhenandez	Hello, I am your Acebuddy	13 Oct, 8:54:13 PM
Acebuddy	Hello Rhia Hernandez, I'm your Ace Buddy. I'll be happy to assist you!	8:54:14 PM
	Whom Would You Like to Connect With?	8:54:14 PM
rhenandez	Technical Support (QB & App Hosting)	8:54:19 PM
Acebuddy	Welcome to Ace Support.	8:54:19 PM
	Please chose an option :	8:54:19 PM
rhenandez	I'd like to report an Issue	8:54:27 PM
Acebuddy	Please select an option!	8:54:27 PM
rhenandez	Other Issue	8:54:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:54:35 PM
rhenandez	unable to log into myrealdata.net	8:54:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:54:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:54:50 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:55:43 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:55:48 PM
	Hello Rhia	8:55:53 PM
rhenandez	Hello - we have been unable to log on to Quickbooks this morning. Is myrealdata.net down?	8:56:34 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	8:56:44 PM
	Sure, I can help with that. Let me look into it for you.	8:56:56 PM
	Are you the only one experiencing this issue, or are others affected as well?	8:57:06 PM
rhenandez	no, my whole team is unable to log on	8:57:20 PM
Sujeet Kumar Suman	Are you encountering any errors when trying to access it?	8:58:14 PM
rhenandez	Remote Desktop Connection	8:58:44 PM
	Remote Desktop can't find the computer "USMicroProducts.myrealdata.net".	8:59:23 PM
Sujeet Kumar Suman	Could you please share a screenshot of the prompt that appears when you click on it?	8:59:50 PM
	<i>9:00:24 PM rhenandez is sharing a file with you <a href="#">image.png</a> - ( Size:68.06 KB )</i>	9:00:24 PM
	Thank you for the screenshot.	9:00:39 PM
	Sorry for the inconvenience. Please try accessing the server and let us know if you are still facing the problem.	9:02:05 PM

rherandez	It worked. Thank you!	9:02:30 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:02:39 PM
	Please confirm if it is working for all users or not.	9:03:07 PM
rherandez	I am asking my team to check	9:03:15 PM
Sujeet Kumar Suman	Sure, please take your time	9:03:23 PM
	Kindly confirm whether it is now working for all users.	9:05:52 PM
rherandez	I have one user in California that is not able to log on	9:07:27 PM
	she is able to log on now but all of us are getting very slow downloads	9:07:58 PM
Sujeet Kumar Suman	Could you please confirm whether all users are working from the same location or from different locations?	9:08:41 PM
rherandez	I have users in Texas, Florida and California	9:10:26 PM
	One California uses took 4 tries before the connection worked	9:10:44 PM
	I still haven't heard from my Controller who is also in California	9:11:13 PM
Sujeet Kumar Suman	I sincerely apologize for the inconvenience caused. Let me check from the backend to try to resolve the issue.	9:11:42 PM
rherandez	Yes, please let us know if it was a network issue or on our end	9:13:04 PM
	I will need to let our IT support team know if it was a problem on our end	9:14:17 PM
Sujeet Kumar Suman	Sure, please verify on your side. We are also checking from our end.	9:14:54 PM
rherandez	I need to let my IT consultant know exactly what the issue is - please let me know what the issue is	9:15:26 PM
Sujeet Kumar Suman	Now, could you please check and let us know?	9:19:02 PM
	I understand that the slowness you encountered may be due to multiple users logging in at the same time, which uses server resources. Moving forward, we will need to monitor the server performance. Based on the real-time check I conducted, the resources are currently working optimally.	9:21:10 PM
	Are we still connected here?	9:24:44 PM
	Are we still connected here?	9:26:21 PM
	Are we still connected here?	9:28:53 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:28:57 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	9:29:00 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

16 Oct, 2:35:50 AM

#82663 erin

Email: erin@advocate-accounting.com 12062164629

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: OLYMPIA

State: Washington

Country: UNITED STATES

## Chat Transcript

Chat Duration : 28 Mins 7 Secs

erin	Hello, I am your Acebuddy	16 Oct, 2:35:50 AM
Acebuddy	Hello Erin, I'm your Ace Buddy. I'll be happy to assist you!	2:35:51 AM
	Whom Would You Like to Connect With?	2:35:51 AM
erin	Technical Support (QB & App Hosting)	2:35:57 AM
Acebuddy	Welcome to Ace Support.	2:35:57 AM
	Please chose an option :	2:35:57 AM
erin	I'd like to raise a Request	2:40:58 AM
Acebuddy	Please select your request type.	2:40:58 AM
erin	Password Reset	2:41:05 AM
Acebuddy	Please select an option below	2:41:05 AM
erin	Already Enrolled to Selfcare Portal	2:41:10 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	2:41:10 AM
	Do you need any further assistance on the topic?	2:41:10 AM
erin	Yes	2:41:16 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:41:16 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	2:41:16 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:41:38 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:41:51 AM
	Hello Erin, how are you?	2:42:21 AM
erin	Hi I somehow got logged out of my account and can't log back in.  how do I get back in. it's literally tax day.	2:43:24 AM  2:44:33 AM
Anjainay Singh	I understand your concern and surely assist you in resolving this issue.	2:44:52 AM
erin	the self care portal is useless if my password isn't working	2:45:13 AM
Anjainay Singh	I understand your frustration Erin and will try best to resolve it and ease your experience.	2:45:55 AM
	May I take the remote access of your local computer?	2:46:32 AM
erin	i guess if that's necessary.  why woud you have to remote access my computer just to reset my password?	2:47:35 AM  2:47:50 AM
	Its extremely disruptive	2:48:00 AM
	no one has time for that	2:48:12 AM
	what is the purpose of remote accessing?	2:48:48 AM
Anjainay Singh	Yes Erin I understand that , I just need to see what issue you are getting at your end while resetting the password from Self Care.	2:48:57 AM
erin	the password is wrong	2:49:18 AM
	I just need my password reset	2:49:28 AM
	why is this so complicated? I should be able to do this onb my own	2:49:38 AM
Anjainay Singh	You may send an email to support@acecloudhosting.com from [erin@advocate-accounting.com] (mailto:erin@advocate-accounting.com) so that I can simply reset it for you urgently.	2:50:09 AM
erin	I already sent that email 12 hours ago	2:50:21 AM
	it said to contact chat if I need immediate assistance	2:50:32 AM
Anjainay Singh	Please allow me one minute	2:50:34 AM
erin	You should not be requiring your customers to take time off work, on the final tax day of the year, just to reset a password. Im sorry I know this isn't you making the rules but this is a nightmare	2:52:36 AM
Anjainay Singh	Yes Erin , I understand your situation, I have just send an email.	2:53:03 AM
	I am sending you the new password through URL.	2:53:59 AM
erin	I received instructions for how to reset password but I've already told you that I am unable to	2:54:56 AM
	It requires the existing password to change the password and I don't know the existing password	2:55:10 AM
	so that's why I contact support.	2:55:15 AM
Anjainay Singh	I have just send you an email containing the password.	2:55:55 AM

erin	okay I will see if this gets me into my server	2:57:10 AM
Anjainay Singh	I really apologize for the issue occurring at your end.	2:57:25 AM
	Sure Erin	2:57:30 AM
erin	okay that worked. NExt time it would be helpful if you just reset it right away instead of making me talk to you for 20 minutes about things first.	2:58:10 AM
Anjainay Singh	Sure Erin I am happy it is resolved.	2:58:35 AM
	Is there anything else I may help you with ?	2:58:44 AM
erin	nope thanks.	2:59:13 AM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	2:59:16 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	2:59:31 AM
erin	sure I can submit feedback. It is not positive	2:59:36 AM
Anjainay Singh	I understand it Erin , but I am just logged into my shift and I was not aware of your ticket.	3:00:27 AM
	I just received your chat and resolved it for you urgently	3:00:49 AM
erin	I know it's not your fault. so my feedback is on ACE not you personally.	3:00:50 AM
	you shouldn't have to know any ticket information or remote access or any of that. If I contact support in urgent need of a passowrd reset, the first an immediate response should be to reset my password.	3:01:20 AM
Anjainay Singh	Yes I will take all ownership for you next time.	3:01:33 AM
	Please share positive feedback for me . Next time nothing will happens in same way.	3:02:35 AM
	I am really happy that I resolved your issue.	3:03:09 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:03:23 AM
	It was really pleasure assisting you.	3:03:37 AM
	Have a nice day Erin.	3:03:49 AM
<i>Anjainay Singh has ended this chat session</i>		3:03:57 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #82909 Sachin

**Email:** sachin@ledgerfinancials.com  8793845868

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** KHARGHAR

**State:** Maharashtra

**Country:** INDIA

Chat Duration : 6 Mins 1 Sec

## Chat Transcript

Sachin	Hello, I am your Acebuddy	24 Oct, 4:28:47 PM
Acebuddy	Hello Sachin, I'm your Ace Buddy. I'll be happy to assist you!	4:28:48 PM
	Whom Would You Like to Connect With?	4:28:48 PM
Sachin	Technical Support (QB & App Hosting)	4:28:54 PM
Acebuddy	Welcome to Ace Support.	4:28:54 PM
	Please chose an option :	4:28:54 PM
Sachin	I'd like to report an Issue	4:29:03 PM
Acebuddy	Please select an option!	4:29:03 PM
Sachin	QuickBooks Issue	4:29:08 PM
Acebuddy	What type of QuickBooks Issue are you facing?	4:29:08 PM
Sachin	QuickBooks Login Issue	4:29:16 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	4:29:16 PM
	Was that helpful?	4:29:16 PM
Sachin	No	4:29:49 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	4:29:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:29:49 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	4:30:03 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	4:30:09 PM
Sachin		

	Our Alpha cloud is not working	4:30:29 PM
	as we are not able to get the Google Authentication code	4:30:46 PM
	<i>4:30:57 PMSachin is sharing a file with you <a href="#">image.png</a> - ( Size:756.42 KB )</i>	4:30:57 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:31:03 PM
Sachin	attached screenshot for your ref	4:31:09 PM
	User Name - Myrealdata\Alpha1	4:31:54 PM
Vikas Singh Chauhan	Thanks for the confirmation !	4:32:17 PM
	I have just verified, our team is currently performing essential updates on the MFA server, which may temporarily impact access to your server.	4:33:46 PM
	Please wait 30 minutes and then try logging in again.	4:33:56 PM
Sachin	ok	4:34:26 PM
Vikas Singh Chauhan	Is there anything else I may help you with ?	4:34:29 PM
Sachin	Thanks	4:34:32 PM
	No	4:34:37 PM
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:34:40 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	4:34:44 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>Vikas Singh Chauhan has ended this chat session</i>	4:34:48 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#83135 ANDY SIEGERMAN

**Email:** andy@siegerman.com 15612322080**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 Duration : 42 Mins 8 Secs

## Chat Transcript

ANDY SIEGERMAN	Hello, I am your Acebuddy	30 Oct, 11:52:44 PM
Acebuddy	Hello Andy Siegerman, I'm your Ace Buddy. I'll be happy to assist you!	11:52:45 PM
	Whom Would You Like to Connect With?	11:52:45 PM
ANDY SIEGERMAN	Technical Support (QB & App Hosting)	11:52:49 PM
Acebuddy	Welcome to Ace Support.	11:52:49 PM
	Please chose an option :	11:52:49 PM
ANDY SIEGERMAN	I'd like to raise a Request	11:52:59 PM
Acebuddy	Please select your request type.	11:52:59 PM
ANDY SIEGERMAN	Other Request	11:53:08 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.	11:53:08 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:53:08 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.	31 Oct, 12:34:53 AM
	<i>Ended due to chat idle timeout</i>	12:34:53 AM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

23 Oct, 1:47:17 AM

### #82852 info

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

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 51 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 6 Mins 2 Secs

info	Hello, I am your Acebuddy	23 Oct, 1:47:17 AM
Acebuddy	Hello Jeongin, I'm your Ace Buddy. I'll be happy to assist you!	1:47:18 AM
	Whom Would You Like to Connect With?	1:47:18 AM
info	Technical Support (QB & App Hosting)	1:47:25 AM
Acebuddy	Welcome to Ace Support.	1:47:25 AM
	Please chose an option :	1:47:25 AM
info	I'd like to report an Issue	1:47:30 AM
Acebuddy	Please select an option!	1:47:30 AM
info	Other Issue	1:48:09 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:48:09 AM
info	Hello, Would it be possible to request the restoration of a previous file?	1:48:22 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:48:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:48:22 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	1:48:30 AM
info	The case number was #82847	1:48:33 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	1:48:39 AM
info	I'd like to restore the older one.	1:48:42 AM
	hi we met before. I think I'm looking older one.	1:48:59 AM

	could you help me?	1:49:02 AM
Anjainay Singh	I understand your concern , could you please let me know the older file name and its path?	1:50:20 AM
info	Could you please restore the 10/16's one?	1:50:26 AM
	KC MIRAE INVESTMENT LLC Sales Tax Summary 2025 09	1:50:34 AM
	E:\Server\1 CARROLLTON\4 SALES TAX\KC MIRAE INVESTMENT LLC(from 3Q,2025)\2025	1:50:36 AM
Anjainay Singh	Sure Grace I will restore it for 16th October with the assistance of my backend team.	1:51:16 AM
	I will raise the restoration request to backend team for 16.	1:52:08 AM
	Is there anything else I may help you with ?	1:52:15 AM
info	no that was all thank you.	1:52:22 AM
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:53:08 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:53:16 AM
	<i>Anjainay Singh has ended this chat session</i>	1:53:20 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

31 Oct, 2:22:01 AM

#83147 clay

Email: clay@dacs.com (303) 241-9420

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: COMMERCE CITY

State: Colorado

Country: UNITED STATES

## Chat Transcript

Chat Duration : 19 Mins 18 Secs

clay	Hello, I am your Acebuddy	31 Oct, 2:22:01 AM
Acebuddy	Hello Clay, I'm your Ace Buddy. I'll be happy to assist you!	2:22:02 AM
	Whom Would You Like to Connect With?	2:22:02 AM
clay	Technical Support (QB & App Hosting)	2:22:10 AM
Acebuddy	Welcome to Ace Support.	2:22:10 AM
	Please chose an option :	2:22:10 AM
clay	I'd like to raise a Request	2:22:29 AM
Acebuddy	Please select your request type.	2:22:29 AM
clay	Change in Users	2:22:46 AM
Acebuddy	Please select your desired option!	2:22:46 AM
clay	User Addition	2:22:51 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!	2:22:51 AM
	Do you need any further assistance on the topic?	2:22:51 AM
clay	Yes	2:22:58 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:22:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:22:58 AM
clay	791359	2:23:02 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:24:10 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:24:16 AM
	Thankyou Clay for being patient with me. (Edited)	2:25:38 AM
	As I was going through the ticket , which is regarding the user addition.	2:26:52 AM
	Could you please confirm are you facing any issue while adding user to server?	2:27:43 AM
clay	I need to add 2 new users but am unable to log into the self service site.	2:28:05 AM
Anjainay Singh	Could you please confirm what error you are getting while trying to login into the My Portal?	2:28:50 AM
clay	invalid username/password	2:29:24 AM
	But I am unable to reset the password as it does not recognize my email	2:29:42 AM
	or user ID	2:29:46 AM
Anjainay Singh	I understand your concern , I would like to clarify that [Mr. Jason Dunn] <a href="https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000000946420">https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000000946420</a> is My Portal admin and only he can add user from My Portal.	2:30:53 AM
	He can add user in your behalf.	2:31:25 AM

	Please also note that your username to login to My Portal is CID62334	2:31:45 AM
	Are we still connected here?	2:32:44 AM
	Are we still connected here?	2:33:17 AM
clay	That user ID belongs to Shawn Lowe	2:33:22 AM
Anjainay Singh	No worries, could you please share the both user details in below format so that I can get user added on your behalf  User Full Name- Contact Number- Email-	2:35:28 AM
	I will add it on your behalf and will send an email with user login details	2:36:55 AM
	Are we still connected here?	2:37:28 AM
clay	Laura Johnson - ljohnson@accordion.com Elizabeth Cruz - ecruz@accordion.com	2:38:20 AM
Anjainay Singh	Please share their contact number also.	2:38:46 AM
clay	602-628-9574	2:39:10 AM
Anjainay Singh	So this will be common number for both user Clay?	2:39:45 AM
clay	Yes	2:39:55 AM
Anjainay Singh	Thankyou for your confirmation.	2:40:14 AM
	Is there anything else I may help you with ?	2:40:19 AM
clay	Thats it, thanks!	2:40:46 AM
Anjainay Singh	I will send you email shortly.	2:41:06 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:41:11 AM
	<i>Anjainay Singh has ended this chat session</i>	2:41:20 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Oct, 8:01:50 PM

#82356 Rasheem Finley

Email: rfinley@dieselpartsdirect.com

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

**Operator:** Dushyant

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** BATON ROUGE

**State:** Louisiana

**Country:** UNITED STATES

Chat Duration : 24 Mins 9 Secs

### Chat Transcript

Rasheem Finley	Hello, I am your Acebuddy	8 Oct, 8:01:51 PM
Acebuddy	Hello Rasheem Finley, I'm your Ace Buddy. I'll be happy to assist you!	8:01:52 PM
	Whom Would You Like to Connect With?	8:01:52 PM
Rasheem Finley	Technical Support (QB & App Hosting)	8:01:58 PM
Acebuddy	Welcome to Ace Support.	8:01:58 PM
	Please chose an option :	8:01:58 PM
Rasheem Finley	I'd like to report an Issue	8:02:08 PM
Acebuddy	Please select an option!	8:02:08 PM
Rasheem Finley	Password Reset	8:02:12 PM
Acebuddy	Please select an option below	8:02:12 PM
Rasheem Finley	Already Enrolled to Selfcare Portal	8:02:17 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:02:17 PM
	Do you need any further assistance on the topic?	8:02:17 PM
Rasheem Finley	Yes	8:02:24 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:02:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:02:24 PM
	<i>Dushyant accepted the chat transfer request.</i>	8:02:42 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	8:02:48 PM
Rasheem Finley	OK Great Thanks	8:03:11 PM
Dushyant	You're Welcome.	8:03:31 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:03:45 PM
Rasheem Finley	myreldata\DPD_Rasheem	8:04:46 PM

Dushyant	Thank you for the details,	8:05:30 PM
	Could you elaborate your issues, so that i will try my best to fix the issues ASAP?	8:06:16 PM
Rasheem Finley	I need help with a password reset	8:06:49 PM
Dushyant	Sure, i will help you with the issues,	8:07:45 PM
	You can reset your password using selfcare portal.	8:08:32 PM
Rasheem Finley	for the server this is like the 3rd issue I have had	8:08:33 PM
Dushyant	This is the link <a href="#">ACE Cloud Hosting</a>	8:09:05 PM
	You can click on "forget your password" (Edited)	8:09:25 PM
	then you need to enter your username which is "DPD_Rasheem"	8:09:53 PM
	<i>8:10:47 PM Dushyant is sharing a file with you</i>	8:10:47 PM
	<a href="#"><u>SelfCare (1) 1.pdf</u></a> - ( Size:695.66 KB )	
	Is it working for you?	8:14:50 PM
	Are we still connected here?	8:17:59 PM
	Are we still connected here?	8:22:23 PM
	Are we still connected here?	8:25:43 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:25:58 PM
	<i>Dushyant has ended this chat session</i>	8:26:00 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 Oct, 3:20:08 AM

**#82612 Bruce Colmark**

**Email:** bcolmark@cca-cpa.com 18157994404

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 7 Secs

**City:** MOORESVILLE

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 6 Mins 35 Secs

Bruce Colmark	Hello, I am your Acebuddy	15 Oct, 3:20:08 AM
Acebuddy	Hello Bruce Colmark, I'm your Ace Buddy. I'll be happy to assist you!	3:20:09 AM
	Whom Would You Like to Connect With?	3:20:09 AM
Bruce Colmark	Technical Support (QB & App Hosting)	3:20:22 AM
Acebuddy	Welcome to Ace Support.	3:20:22 AM
	Please chose an option :	3:20:22 AM
Bruce Colmark	I'd like to raise a Request	3:21:05 AM
Acebuddy	Please select your request type.	3:21:05 AM
Bruce Colmark	Change in Users	3:21:38 AM
Acebuddy	Please select your desired option!	3:21:39 AM
Bruce Colmark	User Addition	3:21:57 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!	3:21:57 AM
	Do you need any further assistance on the topic?	3:21:57 AM
Bruce Colmark	Yes	3:22:04 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:22:04 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:22:05 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	3:22:07 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	3:22:15 AM
	Hello Bruce, how are you?	3:22:34 AM
	Are we still connected here?	3:23:41 AM
	Are we still connected here?	3:25:09 AM
	Are we still connected here?	3:26:21 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.	3:26:30 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:26:36 AM



## Chat Transcript

I'm writing regarding [## 606095 ##] Philanthropy Management Northwest LLC. Our Sage is very slow. Please verify the server we are located on or the rights attributed to our account. This is an issue that started today. We had this issue before. Please look in our account notes how this issue was solved in the past. Many thanks,

### Visitor Details

7 Oct, 2:31:35 AM

#### #82291 Madalina Dobra

Email: madalina@pm-nw.com ☎ 14252487484

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 6 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

### Chat Transcript

Chat Duration : 1 Hour 8 Mins

Madalina Dobra I'm writing regarding [## 606095 ##] Philanthropy Management Northwest LLC. Our Sage is very slow. Please verify the server we are located on or the rights attributed to our account. This is an issue that started today. We had this issue before. Please look in our account notes how this issue was solved in the past. Many thanks,

7 Oct, 2:31:35 AM

Siddhant Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.

2:31:41 AM

Madalina Dobra hi

2:31:58 AM

Siddhant Hello Madalina

2:32:23 AM

Madalina Dobra Our Sage 50 Accounting is very slow to open and respond. Please verify the server we are located on or the rights attributed to our account. This is an issue that started today. We had this issue before.

2:33:31 AM

	Please look in our account notes how this issue was solved in the past.	
Siddhant	I am transferring this chat to the support team. They will assist you further.	2:33:41 AM
Madalina Dobra	thank you	2:33:49 AM
	<i>Siddhant is transferring the chat to Support(QB &amp; App Hosting).</i>	2:33:50 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:34:20 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:34:29 AM
Madalina Dobra	hi	2:34:41 AM
	Our Sage 50 Accounting is very slow to open and respond. Please verify the server we are located on or the rights attributed to our account. This is a issue that started today. We had this issue before. Please look in our account notes how this issue was solved in the past.	2:34:50 AM
Ashutosh Mishra	Hello Medalina, I will surely help you with this issue.	2:35:09 AM
Madalina Dobra	thank you	2:35:18 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	2:36:37 AM
Madalina Dobra	yes	2:36:55 AM
Ashutosh Mishra	Please let me know the ticket number for the similar issue faced earlier.	2:40:51 AM
Madalina Dobra	I'll see if I can find it	2:41:12 AM
	it is more than 6 months ago	2:41:27 AM
Ashutosh Mishra	Sure, meanwhile May I take the remote access of your server?	2:41:38 AM
Madalina Dobra	Please look at this ticket#593585	2:43:02 AM
	yes you can take remote access	2:43:17 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	2:43:55 AM
Madalina Dobra	I can test with you how slow is to open Sage	2:47:20 AM
Ashutosh Mishra	Sure please go ahead and reopen the application.	2:48:31 AM
Madalina Dobra	the same issue is encounter by my other user	2:48:48 AM
	we had this issue in the past about 1 year ago and it was solved by your team by moving us on another server or it was something to update security access. I know that Sage is not performing well if we are on a pooled server. we need to be on a separate partition. And there is a security setting that needs to be allowed for us that I signed a document for so we can have Sage runing to the needed speed	2:51:37 AM
	I think the last ticket was ticket#593585	2:52:21 AM
	Sage will respond in like 10 minutes	2:52:46 AM
	this was how long it takes	2:55:16 AM
Ashutosh Mishra	Thank you for providing the details. As checked it appears the slowness issue is isolated to the Sage 50 application itself rather than entire server. Currently you are not part of a pooled server and instead have a dedicated server with dedicated resources.	2:58:51 AM

Madalina Dobra	yes. it is related to something that you need to do for us with Sage	2:59:32 AM
	It was solved before twice	2:59:52 AM
	and it works for many months well and all of a sudden the issue reappears	3:00:17 AM
Ashutosh Mishra	We have also checked the ticket number provided however it appears that the concern was related to Sage backup.	3:01:37 AM
	May I reboot the server?	3:01:49 AM
Madalina Dobra	can you look for another before that	3:01:56 AM
	yes please reboot	3:02:05 AM
	I'll look more in my history emails for the ticket #	3:02:40 AM
	Ticket: 529745 Issue: - Sage Launching issue Summary: Thank you for reaching out regarding the issue with Sage not launching. We have taken action by restarting the Sage service and rebooting the server, and I'm pleased to inform you that this has resolved the problem. You should now be able to access Sage without any further issues. Should you encounter any other difficulties or have additional questions, please feel free to contact us for further assistance. Please feel free to reach us if you need further assistance. You may contact us on our 24/7 helpline on 888-415-5240 (toll-free) or you may reach us on our instant chat support through Ace Cloud Hosting *We would love to hear from you, please share your feedback at quality@acecloudhosting.com For self-help, check out our Knowledge Base Thanks and Regards, Karan Kanwal ACE Support Team	3:03:41 AM
	this is from 7/22/2024	3:04:06 AM
Ashutosh Mishra	Yes, certainly I have performed same actions right now.	3:05:14 AM
	Please login to the server and check if issue persists.	3:05:42 AM
Madalina Dobra	ok	3:05:47 AM
	still very slow	3:07:02 AM
Ashutosh Mishra	I have started a repair for the Sage 50 from the backend this should fix any component related issues causing the slowness.	3:07:55 AM
Madalina Dobra	thank you	3:08:08 AM
	should I log out?	3:08:41 AM
	Sage is not responding and probably I should be out while you try the repair	3:09:15 AM
Ashutosh Mishra	Before logging out, I would request you to please open Sage and check if there are any pending updates.	3:10:58 AM
Madalina Dobra	how to do that?	3:11:22 AM
	I have never checked updates	3:12:18 AM
Ashutosh Mishra	Go to Services menu at the top row and select Check For Updates.	3:12:38 AM
Madalina Dobra	I will do that when is opening	3:12:56 AM
	still trying to open	3:13:11 AM
	I don't have payroll with Sage	3:15:27 AM

	this should not create the issue	3:16:04 AM
Ashutosh Mishra	Please wait i will make some changes from backend.	3:16:41 AM
Madalina Dobra	ok	3:16:51 AM
	stay in or go out?	3:17:02 AM
Ashutosh Mishra	Sure you can stay in.	3:17:25 AM
	Just ensuring their are no unnecessary temp files that may slow down the app.	3:17:56 AM
Madalina Dobra	from task manager?	3:18:33 AM
	how to check this?	3:19:21 AM
Ashutosh Mishra	Not from task manager, this is a backend task. I have already completed it.	3:19:22 AM
Madalina Dobra	ok	3:19:38 AM
Ashutosh Mishra	Thank you for your patience.	3:28:35 AM
	Madalina, we are currently thinking of reinstalling the application however this would be a major step in the troubleshooting hence before that we would suggest going on a three-way call with Sage support, we can represent as your IT team to identify issue with the help of Sage support before proceeding with reinstallation. This would ensure we have tried each and every possible troubleshooting steps and no steps are missed. (Edited)	3:31:14 AM
Madalina Dobra	what do you need me to do?	3:32:10 AM
	i'm available for a three way call	3:32:23 AM
	however I don't have the locators. backed up and I'm afraid to reinstall without that	3:32:57 AM
Ashutosh Mishra	We can either schedule a callback or you can reach us on 888-415-5240 as per your preferred timing.	3:33:11 AM
	Yes that is why we will have to ensure we are fully prepared for reinstallation.	3:33:45 AM
Madalina Dobra	this is strange. Before this was not required.. Let's do the three way call now.	3:34:04 AM
	and wait to see what they say if reinstall is needed	3:34:19 AM
Ashutosh Mishra	Sure, please share your callback number and time zone and one of our senior team members will reach out to you within 2 hours.	3:35:28 AM
Madalina Dobra	my phone number is 425-248-7484 and I'm on Pacific Northwest Time Zone	3:36:05 AM
Ashutosh Mishra	Thank you for providing the details.	3:36:37 AM
	Is there anything else I may help you with ?	3:36:45 AM
Madalina Dobra	I will be available in the next 2 hours to answer the call	3:37:11 AM
	please escalate the issue. I really don't think is a Sage issue. I know this issue was before and is something linked to updates made by ACE	3:38:00 AM
Ashutosh Mishra	Great! I will schedule the callback on priority basis and within two hours we will reach out to you over the phone. Rest assured we will promptly assist you and identify the root cause.	3:39:18 AM
Madalina Dobra	thank you	3:39:32 AM
Ashutosh Mishra		3:39:37 AM

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

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

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

Thanks!

3:39:40 AM

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

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

*Ashutosh Mishra has ended this chat session*

3:39:44 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Oct, 3:38:29 PM

**#83158 Steve Frisbie**

**Email:** sfrisbie@ifsgroupusa.com **Phone:** 18165478338

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 51 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 23 Secs

Steve Frisbie	Hello, I am your Acebuddy	31 Oct, 3:38:30 PM
Acebuddy	Hello Steve Frisbie, I'm your Ace Buddy. I'll be happy to assist you!	3:38:32 PM

	Whom Would You Like to Connect With?	3:38:32 PM
Steve Frisbie	Technical Support (QB & App Hosting)	3:38:41 PM
Acebuddy	Welcome to Ace Support.	3:38:41 PM
	Please chose an option :	3:38:41 PM
Steve Frisbie	I'd like to raise a Request	3:38:50 PM
Acebuddy	Please select your request type.	3:38:50 PM
Steve Frisbie	Server Resource Addition	3:39:06 PM
Acebuddy	Please select the resource type you'd like to add	3:39:06 PM
Steve Frisbie	Setback	3:39:18 PM
Acebuddy	Please select your request type.	3:39:18 PM
Steve Frisbie	Other Request	3:39:25 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.	3:39:25 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:39:25 PM
Steve Frisbie	Setback	3:39:39 PM
Acebuddy	Please select your request type.	3:39:39 PM
Steve Frisbie	Setback	3:39:45 PM
Acebuddy	Welcome to Ace Support.	3:39:45 PM
	Please chose an option :	3:39:45 PM
Steve Frisbie	I'd like to report an Issue	3:39:51 PM
Acebuddy	Please select an option!	3:39:52 PM
Steve Frisbie	Other Issue	3:39:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:39:57 PM
Steve Frisbie	How are you doing on our Ticket #792613?	3:40:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:40:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:40:39 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	3:40:48 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	3:41:14 PM
Steve Frisbie	How are you doing on our Ticket #792613?	3:41:26 PM
Vikas Singh Chauhan	Hi Steve, I was the one working on this ticket for you and I called you three days back also.	3:42:25 PM
	The setup is done on the server now for Remote App so that you can access the Quickbook 24 url on web.	3:43:26 PM

	The only step pending is to setup this on you local computer now, server end part is completed.	3:44:01 PM
	Shall we do that now ?	3:44:28 PM
Steve Frisbie	Is that something that I can do?	3:44:38 PM
	yes	3:44:45 PM
Vikas Singh Chauhan	Okay	3:45:03 PM
	May I take the remote access of your local computer?	3:45:09 PM
Steve Frisbie	yes	3:45:13 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	3:45:29 PM
Steve Frisbie	ok	3:45:34 PM
Vikas Singh Chauhan	<a href="https://assist.acecloudhosting.com/join/6862891487">https://assist.acecloudhosting.com/join/6862891487</a>	3:45:50 PM
	Kindly paste this link in the browser of local computer and join the session.	3:46:09 PM
Steve Frisbie	ok	3:49:39 PM
Vikas Singh Chauhan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:49:54 PM
	<a href="https://assist.acecloudhosting.com/join/6442023277">https://assist.acecloudhosting.com/join/6442023277</a>	3:52:23 PM
Steve Frisbie	ok	3:52:33 PM
Vikas Singh Chauhan	Please use this link on local laptop browser.	3:52:39 PM
Steve Frisbie	did that work	3:53:23 PM
Vikas Singh Chauhan	It did not, the remote is again from inside the server.	3:57:30 PM
	As discussed, we will call you in next 1 hour to setup the remote app on your local computer.	3:58:00 PM
	Are we still connected here?	3:58:23 PM
	Are we still connected here?	3:59:15 PM
	Are we still connected here?	4:00:02 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:02:49 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	4:02:54 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

24 Oct, 3:25:05 AM

#82901 Ana

Email: ajimenez@bkkcpa.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: VENTURA

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 59 Secs

Ana	Hello, I am your Acebuddy	24 Oct, 3:25:06 AM
Acebuddy	Hello Ana, I'm your Ace Buddy. I'll be happy to assist you!	3:25:07 AM
	Whom Would You Like to Connect With?	3:25:07 AM
Ana	Technical Support (QB & App Hosting)	3:25:19 AM
Acebuddy	Welcome to Ace Support.	3:25:19 AM
	Please chose an option :	3:25:19 AM
Ana	I'd like to raise a Request	3:25:32 AM
Acebuddy	Please select your request type.	3:25:32 AM
Ana	Other Request	3:26:22 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:26:22 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:26:22 AM
Ana	No, That'll be all!	3:27:05 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	3:27:05 AM
	<i>Acebuddy has ended this chat session</i>	3:27:05 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

3 Oct, 9:38:29 PM

### #82213 mdillc

**Email:** mdillc@machlink.com ☎ 563-263-5057

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** MUSCATINE

**State:** Iowa

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 42 Secs

mdillc	Hello, I am your Acebuddy	3 Oct, 9:38:29 PM
Acebuddy	Hello Mdillc, I'm your Ace Buddy. I'll be happy to assist you!	9:38:31 PM
	Whom Would You Like to Connect With?	9:38:31 PM
mdillc	Technical Support (QB & App Hosting)	9:38:37 PM
Acebuddy	Welcome to Ace Support.	9:38:37 PM
	Please chose an option :	9:38:37 PM
mdillc	I'd like to report an Issue	9:38:41 PM
Acebuddy	Please select an option!	9:38:41 PM
mdillc	QuickBooks Issue	9:38:47 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:38:47 PM
mdillc	QuickBooks is Frozen	9:38:50 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	9:38:50 PM
	Was that helpful?	9:38:50 PM

mdillc	No	9:39:00 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:39:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:39:00 PM
mdillc	Can you please unlock me. I'm froze up in quickbooks. Already re-booted and am still locked up.	9:39:42 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	9:39:45 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	9:40:03 PM
mdillc	Hello	9:40:16 PM
Vikas Singh Chauhan	Hello, I will be surely assisting you with this. Kindly help me with your server name and user name?	9:41:10 PM
mdillc	MusatineInvest	9:41:21 PM
	MuscatinelInvest	9:41:30 PM
Vikas Singh Chauhan	Okay, are you logged in by username JuliaH ?	9:42:26 PM
mdillc	yes	9:42:30 PM
Vikas Singh Chauhan	Thanks for the confirmation !	9:42:41 PM
mdillc	you're welcome	9:42:50 PM
Vikas Singh Chauhan	Would you like me to close the Quickbook from backend ?	9:43:17 PM
mdillc	yes because I can't get unstuck	9:45:24 PM
Vikas Singh Chauhan	Okay sure, allow me a minute.	9:45:49 PM
	It is closed now, please try to re-open Quickbook now.	9:47:01 PM
mdillc	Ok hang on a minute	9:47:28 PM
Vikas Singh Chauhan	Sure, please take your time	9:47:39 PM
mdillc	I can't even get it back on at all	9:48:53 PM
	Won't even open up	9:49:53 PM
Vikas Singh Chauhan	Okay, just tried on my end and I am able to open it.	9:50:10 PM
	May I take the remote access of your local computer?	9:50:14 PM
mdillc	Hmmm that's odd. I'll try again	9:50:25 PM
	ok I'm back on now	9:51:31 PM
	Thank you	9:51:36 PM
Vikas Singh Chauhan	Great !!	9:51:43 PM
	Also, if Quickbook is froze or stuck again, you can use an icon on your desktop screen by name "QBReset". (Edited)	9:52:42 PM
	Is there anything else I may help you with ?	9:53:22 PM
mdillc	No that is all	9:53:34 PM

Vikas Singh Chauhan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:53:50 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:53:53 PM
mdillc	You too	9:53:56 PM
Vikas Singh Chauhan	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:54:09 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Vikas Singh Chauhan has ended this chat session*

9:54:12 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

12 Oct, 11:16:59 PM

#### #82504 Ben Marchiafava

**Email:** ben@protecsupport.me ☎ 14803004770

**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:** 35 Secs

**City:** PHOENIX

**State:** Arizona

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 19 Mins 38 Secs

Ben Marchiafava	Hello, I am your Acebuddy	12 Oct, 11:17:00 PM
Acebuddy	Hello Ben Marchiafava, I'm your Ace Buddy. I'll be happy to assist you!	11:17:01 PM
	Whom Would You Like to Connect With?	11:17:01 PM
Ben Marchiafava	Technical Support (QB & App Hosting)	11:17:06 PM
Acebuddy	Welcome to Ace Support.	11:17:06 PM
	Please chose an option :	11:17:06 PM
Ben Marchiafava	I'd like to report an Issue	11:17:12 PM
Acebuddy	Please select an option!	11:17:12 PM
Ben Marchiafava	Other Issue	11:17:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:17:17 PM
Ben Marchiafava	OneDrive app not working for a user	11:17:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:17:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:17:31 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:17:44 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:17:52 PM
Ben Marchiafava	Hello	11:17:57 PM
Ashutosh Mishra	Hello Ben	11:18:12 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:18:25 PM
Ben Marchiafava	CID75045	11:18:47 PM
	The user is Cox_R_accounting	11:18:59 PM
Ashutosh Mishra	Thank you for the information and allow 2-3 minutes to check the same.	11:19:12 PM
Ben Marchiafava	The onedrive app is not loading for any of my users it looks like now.	11:22:03 PM
	<i>11:22:04 PM Ben Marchiafava is sharing a file with you <a href="#">image.png</a> - ( Size:236.08 KB )</i>	11:22:04 PM
Ashutosh Mishra	Thank you for providing the details. We are checking from the backend.	11:22:57 PM
Ben Marchiafava	Hello?	11:32:24 PM
Ashutosh Mishra	Yes we are still connected.	11:33:06 PM
	Thank you for your patience.	11:34:05 PM
	We would have to reinstall the application and would require downtime of 30 minutes.	11:34:14 PM
Ben Marchiafava	That should be fine. Nobody is working today.	11:34:31 PM
	Migrating the users to cloud storage. So I need this working for business tomorrow	11:35:19 PM
Ashutosh Mishra	Sure, In that case please inform users to log off from the server, once the reinstallation is complete, I will inform you over the email.	11:35:48 PM

Ben Marchiafava	Okay	11:35:57 PM
	ben@protechsupport.me	11:36:01 PM
Ashutosh Mishra	Thanks for the confirmation !	11:36:25 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:36:29 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!	11:36:34 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> )	

*Ashutosh Mishra has ended this chat session*

11:36:39 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Oct, 12:01:59 AM

#### #82369 ERICAJOHNS

**Email:** ericajohns@southernwoodframing.com 3017512317

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

**Operator:** Dushyant

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 38 Secs

**City:** OAK BROOK

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

ERICAJOHNS	Hello, I am your Acebuddy	9 Oct, 12:01:59 AM
Acebuddy	Hello Ericajohns, I'm your Ace Buddy. I'll be happy to assist you!	12:02:00 AM
	Whom Would You Like to Connect With?	12:02:00 AM
ERICAJOHNS	Technical Support (QB & App Hosting)	12:02:04 AM
Acebuddy	Welcome to Ace Support.	12:02:04 AM
	Please chose an option :	12:02:04 AM
ERICAJOHNS	I'd like to report an Issue	12:02:11 AM
Acebuddy	Please select an option!	12:02:11 AM
ERICAJOHNS	QuickBooks Issue	12:02:18 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:02:18 AM
ERICAJOHNS	QuickBooks Login Issue	12:02:36 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	12:02:36 AM
	Was that helpful?	12:02:36 AM
ERICAJOHNS	No	12:02:40 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:02:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:02:40 AM
	<i>Dushyant accepted the chat transfer request.</i>	12:02:59 AM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	12:03:04 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:03:16 AM
ERICAJOHNS	Hi. YET AGAIN, unable to log into my Quickbooks file.	12:03:21 AM
	i have no idea what my server name is. my username is Erica	12:03:30 AM
	this happens FRUSTRATINGLY often and is getting quite ridiculous..... how many updates can there possibly be?!?	12:03:56 AM
	Hello?	12:05:11 AM
Dushyant	Yes, i am here with you,	12:05:24 AM
	Apologies, i was checking the details at my end. (Edited)	12:05:37 AM
	Erica, May i know is there any error message is showing in Quickbooks ?	12:06:50 AM
ERICAJOHNS	yeah - the same one we get ALL THE TIME - "Quickbooks is updating, this may take a few minutes."	12:07:17 AM
	Only- it doesnt take only a few minutes, it just NEVER lets me back in	12:07:30 AM

Dushyant	May I take the remote access of your server?	12:07:47 AM
ERICAJOHNS	No one has ever needed that before to resolve this issue	12:07:59 AM
Dushyant	Okay, can you share me the screenshot of the message on Quickbooks?	12:09:22 AM
	<i>12:11:43 AM ERICAJOHNS is sharing a file with you <a href="#">image.png</a> - ( Size:17.77 KB )</i>	12:11:43 AM
	thank you for the screenshot, please allow me 5-6 minutes to check the things at my end..	12:12:31 AM
ERICAJOHNS	ok	12:13:06 AM
Dushyant	Thank you for the patience, please try to launch your Quickbooks now.	12:14:19 AM
ERICAJOHNS	same thing	12:15:08 AM
Dushyant	Please allow me few more minutes to check the issue..	12:16:02 AM
ERICAJOHNS	ok	12:16:06 AM
Dushyant	Thank you for your patience.	12:22:18 AM
	It's almost done	12:22:25 AM
ERICAJOHNS	thank you	12:22:28 AM
Dushyant	Thank you for your patience.	12:26:41 AM
	Please try now	12:26:45 AM
ERICAJOHNS	I'm in. thank you!	12:28:21 AM
Dushyant	you're welcome.	12:28:54 AM
	Is there anything else I may help you with ?	12:29:01 AM
ERICAJOHNS	No thank you, have a nice day.	12:29:16 AM
Dushyant	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:29:22 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!	12:29:31 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>Dushyant has ended this chat session</i>	12:29:34 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Oct, 1:54:52 PM

### #82395 sheryl lacsamana

**Email:** sherllacsamana@yahoo.com ☎ (650) 438-7287

**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:** 28 Secs

**City:** SAN MATEO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 20 Mins

sheryl lacsamana	Hello, I am your Acebuddy	9 Oct, 1:54:53 PM
Acebuddy	Hello Sherllacsamana, I'm your Ace Buddy. I'll be happy to assist you!	1:54:54 PM
	Whom Would You Like to Connect With?	1:54:54 PM
sheryl lacsamana	Technical Support (QB & App Hosting)	1:55:02 PM
Acebuddy	Welcome to Ace Support.	1:55:02 PM
	Please chose an option :	1:55:02 PM
sheryl lacsamana	I'd like to raise a Request	1:55:31 PM
Acebuddy	Please select your request type.	1:55:31 PM
sheryl lacsamana	Other Request	1:55:38 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:55:38 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:55:38 PM
sheryl lacsamana	Yes, I'm facing issues with my server	1:56:08 PM
Acebuddy	Please select an option!	1:56:08 PM
sheryl lacsamana	Other Issue	1:56:12 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:56:12 PM
sheryl lacsamana	Need support to make an accountant copy of QB file	1:56:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:56:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:56:28 PM
	<i>Ankit Kumar accepted the chat transfer request.</i>	1:56:41 PM
sheryl lacsamana	Hello Ankit	1:56:49 PM
	<i>Ankit Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	1:56:49 PM
	<i>Rohan accepted the chat transfer request.</i>	1:56:51 PM
	Hello Rohan	1:56:58 PM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you from now onwards.	1:57:07 PM
sheryl lacsamana	Thanks Rohan	1:57:17 PM
Rohan	Hello Sherll, How are you doing today ?	1:57:22 PM
sheryl lacsamana	Can we make this quick? Im good thank you	1:57:30 PM
Rohan	I will surely help you with this.	1:57:55 PM
sheryl lacsamana	Can we do a screenshare so you can help me create an Accountant's Copy of the QB for the period of 7/1/24 - 6/30/25? Please do it and save the file on my desktop so I can send it to our Auditor, actually save it in my google drive	1:58:36 PM
	let me know when you are ready	1:59:06 PM
Rohan	Sherll, Have you tried creating accountant copy yourself ?	1:59:43 PM
sheryl lacsamana	yes but i had trouble or had issue	2:00:10 PM
	can we just do it please it's kind a late here now	2:00:26 PM
Rohan	Okay No Problem	2:00:37 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:00:38 PM
sheryl lacsamana	ok	2:00:44 PM
	can you see it now?	2:01:43 PM
Rohan	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.	2:01:44 PM
	Is there anything else I may help you with ?	2:12:52 PM
sheryl lacsamana	hi	2:14:09 PM
Rohan	Yes Sherll	2:14:23 PM
	Is there anything else I may help you with ?	2:14:25 PM
sheryl lacsamana		2:14:35 PM

	that's all thank you so much '	
Rohan	Thanks for the confirmation !	2:14:41 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:14:43 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:14:51 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
sheryl lacsamana	You too	2:14:51 PM
	<i>Rohan has ended this chat session</i>	2:14:53 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Oct, 4:10:21 AM

#### #82933 Anthony Padilla

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

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

**Operator:** Yash Kalra

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 14 Secs

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 5 Mins 58 Secs

Anthony Padilla	Hello, I am your Acebuddy	25 Oct, 4:10:21 AM
Acebuddy	Hello Anthony Padilla, I'm your Ace Buddy. I'll be happy to assist you!	4:10:22 AM
	Whom Would You Like to Connect With?	4:10:22 AM
Anthony Padilla	Technical Support (QB & App Hosting)	4:10:44 AM
Acebuddy	Welcome to Ace Support.	4:10:44 AM
	Please chose an option :	4:10:44 AM
Anthony Padilla	I'd like to report an Issue	4:10:50 AM
Acebuddy	Please select an option!	4:10:50 AM
Anthony Padilla	Other Issue	4:10:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:10:55 AM
Anthony Padilla	Server Screen is blank	4:11:08 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:11:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:11:08 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:11:44 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:11:48 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:11:51 AM
Anthony Padilla	CPPR.myreldata.net	4:12:08 AM
	myreldata\Anthony_CPPR	4:12:42 AM
Yash Kalra	Kindly allow me two minutes to check the same.	4:12:51 AM
	Anthony, please try to login to the server now	4:14:57 AM
Anthony Padilla	Its good now, thank you	4:15:54 AM
Yash Kalra	Is there anything else I may help you with ?	4:16:01 AM
Anthony Padilla	no	4:16:05 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	4:16:11 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:16:17 AM
	<i>Yash Kalra has ended this chat session</i>	4:16:19 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

28 Oct, 8:22:57 PM

### #83024 Shira Steinberg

**Email:** shira@newlinesco.com

**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:** 2 Mins 14 Secs

**City:** LAKEWOOD

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 25 Mins 46 Secs

Shira Steinberg	Hello, I am your Acebuddy	28 Oct, 8:22:57 PM
Acebuddy	Hello Shira Steinberg, I'm your Ace Buddy. I'll be happy to assist you!	8:22:58 PM
	Whom Would You Like to Connect With?	8:22:58 PM
Shira Steinberg	Technical Support (QB & App Hosting)	8:23:01 PM
Acebuddy	Welcome to Ace Support.	8:23:01 PM
	Please chose an option :	8:23:01 PM
Shira Steinberg	I'd like to report an Issue	8:23:06 PM
Acebuddy	Please select an option!	8:23:06 PM
Shira Steinberg	Other Issue	8:23:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:23:10 PM
Shira Steinberg	there were paid invoices sent to clients yesterday, is this a qb error	8:23:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:23:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:23:50 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:24:03 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:24:13 PM

	Hello Shira, I understand paid invoices have been sent from your QuickBooks. May I know if it is specifically sent from your QuickBooks profile or from any other user?	8:25:33 PM
Shira Steinberg	from the billing email	8:27:09 PM
Ashutosh Mishra	Shira, please allow me to inform we do not have any control over the QuickBooks application as we only provide Server environment to run the applications. For this you would have to contact Intuit to find out if it is a glitch or bug in the application. If the emails have been sent in your non-production hours we can forward to our security team for further investigation.	8:31:28 PM
Shira Steinberg	can you please confirm for security purposes where this was sent from?	8:32:50 PM
Ashutosh Mishra	Do you mean to say the physical location of your server login when emails were sent?	8:34:56 PM
Shira Steinberg	what can you check on your end? can you see where the emails were sent from?	8:35:53 PM
Ashutosh Mishra	We can check the login and logout timings from your account on the server. We believe this could be best assisted in real time by one of our senior engineers as the concern seems to be security related. Please share your server's name or CID, your username, call back number and a good time to reach you along with time zone.	8:38:16 PM
	You can also call us at 888-415-5240 to immediately connect with a senior engineer.	8:38:47 PM
	Are we still connected here?	8:41:35 PM
	Are we still connected here?	8:43:29 PM
	Are we still connected here?	8:45:31 PM
	As there was no response, we are disconnecting the chat now. We will follow up over the email and request for details for further assistance. You may re-initiate the chat or call us at (1-888-415-5240) to connect with a senior engineer if immediate assistance is required.	8:48:38 PM
	<i>Ashutosh Mishra has ended this chat session</i>	8:48:44 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

28 Oct, 7:52:46 PM

**#83022 greg.barton**

**Email:** greg.barton@epickayaks.com ☎ 12066590078

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** RENTON

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 42 Mins 12 Secs

greg.barton	Hello, I am your Acebuddy	28 Oct, 7:52:47 PM
Acebuddy	Hello Greg.barton, I'm your Ace Buddy. I'll be happy to assist you!	7:52:48 PM
	Whom Would You Like to Connect With?	7:52:48 PM
greg.barton	Technical Support (QB & App Hosting)	7:52:54 PM
Acebuddy	Welcome to Ace Support.	7:52:54 PM
	Please chose an option :	7:52:54 PM
greg.barton	I'd like to raise a Request	7:53:04 PM
Acebuddy	Please select your request type.	7:53:05 PM
greg.barton	Other Request	7:53:21 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:53:21 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:53:21 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.	8:34:59 PM
	<i>Ended due to chat idle timeout</i>	8:34:59 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

28 Oct, 11:52:20 PM

#83031 hannah

Email: hannah@carderconcreteco.com ☎ 18177731527

Department: Support(QB & App Hosting)

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 15 Secs

**City:** BURLESON

**State:** Texas

**Country:** UNITED STATES

Chat Duration : 38 Mins 18 Secs

### Chat Transcript

hannah	Hello, I am your Acebuddy	28 Oct, 11:52:20 PM
Acebuddy	Hello Hannah, I'm your Ace Buddy. I'll be happy to assist you!	11:52:21 PM
	Whom Would You Like to Connect With?	11:52:21 PM
hannah	Technical Support (QB & App Hosting)	11:52:34 PM
Acebuddy	Welcome to Ace Support.	11:52:34 PM
	Please chose an option :	11:52:34 PM
hannah	I'd like to raise a Request	11:52:44 PM
Acebuddy	Please select your request type.	11:52:44 PM
hannah	Other Request	11:53:03 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.	11:53:03 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:53:03 PM
hannah	Setback	11:53:48 PM
Acebuddy	Please select your request type.	11:53:48 PM
hannah	Restart	11:53:55 PM
Acebuddy	Hello Hannah, I'm your Ace Buddy. I'll be happy to assist you!	11:53:55 PM
	Whom Would You Like to Connect With?	11:53:55 PM
hannah	Managed IT	11:54:01 PM
Acebuddy	Please wait while we connect you to an available Representative.	11:54:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:54:01 PM
	<i>Ayush Kishor accepted the chat transfer request.</i>	11:54:12 PM
Ayush Kishor	Thank you for choosing ACE cloud Hosting, my name is Ayush. How may I assist you today?	11:54:51 PM
hannah	Yes, I need help integrating AvaTax to Quickbooks desktop.	11:55:51 PM

Ayush Kishor	Kindly stay connected, I am transferring this chat to the concerned department	11:56:49 PM
	<i>Ayush Kishor is transferring the chat to Support(QB &amp; App Hosting).</i>	11:57:05 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:57:17 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.]	11:57:25 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:57:29 PM
hannah	carderconcrete.myrealdata.net	11:58:25 PM
Yash Kalra	Kindly allow me two minutes to check the same.	29 Oct, 12:00:03 AM
hannah	ok	12:00:43 AM
Yash Kalra	Hannah, for integrating AvaTax we need to first install "AvaTax for QuickBooks Desktop" first. Please provide us with the installation link or the exe file over the mail so that we can proceed with the installation.	12:02:51 AM
	Please mail us on support@acecloudhosting.com using the mail id hannah@carderconcreteco.com	12:03:21 AM
hannah	I just emailed it.	12:05:22 AM
Yash Kalra	Please allow me a moment to check it from the backend.	12:06:29 AM
hannah	ok	12:06:42 AM
Yash Kalra	Hannah, before starting please note there can be expected downtime, since integration might require closing the company file or QuickBooks being in single-user mode.	12:09:32 AM
hannah	Ok, that is fine.	12:10:54 AM
Yash Kalra	May I take the remote access of your local computer in order to assist you with the integration? (Edited)	12:12:42 AM
hannah	yes	12:13:12 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	12:13:16 AM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/5462005278">https://assist.acecloudhosting.com/join/5462005278</a>	12:13:22 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:15:34 AM
	Hannah, we assisted you with the AvaTax integration however we will be requiring a exe file for the installation. As discussed, you may contact AvaTax support to arrange a <b>three-way call</b> , or request them to share the installer file with you, which we can then use to complete the setup.	12:29:45 AM
	Is there anything else I may help you with ?	12:29:53 AM
hannah	Ok, I appreciate your help. I don't need anything else right now.	12:30:28 AM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:30:34 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!

12:30:37 AM

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

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

*Yash Kalra has ended this chat session*

12:30:39 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

28 Oct, 7:17:44 PM

#### #83016 Gerald

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

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

**Operator:** Shubham Maurya

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 21 Secs

**City:** CANTON

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 11 Mins 26 Secs

Gerald	Hello, I am your Acebuddy	28 Oct, 7:17:44 PM
Acebuddy	Hello Gerald, I'm your Ace Buddy. I'll be happy to assist you!	7:17:46 PM
	Whom Would You Like to Connect With?	7:17:46 PM
Gerald	Technical Support (QB & App Hosting)	7:17:51 PM
Acebuddy	Welcome to Ace Support.	7:17:51 PM

	Please chose an option :	7:17:51 PM
Gerald	I'd like to report an Issue	7:18:01 PM
Acebuddy	Please select an option!	7:18:01 PM
Gerald	QuickBooks Issue	7:18:08 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:18:08 PM
Gerald	QuickBooks Login Issue	7:18:15 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	7:18:15 PM
	Was that helpful?	7:18:15 PM
Gerald	No	7:18:25 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:18:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:18:25 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:19:27 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:19:37 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:20:51 PM
Gerald	Hi. I am unable to login. It has been quite some time since we have used the file. Last time this happened we had to re-activate the the account. See Ticket ID 755295. PC: HCO.myrealdata.net   Gateway: rdgmyrealdata.net   User: Gerald.M@myrealdata.net   Pass: Karen@56	7:21:13 PM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	7:22:00 PM
Gerald		7:22:14 PM
Shubham Maurya	Thanks for the patience, we can see that your user ID active and working fine. Is there any error message when you try to login? Other users are also facing this issue?	7:24:49 PM
	<i>7:25:12 PM Gerald is sharing a file with you</i>	7:25:12 PM
	<i><a href="#">Screenshot 2025-10-28 at 9.44.12 AM.png</a> - ( Size:81.21 KB )</i>	
	<i>7:25:19 PM Gerald is sharing a file with you</i>	7:25:19 PM
	<i><a href="#">Screenshot 2025-10-28 at 9.44.18 AM.png</a> - ( Size:77.61 KB )</i>	
Gerald	There is only one user.	7:25:34 PM
Shubham Maurya	Thanks for details, please try to reset your password using <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a>	
	Go to *Forgot your password?*	7:27:46 PM
	>>Enter username Gerald.M	
Gerald	Oh Wait! I just got access to the file using "James Sloan" as the user! Phew!	7:28:09 PM
	We are all good! Thank you!	7:28:30 PM
Shubham Maurya	Alright, that great ! Thanks for the confirmation Gerald.	7:28:54 PM
	Is there anything else I may help you with ?	7:28:56 PM

Gerald No. Thank you. 7:29:09 PM

*Gerald has ended this chat session* 7:29:11 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details 29 Oct, 8:16:40 AM

**#83059 Jamie**

**Email:** stinagoransson.alligo.com@gmail.com **Phone:** 16787674531

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

**Operator:** Shubham Kataria

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

**Operating System:** Apple iPhone

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 8 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Transcript Chat Duration : 4 Mins 59 Secs

Jamie	Hello, I am your Acebuddy	29 Oct, 8:16:40 AM
Acebuddy	Hello Jamie, I'm your Ace Buddy. I'll be happy to assist you!	8:16:41 AM
	Whom Would You Like to Connect With?	8:16:41 AM
Jamie	Technical Support (QB & App Hosting)	8:16:51 AM
Acebuddy	Welcome to Ace Support.	8:16:51 AM
	Please chose an option :	8:16:51 AM
Jamie	I'd like to report an Issue	8:17:04 AM
Acebuddy	Please select an option!	8:17:04 AM
Jamie	Other Issue	8:17:09 AM
Acebuddy		

	Please specify the issue you are facing before I connect you to an available support representative!	8:17:09 AM
Jamie	I need a help to install my sever on pc	8:17:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:17:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:17:43 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:18:09 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:18:17 AM
	hello Jamie	8:18:27 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:18:38 AM
	Are we still connected here?	8:20:28 AM
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:21:36 AM
	<i>Shubham Kataria has ended this chat session</i>	8:21:40 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 14 Oct, 11:38:06 AM

#82566 mary

Email: mary@infiniteaccountants.com ☎ 2125440001

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 14 Secs

City: DITA

State: Laguna

Country: PHILIPPINES

Chat Transcript

Chat Duration : 44 Mins 21 Secs

mary	Hello, I am your Acebuddy	14 Oct, 11:38:07 AM
Acebuddy	Hello Maryrosedemdam, I'm your Ace Buddy. I'll be happy to assist you!	11:38:08 AM
	Whom Would You Like to Connect With?	11:38:08 AM
mary	Technical Support (QB & App Hosting)	11:38:52 AM
Acebuddy	Welcome to Ace Support.	11:38:52 AM
	Please chose an option :	11:38:52 AM
mary	I'd like to report an Issue	11:39:04 AM
Acebuddy	Please select an option!	11:39:04 AM
mary	QuickBooks Issue	11:39:35 AM
Acebuddy	What type of QuickBooks Issue are you facing?	11:39:35 AM
mary	Other QB related issue	11:39:41 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:39:41 AM
mary	i, My QuickBooks company file is not opening — it just keeps loading indefinitely. I already tried closing all processes, but the issue persists. Could you help me with this?	11:40:08 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:40:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:40:10 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:40:31 AM
	<i>Shubham Kataria is transferring the chat to Rohan.</i>	11:40:39 AM
	<i>Rohan accepted the chat transfer request.</i>	11:40:41 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	11:40:47 AM
	<i>Hello Mary, how are you doing today ?</i>	11:41:03 AM
mary	i, My QuickBooks company file is not opening — it just keeps loading indefinitely. I already tried closing all processes, but the issue persists. Could you help me with this?	11:41:32 AM
Rohan	I will surely help you with this issue.	11:41:36 AM
	<i>Kindly allow me 3-4 minutes to check the same.</i>	11:41:47 AM
	<i>11:42:19 AM mary is sharing a file with you <a href="#">image.png</a> - ( Size:52.88 KB )</i>	11:42:19 AM
	<i>Thanks for providing the details</i>	11:42:41 AM
	<i>Could you please share your Username Once ?</i>	11:42:57 AM
mary	myrealdata\IASAdmin.NPRE V4dOe9#2aY Francesco Perna	11:43:47 AM
Rohan	Thanks for providing the details	11:44:34 AM
	<i>Kindly allow me two minutes to check the same.</i>	11:44:37 AM
mary		

	k	11:44:56 AM
Rohan	May I take the remote access of your server?	11:46:26 AM
mary	myrealdatalIASAdmin.NPRE	11:47:02 AM
Rohan	Thanks for the confirmation !	11:47:17 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:47:39 AM
	I think one more user from your company has initiated the chat	11:48:00 AM
mary	i already closed the qb desktop	11:48:37 AM
Rohan	Thanks for the confirmation !	11:49:25 AM
	Please accept the remote session request	11:49:51 AM
mary	hpw	11:50:53 AM
Rohan	Please look at the server screen and a pop-up will come asking for your permission	11:51:29 AM
mary	on gmail?	11:52:07 AM
Rohan	No Mary, Just look at the server screen	11:52:35 AM
	<i>11:53:06 AM mary is sharing a file with you <a href="#">image.png</a> - ( Size:115.31 KB )</i>	11:53:06 AM
mary	sorry	11:53:09 AM
Rohan	Can you please open the server again ?	11:53:26 AM
	<i>11:54:23 AM mary is sharing a file with you <a href="#">image.png</a> - ( Size:46.19 KB )</i>	11:54:23 AM
	Can you see a prompt now ?	11:54:47 AM
mary	no	11:55:13 AM
Rohan	Let's do one thing. Let me take the remote access of another user	11:55:16 AM
mary	k	11:55:28 AM
Rohan	Thank you for your patience.	12:04:03 PM
	Please check now but one by one	12:04:09 PM
mary	hold on i cant open	12:08:30 PM
Rohan	Mary, Yes It is still not working and I'm checking this on another user's end	12:09:09 PM
mary	i opned it	12:09:58 PM
	<i>12:10:09 PM mary is sharing a file with you <a href="#">image.png</a> - ( Size:54.49 KB )</i>	12:10:09 PM
Rohan	Yes I'm still checking this issue	12:10:28 PM
mary	what now should i do	12:10:42 PM
Rohan	Please allow me some time as I'm still checking this issue	12:10:59 PM

mary	k	12:11:07 PM
	make it fast if ok?	12:11:19 PM
Rohan	Mary, the issue is not from your end rather it is with the company file. It seems that file got corrupted and we might need to repair it through File Doctor which will take some time. (Edited)	12:12:36 PM
mary	ok. tyt	12:13:27 PM
Rohan	Mary, We will repair the company file from the backend and will update you via email once this is done.	12:20:07 PM
mary	Yes. Thank you	12:21:11 PM
Rohan	Is there anything else I may help you with ?	12:21:12 PM
mary	nothing just only the qb.	12:21:30 PM
Rohan	Thanks for the confirmation !	12:22:11 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:22:15 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	12:22:25 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Rohan has ended this chat session*

12:22:28 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

22 Oct, 4:54:59 PM

#82824 mary

Email: mary@infiniteaccountants.com ☎ 2125440001

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:** 3 Mins 39 Secs

**City:** MACABLING

**State:** Laguna

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 50 Mins 16 Secs

mary	Hello, I am your Acebuddy	22 Oct, 4:55:00 PM
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!	4:55:01 PM
	Whom Would You Like to Connect With?	4:55:01 PM
mary	Technical Support (QB & App Hosting)	4:55:04 PM
Acebuddy	Welcome to Ace Support.	4:55:04 PM
	Please chose an option :	4:55:04 PM
mary	I'd like to report an Issue	4:55:11 PM
Acebuddy	Please select an option!	4:55:11 PM
mary	QuickBooks Issue	4:55:15 PM
Acebuddy	What type of QuickBooks Issue are you facing?	4:55:15 PM
mary	Other QB related issue	4:55:20 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:55:20 PM
mary	I already done waiting the Tool Hub to be done as Manish Singh instructed but there is still problem with the file	4:56:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:56:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:56:37 PM
	<i>Manish Singh accepted the chat transfer request.</i>	4:56:42 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	4:56:46 PM
	Hii Mary	4:57:15 PM
mary	Hello again. Sorry seems the tool hub didn't work	4:57:39 PM
	<i>4:57:52 PM mary is sharing a file with you <a href="#">image.png</a> - ( Size:236.66 KB )</i>	4:57:52 PM
Manish Singh	May I take the remote access of your server?	4:58:13 PM
mary	sure	4:58:18 PM
	myrealdatalIASAdmin.NPRE	4:58:32 PM

Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	4:58:37 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.	5:08:10 PM
	Are we still connected here?	5:13:08 PM
mary	Yes	5:14:21 PM
Manish Singh	I am not able to see your screen can you please close the previous session and accept the new one?	5:14:56 PM
mary	sure	5:15:11 PM
	Sorry. How to close the session?	5:15:46 PM
	and there is no invitation showing in the screen	5:16:28 PM
Manish Singh	Kindly provide us with the contact number and preferred time to assist you over the call.	5:36:37 PM
mary	Will inform him to give the number. Hold on	5:38:17 PM
	718-598-5151	5:41:02 PM
	<i>5:41:14 PM mary is sharing a file with you <a href="#">image.png</a> - ( Size:9.27 KB )</i>	5:41:14 PM
	He said if it's okay to have the conversation within 9:30 AM. US Time	5:41:42 PM
	Hello?	5:43:15 PM
Manish Singh	Alright, we will call him regarding the issue.	5:44:25 PM
mary	Thank you!	5:44:32 PM
Manish Singh	Is there anything else I may help you with ?	5:44:33 PM
mary	No more. Thank you!	5:44:44 PM
Manish Singh	Thank you for your patience.	5:44:53 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:45:04 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!	5:45:08 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> )	
	<i>Manish Singh has ended this chat session</i>	5:45:17 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Oct, 9:15:31 PM

### #82412 office

**Email:** office@mermanusa.com 12035701995

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** SOMERVILLE

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 9 Mins

office	Hello, I am your Acebuddy	9 Oct, 9:15:32 PM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	9:15:33 PM
	Whom Would You Like to Connect With?	9:15:33 PM
office	Technical Support (QB & App Hosting)	9:15:46 PM
Acebuddy	Welcome to Ace Support.	9:15:46 PM
	Please chose an option :	9:15:46 PM
office	I'd like to raise a Request	9:16:12 PM
Acebuddy	Please select your request type.	9:16:12 PM
office	Other Request	9:16:23 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:16:23 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:16:23 PM
	<i>The visitor's name was changed from office to Elizabeth Tarbell.</i>	9:51:33 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.	10:24:46 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

21 Oct, 3:09:07 AM

### #82779 Jenifer Graham

**Email:** jgraham@mca80238.com 3033880724

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 8 Secs

Jenifer Graham	Hello, I am your Acebuddy	21 Oct, 3:09:07 AM
Acebuddy	Hello Jenifer Graham, I'm your Ace Buddy. I'll be happy to assist you!	3:09:08 AM
	Whom Would You Like to Connect With?	3:09:08 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.	3:44:16 AM
<i>Ended due to chat idle timeout</i>		3:44:16 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Oct, 9:04:56 PM

### #82318 Ronnie Eyre

**Email:** ronnie@loismargolin.com

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** POMPANO BEACH

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins

Ronnie Eyre	Hello, I am your Acebuddy	7 Oct, 9:04:56 PM
Acebuddy	Hello Ronnie Eyre, I'm your Ace Buddy. I'll be happy to assist you!	9:04:57 PM
	Whom Would You Like to Connect With?	9:04:57 PM
Ronnie Eyre	Technical Support (QB & App Hosting)	9:05:07 PM
Acebuddy	Welcome to Ace Support.	9:05:07 PM
	Please chose an option :	9:05:07 PM
Ronnie Eyre	I'd like to report an Issue	9:05:18 PM
Acebuddy	Please select an option!	9:05:18 PM
Ronnie Eyre	Password Reset	9:05:43 PM
Acebuddy	Please select an option below	9:05:43 PM
Ronnie Eyre	Not Enrolled to Selfcare Portal	9:05:50 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:05:50 PM
	Do you need any further assistance on the topic?	9:05:50 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:35:57 PM
	<i>Ended due to chat idle timeout</i>	9:35:57 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Oct, 11:25:01 PM

### #82598 Drew Cooke

**Email:** drewc@neomarketingonline.com ☎ 3309331843

**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:** CANTON

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 32 Mins 39 Secs

Drew Cooke	Hello, I am your Acebuddy	14 Oct, 11:25:02 PM
Acebuddy	Hello Drew Cooke, I'm your Ace Buddy. I'll be happy to assist you!	11:25:03 PM
	Whom Would You Like to Connect With?	11:25:03 PM
Drew Cooke	Technical Support (QB & App Hosting)	11:25:06 PM
Acebuddy	Welcome to Ace Support.	11:25:06 PM
	Please chose an option :	11:25:06 PM
Drew Cooke	I'd like to report an Issue	11:25:13 PM
Acebuddy	Please select an option!	11:25:13 PM
Drew Cooke	Password Reset	11:25:27 PM
Acebuddy	Please select an option below	11:25:27 PM
Drew Cooke	Not Enrolled to Selfcare Portal	11:25:34 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:25:34 PM

Do you need any further assistance on the topic?

11:25:34 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.

11:57:41 PM

*Ended due to chat idle timeout*

11:57:41 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Oct, 9:09:56 AM

### #82352 Muiris Bowler

**Email:** info@bowlertaxservices.com +14252838808

**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:** 22 Secs

**City:** TACOMA

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 12 Secs

Muiris Bowler	Hello, I am your Acebuddy	8 Oct, 9:09:56 AM
Acebuddy	Hello Muiris Bowler, I'm your Ace Buddy. I'll be happy to assist you!	9:09:58 AM
	Whom Would You Like to Connect With?	9:09:58 AM
Muiris Bowler	Technical Support (QB & App Hosting)	9:10:14 AM
Acebuddy	Welcome to Ace Support.	9:10:14 AM
	Please chose an option :	9:10:14 AM
Muiris Bowler	I'd like to report an Issue	9:10:24 AM
Acebuddy	Please select an option!	9:10:24 AM

Muiris Bowler	Other Issue	9:10:30 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:10:30 AM
Muiris Bowler	Hi, I use Remote Desktop to login to ACE cloud. The Adobe Acrobat is frozen in my account and I am unable to open PDF documents	9:11:55 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:11:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:11:56 AM
Muiris Bowler	My user ID is CID74441	9:12:29 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	9:13:02 AM
	<i>Ankit Kumar is transferring the chat to Rohan.</i>	9:13:23 AM
	<i>Rohan accepted the chat transfer request.</i>	9:13:33 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	9:13:38 AM
	Hello Muiris, how are you doing today ?	9:14:03 AM
	Thank you for all the details	9:14:14 AM
	I will surely help you with this issue.	9:14:17 AM
	Kindly allow me 3-4 minutes to check the same.	9:14:24 AM
Muiris Bowler	Can I leave you with it	9:14:36 AM
	I'll check back in the morning	9:14:54 AM
	I have disconnected my remote session	9:15:12 AM
Rohan	Please stay connected, if possible, for a while until I access the server and check the issue.	9:15:39 AM
Muiris Bowler	OK	9:16:01 AM
Rohan	Muiris, Could you please login back and show me the issue once ?	9:17:06 AM
	Are we still connected here?	9:19:06 AM
Muiris Bowler	yes	9:20:51 AM
	give me a sec	9:20:56 AM
Rohan	Sure take your time	9:21:14 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:21:49 AM
Muiris Bowler	I logged in but Adobe is still locked on my screen	9:22:01 AM
	do you want to access my system	9:22:28 AM
Rohan	Please check now and let me know the status	9:22:33 AM
Muiris Bowler	OK it's gone now	9:23:02 AM
Rohan	It's okay, I've just ended the Adobe Session from my end	9:23:05 AM
Muiris Bowler	I opened and closed it	9:23:09 AM

	and it seems fine now	9:23:14 AM
Rohan	That's Great	9:23:28 AM
Muiris Bowler	Thanks for your help	9:23:34 AM
Rohan	Is this the first time you are faced this issue?	9:23:35 AM
Muiris Bowler	I had Drake Software lock before but not Adobe	9:23:49 AM 9:23:57 AM
Rohan	Thanks for the confirmation !	9:24:03 AM
Muiris Bowler	OK thanks again. Hopefully a one off	9:24:24 AM
Rohan	I will keep this ticket open and will take few follow-ups	9:24:25 AM
Muiris Bowler	Cheeres	9:24:31 AM
Rohan	Is there anything else I may help you with ?	9:24:39 AM
Muiris Bowler	I'm good now, signing off now	9:24:53 AM
Rohan	Thanks for the confirmation !  Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:25:02 AM 9:25:04 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!	9:25:06 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Rohan has ended this chat session</i>	9:25:09 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Oct, 9:52:10 PM

#82974 Glenda Jones

**Email:** mountainprorep@yahoo.com  8284217387

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 24 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 16 Mins

Glenda Jones	Hello, I am your Acebuddy	27 Oct, 9:52:10 PM
Acebuddy	Hello Glenda Jones, I'm your Ace Buddy. I'll be happy to assist you!	9:52:11 PM
	Whom Would You Like to Connect With?	9:52:11 PM
Glenda Jones	Technical Support (QB & App Hosting)	9:52:20 PM
Acebuddy	Welcome to Ace Support.	9:52:20 PM
	Please chose an option :	9:52:20 PM
Glenda Jones	I'd like to report an Issue	9:52:29 PM
Acebuddy	Please select an option!	9:52:29 PM
Glenda Jones	QuickBooks Issue	9:52:35 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:52:35 PM
Glenda Jones	Other QB related issue	9:52:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:52:42 PM
Glenda Jones	Recently there has been a change in the choices we have when exporting to Excel from Quickbooks. We did have the option to "create a new worksheet" but now we only are able to create a csv file. How can we change it back so we can create new worksheets?	10:03:11 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:03:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:03:12 PM
	<i>Vikrant Arya declined the transfer request.</i>	10:03:21 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	10:03:24 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	10:03:49 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:04:04 PM
Glenda Jones	VanDrake Investments I'm Glenda Jones	10:04:50 PM

Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	10:06:05 PM
	We are logging to server to check for same error.	10:11:54 PM
Glenda Jones	Are you still there?	10:11:54 PM
Shubham Maurya	Meanwhile could you please share a screen shot of the same so that we can check at our end.	10:12:24 PM
	<i>10:15:00 PM Glenda Jones is sharing a file with you</i> <a href="#"><u>excel screenshot.docx</u></a> - ( Size:235.54 KB )	10:15:00 PM
	Thanks for the patience, May I take the remote access of your local computer? (Edited)	10:24:14 PM
Glenda Jones	yes	10:24:22 PM
Shubham Maurya	<a href="https://assist.acecloudhosting.com/join/9342708844">https://assist.acecloudhosting.com/join/9342708844</a>	10:25:11 PM
	Kindly paste this link in the browser of local computer and join the session.	10:25:28 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:25:33 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:28:02 PM
	Please confirm do you have password for your excel login? So that we can make it sign out and sign in back?	10:29:35 PM
	The issue is with the integration between QuickBooks and the MS Office application. We will attempt to reintegrate them to resolve the problem.	10:31:55 PM
Glenda Jones	We purchased this through you. I can have them send me an access code to log in.	10:32:26 PM
Shubham Maurya	Alright, then let me log out excel from your server please.	10:33:32 PM
	Can we close Quickbooks for from backend?	10:34:15 PM
	<i>10:49:36 PM Shubham Maurya is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:30.73 KB )	10:49:36 PM
	<i>Right now we are repairing Ms office.</i>	
Glenda Jones	ok	10:50:28 PM
	<i>10:53:59 PM Shubham Maurya is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:36.49 KB )	10:53:59 PM
	<i>MS office repair completed, now performing fix to Quickbooks.</i>	
Shubham Maurya	We are performing server reboot now.	10:58:03 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!	11:08:18 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 (<https://www.acecloudhosting.com/knowledgebase/>)

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

11:08:20 PM

*Shubham Maurya has ended this chat session*

11:08:23 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

23 Oct, 1:56:28 AM

#### #82855 dave

**Email:** dave@vlsusa.com ☎ 18016764983

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

**Operator:** Anjainay Singh

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** SANDY

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 6 Mins 41 Secs

dave	Hello, I am your Acebuddy	23 Oct, 1:56:29 AM
Acebuddy	Hello Dave, I'm your Ace Buddy. I'll be happy to assist you!	1:56:29 AM
	Whom Would You Like to Connect With?	1:56:29 AM
dave	Technical Support (QB & App Hosting)	1:56:34 AM
Acebuddy	Welcome to Ace Support.	1:56:34 AM
	Please chose an option :	1:56:34 AM
dave	I'd like to report an Issue	1:56:43 AM
Acebuddy	Please select an option!	1:56:43 AM

dave	QuickBooks Issue	1:56:49 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:56:49 AM
dave	Other QB related issue	1:57:01 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:57:01 AM
dave	When I log into QB, I get an error that Windows 10 is no longer supported.	1:57:30 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:57:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:57:30 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	1:57:41 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	1:57:49 AM
	Hello Dave , how are you?	1:58:05 AM
dave	fine	1:58:16 AM
Anjainay Singh	That's Great.	1:58:34 AM
	I would like to inform you that the notification you are receiving for upgrading the OS from Windows 10 is for local machine.	1:59:18 AM
dave	That can't be as I'm on a Mac.	1:59:46 AM
	And another user received the same error message.	1:59:58 AM
Anjainay Singh	We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the <b>Ace Cloud Hosting (ACH) server</b> , your application is hosted on a <b>server-based operating system</b> .  We assure you that:  The version of the operating system installed on our servers is <b>fully compatible</b> with your QuickBooks application.  We <b>regularly apply all latest security patches and updates</b> released by Microsoft without any delay.  There is <b>no action required from your side</b> regarding this Windows 10 notification for your ACH-hosted QuickBooks.	2:00:18 AM
dave	ok, thank you	2:00:47 AM
Anjainay Singh	Is there anything else I may help you with ?	2:00:55 AM
	Are we still connected here?	2:01:21 AM
	Are we still connected here?	2:01:46 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.	2:03:08 AM
	<i>Anjainay Singh has ended this chat session</i>	2:03:10 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

6 Oct, 7:51:45 PM

#82260 eric

Email: eric@totalfeeds.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: WEATHERFORD

State: Texas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 44 Mins

eric	Hello, I am your Acebuddy	6 Oct, 7:51:46 PM
Acebuddy	Hello Total Feeds, Inc., I'm your Ace Buddy. I'll be happy to assist you!	7:51:47 PM
	Whom Would You Like to Connect With?	7:51:47 PM
eric	Technical Support (QB & App Hosting)	7:51:55 PM
Acebuddy	Welcome to Ace Support.	7:51:55 PM
	Please chose an option :	7:51:55 PM
eric	I'd like to raise a Request	7:52:01 PM
Acebuddy	Please select your request type.	7:52:01 PM
eric	Office 365 Addition	7:52:10 PM
Acebuddy	Please specify if you already have an Office365 subscription	7:52:10 PM
eric	I wish to buy the license from Ace	7:52:15 PM
Acebuddy	Office 365 is a subscription based application and there are several plans to chose from.	7:52:15 PM
	For better understanding of the features and functionality on offer within each available subscription plan, Kindly refer to the attached link below.	7:52:15 PM
	(Please Note: O365 E1 Plan is "web only")	
	Once you find your desired plan, Kindly email us the details at support@acecloudhosting.com and your	7:52:15 PM

request will be processed within 24 hours.

Do you need any further assistance on the topic?

7:52:15 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.

8:35:47 PM

*Ended due to chat idle timeout*

8:35:47 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

1 Oct, 6:14:38 AM

**#82112 sbeltran**

**Email:** sbeltran@goldingrup.biz

**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:** BOGOTA

**State:** Distrito Capital

**Country:** COLOMBIA

### Chat Transcript

Chat Duration : 50 Secs

sbeltran	Hello, I am your Acebuddy	1 Oct, 6:14:38 AM
Acebuddy	Hello Sbeltran, I'm your Ace Buddy. I'll be happy to assist you!	6:14:39 AM
	Whom Would You Like to Connect With?	6:14:39 AM
sbeltran	Technical Support (QB & App Hosting)	6:14:47 AM
Acebuddy	Welcome to Ace Support.	6:14:48 AM
	Please chose an option :	6:14:48 AM
sbeltran	I'd like to raise a Request	6:15:02 AM
Acebuddy	Please select your request type.	6:15:02 AM

sbeltran	Other Request	6:15:14 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.	6:15:15 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:15:15 AM
sbeltran	No, That'll be all!	6:15:29 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	6:15:29 AM
	<i>Acebuddy has ended this chat session</i>	6:15:29 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

17 Oct, 6:21:48 AM

#### #82709 Jaclyn Artlip

**Email:** jaclyn@bestlogistics.net

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 34 Mins 3 Secs

Jaclyn Artlip	Hello, I am your Acebuddy	17 Oct, 6:21:49 AM
Acebuddy	Hello Jaclyn Artlip, I'm your Ace Buddy. I'll be happy to assist you!	6:21:50 AM
	Whom Would You Like to Connect With?	6:21:50 AM
Jaclyn Artlip	Technical Support (QB & App Hosting)	6:21:54 AM
Acebuddy	Welcome to Ace Support.	6:21:54 AM
	Please chose an option :	6:21:54 AM

Jaclyn Artlip	I'd like to raise a Request	6:22:05 AM
Acebuddy	Please select your request type.	6:22:05 AM
Jaclyn Artlip	Other Request	6:22:20 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.	6:22:20 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:22:20 AM
Jaclyn Artlip	Yes, I'm facing issues with my server	6:22:30 AM
Acebuddy	Please select an option!	6:22:31 AM
Jaclyn Artlip	Other Issue	6:22:35 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:22:35 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:55:53 AM
	<i>Ended due to chat idle timeout</i>	6:55:53 AM



## Chat Transcript

I need to connect cloud to my macbook

### Visitor Details

31 Oct, 9:36:38 PM

#### #83166 Medeleine

**Email:** medeleineangkasa@gmail.com ☎ +62818220915

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

**Operator:** Sandeep Kumar

**Website:** <https://www.acecloudhosting.com/knowledgebase/new-ace-cloud-hosting-setup-guide-mac/>

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** KALIDERES

**State:** Banten

**Country:** INDONESIA

### Chat Transcript

Chat Duration : 14 Mins 47 Secs

Medeleine	I need to connect cloud to my macbook	31 Oct, 9:36:39 PM
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.	9:36:51 PM
Medeleine	can you please redirect me to sandeep.kumar@acecloudhosting.com	9:36:53 PM
	<i>Akash is transferring the chat to Support(QB &amp; App Hosting).</i>	9:37:15 PM
	<i>Sandeep Kumar accepted the chat transfer request.</i>	9:37:22 PM
Sandeep Kumar	Hi Medeleine.	9:37:36 PM
	Please confirm your company name : Istax Accounting	9:38:36 PM
	It is correct?	9:38:48 PM
Medeleine	yes	9:38:49 PM
	can you please help remote?	9:38:54 PM
	i wanna connect to Rose Desktop	9:39:03 PM
Sandeep Kumar	Sure.	9:39:07 PM
Medeleine	CID64127	9:39:10 PM
Sandeep Kumar	Please confirm the username that you need to login to from the below list.	9:39:32 PM
	<i>9:39:45 PMSandeep Kumar is sharing a file with you <a href="#">image.png</a> - ( Size:10.04 KB )</i>	9:39:45 PM
Medeleine	rose istax	9:40:18 PM
Sandeep Kumar	May I take the remote access of your local computer setup the same?	9:40:31 PM
Medeleine	yes	9:40:41 PM
	how to?	9:40:45 PM
	please let me know	9:40:50 PM
Sandeep Kumar	Kindly paste this link in the browser of local computer and join the session.	9:41:01 PM
	<a href="https://assist.acecloudhosting.com/join/3462529207">https://assist.acecloudhosting.com/join/3462529207</a>	9:41:03 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:42:06 PM
Medeleine	on it	9:42:27 PM
	<i>9:43:14 PMMedeleine is sharing a file with you <a href="#">image.png</a> - ( Size:544.18 KB )</i>	9:43:14 PM
Sandeep Kumar	You will have to run the downloaded "ZA_Connect" file and provide the required permissions that its asking for	9:43:43 PM
	Accessibility and Screen recording permissions	9:44:19 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:44:28 PM

	As per discussion over the remote session, we have configured the RDP setup on your mac.	9:49:08 PM
Medeleine	Confirm Issues solved	9:49:12 PM
Sandeep Kumar	Is there anything else I may help you with ?	9:49:16 PM
Medeleine	how should I disconnect and reconnect?	9:49:29 PM
	got it	9:50:33 PM
	I have successfully tried it	9:50:41 PM
	appreciate it	9:50:44 PM
Sandeep Kumar	Awesome!	9:51:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:51:15 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!	9:51:27 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>Sandeep Kumar has ended this chat session</i>	9:51:38 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Oct, 3:26:18 AM

#82512 karen

Email: karen@bright-financial.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:** 8 Secs

**City:** RICHARDSON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 4 Mins 19 Secs

karen	Hello, I am your Acebuddy	13 Oct, 3:26:18 AM
Acebuddy	Hello Karen, I'm your Ace Buddy. I'll be happy to assist you!	3:26:19 AM
	Whom Would You Like to Connect With?	3:26:19 AM
karen	Technical Support (QB & App Hosting)	3:26:50 AM
Acebuddy	Welcome to Ace Support.	3:26:50 AM
	Please chose an option :	3:26:50 AM
karen	I'd like to report an Issue	3:26:58 AM
Acebuddy	Please select an option!	3:26:58 AM
karen	Other Issue	3:27:05 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:27:05 AM
karen	2023 Lacerte Tax Update Installed on our Bright Financial AceCloud server	3:27:53 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:27:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:27:53 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	3:29:04 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:29:08 AM
	Hello karen	3:29:25 AM
karen	Actually is it 2022 Lacerte that needs update	3:29:31 AM
	sorry	3:29:37 AM
Shashwat Verma	Noted	3:29:49 AM
	I will surely help you with this issue.	3:29:55 AM
	Once done will let you know on email	3:30:10 AM
	Is there anything else I may help you with ?	3:30:16 AM
karen	that is all for today! thanks	3:30:27 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	3:30:32 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:30:34 AM
	<i>Shashwat Verma has ended this chat session</i>	3:30:38 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Oct, 8:18:12 PM

#82312 dritz

Email: dritz@saratogaconstruction.net ☎ 5185870100

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 26 Secs

City: BALLSTON LAKE

State: New York

Country: UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 2 Mins

dritz	Hello, I am your Acebuddy	7 Oct, 8:18:13 PM
Acebuddy	Hello Dritz, I'm your Ace Buddy. I'll be happy to assist you!	8:18:14 PM
	Whom Would You Like to Connect With?	8:18:14 PM
dritz	Technical Support (QB & App Hosting)	8:18:37 PM
Acebuddy	Welcome to Ace Support.	8:18:37 PM
	Please chose an option :	8:18:37 PM
dritz	I'd like to report an Issue	8:18:42 PM
Acebuddy	Please select an option!	8:18:42 PM
dritz	Other Issue	8:18:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:18:47 PM
dritz	I cannot print checks out of Quickbooks. I can with every other program	8:19:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:19:28 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	8:19:28 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	8:20:10 PM
	<i>Vikas Singh Chauhan is transferring the chat to Shubham Maurya.</i>	8:20:22 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:20:31 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:20:50 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:21:36 PM
dritz	qbnxtpE1.my realdata.net	8:22:40 PM
	DebbieR.npre1	8:23:25 PM
Shubham Maurya	Thanks for sharing details, please allow me few minutes to fetch your account.	8:23:36 PM
dritz	ok	8:23:47 PM
Shubham Maurya	Thank you for your patience, please can you confirm few more details like from how long you are facing this issue and is there any change which you made before getting this issue?	8:28:17 PM
dritz	no there isn't	8:29:02 PM
Shubham Maurya	Other programs which you have tested they are tested from server or from your local system?	8:29:16 PM
dritz	local	8:29:23 PM
Shubham Maurya	Okay, please hold on let me check server environment for any issue with uniprint services.	8:30:27 PM
dritz	ok	8:30:45 PM
Shubham Maurya	We can see Uniprint is installed and working fine with active license, let me check your local system now.	8:33:46 PM
	May I take the remote access of your local computer?	8:33:49 PM
dritz	yes	8:34:01 PM
Shubham Maurya	<a href="https://assist.acecloudhosting.com/join/1722350285">https://assist.acecloudhosting.com/join/1722350285</a>	8:34:23 PM
	Kindly paste this link in the browser of local computer and join the session.	8:34:30 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:34:34 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:35:40 PM
dritz	ok	8:39:22 PM
Shubham Maurya	Please save your work on server and logout then login back to test it again.	8:39:28 PM
dritz	I can't sign in or out, and it's on both monitors again	8:42:39 PM
Shubham Maurya	Sign out from server or QB file?	8:43:32 PM
dritz	quickbooks, I have both monitors black	8:44:14 PM
Shubham Maurya	Hold on let me close your server session from backend once.	8:46:56 PM

Remote session is disconnected please check.

8:49:12 PM

As we haven't got any response from your end, We are closing this chat. If you still need assistance,  
Kindly re-initiate the chat.

9:20:31 PM

*Ended due to chat idle timeout*

9:20:31 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

31 Oct, 8:18:27 PM

### #83161 Daniel Bresnick

**Email:** daniel@bresnickcpa.com ☎ 12033070272

**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 HAVEN

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 36 Mins 45 Secs

Daniel Bresnick	Hello, I am your Acebuddy	31 Oct, 8:18:28 PM
Acebuddy	Hello Daniel Bresnick, I'm your Ace Buddy. I'll be happy to assist you!	8:18:29 PM
	Whom Would You Like to Connect With?	8:18:29 PM
Daniel Bresnick	Technical Support (QB & App Hosting)	8:18:34 PM
Acebuddy	Welcome to Ace Support.	8:18:34 PM
	Please chose an option :	8:18:34 PM
Daniel Bresnick	I'd like to raise a Request	8:18:51 PM
Acebuddy	Please select your request type.	8:18:52 PM
Daniel Bresnick	Other Request	8:19:23 PM

Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:19:23 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:19:23 PM
Daniel Bresnick	Setback	8:19:32 PM
Acebuddy	Please select your request type.	8:19:32 PM
Daniel Bresnick	Change in Applications	8:19:37 PM
Acebuddy	Please select your desired option!	8:19:37 PM
Daniel Bresnick	Application Addition	8:19:42 PM
Acebuddy	Please select your Application	8:19:42 PM
Daniel Bresnick	QuickBooks	8:19:47 PM
Acebuddy	Request you to kindly share the following information with us via email on support@acecloudhosting.com so we can proceed with the installation.  • QuickBooks Version (Pro/Premier/Enterprise) with year • License Number and Product Code	8:19:47 PM
	An email update will be shared once the request is completed.	8:19:47 PM
	Do you need any further assistance on the topic?	8:19:47 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:55:14 PM
	<i>Ended due to chat idle timeout</i>	8:55:14 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 Oct, 1:15:26 AM

#### #82604 Tamara Bills

**Email:** tamara@smithtaxadvisors.com 8015995526

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 21 Secs

Tamara Bills	Hello, I am your Acebuddy	15 Oct, 1:15:27 AM
Acebuddy	Hello Tamara Bills, I'm your Ace Buddy. I'll be happy to assist you!	1:15:28 AM
	Whom Would You Like to Connect With?	1:15:28 AM
Tamara Bills	Technical Support (QB & App Hosting)	1:15:31 AM
Acebuddy	Welcome to Ace Support.	1:15:31 AM
	Please chose an option :	1:15:31 AM
Tamara Bills	I'd like to report an Issue	1:15:37 AM
Acebuddy	Please select an option!	1:15:37 AM
Tamara Bills	QuickBooks Issue	1:15:41 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:15:41 AM
Tamara Bills	QuickBooks is Frozen	1:15:46 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:15:46 AM
	Was that helpful?	1:15:46 AM
Tamara Bills	Yes	1:16:48 AM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	1:16:48 AM
	<i>Acebuddy has ended this chat session</i>	1:16:48 AM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Oct, 8:09:29 PM

#82404 Madina Vogel

**Email:** madinavogel@addsup.com.co

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 23 Secs

**City:** PERCY

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 14 Mins 34 Secs

Madina Vogel	Hello, I am your Acebuddy	9 Oct, 8:09:30 PM
Acebuddy	Hello Madina Vogel, I'm your Ace Buddy. I'll be happy to assist you!	8:09:31 PM
	Whom Would You Like to Connect With?	8:09:31 PM
Madina Vogel	Technical Support (QB & App Hosting)	8:09:37 PM
Acebuddy	Welcome to Ace Support.	8:09:37 PM
	Please chose an option :	8:09:37 PM
Madina Vogel	I'd like to report an Issue	8:09:45 PM
Acebuddy	Please select an option!	8:09:45 PM
Madina Vogel	Other Issue	8:09:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:09:50 PM
Madina Vogel	I was able to sign in to Ace and open Drake, but I am not able to do ANYTHING at all in Drake. I can't close it, or choose any options.	8:10:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:10:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:10:40 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:11:19 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:12:01 PM
Madina Vogel	thank you	8:12:18 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:12:31 PM
Madina Vogel	italladdsup	8:12:47 PM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	8:14:42 PM
	We can see it's a known issue at the moment, please hold on let us make some changes from backend then try to use the application.	8:16:24 PM

Madina Vogel	ok	8:16:55 PM
Shubham Maurya	Mandina, we are proving temporary admin access to all the 7 users for 24 hours until this issue get resolve from Drake's end.	8:21:31 PM
	Please stay connected once done we will update you over here.	8:21:45 PM
Madina Vogel	I have to leave, i have a meeting in less than 10 minutes. I won't be back for at least 4 hours. I will check back later. Thank you for trying.	8:22:19 PM
	can i just disconnect the session, will it leave the program open?	8:22:44 PM
Shubham Maurya	Alright, We will share you confirmation over the mail once it's done then you can share us the confirmation.	8:22:59 PM
	Yes, app will keep running if you just disconnect without logging out.	8:23:28 PM
	Is there anything else I may help you with ?	8:23:34 PM
Madina Vogel	not at this moment. thank you	8:23:43 PM
Shubham Maurya	You are most welcome ! Have a good one.	8:23:57 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!	8:24:02 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>Shubham Maurya has ended this chat session</i>	8:24:04 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

27 Oct, 10:05:28 PM

#82975 Claire Speake

Email: corporate@sgwfresno.com ☎ 15593479965

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 9 Secs

**City:** SAN JOSE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 37 Mins 51 Secs

Claire Speake	Hello, I am your Acebuddy	27 Oct, 10:05:29 PM
Acebuddy	Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you!	10:05:30 PM
	Whom Would You Like to Connect With?	10:05:30 PM
Claire Speake	Technical Support (QB & App Hosting)	10:05:45 PM
Acebuddy	Welcome to Ace Support.	10:05:45 PM
	Please chose an option :	10:05:45 PM
Claire Speake	I'd like to report an Issue	10:05:51 PM
Acebuddy	Please select an option!	10:05:52 PM
Claire Speake	Other Issue	10:05:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:05:55 PM
Claire Speake	I need to reconnect my chat. We were working on fixing the password issue and connection issue that I was facing. 792121 is the ticket number	10:06:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:06:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:06:58 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	10:07:42 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	10:08:07 PM
	Thank you for the information, please allow few minutes to check the same.	10:08:37 PM
	Let me transfer you to a specialist who can better address your concern.	10:09:38 PM
	<i>Shubham Maurya is transferring the chat to Sanyam Madan.</i>	10:09:57 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	10:10:01 PM
Sanyam Madan	Hello Claire	10:10:19 PM
Claire Speake	Hello \	10:10:29 PM
Sanyam Madan	should we proceed with the remote session?	10:10:37 PM
Claire Speake		

	yes	10:10:40 PM
Sanyam Madan	<a href="https://assist.acecloudhosting.com/join/7452815822">https://assist.acecloudhosting.com/join/7452815822</a>	10:10:48 PM
	Kindly paste this link in the browser of local computer and join the session.	10:10:51 PM
Claire Speake	I'm in	10:12:43 PM
Sanyam Madan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:12:50 PM
Claire Speake	All done thank you.	10:42:55 PM
Sanyam Madan	As per discussion over the remote session, The issue is resolved by resetting the company file password	10:42:58 PM
	Is there anything else I may help you with ?	10:42:59 PM
Claire Speake	Nope thank you	10:43:07 PM
Sanyam Madan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:43:11 PM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	10:43:18 PM
<i>Sanyam Madan has ended this chat session</i>		10:43:21 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Oct, 12:41:42 AM

**#82337 Christopher Gore**

**Email:** chris@c3energypartners.com ☎ 14063660622

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 51 Secs

**City:** WHITE SULPHUR SPRINGS

**State:** Montana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 30 Mins 5 Secs

Christopher Gore	Hello, I am your Acebuddy	8 Oct, 12:41:43 AM
Acebuddy	Hello Christopher Gore, I'm your Ace Buddy. I'll be happy to assist you!	12:41:44 AM
	Whom Would You Like to Connect With?	12:41:44 AM
Christopher Gore	Managed IT	12:42:01 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:42:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:42:01 AM
	<i>Ayush Kishor accepted the chat transfer request.</i>	12:42:06 AM
Ayush Kishor	Thank you for choosing ACE cloud Hosting, my name is Ayush. How may I assist you?	12:42:38 AM
Christopher Gore	I v=can not get logged into my account	12:42:54 AM
Ayush Kishor	Please let me know your company name or Customer ID	12:43:34 AM
Christopher Gore	CID74484 is my user id	12:44:20 AM
Ayush Kishor	Thank you, please allow me a moment. Let me check	12:44:57 AM
	Kindly stay connected, I am transferring this chat to the concerned department	12:46:11 AM
	<i>Ayush Kishor is transferring the chat to Support(QB &amp; App Hosting).</i>	12:46:44 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:47:00 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:47:12 AM
	Kindly allow me two minutes to check the same.	12:47:28 AM
	Christopher, Kindly confirm if your account name is : C3_Chris	12:48:48 AM
Christopher Gore	yes	12:49:03 AM
Yash Kalra	To help me assist you better, please answer the following questions:	
	1. Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact message.	12:50:47 AM
	2. When was the last time you were able to access the server successfully?	
	(Edited)	
Christopher Gore	It just doesnt like either my user name or password, But I am using the log in that I was instructed to use through an email, and the password I had written down.	12:52:39 AM
Yash Kalra	Christopher, when was the last time you were able to access the server successfully?	12:53:19 AM
Christopher Gore	yesterday	12:54:08 AM
Yash Kalra	May I take the remote access of your local computer?	12:54:29 AM
Christopher Gore	yes	12:55:41 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	12:55:42 AM

Kindly Click on the link and open the downloaded file.  
<https://assist.acecloudhosting.com/join/9772150474>

12:55:58 AM

Christopher Gore

everything is closed

12:56:05 AM

Yash Kalra

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

12:59:10 AM

Christopher, we assisted you regarding the login issue.

1:10:49 AM

Is there anything else I may help you with ?

Christopher Gore

no thats it

1:11:36 AM

Yash Kalra

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

1:11:41 AM

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

1:11:44 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!

1:11:46 AM

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

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

*Yash Kalra has ended this chat session*

1:11:49 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 1:02:59 AM

#82889 Katie Kunkler

Email: katie@garretpainting.net

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** COLUMBIA

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 22 Mins 56 Secs

Katie Kunkler	Hello, I am your Acebuddy	24 Oct, 1:03:00 AM
Acebuddy	Hello Katie Kunkler, I'm your Ace Buddy. I'll be happy to assist you!	1:03:01 AM
	Whom Would You Like to Connect With?	1:03:01 AM
Katie Kunkler	Technical Support (QB & App Hosting)	1:03:05 AM
Acebuddy	Welcome to Ace Support.	1:03:05 AM
	Please chose an option :	1:03:05 AM
Katie Kunkler	I'd like to raise a Request	1:03:14 AM
Acebuddy	Please select your request type.	1:03:14 AM
Katie Kunkler	Other Request	1:03:26 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:03:26 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:03:26 AM
Katie Kunkler	Yes, I'm facing issues with my server	1:03:34 AM
Acebuddy	Please select an option!	1:03:34 AM
Katie Kunkler	Other Issue	1:03:39 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:03:39 AM
Katie Kunkler	Agent - I cannot log into the ace portal you keep asking me to add a new user.	1:03:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:03:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:03:58 AM
	<i>Gaurav kumar declined the transfer request.</i>	1:04:40 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	1:04:53 AM
	<i>Anjainay Singh is transferring the chat to Yash Kalra.</i>	1:05:10 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:05:21 AM
Katie Kunkler	Hello there	1:05:30 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:05:31 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:05:43 AM

Katie Kunkler	Katiek	1:05:48 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:07:05 AM
Katie Kunkler	Thank you!	1:09:16 AM
Yash Kalra	Katie, please confirm if you are having the access to the mail id accounting@garretpainting.net.	1:10:35 AM
Katie Kunkler	I do have access  and I've been sent a million things but none of us can get into the portal  not the owner and not the admins  I have a ticket number and everything	1:10:44 AM  1:10:53 AM  1:10:56 AM  1:11:07 AM
Yash Kalra	Okay may I take the remote access of your local system in order to assist you with the user addition. (Edited)	1:11:59 AM
Katie Kunkler	yes of course	1:12:39 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.  Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/7052543775">https://assist.acecloudhosting.com/join/7052543775</a>	1:12:44 AM  1:12:48 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:14:39 AM
Katie Kunkler	ok I'm here! Thank you	1:25:24 AM
Yash Kalra	Katie, we assisted you with the my portal Is there anything else I may help you with ?	1:25:37 AM
Katie Kunkler	Nope that is it! Thanks for being so helpful	1:25:49 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:25:50 AM  1:25:54 AM
	<i>Yash Kalra has ended this chat session</i>	1:25:56 AM



## Chat Transcript

Hello, I am your Acebuddy

**#82417 davis**

**Email:** davis@straighttalkcpas.com 637325663660

**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:** GUADALUPE

**State:** Alajuela

**Country:** COSTA RICA

Chat Duration : 41 Mins 23 Secs

### Chat Transcript

davis	Hello, I am your Acebuddy	9 Oct, 9:59:30 PM
Acebuddy	Hello Davis, I'm your Ace Buddy. I'll be happy to assist you!	9:59:31 PM
	Whom Would You Like to Connect With?	9:59:31 PM
davis	Technical Support (QB & App Hosting)	9:59:40 PM
Acebuddy	Welcome to Ace Support.	9:59:40 PM
	Please chose an option :	9:59:40 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:40:53 PM
	<i>Ended due to chat idle timeout</i>	10:40:53 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

18 Oct, 2:24:37 AM

**#82736 Support**

**Email:** support@ospcservices.com 18173066106

**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:** ASHBURN

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 38 Mins 50 Secs

Support	Hello, I am your Acebuddy	18 Oct, 2:24:38 AM
Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!	2:24:39 AM
	Whom Would You Like to Connect With?	2:24:39 AM
Support	Technical Support (QB & App Hosting)	2:24:49 AM
Acebuddy	Welcome to Ace Support.	2:24:49 AM
	Please chose an option :	2:24:49 AM
Support	I'd like to report an Issue	2:24:57 AM
Acebuddy	Please select an option!	2:24:57 AM
Support	QuickBooks Issue	2:25:08 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:25:08 AM
Support	QuickBooks Update	2:25:20 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.	2:25:20 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.	2:25:20 AM
	Do you need any further assistance on the topic?	2:25:20 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.	3:03:28 AM
	<i>Ended due to chat idle timeout</i>	3:03:28 AM



