

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Apr, 8:23:12 PM

#76230 Catherine Kim

Email: ckim@cdt.org

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 : 26 Secs

Catherine Kim	Hello, I am your Acebuddy	28 Apr, 8:23:13 PM
Acebuddy	Hello Catherine, I'm your Ace Buddy. I'll be happy to assist you!	8:23:14 PM
	Whom Would You Like to Connect With?	8:23:14 PM
Catherine Kim	Technical Support (QB & App Hosting)	8:23:21 PM
Acebuddy	Welcome to Ace Support.	8:23:22 PM
	Please chose an option :	8:23:22 PM
Catherine Kim	I'd like to raise a Request	8:23:25 PM
Acebuddy	Please select your request type.	8:23:25 PM
Catherine Kim	Other Request	8:23:33 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:23:33 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:23:33 PM
Catherine Kim	No, That'll be all!	8:23:40 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	8:23:40 PM
	<i>Acebuddy has ended this chat session</i>	8:23:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Apr, 3:14:17 AM

#75993 Christopher Facendola

Email: chris@amgair.com ☎ 201-782-1782

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: MAHWAH

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 50 Secs

Christopher Facendola	Hello, I am your Acebuddy	24 Apr, 3:14:18 AM
Acebuddy	Hello Chris Facendola, I'm your Ace Buddy. I'll be happy to assist you!	3:14:19 AM
	Whom Would You Like to Connect With?	3:14:19 AM
Christopher Facendola	Technical Support (QB & App Hosting)	3:14:23 AM
Acebuddy	Welcome to Ace Support.	3:14:23 AM
	Please chose an option :	3:14:23 AM
Christopher Facendola	I'd like to report an Issue	3:14:53 AM
Acebuddy	Please select an option!	3:14:53 AM
Christopher Facendola	QuickBooks Issue	3:14:57 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:14:57 AM
Christopher Facendola	Other QB related issue	3:15:02 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:15:02 AM

Christopher Facendola	Everything is running very slow and quickbooks keeps failing	3:15:16 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:15:17 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:15:17 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	3:15:22 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	3:15:57 AM
Christopher Facendola	Hi Shivam	3:16:22 AM
	So all day everything was running very slow but later in the day quickbooks just keeps failing	3:16:36 AM
Shivam Singh	May I take the remote access of your local computer?	3:16:57 AM
Christopher Facendola	Also we use Avatax as well and that is very slow to calculate and confirm the sales tax as well.	3:17:14 AM
	do you control of my actual machine or the remote desktop?	3:17:23 AM
	need control*	3:17:53 AM
Shivam Singh	It would be a remote session where we check some of the services on the local machine as well as some network functionality that includes Latency check	3:18:34 AM
Christopher Facendola	my local machine is working fine its just the remote desktop i'm having an issue with	3:18:53 AM
Shivam Singh	That I understand	3:19:08 AM
Christopher Facendola	and we've been using it for years its just today that i'm having an issue and since we installed a new version of quickbooks	3:19:09 AM
Shivam Singh	It's just that we need to make sure the connection that you are accessing the Server from has low latency.	3:19:52 AM
Christopher Facendola	is there something I can do and share the info, I really don't like giving control of my actual machine	3:20:12 AM
Shivam Singh	Sure	3:20:16 AM
Christopher Facendola	I've had issues in the past where its caused problems	3:20:19 AM
Shivam Singh	please open command prompt and type this in " Ping 8.8.8.8" (Edited)	3:20:47 AM
Christopher Facendola	Pinging 8.8.8.8 with 32 bytes of data: Reply from 8.8.8.8: bytes=32 time=7ms TTL=60 Reply from 8.8.8.8: bytes=32 time=8ms TTL=60 Reply from 8.8.8.8: bytes=32 time=8ms TTL=60 Reply from 8.8.8.8: bytes=32 time=8ms TTL=60 Ping statistics for 8.8.8.8: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss), Approximate round trip times in milli-seconds: Minimum = 7ms, Maximum = 8ms, Average = 7ms	3:21:46 AM
Shivam Singh	Thanks	3:22:47 AM
	Let me check the server end	3:22:57 AM
	And utilization of the resources	3:23:12 AM
	Please allow me 5 minutes. Meanwhile stay connected.	3:23:33 AM
Christopher		3:23:40 AM

Facendola	take your time	
Shivam Singh	Much appreciate your patience.	3:23:59 AM
	I checked the Server resources, and they are running at optimum speed.	3:30:41 AM
	Could you please check the now	3:31:03 AM
Christopher Facendola	checking	3:31:49 AM
	I mean its still running pretty slow Quickbooks just took a long time to load once i entered my login	3:32:06 AM
	but i'll see how it goes and if it's still an issue I'll get back with you .	3:32:34 AM
Shivam Singh	Yes, please note I will be keeping the case in open state and will be following up with you on the issue	3:33:39 AM
Christopher Facendola	thanks have a good night	3:35:06 AM
	<i>Chris Facendola has ended this chat session</i>	3:35:08 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Apr, 5:56:35 PM

#75775 Lynn Durkin

Email: lynn@lynndurkincpa.com 17813781845

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 : 54 Mins 19 Secs

Lynn Durkin	Hello, I am your Acebuddy	18 Apr, 5:56:35 PM
Acebuddy	Hello Lynn, I'm your Ace Buddy. I'll be happy to assist you!	5:56:36 PM

	Whom Would You Like to Connect With?	5:56:36 PM
Lynn Durkin	Technical Support (QB & App Hosting)	6:09:40 PM
Acebuddy	Welcome to Ace Support.	6:09:40 PM
	Please chose an option :	6:09:40 PM
Lynn Durkin	I'd like to raise a Request	6:09:46 PM
Acebuddy	Please select your request type.	6:09:46 PM
Lynn Durkin	Other Request	6:09:57 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:09:57 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:09:57 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:50:55 PM
	<i>Ended due to chat idle timeout</i>	6:50:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Apr, 7:02:04 AM

#75997 Bright Tax Solutions LLC

Email: cathleenmanning@gmail.com 12142436574

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 20 Secs

Bright Tax Solutions LLC	Hello, I am your Acebuddy	24 Apr, 7:02:05 AM
Acebuddy	Hello Cathleen Manning, I'm your Ace Buddy. I'll be happy to assist you!	7:02:06 AM
	Whom Would You Like to Connect With?	7:02:06 AM
Bright Tax Solutions LLC	Technical Support (QB & App Hosting)	7:11:04 AM
Acebuddy	Welcome to Ace Support.	7:11:04 AM
	Please chose an option :	7:11:04 AM
Bright Tax Solutions LLC	I'd like to raise a Request	7:11:09 AM
Acebuddy	Please select your request type.	7:11:09 AM
Bright Tax Solutions LLC	Application Update	7:11:15 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	7:11:15 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	7:11:15 AM
Bright Tax Solutions LLC	Yes	7:11:21 AM
Acebuddy	Please wait while we connect you to our Support Representative	7:11:21 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:11:21 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	7:11:24 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	7:11:30 AM
	Hello Cathleen	7:12:20 AM
Bright Tax Solutions LLC	hey	7:12:55 AM
	Iacerte 2024 needs an update and ive been waiting a couple of hours.	7:13:12 AM
	i have work to do...	7:13:16 AM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	7:13:22 AM
Bright Tax Solutions LLC	can you please install	7:13:24 AM
	<i>7:13:34 AM Bright Tax Solutions LLC is sharing a file with you image.png - (Size:69.23 KB)</i>	7:13:34 AM
Shubham Kataria	I would like to inform you that I have already updated 2024 version and currently 2023 is installing (Edited)	7:13:54 AM
Bright Tax Solutions LLC	Ok, thank u!	7:14:28 AM
	Should I wait a bit to log on again	7:14:37 AM

Shubham Kataria	You're welcome	7:14:39 AM
	23 version also updated now	7:14:47 AM
Bright Tax Solutions LLC	ok	7:14:51 AM
Shubham Kataria	Would you like me to update more versions?	7:15:00 AM
	If yes, then you should wait else you may start working	7:15:17 AM
	Are we still connected here?	7:17:31 AM
	Are we still connected here?	7:18:26 AM
	Are we still connected here?	7:19:31 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:20:22 AM
	<i>Shubham Kataria has ended this chat session</i>	7:20:25 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Apr, 8:18:17 PM

#75259 mike

Email: mike@taxmahon.com ☎ 19286067080

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 10 Secs

City: COTTONWOOD

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 58 Secs

mike Hello, I am your Acebuddy

7 Apr, 8:18:18 PM

Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!	8:18:19 PM
	Whom Would You Like to Connect With?	8:18:19 PM
mike	Technical Support (QB & App Hosting)	8:18:24 PM
Acebuddy	Welcome to Ace Support.	8:18:25 PM
	Please chose an option :	8:18:25 PM
mike	I'd like to report an Issue	8:18:31 PM
Acebuddy	Please select an option!	8:18:31 PM
mike	Other Issue	8:18:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:18:36 PM
mike	Cannot log into my remote desktop. Says computer does not exist	8:18:57 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:18:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:18:57 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	8:19:04 PM
mike	Nevermind. Just got connected. Thanks!	8:19:17 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	8:19:19 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	8:19:29 PM
	Glad to hear that! but could you please let me know if the server took multiple attempts to sign in or if the server connection issue was due to putting in incorrect password	8:20:22 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.	8:30:04 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:30:08 PM
	<i>Sharath Kumar has ended this chat session</i>	8:30:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Apr, 6:36:43 PM

#75417 Edwar Ortiz

Email: eortiz@healing-partners.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 14 Secs

City: SPARKS GLENCOE

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 42 Secs

Edwar Ortiz	Hello, I am your Acebuddy	10 Apr, 6:36:44 PM
Acebuddy	Hello Edwar Ortiz, I'm your Ace Buddy. I'll be happy to assist you!	6:36:45 PM
	Whom Would You Like to Connect With?	6:36:45 PM
Edwar Ortiz	Technical Support (QB & App Hosting)	6:36:53 PM
Acebuddy	Welcome to Ace Support.	6:36:53 PM
	Please chose an option :	6:36:53 PM
Edwar Ortiz	I'd like to raise a Request	6:37:05 PM
Acebuddy	Please select your request type.	6:37:05 PM
Edwar Ortiz	Other Request	6:37:15 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:37:15 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:37:15 PM
Edwar Ortiz	Yes, I'm facing issues with my server	6:37:23 PM
Acebuddy	Please select an option!	6:37:23 PM
Edwar Ortiz	Other Issue	6:37:28 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:37:28 PM
Edwar Ortiz	Ticket 675567	6:37:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:37:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:37:41 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:37:53 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:37:56 PM
	Hello Edwar	6:38:03 PM
	Kindly allow me two minutes to check the same.	6:38:10 PM

Edwar Ortiz	Hi Shashwat	6:38:11 PM
	Perfect. Thanks!	6:38:17 PM
Shashwat Verma	I will surely help you with this issue.	6:38:49 PM
	Do you still facing login issue?	6:39:05 PM
Edwar Ortiz	Yes	6:39:11 PM
Shashwat Verma	May I take the remote access of your local computer?	6:39:19 PM
Edwar Ortiz	Sure	6:39:50 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	6:39:54 PM
	https://assist.acecloudhosting.com/join/4232828138	6:40:06 PM
	Kindly Click on the link and open the downloaded file.	6:40:09 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:41:04 PM
Edwar Ortiz	Appears to be working. Thank you!	6:51:00 PM
Shashwat Verma	Issue resolved on remote session by resetting the password.	6:51:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:51:23 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:51:24 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	6:51:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75802 xianna zhong

Email: visionpointtax@gmail.com ☎ 19173029317

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: 39 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 19 Secs

xianna zhong	Hello, I am your Acebuddy	19 Apr, 3:57:31 AM
Acebuddy	Hello Xianna Zhong, I'm your Ace Buddy. I'll be happy to assist you!	3:57:32 AM
	Whom Would You Like to Connect With?	3:57:32 AM
xianna zhong	Technical Support (QB & App Hosting)	3:57:47 AM
Acebuddy	Welcome to Ace Support.	3:57:47 AM
	Please chose an option :	3:57:47 AM
xianna zhong	I'd like to raise a Request	3:57:56 AM
Acebuddy	Please select your request type.	3:57:56 AM
xianna zhong	Other Request	3:58:08 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:58:08 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:58:08 AM
xianna zhong	Yes, I'm facing issues with my server	3:58:17 AM
Acebuddy	Please select an option!	3:58:17 AM
xianna zhong	Other Issue	3:58:21 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:58:21 AM
xianna zhong	CANNOT START THE SERVER	3:58:31 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:58:31 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:58:31 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	3:58:43 AM

xianna zhong	I am unable to access my server...	3:58:51 AM
	it is blank...	3:58:55 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	3:58:57 AM
xianna zhong	hi sanyam	3:59:03 AM
Sanyam Madan	I will surely help you with this issue.	3:59:10 AM
xianna zhong	I cannot access my server	3:59:12 AM
	would you please reboot?	3:59:18 AM
Sanyam Madan	Kindly allow me 3-4 minutes to check the same.	3:59:26 AM
xianna zhong	any updates?	4:01:43 AM
Sanyam Madan	A couple of minutes more.	4:03:26 AM
	Thank you for your patience.	4:05:23 AM
	Please try again now.	4:05:28 AM
xianna zhong	ok	4:05:32 AM
	I got in. thanks.	4:06:23 AM
Sanyam Madan	You are welcome!!	4:06:34 AM
	Is there anything else I may help you with ?	4:06:40 AM
xianna zhong	That's it. thx	4:08:47 AM
	<i>xianna zhong has ended this chat session</i>	4:08:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 7:23:53 PM

#76091 Henil Patel

Email: admin@pursimple.com ☎ 14168178212

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: MONTREAL

State: Quebec

Country: CANADA

Chat Transcript

Chat Duration : 37 Mins 49 Secs

Henil Patel	Hello, I am your Acebuddy	25 Apr, 7:23:53 PM
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!	7:23:54 PM
	Whom Would You Like to Connect With?	7:23:54 PM
Henil Patel	Technical Support (QB & App Hosting)	7:24:01 PM
Acebuddy	Welcome to Ace Support.	7:24:01 PM
	Please chose an option :	7:24:01 PM
Henil Patel	I'd like to raise a Request	7:24:07 PM
Acebuddy	Please select your request type.	7:24:07 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:01:43 PM
	<i>Ended due to chat idle timeout</i>	8:01:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Apr, 7:16:16 PM

#75671 April Bennett

Email: april@northpointedev.com ☎ 9202034421

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 9 Secs

City: OSHKOSH

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Chat Duration : 51 Mins 15 Secs

April Bennett	Hello, I am your Acebuddy	16 Apr, 7:16:17 PM
Acebuddy	Hello April, I'm your Ace Buddy. I'll be happy to assist you!	7:16:18 PM
	Whom Would You Like to Connect With?	7:16:18 PM
April Bennett	Technical Support (QB & App Hosting)	7:16:22 PM
Acebuddy	Welcome to Ace Support.	7:16:22 PM
	Please chose an option :	7:16:22 PM
April Bennett	I'd like to report an Issue	7:16:30 PM
Acebuddy	Please select an option!	7:16:31 PM
April Bennett	Other Issue	7:16:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:16:35 PM
April Bennett	Opened ticket 678215 yesterday and office 365 was repaired to fix my outlook issue (won't open) and it didn't resolve the issue.	7:17:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:17:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:17:18 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:18:47 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:19:02 PM
	Allow me two minutes so that I can look into the issue .	7:19:35 PM
	As you have informed that Outlook is still facing an issue after repairing O365	7:21:08 PM
	May I take the remote access of your server?	7:22:23 PM
April Bennett	Yes	7:22:38 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	7:22:43 PM
	https://assist.acecloudhosting.com/join/2812790348	7:23:01 PM
	Please copy this URL at your server browser so that I can access your server.	7:23:32 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.	8:07:32 PM
	<i>Ended due to chat idle timeout</i>	8:07:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Apr, 2:46:53 AM

#75654 help

Email: help@triadcyersolutions.com ☎ 3362999989

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 48 Secs

City: ROBSTOWN

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 58 Secs

help Hello, I am your Acebuddy 16 Apr, 2:46:54 AM

Anurag Sharma Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. 2:49:41 AM

help my case no is 678305 2:50:49 AM

so they said that they will reinstall QB on the server 2:51:18 AM

I want you guys to make it sure that the data should remain in please 2:52:06 AM

like QB should be working the same as it was with all it's data 2:53:01 AM

Anurag Sharma Okay, I will mention that in the notes. 2:53:25 AM

Thank you so much for mentioning. 2:53:40 AM

Is there anything else I may help you with ? 2:53:44 AM

help Can you please confirm from Sanyam right now 2:54:41 AM

as it's a sensitive matter 2:54:50 AM

Anurag Sharma Yes, I just discussed this with him. 2:55:07 AM

I have told him to take care of your data. 2:55:26 AM

Please confirm if I can help you with anything else? 2:55:38 AM

	Are we still connected here?	2:57:25 AM
	Are we still connected here?	2:58:14 AM
help	ok thannks bye	2:58:15 AM
Anurag Sharma	Thanks for the confirmation !	2:58:25 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:58:28 AM
	<i>Anurag Sharma has ended this chat session</i>	2:58:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Apr, 3:22:53 AM

#75191 Katherine Perez

Email: info@serficonbusinessservices.com 15624167837

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: 1 Min 5 Secs

City: PERRIS

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Mins 16 Secs

Katherine Perez	Hello, I am your Acebuddy	5 Apr, 3:22:54 AM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	3:22:55 AM
	Whom Would You Like to Connect With?	3:22:55 AM
Katherine Perez	Technical Support (QB & App Hosting)	3:23:16 AM
Acebuddy	Welcome to Ace Support.	3:23:16 AM
	Please chose an option :	3:23:16 AM

Katherine Perez	I'd like to report an Issue	3:34:00 AM
Acebuddy	Please select an option!	3:34:00 AM
Katherine Perez	Other Issue	3:34:09 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:34:09 AM
Katherine Perez	drake issues cant transmit	3:35:18 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:35:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:35:19 AM
	<i>Sharath Kumar declined the transfer request.</i>	3:35:22 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:36:29 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:36:47 AM
	I understand you have Drake related issue.	3:37:07 AM
	Are we still connected here?	3:38:09 AM
Katherine Perez	yes	3:38:14 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:38:27 AM
Katherine Perez	serficon	3:39:04 AM
	katherinep	3:39:09 AM
Ashutosh Mishra	Are you connected to server?	3:39:48 AM
Katherine Perez	right now no	3:40:17 AM
	We have drake and they say theres a anti virus or something new in the server that wont allow us to trasnsmit returns	3:40:41 AM
Ashutosh Mishra	We can check this issue only on the user end, if you can connect to the server i can take a look at what's happening.	3:42:12 AM
Katherine Perez	okAY	3:42:28 AM
	actually is fanyp user	3:42:44 AM
	FANYB	3:42:54 AM
Ashutosh Mishra	I will send a message on server, accept that to connect.	3:44:03 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:44:07 AM
Katherine Perez	ok	3:44:38 AM
Ashutosh Mishra	I have sent the message to fanyb	3:45:25 AM
Katherine Perez	I CANT EVEN LOG IN NOW	3:52:29 AM
	BECASE THE KEYBOARD inside the server is all messed up	3:52:42 AM
Ashutosh Mishra	I see, please let me know if the keyboard settings have recently changed?	3:54:32 AM
	I will try to setup US keyboard.	3:54:51 AM

Katherine Perez	thats the error	3:55:00 AM
	authentication failed	3:55:07 AM
	drake support was in yesteday and said its usually an anti virus	3:55:21 AM
	or something that creates this problem	3:55:30 AM
Ashutosh Mishra	Is the drake fully updated, is their any pending updates for the application?	3:56:01 AM
Katherine Perez	fully updated	3:56:09 AM
	they even tried downloading a new one on the d drive too	3:56:20 AM
	issue started last week	3:56:24 AM
Ashutosh Mishra	Please try again	3:56:48 AM
Katherine Perez	same issue	3:57:32 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	3:57:50 AM
	We would suggest to arrange a three way call with drake support and one of our senior engineers to identify the issue.	4:00:39 AM
Katherine Perez	yes call me and I can call drake	4:01:28 AM
Ashutosh Mishra	One more thing i would suggest is we can perform a clean reintsall during night hours, that should fix any minor glitches/bugs if any.	4:04:04 AM
	If the issue persists we can than go on a three way call with drake support.	4:04:21 AM
Katherine Perez	do it right now	4:04:21 AM
	we need our software running	4:04:27 AM
	I dont have time to wait	4:04:32 AM
	so do whatever you need to do right now	4:04:41 AM
	if I have to pull the software out of your server because of the issues I wont have any use for the server	4:05:11 AM
Ashutosh Mishra	No issues, we are scheduling a re-installation of the Drake application right now. This will require downtime of the server for next 90- 120 minutes, and we will also make sure, that the updates are installed as well after the re-installation.	4:06:51 AM
	Once this is done, we will inform you over the email and you can check if the issue still persists or not. (Edited)	4:07:19 AM
Katherine Perez	okay	4:07:56 AM
	it wont affect our returns?	4:08:06 AM
Ashutosh Mishra	Great, it should not affect your data files.	4:08:31 AM
Katherine Perez	are you going to do it now?	4:08:50 AM
Ashutosh Mishra	Yes this is going to be started now once you log out of the server. Make sure not to login within 90-120 minutes for proper reinstallation. (Edited)	4:09:46 AM

Katherine Perez	ok im out	4:10:17 AM
Ashutosh Mishra	Thanks for the confirmation !	4:10:27 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!		
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).		
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)		

Ashutosh Mishra has ended this chat session

4:11:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Apr, 12:32:10 AM

#75643 Mark Sizemore

Email: mark@firstcoastcpa.com ☎ 9043344651

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: JACKSONVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 8 Secs

Mark Sizemore	Hello, I am your Acebuddy	16 Apr, 12:32:11 AM
Acebuddy	Hello Mark, I'm your Ace Buddy. I'll be happy to assist you!	12:32:12 AM

	Whom Would You Like to Connect With?	12:32:12 AM
Mark Sizemore	VDI/DaaS Support	12:32:16 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:32:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:32:16 AM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	12:32:23 AM
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?	12:32:33 AM
Mark Sizemore	Can you check sizemoreacp.myrealdata.net? The tax software is running real slow, Any change to tax return takes longer than normal for it to update	12:34:05 AM
Pradeep Kumar	Alright, let me transfer the chat to the concerned Team.	12:34:36 AM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	12:34:51 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	12:35:15 AM
	<i>Sanyam Madan is transferring the chat to Anurag Sharma.</i>	12:35:51 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:36:33 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:36:36 AM
	Hello Mark	12:36:42 AM
Mark Sizemore	hello	12:37:47 AM
	Can you check the server? No matter what I am doing, the updates are taking longer than normal and I can get a "not responding" message.	12:38:28 AM
	The work around has been to log off and weight and go back in. That helps for a little while and then you have to do it again	12:38:59 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	12:39:37 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:39:40 AM
Mark Sizemore	sizemoreacp.myrealdata.net	12:39:54 AM
Anurag Sharma	Please allow me 2 minutes to check the same	12:43:09 AM
	Mark, as I can check. The RAM utilization of your server is very high.	12:45:15 AM
	That is causing this issue	12:45:28 AM
	<i>12:45:42 AM Anurag Sharma is sharing a file with you image.png - (Size:3.21 KB)</i>	12:45:42 AM
	It is consuming all the RAM.	12:45:59 AM
Mark Sizemore	SO how do we fix	12:45:59 AM
Anurag Sharma	You need to add RAM on the server.	12:46:22 AM
Mark Sizemore	as a quick fix can we reboot or somthing like that. It was not this bad last night	12:47:04 AM
Anurag Sharma	Okay, if you wish to reboot the server. I will surely do that for you.	12:47:24 AM

Mark Sizemore	I littler cannot do anything and today is the dead line	12:47:33 AM
Anurag Sharma	Please confirm if I can proceed with that?	12:47:35 AM
	I would recommend RAM addition to avoid this.	12:48:16 AM
Mark Sizemore	is that a quick process	12:48:38 AM
Anurag Sharma	Yes, it will not take much time.	12:48:59 AM
	I would recommend at least 3 GB of RAM addition on the server.	12:49:27 AM
Mark Sizemore	so is that minutes or hours	12:49:28 AM
Anurag Sharma	It will take around 30-40 minutes.	12:49:50 AM
Mark Sizemore	sould it be double the current	12:50:09 AM
Anurag Sharma	Before that I would like to inform you that 1 GB of RAM will cost you \$20 per month.	12:50:14 AM
Mark Sizemore	instead of only 3	12:50:15 AM
Anurag Sharma	Yes, it would be more good if we will do that.	12:50:38 AM
Mark Sizemore	so ATX says 8 is base level	12:50:57 AM
Anurag Sharma	It is the minimum addition you should go for.	12:51:00 AM
	Okay we can do that if you wish	12:51:21 AM
Mark Sizemore	add \$100 to the account which would be 5 additional ram which would get us to 9 correct	12:51:43 AM
Anurag Sharma	Yes.	12:52:00 AM
Mark Sizemore	can you get it done in the next hour	12:52:16 AM
Anurag Sharma	After this chat I will send you an email. Please revert back to that email with an approval from the primary contact. Once I will get the approval over the email. I will proceed with the RAM addition immediately.	12:52:58 AM
Mark Sizemore	Looking for the email	12:53:19 AM
Anurag Sharma	Yes, of course. I am sending you the email right away.	12:53:21 AM
Mark Sizemore	Please move forward with the add	12:53:25 AM
Anurag Sharma	Yes, I am sending you the email.	12:54:53 AM
	I just sent you the email.	12:58:18 AM
	Please provide us the approval.	12:58:23 AM
	So that I can proceed with the addition	12:58:34 AM
	Are we still connected here?	12:59:08 AM
Mark Sizemore	yes ill looking at it now	12:59:16 AM
Anurag Sharma	Okay	12:59:23 AM
	Is there anything else I may help you with ?	12:59:27 AM
Mark Sizemore	I replied. email approval sent	1:00:30 AM

Anurag Sharma	Thankyou for the confirmation.	1:01:13 AM
	I will update you via email once this is done.	1:01:19 AM
	Is there anything else I may help you with ?	1:01:22 AM
Mark Sizemore	thanks for your help. I appreciate anything you can do to get this done as fast as possible	1:02:09 AM
	Thanks again	1:02:12 AM
Anurag Sharma	of course I will do the same.	1:02:41 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:02:46 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:02:49 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!	1:03:16 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Anurag Sharma has ended this chat session</i>	1:03:19 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Apr, 11:25:39 PM

#75789 susanromo999

Email: susanromo999@gmail.com ☎ 512-848-4970

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: 11 Secs

City: HUTTO

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 4 Secs

susanromo999	Hello, I am your Acebuddy	18 Apr, 11:25:40 PM
Acebuddy	Hello Susanromo999, I'm your Ace Buddy. I'll be happy to assist you!	11:25:41 PM
	Whom Would You Like to Connect With?	11:25:41 PM
susanromo999	Technical Support (QB & App Hosting)	11:25:46 PM
Acebuddy	Welcome to Ace Support.	11:25:46 PM
	Please chose an option :	11:25:46 PM
susanromo999	I'd like to report an Issue	11:25:51 PM
Acebuddy	Please select an option!	11:25:51 PM
susanromo999	Password Reset	11:25:57 PM
Acebuddy	Please select an option below	11:25:57 PM
susanromo999	Already Enrolled to Selfcare Portal	11:26:03 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:26:04 PM
	Do you need any further assistance on the topic?	11:26:04 PM
susanromo999	Yes	11:28:37 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:28:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:28:37 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:29:09 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:29:13 PM
	Hello	11:29:17 PM
	I will surely help you with this issue.	11:29:26 PM
susanromo999	I changed my password this morning per the requirement. Now when I try to log on, it says it is incorrect then logs me off of server, it will not allow me to enter the new password	11:30:00 PM
Shashwat Verma	Okay	11:30:10 PM
	Kindly allow me two minutes to check the same.	11:30:13 PM
susanromo999	I have two accounts. It is for the business Melissa Banuelos / Quickbooks PRO	11:30:39 PM
Shashwat Verma	Thanks for the confirmation !	11:31:06 PM
	Susan, let try to login at your end,if any issue persist will try to reset the same	11:32:50 PM

	May I take the remote access of your local computer?	11:32:53 PM
susanromo999	yes	11:33:20 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:33:26 PM
	https://assist.acecloudhosting.com/join/1942789763	11:33:48 PM
	Kindly Click on the link and open the downloaded file.	11:33:53 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:35:21 PM
	Able to login on remote session.	11:37:39 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:37:41 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!	11:37:42 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	11:37:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Apr, 1:23:13 AM

#75500 Evelin Nelson

Email: evelin@lariosaccounting.com ☎ 13366093515

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: 2 Mins 52 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 20 Secs

Evelin Nelson	Hello, I am your Acebuddy	12 Apr, 1:23:14 AM
Acebuddy	Hello Evelin, I'm your Ace Buddy. I'll be happy to assist you!	1:23:15 AM
	Whom Would You Like to Connect With?	1:23:15 AM
Evelin Nelson	Technical Support (QB & App Hosting)	1:23:27 AM
Acebuddy	Welcome to Ace Support.	1:23:27 AM
	Please chose an option :	1:23:27 AM
Evelin Nelson	I'd like to report an Issue	1:23:32 AM
Acebuddy	Please select an option!	1:23:32 AM
Evelin Nelson	QuickBooks Issue	1:23:37 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:23:37 AM
Evelin Nelson	Other QB related issue	1:23:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:23:43 AM
Evelin Nelson	QB is not opening	1:23:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:23:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:23:55 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:24:13 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:24:22 AM
	I understand you cannot access QB.	1:24:34 AM
Evelin Nelson	Yes the app does not open	1:24:48 AM
Ashutosh Mishra	Are you logged in to Ace?	1:25:10 AM
Evelin Nelson	yes	1:25:15 AM
	can you reboot our servers	1:25:39 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:25:43 AM
Evelin Nelson	EmilyR	1:25:53 AM
	LariosATs is the server name	1:26:11 AM
Ashutosh Mishra		

	Thanks for the confirmation !	1:26:24 AM
	Kindly allow me two minutes to check the same.	1:26:30 AM
Evelin Nelson	ok	1:26:34 AM
Ashutosh Mishra	May I take the remote access of your server?	1:28:44 AM
Evelin Nelson	yes	1:28:49 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	1:28:54 AM
Evelin Nelson	ok	1:28:59 AM
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved logging the user out and logging back in.	1:45:22 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:45:28 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:45:33 AM
	<i>Ashutosh Mishra has ended this chat session</i>	1:45:35 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 22 Apr, 2:23:31 AM

#75855 Krystal Lee

Email: krystal.lee@la.gov ☎ 2253421047

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 52 Mins 22 Secs

Krystal Lee	Hello, I am your Acebuddy	22 Apr, 2:23:32 AM
Acebuddy	Hello Krystal.lee, I'm your Ace Buddy. I'll be happy to assist you!	2:23:33 AM
	Whom Would You Like to Connect With?	2:23:33 AM
Krystal Lee	Technical Support (QB & App Hosting)	2:23:39 AM
Acebuddy	Welcome to Ace Support.	2:23:39 AM
	Please chose an option :	2:23:39 AM
Krystal Lee	I'd like to report an Issue	2:23:45 AM
Acebuddy	Please select an option!	2:23:45 AM
Krystal Lee	Password Reset	2:23:48 AM
Acebuddy	Please select an option below	2:23:48 AM
Krystal Lee	Not Enrolled to Selfcare Portal	2:23:54 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	2:23:54 AM
	Do you need any further assistance on the topic?	2:23:54 AM
Krystal Lee	Yes	2:24:08 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:24:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:24:08 AM
	<i>Tushar declined the transfer request.</i>	2:24:16 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:25:25 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:25:28 AM
	Hello Krystal	2:25:35 AM
Krystal Lee	I am responding to ticket #676797. When I access the link to get my new password, I am still receiving a message 'the logon attempt failed'.	2:25:53 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:26:51 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:27:12 AM
Krystal Lee	Krystallee is my username	2:27:38 AM
Anurag Sharma	Thanks for the confirmation !	2:27:44 AM
Krystal Lee	DivisionofAdmin is companyname	2:27:47 AM
Anurag Sharma	May I take the remote access of your local computer?	2:28:01 AM
Krystal Lee	sure	2:28:10 AM
	sorry....the server name is rdg.myrealldata.net	2:28:53 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	2:28:56 AM

	https://assist.acecloudhosting.com/join/6752989671	2:29:19 AM
	Kindly paste this link in the browser of local computer and join the session.	2:29:24 AM
Krystal Lee	Our Security dept has blocked the download.	2:30:45 AM
	Is there another way you can help?	2:30:59 AM
Anurag Sharma	Okay	2:31:20 AM
	No problem Krystal	2:31:27 AM
	Could you please try again to access the server once?	2:31:37 AM
	I have made some changes from the backend. And I strongly believe your issue should be now resolved.	2:32:09 AM
Krystal Lee	OK..let me try.	2:32:18 AM
Anurag Sharma	Yes, please try once.	2:32:36 AM
Krystal Lee	I am able to log in now.	2:32:55 AM
	How to change my password again?	2:33:08 AM
Anurag Sharma	We would recommend you to register yourself on our Selfcare Portal (https://selfcare.acecloudhosting.com) to manage password of the server. You'll be able to change or reset the password of the server without having to contact support.	2:33:36 AM
	Is there anything else I may help you with ?	2:33:51 AM
Krystal Lee	Can I do that or is the admin supposed to change it for me?	2:34:13 AM
	I don't have access to the portal.	2:34:23 AM
Anurag Sharma	You can yourself change the password using Selfcare portal.	2:34:38 AM
	Please register yourself over there. And then you will be able to reset your password anytime.	2:35:05 AM
Krystal Lee	OK..one more question.	2:35:26 AM
	<i>2:35:29 AM Anurag Sharma is sharing a file with you SelfCare Portal User Guide.pdf - (Size:848.32 KB)</i>	2:35:29 AM
	<i>You can refer this SOP as well.</i>	
	This is regarding ticket number 681149.	2:36:04 AM
Anurag Sharma	Okay, how can I help you with that?	2:38:34 AM
Krystal Lee	Ok..so we are to update our own company files?	2:38:55 AM
Anurag Sharma	Okay	2:39:56 AM
	May I take the remote access of your server?	2:40:23 AM
Krystal Lee	Of the server?	2:40:43 AM
	Yes.	2:40:47 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	2:40:54 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.

2:41:49 AM

.

3:05:54 AM

Is there anything else I may help you with ?

3:14:15 AM

Krystal Lee

No..that is all..thank you. Can I reference this ticket if I have any more issues?

3:14:40 AM

Anurag Sharma

Yes,

3:15:10 AM

Krystal Lee

Oh and can I close the 2023 QB?

3:15:29 AM

Anurag Sharma

Yes, you can.

3:15:44 AM

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

3:15:49 AM

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

3:15:50 AM

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

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

Thanks!

3:15:52 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/>)

Anurag Sharma has ended this chat session

3:15:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Apr, 1:03:20 AM

#75699 melissa

Email: melissa@mainsstaynantucket.com ☎ +15082280359

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: LAWRENCE

State: Massachusetts

Country: UNITED STATES

Chat Duration : 11 Mins 36 Secs

Chat Transcript

melissa	Hello, I am your Acebuddy	17 Apr, 1:03:20 AM
Acebuddy	Hello Melissa, I'm your Ace Buddy. I'll be happy to assist you!	1:03:21 AM
	Whom Would You Like to Connect With?	1:03:21 AM
melissa	Technical Support (QB & App Hosting)	1:03:26 AM
Acebuddy	Welcome to Ace Support.	1:03:26 AM
	Please chose an option :	1:03:26 AM
melissa	I'd like to report an Issue	1:03:34 AM
Acebuddy	Please select an option!	1:03:34 AM
melissa	Other Issue	1:03:41 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:03:41 AM
melissa	I am trying open QB after upgrading and it says I need windows administrator permissions to do so	1:04:03 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:04:04 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:04:04 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:04:21 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:04:25 AM
	Hello melissa	1:04:32 AM
melissa	Thank you	1:04:33 AM
Shashwat Verma	I will surely help you with this issue.	1:04:39 AM
melissa	I upgraded my QB last night (actually you all did)	1:04:52 AM
	And When I locate and try to poen the files, it says I need windows administrator permissions	1:05:07 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	1:05:27 AM
melissa	ok thanks	1:05:31 AM
	<i>1:05:48 AM melissa is sharing a file with you</i>	1:05:48 AM
	<i>Screenshot 2025-04-16 at 3.28.58 PM.png - (Size:108.25 KB)</i>	
	This was the message I got	1:05:56 AM

Shashwat Verma	Got it	1:06:00 AM
	Allow me 3-4 minutes.	1:06:14 AM
melissa	Awesome	1:06:21 AM
Shashwat Verma	Try now to access the file	1:09:39 AM
	Melissa try now to open the file	1:10:28 AM
melissa	ok hold please	1:10:33 AM
Shashwat Verma	Sure, please take your time	1:10:40 AM
	Is it running?	1:12:41 AM
	Are we still connected here?	1:14:10 AM
melissa	Its working!	1:14:22 AM
	It's updating the file	1:14:25 AM
Shashwat Verma	Perfect	1:14:27 AM
	Is there anything else I may help you with ?	1:14:29 AM
melissa	Thanks so much	1:14:34 AM
	Appreciate your help!	1:14:37 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	1:14:40 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:14:50 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:14:52 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Shashwat Verma has ended this chat session</i>		1:14:57 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 12:15:04 AM

#76336 andy.brower

Email: andy.brower@worldmfgcorp.com ☎ 16059418288

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 57 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 49 Mins 47 Secs

andy.brower	Hello, I am your Acebuddy	30 Apr, 12:15:05 AM
Acebuddy	Hello Andrew Brower, I'm your Ace Buddy. I'll be happy to assist you!	12:15:06 AM
	Whom Would You Like to Connect With?	12:15:06 AM
andy.brower	Technical Support (QB & App Hosting)	12:15:15 AM
Acebuddy	Welcome to Ace Support.	12:15:15 AM
	Please chose an option :	12:15:15 AM
andy.brower	I'd like to report an Issue	12:15:23 AM
Acebuddy	Please select an option!	12:15:23 AM
andy.brower	Other Issue	12:15:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:15:31 AM
andy.brower	Jodie is not able to log into Ace	12:15:41 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:15:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:15:42 AM
andy.brower	she gets an error saying it's been disabled by the administrator	12:15:56 AM
	for context, I do not have access to the ACE portal	12:16:07 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	12:16:15 AM
	they have us set up on a different domain than normal	12:16:18 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	12:16:21 AM

	Hello Andrew, how are you doing today ?	12:16:30 AM
andy.brower	i a able to log in just fine	12:16:34 AM
	excellent, thank you	12:16:41 AM
Rohan Prajapati	That's Great	12:17:17 AM
	Is there anything else I may help you with ?	12:17:18 AM
andy.brower	yep, my contractor is not able to log in	12:17:30 AM
	jodie on our team	12:17:35 AM
	it says disabled by administrator	12:17:48 AM
	but I don't have access to the ace portal	12:17:57 AM
Rohan Prajapati	I will surely help you with this issue.	12:17:57 AM
andy.brower	so not sure what's up	12:18:00 AM
Rohan Prajapati	Kindly allow me 4-5 minutes to check the same.	12:18:06 AM
andy.brower	sounds good	12:18:12 AM
Rohan Prajapati	I'm getting this checked by the concerned team	12:21:53 AM
andy.brower	thank you	12:22:26 AM
Rohan Prajapati	Could you please share your Usernames as we checked users seems to be disabled	12:28:47 AM
andy.brower	let me get it	12:29:19 AM
	please talk with Mayank	12:29:33 AM
	they have us set up on a unique setup	12:29:41 AM
Rohan Prajapati	May I know that server name ?	12:29:41 AM
andy.brower	all of us appear disabled	12:29:44 AM
	WMC.myreldata.net	12:29:50 AM
	they had to set us up differently so we don't use the portal	12:30:03 AM
	Mayank Bakshi	12:30:20 AM
	set us up	12:30:22 AM
Rohan Prajapati	Ohh got it	12:30:24 AM
andy.brower	or Piyush Chopra	12:31:07 AM
	i think Jodie is her username	12:31:34 AM
	just Jodie	12:31:39 AM
Rohan Prajapati	Andrew, I got the access to your users. However, As I can see Jodie is fine on our end. So, I need to check the same at user's end	12:33:21 AM
	It might be Possible that Jodie is not using the correct Username	12:35:08 AM

andy.brower	ok, i will check with her	12:35:40 AM
	they are trying right now	12:36:51 AM
Rohan Prajapati	Okay Please check	12:37:08 AM
	Please ask them to enter this user name "Jodie Crowell"	12:37:36 AM
	Jodie is logged in now	12:39:55 AM
andy.brower	yep, just got it	12:41:36 AM
	not sure why she got the disabled user message	12:41:43 AM
	so it's first and last name for her username?	12:42:00 AM
	she got in, so whatever she typed i guess, haha	12:45:18 AM
Rohan Prajapati	The user was not disabled. However, it might be possible that user was not using the correct username (Edited)	12:45:37 AM
andy.brower	they gave us RDP files, so we didn't even enter any creds	12:45:44 AM
	well its working now	12:46:05 AM
	now sure what you mean	12:46:11 AM
	ah, that's possible	12:46:23 AM
	even though we don't really enter creds	12:46:32 AM
	she could have typed something in there accidentally	12:46:40 AM
	or something	12:46:41 AM
Rohan Prajapati	Yes, that might be Possible	12:49:01 AM
	Is there anything else I may help you with ?	12:49:10 AM
	Are we still connected here?	12:53:18 AM
	Are we still connected here?	12:56:17 AM
	Are we still connected here?	1:02:08 AM
	<i>Andrew Brower has ended this chat session</i>	1:04:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#75885 Kristin Bingham****Email:** tziegler@bingham-construction.com**Department:** Support(QB & App Hosting)**Operator:** Acebuddy**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**City:** SAN DIEGO**State:** California**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 35 Mins 29 Secs

Kristin Bingham	Hello, I am your Acebuddy	22 Apr, 8:36:50 PM
Acebuddy	Hello Kristin Bingham, I'm your Ace Buddy. I'll be happy to assist you!	8:36:50 PM
	Whom Would You Like to Connect With?	8:36:50 PM
Kristin Bingham	Technical Support (QB & App Hosting)	8:36:54 PM
Acebuddy	Welcome to Ace Support.	8:36:54 PM
	Please chose an option :	8:36:54 PM
Kristin Bingham	I'd like to raise a Request	8:37:05 PM
Acebuddy	Please select your request type.	8:37:05 PM
Kristin Bingham	Setup Ace Server	8:37:24 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:37:25 PM
Kristin Bingham	Microsoft Windows	8:37:30 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	8:37:31 PM
	Do you need any further assistance on the topic?	8:37:31 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.	9:12:19 PM
	<i>Ended due to chat idle timeout</i>	9:12:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr, 8:59:19 PM

#75957 mady

Email: mady@pyurebrands.com ☎ 2396458112

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: 31 Secs

City: CAPE CORAL

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 58 Secs

mady	Hello, I am your Acebuddy	23 Apr, 8:59:20 PM
Acebuddy	Hello Mady, I'm your Ace Buddy. I'll be happy to assist you!	8:59:20 PM
	Whom Would You Like to Connect With?	8:59:20 PM
mady	Technical Support (QB & App Hosting)	8:59:29 PM
Acebuddy	Welcome to Ace Support.	8:59:29 PM
	Please chose an option :	8:59:29 PM
mady	I'd like to report an Issue	8:59:38 PM
Acebuddy	Please select an option!	8:59:39 PM
mady	QuickBooks Issue	8:59:45 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:59:45 PM
mady	QuickBooks Login Issue	8:59:53 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	8:59:53 PM
	Was that helpful?	8:59:53 PM
mady	No	9:00:03 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:00:03 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	9:00:03 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	9:01:05 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	9:01:11 PM
mady	Hello Mady, how are you doing today ?	9:01:35 PM
mady	Hi	9:02:14 PM
mady	good and you	9:02:16 PM
Rohan Prajapati	That's Great. I'm good too, thanks for asking.	9:03:30 PM
mady	I am having issues getting into QB	9:03:58 PM
Rohan Prajapati	I will surely help you with this issue.	9:04:04 PM
mady	this is my reference number 682248	9:04:22 PM
	I sent an email with the screenshots of what is happening	9:04:33 PM
Rohan Prajapati	Kindly allow me 4-5 minutes to check the same.	9:04:34 PM
	Thank you for providing the ticket number.	9:05:03 PM
	Thank you for your patience.	9:06:02 PM
	Upon checking, this appears to be a QuickBooks username and password issue, which can only be reset by the QuickBooks Admin. I recommend reaching out to the person who is the Admin of this QuickBooks company file. They will be able to assist you in resetting the password.	9:08:25 PM
mady	I already reset my PW	9:08:56 PM
	its still not working	9:08:59 PM
Rohan Prajapati	Okay, Mady. Let me take remote access of your server session to see how you're resetting it.	9:10:19 PM
	May I take the remote access of your server?	9:10:27 PM
mady	yes	9:10:45 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	9:10:57 PM
mady	ok	9:11:48 PM
Rohan Prajapati	May I know the username through which you are logged in on the server ?	9:13:15 PM
mady	MadelineG	9:13:21 PM
Rohan Prajapati	As I can check you have not logged in yet (Edited)	9:13:47 PM
mady	I think I might have an old hoting server	9:13:49 PM
	not sure I understand the question	9:14:25 PM
Rohan Prajapati	May i know the server name ?	9:14:25 PM
mady	how do I find that	9:15:07 PM
	I dont think the right server is being used	9:15:15 PM

	<p>9:15:18 PM Rohan Prajapati is sharing a file with you image.png - (Size:10.42 KB)</p>	9:15:18 PM
	<p>Currently only one user is logged on this server "PyureBrands.myrealdata.net"</p>	
Rohan Prajapati	May I take the remote access of your local computer?	9:15:31 PM
mady	yes	9:15:38 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	9:15:42 PM
mady	i did	9:15:48 PM
	please remote	9:15:49 PM
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session https://assist.acecloudhosting.com/join/8332716870	9:16:17 PM
mady	are you in?	9:18:13 PM
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:18:33 PM
	As discussed, we recommend that you get in touch with the QuickBooks Admin, Kimberly McKenzie, to have your QuickBooks user password reset, as we are unable to do so due to application limitations. We appreciate your understanding and cooperation.	9:29:09 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:29:15 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!	9:29:17 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Rohan Prajapati has ended this chat session</i>	9:29:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75196 srinivas

Email: srinivas@taxgeeks.com ☎ 2252847776**Department:** Support(QB & App Hosting)**Operator:** Tushar Pharswan**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 6 Secs**City:** WILMINGTON**State:** Illinois**Country:** UNITED STATES

Chat Duration : 17 Mins 58 Secs

Chat Transcript

srinivas Hello, I am your Acebuddy 5 Apr, 4:49:21 AM

Acebuddy Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you! 4:49:21 AM

Whom Would You Like to Connect With? 4:49:21 AM

srinivas Technical Support (QB & App Hosting) 4:49:25 AM

Acebuddy Welcome to Ace Support. 4:49:25 AM

Please chose an option : 4:49:25 AM

srinivas I'd like to report an Issue 4:49:32 AM

Acebuddy Please select an option! 4:49:32 AM

srinivas Other Issue 4:49:35 AM

Acebuddy Please specify the issue you are facing before I connect you to an available support representative! 4:49:35 AM

srinivas word doc 4:49:58 AM

Acebuddy Please wait while we connect you to a Support Representative 4:49:59 AM

Acebuddy (bot) forwarded the chat request 4:49:59 AM*Ashutosh Mishra accepted the chat transfer request.* 4:51:43 AM

Ashutosh Mishra Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. 4:51:55 AM

Please allow me to inform i am transferring chat to another agent for further assistance. 4:52:42 AM

Ashutosh Mishra is transferring the chat to Tushar. 4:52:53 AM*Tushar accepted the chat transfer request.* 4:53:02 AM

srinivas ok 4:53:11 AM

Tushar

	Hello Srinivas I will be now assisting you.	4:53:46 AM
	Kindly help me with your server name and user name?	4:54:20 AM
srinivas	TAXGE	4:54:56 AM
	NEW SERVER	4:54:59 AM
Tushar	May I know the username who is facing the issue.	4:56:25 AM
srinivas	issue with all the word login details we have on file are not working on the new server everyone is unable to use the word logins shared with us	4:56:41 AM 4:56:57 AM
Tushar	Okay.	4:57:59 AM
	Kindly allow me two minutes to check the same on server end.	4:58:10 AM
srinivas	ok	4:58:17 AM
Tushar	Is there any screenshot that you can share with us regarding this issue when you login to Word.	5:00:14 AM
	Are we still connected here?	5:04:01 AM
	Are we still connected here?	5:05:24 AM
	Are we still connected here?	5:06:28 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:07:12 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:07:15 AM
	<i>Tushar has ended this chat session</i>	5:07:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr, 7:45:57 PM

#75946 Susan K Phillips

Email: susan@waldencs.com ☎ 17048440520

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: 13 Secs

City: NORTH ROYALTON

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 17 Secs

Susan K Phillips	Hello, I am your Acebuddy	23 Apr, 7:45:58 PM
Acebuddy	Hello Susan Phillips, I'm your Ace Buddy. I'll be happy to assist you!	7:45:59 PM
	Whom Would You Like to Connect With?	7:45:59 PM
Susan K Phillips	Technical Support (QB & App Hosting)	7:46:05 PM
Acebuddy	Welcome to Ace Support.	7:46:05 PM
	Please chose an option :	7:46:05 PM
Susan K Phillips	I'd like to report an Issue	7:46:11 PM
Acebuddy	Please select an option!	7:46:11 PM
Susan K Phillips	Other Issue	7:46:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:46:18 PM
Susan K Phillips	I am setting up a new computer and need the link and instructions to set up my access to the cloud. This is Susan Phillips	7:47:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:47:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:47:48 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	7:48:13 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	7:48:20 PM
	Hello Susan, how are you doing today ?	7:48:38 PM
Susan K Phillips	I am well, thank you. How are you	7:48:49 PM
Rohan Prajapati	That's Great. I'm good too, thanks for asking.	7:49:35 PM
	I will surely help you with this.	7:49:47 PM
	Kindly allow me 4-5 minutes to check the same.	7:49:53 PM
	You would like to add a new user to your server right ?	7:50:56 PM
Susan K Phillips	No, I have a new laptop and need my set up information so I can log into our cloud.	7:51:33 PM
Rohan Prajapati	Okay Got it	7:51:39 PM
	Are you Mac OS or Windows OS ?	7:51:57 PM
Susan K Phillips	Windows	7:52:02 PM

Rohan Prajapati	Thanks for the confirmation !	7:52:07 PM
	<i>7:53:45 PM Rohan Prajapati is sharing a file with you image.png - (Size:16.11 KB)</i>	7:53:45 PM
	<i>I'm sharing the new RDP file with you for user Susan Mooney via link and you can use the existing Pass:</i>	
Susan K Phillips	Ok, what is the server name?	7:56:15 PM
Rohan Prajapati	WCSIIInc.myrealdata.net	7:56:22 PM
	I have uploaded the RDP file for the user Susan Mooney on below link. You can download the same on your new Laptop through below.	7:57:09 PM
	https://we.tl/t-DEffy04Nd1	
	Is there anything else I may help you with ?	7:58:11 PM
Susan K Phillips	I am in, thank you so much!	7:58:51 PM
	Have a great day	7:58:54 PM
Rohan Prajapati	That's Great	7:58:59 PM
	I would request you to please give your Valuable feedback after ending the chat.	7:59:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:59:10 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:59:13 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Rohan Prajapati has ended this chat session</i>	7:59:16 PM



Chat Transcript

Hello, I am your Acebuddy

#75743 help**Email:** help@triadcyersolutions.com ☎ 3362999989**Department:** Support(QB & App Hosting)**Operator:** Vikrant Arya**Website:** https://www.acecloudhosting.com/support-chat.php**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 1 Min 10 Secs**City:** ROBSTOWN**State:** New York**Country:** UNITED STATES

Chat Duration : 1 Hour 28 Mins

Chat Transcript

help	Hello, I am your Acebuddy	17 Apr, 8:52:10 PM
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	8:52:11 PM
	Whom Would You Like to Connect With?	8:52:11 PM
help	Managed IT	8:52:14 PM
Acebuddy	Please wait while we connect you to an available Representative.	8:52:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:52:14 PM
	<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>	8:52:25 PM
Abhijeet Arun Thakur	Thank you for contacting Ace Cloud hosting	8:52:50 PM
help	hello case no 678305	8:53:02 PM
Abhijeet Arun Thakur	My name is Abhijeet. How may I assist you today?	8:53:04 PM
help	they reinstalled QB on the server and still the issue is not resolved	8:53:40 PM
	canot print from QB inside the server	8:53:58 PM
Abhijeet Arun Thakur	Alright, thank you for the details. Let me transfer the chat to the concerned team.	8:54:00 PM
	<i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).</i>	8:54:15 PM
help	transfere to sanyam please	8:54:39 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:54:48 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:54:59 PM
	I understand the printing issue has not resolved after reinstallation.	8:55:40 PM
	Are we still connected here?	8:57:07 PM
help	yueeees	8:57:25 PM
	yes whats the update	8:57:38 PM

Ashutosh Mishra	Kindly allow me two minutes to check with the escalation team and i will assist further.	8:58:03 PM
help	ok	8:59:03 PM
	<i>9:01:03 PM help is sharing a file with you image.png - (Size:85.88 KB)</i>	9:01:03 PM
	<i>due to this missing component this issue is coming</i>	
Ashutosh Mishra	Yes, I have checked with the team, and this is application specific issue, within maximum two hours one of our escalation engineer is going to contact you over the phone for further assistance.	9:01:25 PM
	Are we still connected here?	9:05:25 PM
help	yes	9:05:35 PM
Ashutosh Mishra	The case is with escalation team itself, and they are investigating on this. Soon you will receive call from them to assist you in real time.	9:07:21 PM
	Is there anything else I may help you with ?	9:07:27 PM
help	It want update right now	9:07:58 PM
	its been 4 days	9:08:06 PM
	all users are frustrated of this issue	9:08:48 PM
Ashutosh Mishra	I completely understand the inconvenience this has caused I wish I could do more on this however senior experts are already working to resolve this and only they would be able to inform what actions can be taken to resolve this issue.	9:10:56 PM
help	then connect me with them	9:11:32 PM
	or give me the contact num	9:11:44 PM
Ashutosh Mishra	Sure, you can contact on this number 888-415-5240 and ask to be connected with escalation team.	9:12:51 PM
help	can you connect via chat	9:13:28 PM
	also did you shared the ss I shared with you? to the senior team?	9:14:20 PM
Ashutosh Mishra	Yes, i am transferring the chat to one of our escalation engineers and they will have all the details shared in the chat.	9:15:09 PM
	<i>Ashutosh Mishra is transferring the chat to Vikrant Arya.</i>	9:15:23 PM
	<i>Vikrant Arya accepted the chat transfer request.</i>	9:15:29 PM
help	hello	9:16:02 PM
Vikrant Arya	Hi, This is Vikrant Arya from the escalation team.	9:16:19 PM
	I will need to review your case for 2-3 mins to understand what has been done.	9:16:46 PM
help	please resolve this issue man its a request	9:16:48 PM
	4 days	9:17:02 PM
Vikrant Arya	I see. It's really unfortunate. Just give me two minutes and I will log in to your server.	9:17:57 PM
help	donot try to restart it as users are working	9:18:32 PM

Vikrant Arya	I won't restart without your permission.	9:20:01 PM
help	take session of laverneM if needed]	9:20:23 PM
Vikrant Arya	Alright, I will need to a server session. I am sending a request to laverneM.	9:21:42 PM
	But I do not see this user logged in.	9:22:13 PM
	<i>9:22:56 PM Vikrant Arya is sharing a file with you image.png - (Size:11.26 KB)</i>	9:22:56 PM
	<i>I see only these users logged in.</i>	
help	now chk	9:23:35 PM
	????	9:26:00 PM
	I spent 2 hours with QB support and they checked and told that there is no issue from QB side	9:26:48 PM
	??????	9:27:04 PM
	hello	9:27:06 PM
	?	9:27:08 PM
Vikrant Arya	I was checking the Quickbooks settings in the meantime.	9:27:49 PM
	I did send the remote session request. It seems like it was accepted.	9:29:19 PM
	Let me know when would it okay to send the request again.	9:29:35 PM
	Are we still connected here?	9:33:34 PM
help	yes	9:34:35 PM
Vikrant Arya	Great.	9:34:43 PM
help	send	9:34:47 PM
Vikrant Arya	May I send the remote session request agian?	9:34:54 PM
	Ok	9:34:58 PM
help	in?	9:37:18 PM
	approved	9:37:21 PM
Vikrant Arya	The request was refused. I tried two times.	9:37:23 PM
help	I approved	9:37:31 PM
	send again	9:37:34 PM
	??	9:38:23 PM
	approved	9:39:08 PM
Vikrant Arya	I am in.	9:39:14 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.	10:20:13 PM
	<i>Ended due to chat idle timeout</i>	10:20:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Apr, 2:19:01 AM

#75522 David Weinstein

Email: david@davidweinsteincpa.com 19149071180

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: 17 Secs

City: FULLERTON

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 20 Secs

David Weinstein	Hello, I am your Acebuddy	13 Apr, 2:19:03 AM
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!	2:19:04 AM
	Whom Would You Like to Connect With?	2:19:04 AM
David Weinstein	Technical Support (QB & App Hosting)	2:19:09 AM
Acebuddy	Welcome to Ace Support.	2:19:10 AM
	Please chose an option :	2:19:10 AM
David Weinstein	I'd like to report an Issue	2:19:32 AM
Acebuddy	Please select an option!	2:19:32 AM
David Weinstein	Other Issue	2:19:38 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:19:38 AM
David Weinstein	Firefox isn't working and QBO is really slow	2:19:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:19:52 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	2:19:52 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:20:17 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:20:36 AM
	I understand firefox isn't working.	2:21:09 AM
David Weinstein	now it works	2:21:29 AM
	QBO is really slow	2:21:36 AM
	anything you can do?	2:21:42 AM
Ashutosh Mishra	I will surely help you with this issue.	2:21:50 AM
	Please let me know your username and server name.	2:22:12 AM
David Weinstein	DavidWein	2:22:21 AM
	David Weinstien	2:22:25 AM
Ashutosh Mishra	Thanks for the confirmation !	2:22:45 AM
	Kindly allow me two minutes to check the same.	2:22:50 AM
	May I take the remote access of your server?	2:23:54 AM
David Weinstein	yes	2:24:00 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	2:24:06 AM
	Are we still connected here?	2:32:20 AM
	Are we still connected here?	2:34:07 AM
	Are we still connected here?	2:35:03 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.	2:37:21 AM
	<i>Ashutosh Mishra has ended this chat session</i>	2:37:24 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Apr, 12:48:54 AM

#75796 John

Email: john@hpifinishingsupply.com  13145693655

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: ST LOUIS

State: Missouri

Country: UNITED STATES

Chat Duration : 2 Mins

Chat Transcript

John	Hello, I am your Acebuddy	19 Apr, 12:48:55 AM
Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!	12:48:56 AM
	Whom Would You Like to Connect With?	12:48:56 AM
John	Technical Support (QB & App Hosting)	12:49:33 AM
Acebuddy	Welcome to Ace Support.	12:49:33 AM
	Please chose an option :	12:49:33 AM
John	I'd like to raise a Request	12:49:40 AM
Acebuddy	Please select your request type.	12:49:40 AM
John	Other Request	12:50:07 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:50:07 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:50:07 AM
John	Setback	12:50:29 AM
Acebuddy	Please select your request type.	12:50:29 AM
John	Application Version Upgrade	12:50:35 AM
Acebuddy	Please select the application you would like to upgrade :	12:50:35 AM
John	QuickBooks	12:50:38 AM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	12:50:38 AM
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code	12:50:38 AM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	12:50:38 AM

	Do you need any further assistance on the topic?	12:50:38 AM
John	No	12:50:55 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:50:55 AM
	<i>Acebuddy has ended this chat session</i>	12:50:55 AM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Apr, 10:25:59 PM

#75316 Rubens S Jacob

Email: seflglass@gmail.com  13058233097

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: 37 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 25 Secs

Rubens S Jacob	Hello, I am your Acebuddy	8 Apr, 10:25:59 PM
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!	10:26:01 PM
	Whom Would You Like to Connect With?	10:26:01 PM
Rubens S Jacob	Technical Support (QB & App Hosting)	10:26:03 PM
Acebuddy	Welcome to Ace Support.	10:26:17 PM
	Please chose an option :	10:26:17 PM
Rubens S Jacob	I'd like to report an Issue	10:26:22 PM
Acebuddy		

	Please select an option!	10:26:22 PM
Rubens S Jacob	QuickBooks Issue	10:26:26 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:26:26 PM
Rubens S Jacob	Other QB related issue	10:26:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:26:33 PM
Rubens S Jacob	Hi. You changed the IP and now it is working (the bank fees) Thank you. ?Buy now when we are try to open Quicbooks, it says there is a problm to conect with the company file. WE tried to see it but it says we are not coneecion with that partition. Thanks	10:27:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:27:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:27:54 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:29:45 PM
	<i>Anurag Sharma is transferring the chat to Rohan Prajapati.</i>	10:29:52 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	10:29:58 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	10:30:08 PM
Rubens S Jacob	Hi Rohan	10:30:08 PM
	Thank you	10:30:12 PM
	How are you?	10:30:17 PM
Rohan Prajapati	Hello Rubens, how are you doing today ?	10:30:25 PM
	I'm doing good.	10:30:51 PM
	I will surely help you with this issue.	10:31:07 PM
	May I take the remote access of your server?	10:31:11 PM
Rubens S Jacob	Yes please	10:31:24 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	10:31:35 PM
Rubens S Jacob	Ok	10:31:49 PM
	Thank you	10:31:59 PM
Rohan Prajapati	May i know the username through which you are logged in on the server ?	10:32:54 PM
Rubens S Jacob	Margarita	10:33:11 PM
Rohan Prajapati	This message has been deleted	10:33:17 PM
	Thanks for the confirmation !	10:33:34 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.	10:33:41 PM
	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session	10:41:38 PM

	https://assist.acecloudhosting.com/join/8842673693	
Rubens S Jacob	Let me try with other user before continue	10:43:24 PM
	Yes I saw the problem	10:43:41 PM
Rohan Prajapati	Oh, okay. These two drives, C and D, should be your local drives.	10:44:30 PM
Rubens S Jacob	The problem persist	10:45:11 PM
	I am not able login	10:45:24 PM
Rohan Prajapati	Where you are not able to login Please confirm as I have only access to Margarita's server session	10:47:18 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.	10:49:23 PM
	You have confirmed that this issue has been resolved	11:00:00 PM
	Is there anything else I may help you with ?	11:00:02 PM
Rubens S Jacob	no thank you	11:04:09 PM
Rohan Prajapati	Thanks for the confirmation !	11:04:14 PM
Rubens S Jacob	thank you for your help	11:04:15 PM
Rohan Prajapati	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:04:18 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!	11:04:20 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Rohan Prajapati has ended this chat session</i>	11:04:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#76260 Gerald Graves****Email:** ggraves@blessmaninternational.org 15153435920**Department:** Support(QB & App Hosting)**Operator:** Anurag Sharma**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 50 Secs**City:** WAUKEE**State:** Iowa**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 27 Mins 23 Secs

Gerald Graves	Hello, I am your Acebuddy	28 Apr, 11:12:25 PM
Acebuddy	Hello Gerald, I'm your Ace Buddy. I'll be happy to assist you!	11:12:26 PM
	Whom Would You Like to Connect With?	11:12:26 PM
Gerald Graves	Technical Support (QB & App Hosting)	11:12:33 PM
Acebuddy	Welcome to Ace Support.	11:12:33 PM
	Please chose an option :	11:12:33 PM
Gerald Graves	I'd like to report an Issue	11:12:40 PM
Acebuddy	Please select an option!	11:12:40 PM
Gerald Graves	Other Issue	11:12:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:12:47 PM
Gerald Graves	unable to reach the remote desktops. such as larry.v@myreldata.net	11:14:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:14:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:14:41 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:16:17 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:16:20 PM
	Hello Gerald	11:16:23 PM
	Are we still connected here?	11:19:10 PM
Gerald Graves	yes	11:19:24 PM
Anurag Sharma	Could you please elaborate your issue?	11:19:46 PM
Gerald Graves	RDP times out with error message that it can't find the remote computer.	11:20:56 PM

Anurag Sharma	I deeply apologize for the inconvenience caused to you.	11:21:21 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:21:24 PM
	Are we still connected here?	11:22:21 PM
	<i>11:23:24 PM Gerald Graves is sharing a file with you</i> <u>1_image.png</u> - (Size:13.46 KB)	11:23:24 PM
	Thanks for the confirmation !	11:23:43 PM
	May I take the remote access of your local computer?	11:23:47 PM
Gerald Graves	yesd, switchinf screens. did you get the screen shot?	11:23:53 PM
Anurag Sharma	Yes	11:23:58 PM
	Please confirm if I can take the remote access of your local computer?	11:24:19 PM
	Are we still connected here?	11:25:41 PM
	Are we still connected here?	11:26:06 PM
	<i>11:26:46 PM Gerald Graves is sharing a file with you</i> <u>1_image.png</u> - (Size:11.24 KB)	11:26:46 PM
Gerald Graves	all users get this error message	11:26:52 PM
	looks like server is off .line or DNS problem on your end.	11:27:43 PM
Anurag Sharma	I deeply apologize for the inconvenience caused. (Edited)	11:27:55 PM
	Please allow me 2 minutes to check the same at the backend.	11:28:11 PM
Gerald Graves	sure	11:28:18 PM
Anurag Sharma	Please allow us 5 more minutes.	11:32:54 PM
	We are working on the issue.	11:33:00 PM
Gerald Graves	OK	11:33:04 PM
Anurag Sharma	Thank you for your patience.	11:34:54 PM
	Gerald, please try to access the server now.	11:35:10 PM
	Gerald are you there?	11:36:57 PM
Gerald Graves	that user worked. let me try the other user.	11:37:22 PM
Anurag Sharma	Please ask the other users to check as well.	11:37:39 PM
	And please ask them to reach to us directly if they face any problem in logging to the server.	11:37:57 PM
Gerald Graves	both users are working OK now. what was the problem?	11:38:37 PM
Anurag Sharma	I am glad to know.	11:38:40 PM
	The server was off from the backend which was causing this issue.	11:39:01 PM
	I have fixed the issue now. And it will not repeat again.	11:39:23 PM
	Is there anything else I may help you with ?	11:39:34 PM

Gerald Graves	thank you.	11:39:39 PM
Anurag Sharma	Thanks for the confirmation !	11:39:43 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:39:45 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:39:46 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/)	

Anurag Sharma has ended this chat session

11:39:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Apr, 10:27:26 PM

#75745 scitron

Email: scitron@liftsmart.net ☎ 14257657887

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: OCEANSIDE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 32 Secs

scitron Hello, I am your Acebuddy

17 Apr, 10:27:27 PM

Acebuddy	Hello Scitron, I'm your Ace Buddy. I'll be happy to assist you!	10:27:28 PM
	Whom Would You Like to Connect With?	10:27:28 PM
scitron	Technical Support (QB & App Hosting)	10:27:38 PM
Acebuddy	Welcome to Ace Support.	10:27:38 PM
	Please chose an option :	10:27:38 PM
scitron	I'd like to raise a Request	10:27:54 PM
Acebuddy	Please select your request type.	10:27:54 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.	11:06:59 PM
	<i>Ended due to chat idle timeout</i>	11:06:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Apr, 10:52:03 PM

#75108 eriggs

Email: eriggs@zukermanassoc.com ☎ 7574733777

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 48 Secs

City: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 4 Secs

eriggs	Hello, I am your Acebuddy	3 Apr, 10:52:04 PM
Acebuddy	Hello Eriggs, I'm your Ace Buddy. I'll be happy to assist you!	10:52:05 PM

	Whom Would You Like to Connect With?	10:52:05 PM
eriggs	Technical Support (QB & App Hosting)	10:52:11 PM
Acebuddy	Welcome to Ace Support.	10:52:14 PM
	Please chose an option :	10:52:14 PM
eriggs	I'd like to raise a Request	10:52:17 PM
Acebuddy	Please select your request type.	10:52:17 PM
eriggs	Password Reset	10:52:20 PM
Acebuddy	Please select an option below	10:52:20 PM
eriggs	Not Enrolled to Selfcare Portal	10:52:25 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.	10:52:25 PM
	Do you need any further assistance on the topic?	10:52:25 PM
eriggs	Yes	10:52:29 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:52:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:52:29 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:53:17 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:53:21 PM
	Hello Eriggs	10:53:29 PM
eriggs	Hello, I need to reset my password and am experiencing difficulty doing so. I have a current support ticket, 670750 .	10:53:35 PM
Shashwat Verma	I will surely help you with this issue.	10:53:45 PM
	Kindly allow me two minutes to check the same.	10:53:48 PM
eriggs	Thank you	10:54:20 PM
Shashwat Verma	Do you using EranaRi.npro as username to login the server?	10:57:41 PM
eriggs	Yes this is what it shows as the username:	10:58:08 PM
	EranaRig.npro@myrealdata.net	10:58:10 PM
Shashwat Verma	Thanks for the confirmation	10:58:20 PM
	Kindly try now to login, we have made some changes.	10:58:33 PM
eriggs	what should I put as the password?	10:59:12 PM
Shashwat Verma	The same as the last one we have shared on email.	10:59:39 PM
eriggs	I don't think I have an email. Unless it is going to the account owner, John Hadjikakos	11:01:06 PM
Shashwat Verma	We have cc'ed eriggs@zukermanassoc.com on the email.	11:02:05 PM
	Shall I share you the password again?	11:03:32 PM

eriggs	Yes please	11:03:37 PM
Shashwat Verma	We have again shared you the password.	11:05:27 PM
	Kindly check	11:05:34 PM
	Do you get the same? (Edited)	11:07:41 PM
eriggs	yes I got the email, I input the password and it still says login failed	11:08:27 PM
Shashwat Verma	I deeply apologize for the inconvenience caused to you.	11:08:33 PM
	May I take the remote access of your local computer?	11:08:37 PM
eriggs	ok	11:08:49 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:08:54 PM
	https://assist.acecloudhosting.com/join/6922890895	11:08:55 PM
	Kindly Click on the link and open the downloaded file.	11:08:58 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:10:55 PM
	As per the remote session, we have suggested you connect with local IT guy for internet issue.	11:26:43 PM
	Although we'll keep the ticket in open.	11:27:01 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:27:03 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!	11:27:05 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	11:27:08 PM



Chat Transcript

Hello, I am your Acebuddy

#75679 accounting

Email: accounting@ecplastictrays.com ☎ 5857506545

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: 13 Secs

City: HILTON HEAD ISLAND

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 24 Secs

accounting	Hello, I am your Acebuddy	16 Apr, 8:06:34 PM
Acebuddy	Hello Jennie, I'm your Ace Buddy. I'll be happy to assist you!	8:06:35 PM
	Whom Would You Like to Connect With?	8:06:35 PM
accounting	Technical Support (QB & App Hosting)	8:06:38 PM
Acebuddy	Welcome to Ace Support.	8:06:38 PM
	Please chose an option :	8:06:38 PM
accounting	I'd like to report an Issue	8:06:44 PM
Acebuddy	Please select an option!	8:06:44 PM
accounting	QuickBooks Issue	8:06:51 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:06:51 PM
accounting	QuickBooks Login Issue	8:06:56 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	8:06:56 PM
	Was that helpful?	8:06:56 PM
accounting	No	8:07:22 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:07:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:07:22 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:07:50 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:07:54 PM
	Hello Jennie	8:07:59 PM

accounting	Hi	8:08:02 PM
	I'm getting an error when trying to log into the network	8:08:27 PM
Shashwat Verma	I will surely help you with this issue.	8:08:42 PM
	Kindly allow me two minutes to check the same.	8:09:09 PM
accounting	Well I just tried it again and it worked. Sorry to bother you	8:09:28 PM
Shashwat Verma	Perfect	8:09:33 PM
	Is there anything else I may help you with ?	8:09:36 PM
accounting	No thanks. All set.	8:09:45 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:09:52 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:09:54 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!	8:09:56 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	8:09:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Apr, 1:38:59 AM

#74999 analia.fernandez

Email: analia.fernandez@dispartilaw.com

Department: Support(QB & App Hosting)

Operator: Vikrant Arya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Mins 33 Secs

City: BOYDTON

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Hours 2 Mins

analia.fernandez	Hello, I am your Acebuddy	2 Apr, 1:39:00 AM
Acebuddy	Hello Analia Fernandez, I'm your Ace Buddy. I'll be happy to assist you!	1:39:00 AM
	Whom Would You Like to Connect With?	1:39:00 AM
analia.fernandez	Managed IT	1:39:07 AM
Acebuddy	Please wait while we connect you to an available Representative.	1:39:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:39:07 AM
	<i>Shubham accepted the chat transfer request.</i>	1:39:14 AM
analia.fernandez	Hello, I need to speak to Vikrant Arya regarding ticket # 668085	1:39:40 AM
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>	1:39:59 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	1:40:08 AM
	<i>Shivam Singh is transferring the chat to Vikrant Arya.</i>	1:40:43 AM
	<i>Vikrant Arya accepted the chat transfer request.</i>	1:40:46 AM
	Hi Vikrant	1:41:04 AM
Vikrant Arya	Hi Analia, let's continue the troubleshooting.	1:41:11 AM
analia.fernandez	sure thanks	1:41:20 AM
Vikrant Arya	I am referring to Domo forums. I will need 5 mins.	1:56:37 AM
analia.fernandez	sure	1:56:51 AM
Vikrant Arya	Analia, can ask other users to get out of the Quickbooks?	1:59:18 AM
analia.fernandez	sure	1:59:27 AM
	done	2:02:12 AM
	lets wait a couple of minutes for them to save their progress	2:02:27 AM
	Kick him out	2:07:59 AM
Vikrant Arya	Users are still logged into the Quickbooks	2:08:00 AM
analia.fernandez	Theuy were informed earlier today	2:08:58 AM
Vikrant Arya	Got it. Please put the password.	2:09:38 AM

	May I go ahead and reboot the server once?	2:13:14 AM
analia.fernandez	yes sir	2:13:28 AM
Vikrant Arya	Analia please log back in	2:18:03 AM
	Hi Analia, I am trying to access your session on the server. Can you please click yes on the prompt?	2:22:05 AM
	When did it stop working?	2:38:16 AM
analia.fernandez	in this server, never worked	2:38:39 AM
Vikrant Arya	Analia, I brought the person who had helped you earlier(Piyush Chopra) from the onboarding team on my desk and show everything to him.	2:48:06 AM
analia.fernandez	Great idea thanks	2:48:26 AM
Vikrant Arya	Even he does not know what is happening. He said that at that time. The only concern was getting the Domo authorized in Quickbooks. Once they saw the check mark in front of Domo in INtegrated Applications Section of Quickbooks it was thought to be resolved.	2:49:49 AM
analia.fernandez	Yes, and it worked, we could see the data	2:50:34 AM
	In the preview and it was pushed	2:50:55 AM
	Now, we cannot see the data, nor push it to DOMO	2:51:18 AM
	Actually I pushed several tables into DOMO	2:51:43 AM
	We made all this from another server/profile, not this one	2:52:27 AM
	This is the only reason why we moved from another QB provider to ACE, to connect DOMO. As it was working during the trial, we decided to hire ACE services	2:53:27 AM
Vikrant Arya	Then let's try another profile.	2:54:09 AM
analia.fernandez	I don't remember which one we use, maybe Kayla's	2:54:48 AM
Vikrant Arya	I will need 10 mins for this. Please allow me some time.	2:54:50 AM
analia.fernandez	Sure	2:55:07 AM
Vikrant Arya	It must have been Kyla's Piyush confirmed that	2:55:08 AM
analia.fernandez	Great, i requested her credentials today but she's on maternity leave	2:55:32 AM
	So, if you could access without me, that would be great	2:56:04 AM
	I'll be back in a couple of minutes too	2:59:20 AM
Vikrant Arya	Hi Analia, could you ask Madison to send us an email to reset Kyla's password?	3:11:49 AM
	We cannot reset password without her approval.	3:12:03 AM
	she needs to send the email to support@acecloudbhosting.com	3:12:56 AM
analia.fernandez	Sent	3:13:40 AM
	Done	3:18:28 AM
Vikrant Arya	Alright the password has been reset	3:18:36 AM

	LSwj15#@	3:18:43 AM
	Now, let login to her account through your server session.	3:19:31 AM
	Let me give it try	3:20:42 AM
	Let me provide her with Admin access	3:22:52 AM
	Seems to be working on her profile.	3:28:01 AM
analia.fernandez	it is not	3:28:16 AM
	getting the same error	3:28:22 AM
Vikrant Arya	Let's authorize from her profile	3:28:39 AM
	Ok, there actually one more thing that needs to be done. I need give her access to Group on the server. BUt let's see if something happens now.	3:33:07 AM
analia.fernandez	ok	3:33:26 AM
Vikrant Arya	Please log in	3:35:08 AM
	Please put Admin password here	3:45:17 AM
	Analia, it seems like we are missing something. Maybe because the Domo Application 32 bit and Quickbooks is 64 bit.	4:01:55 AM
analia.fernandez	no idea	4:02:27 AM
Vikrant Arya	What if we install a 64 bit version of Domo. Can you provide us with the installation file for 64 bit version of Quickbooks.	4:02:58 AM
analia.fernandez	Give it a try, sure	4:03:31 AM
	Let me look for it	4:03:46 AM
Vikrant Arya	Seems like there is only 32 bit version of it avaialble.	4:08:39 AM
	Please put the domain name here	4:09:48 AM
analia.fernandez	remember that it never work on the definitive servers, only when we were testing	4:13:29 AM
	After the migration, never worked	4:13:45 AM
Vikrant Arya	Analia, I don't think we have any other option than to call the application's support.	4:14:55 AM
analia.fernandez	But we did not need their support to connect this in the past	4:18:45 AM
Vikrant Arya	But as you said, it never worked on this server. We might be missing some small thing which they might be able to catch.	4:22:06 AM
analia.fernandez	ok, I'll see if I can get someone	4:22:58 AM
	Would you please provide the new Kayla's pass	4:23:10 AM
Vikrant Arya	Even Piyush, the person who assisted you in the first place was not able to help us in this.	4:23:19 AM
	LSwj15#@	4:23:30 AM
	This is it.	4:23:37 AM
analia.fernandez		4:23:37 AM

	The error showing is not from the DOMO side, they will not be able to fix it this is a QB error	4:23:41 AM
Vikrant Arya	What do suggest we should try next?	4:24:09 AM
analia.fernandez	I am not a QB expert	4:24:59 AM
Vikrant Arya	Should we try Quickbooks support?	4:25:19 AM
analia.fernandez	I believe that would be better than DOMO I already sent the email to DOMO, but I think that will be a waste of time	4:26:07 AM 4:26:30 AM
	My shift ended an hour ago, can you contact QB and lets talk tomorrow to see how we can continue with this	4:27:33 AM
	Sorry, I missed the ? sign	4:27:56 AM
Vikrant Arya	Unfortunately they will only talk to a license owner.	4:27:59 AM
	We might need Madison or Kayla on the call as well	4:28:32 AM
analia.fernandez	ok, thank you. Have a nice evening	4:28:57 AM
Vikrant Arya	You too. Thank you for your cooperation. 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!	4:29:30 AM 4:29:39 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Vikrant Arya has ended this chat session</i>	4:41:25 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Apr, 10:30:17 PM

#75371 winnie

Email: winnie@mi-hq.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: ANN ARBOR

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 29 Secs

winnie	Hello, I am your Acebuddy	9 Apr, 10:30:18 PM
Acebuddy	Hello Winnie, I'm your Ace Buddy. I'll be happy to assist you!	10:30:19 PM
	Whom Would You Like to Connect With?	10:30:19 PM
winnie	Technical Support (QB & App Hosting)	10:30:23 PM
Acebuddy	Welcome to Ace Support.	10:30:23 PM
	Please chose an option :	10:30:23 PM
winnie	I'd like to report an Issue	10:30:29 PM
Acebuddy	Please select an option!	10:30:29 PM
winnie	Password Reset	10:30:33 PM
Acebuddy	Please select an option below	10:30:33 PM
winnie	Already Enrolled to Selfcare Portal	10:30:39 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:30:39 PM
	Do you need any further assistance on the topic?	10:30:39 PM
winnie	Yes	10:30:45 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:30:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:30:45 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:30:54 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:30:57 PM
	Hello Winnie	10:31:05 PM
winnie	Hi Shashwat, here is my ticket id :675444	10:31:08 PM
	i am locked out of my server account	10:31:18 PM
Shashwat Verma	I will surely help you with this issue.	10:31:19 PM

	Kindly allow me two minutes to check the same.	10:31:22 PM
	We have made the required changes	10:34:06 PM
	Kindly try now.	10:34:10 PM
winnie	logon attempt failed	10:34:43 PM
Shashwat Verma	May I take the remote access of your local computer?	10:35:02 PM
winnie	yes	10:35:24 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	10:35:30 PM
winnie	done	10:35:39 PM
Shashwat Verma	https://assist.acecloudhosting.com/join/8952687470	10:35:42 PM
	Kindly Click on the link and open the downloaded file.	10:35:45 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.	10:37:36 PM
	Kindly confirm the permission.	10:38:23 PM
	Winnie, let me know when you have allow the permission.	10:39:47 PM
	Are we still connected here?	10:42:18 PM
	As per remote session issue resolve itself.	10:43:40 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:43:43 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!	10:43:45 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	10:43:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Apr, 7:52:22 AM

#75463 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Karan Kanwal

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 37 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 41 Secs

shari	Hello, I am your Acebuddy	11 Apr, 7:52:23 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	7:52:24 AM
	Whom Would You Like to Connect With?	7:52:24 AM
shari	Technical Support (QB & App Hosting)	7:52:31 AM
Acebuddy	Welcome to Ace Support.	7:52:31 AM
	Please chose an option :	7:52:31 AM
shari	Restart	7:53:07 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	7:53:07 AM
	Whom Would You Like to Connect With?	7:53:07 AM
shari	Technical Support (QB & App Hosting)	7:53:17 AM
Acebuddy	Welcome to Ace Support.	7:53:17 AM
	Please chose an option :	7:53:17 AM
shari	I'd like to report an Issue	7:53:24 AM
Acebuddy	Please select an option!	7:53:24 AM
shari	Other Issue	7:53:28 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:53:28 AM
shari	need assistance with creating remote desktop login on laptop	7:54:04 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:54:05 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	7:54:05 AM
	<i>Karan Kanwal accepted the chat transfer request.</i>	7:54:55 AM
Karan Kanwal	Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today.	7:55:14 AM
shari	hi	7:55:21 AM
Karan Kanwal	How may I assist you, today?	7:55:44 AM
shari	I am trying to set up a new laptop with remote desktop and it keeps erroring out I need assistance with the settings	7:56:17 AM 7:56:28 AM
Karan Kanwal	I will be surely assisting you with this. Kindly help me with your server name and company name?	7:56:50 AM
shari	blueisle-drake	7:56:57 AM
Karan Kanwal	Kindly allow me two minutes to check the same.	7:58:00 AM
	Kindly confirm are you using a MAC or a windows machine?	7:59:10 AM
shari	windows	7:59:47 AM
Karan Kanwal	Thanks for the confirmation !	8:00:21 AM
	Let me generate the new RDP file and share it with you.	8:01:15 AM
shari	It is not the computer I am on right now though I am on my personal laptop	8:01:23 AM 8:01:30 AM
Karan Kanwal	Not an issue you will be able to use it via your personal laptop as well.	8:01:58 AM
	Kindly allow me 2-3 minutes to check the same.	8:02:02 AM
	Thank you for your patience.	8:06:38 AM
	May I take the remote access of your local computer?	8:06:49 AM
shari	yes how?	8:07:07 AM
	do I need a remote chat from that laptop	8:07:18 AM
Karan Kanwal	Let me share the remote access link with you.	8:07:54 AM
	https://assist.acecloudhosting.com/join/9592051373	8:08:33 AM
	Use the following link to start the remote access.	8:08:45 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:08:50 AM
shari	no I need the login for jim.k	8:11:14 AM
Karan Kanwal	Is there anything else I may help you with ?	8:13:06 AM
shari	perfect thank you!	8:13:45 AM
Karan Kanwal	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:13:53 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	8:13:58 AM
shari	you too	8:13:59 AM

Karan Kanwal

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

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

8:14:02 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/>)

Karan Kanwal has ended this chat session

8:14:04 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Apr, 4:52:51 PM

#76001 Bhavin

Email: bookkeeping@sandiegocpasteve.com +1 646 661 2865

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: BIDADA

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 25 Mins 53 Secs

Bhavin

Hello, I am your Acebuddy

24 Apr, 4:52:52 PM

Acebuddy

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

4:52:53 PM

Whom Would You Like to Connect With?

4:52:53 PM

Bhavin

Technical Support (QB & App Hosting)

4:53:10 PM

Acebuddy	Welcome to Ace Support.	4:53:10 PM
	Please chose an option :	4:53:10 PM
Bhavin	I'd like to report an Issue	4:53:25 PM
Acebuddy	Please select an option!	4:53:25 PM
Bhavin	Other Issue	4:53:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:53:55 PM
Bhavin	I am unable to log in my remote	4:54:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:54:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:54:22 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	4:54:45 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	4:54:55 PM
Bhavin	Hi Sharath	4:55:00 PM
Sharath Kumar	Hello there, is there an error connecting to the server? and are other able to sign into the server?	4:55:20 PM
Bhavin	I am unable to log in my remote	4:55:34 PM
	it is showing the below error	4:55:46 PM
	<i>4:55:59 PM Bhavin is sharing a file with you <u>1_image.png</u> - (Size:13.54 KB)</i>	4:55:59 PM
	Can you please help me with the same?	4:56:14 PM
Sharath Kumar	absolutely!	4:56:48 PM
	allow me a minute to check the server and your account	4:57:00 PM
Bhavin	sure	4:57:08 PM
Sharath Kumar	Thank you for your patience.	4:59:01 PM
	I checked the server and it is reachable to me, I don't see anyone else logged in though	4:59:24 PM
	Could you let me know when was the last time that you were able to sign in?	4:59:41 PM
Bhavin	yesterday night	5:00:05 PM
Sharath Kumar	understood, just checking to see if your account permissions are appropriate	5:00:40 PM
	Your account is also active and enabled	5:01:24 PM
Bhavin	Okay	5:01:38 PM
	Whenever I try to put my old password it didn't allow me to log in.	5:01:50 PM
Sharath Kumar	since nobody was signed into the server, I have restarted it. Let's check if rebooting the server resolves your concern	5:02:12 PM
	noted! could you try signing in now and let me know the result.	5:02:49 PM

Bhavin	ok wait	5:03:06 PM
	Still showing the same error	5:03:56 PM
	is it happen someone change password?	5:04:28 PM
Sharath Kumar	sorry to hear that! Let me take a remote session of your computer and check a few settings on the RDP tool.	5:04:40 PM
Bhavin	Yes please	5:05:03 PM
Sharath Kumar	If there are others who use your account, they could actually change your password. But you'll have to check with them regarding this.	5:05:23 PM
	sending the link for remote access.	5:05:43 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:05:47 PM
	https://assist.acecloudhosting.com/join/9652222191	5:06:09 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.	5:07:11 PM
	Hello, we may get disconnected on this chat as your computer has to be restarted, However, we will continue troubleshooting and our chat session on the other tool.	5:18:39 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:18:42 PM
	<i>Sharath Kumar has ended this chat session</i>	5:18:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Apr, 2:14:54 AM

#75705 jjiang

Email: jjiang@federalfilings.com ☎ 6262974637

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: 3 Secs

City: HOBOKEN

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 20 Secs

jjiang	Hello, I am your Acebuddy	17 Apr, 2:14:54 AM
Acebuddy	Hello Jjiang, I'm your Ace Buddy. I'll be happy to assist you!	2:14:55 AM
	Whom Would You Like to Connect With?	2:14:55 AM
jjiang	Technical Support (QB & App Hosting)	2:14:59 AM
Acebuddy	Welcome to Ace Support.	2:14:59 AM
	Please chose an option :	2:14:59 AM
jjiang	I'd like to report an Issue	2:15:06 AM
Acebuddy	Please select an option!	2:15:07 AM
jjiang	QuickBooks Issue	2:15:10 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:15:10 AM
jjiang	QuickBooks Login Issue	2:15:18 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	2:15:18 AM
	Was that helpful?	2:15:18 AM
jjiang	No	2:15:24 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:15:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:15:24 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:16:56 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:16:59 AM
	Hello	2:17:06 AM
	I will surely help you with this issue.	2:17:24 AM
	Are you getting any particular pop up? (Edited)	2:19:11 AM
	Are we still connected here?	2:19:31 AM
	Are we still connected here?	2:21:07 AM
	Are we still connected here?	2:23:42 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.	2:25:06 AM
	<i>Shashwat Verma has ended this chat session</i>	2:25:15 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Apr, 1:00:08 AM

#75753 Christopher Gore

Email: chris@c3energypartners.com ☎ 14063660622

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: 1 Min 30 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 50 Secs

Christopher Gore	Hello, I am your Acebuddy	18 Apr, 1:00:08 AM
Acebuddy	Hello Chris, I'm your Ace Buddy. I'll be happy to assist you!	1:00:09 AM
	Whom Would You Like to Connect With?	1:00:09 AM
Christopher Gore	Technical Support (QB & App Hosting)	1:00:13 AM
Acebuddy	Welcome to Ace Support.	1:00:13 AM
	Please chose an option :	1:00:13 AM
Christopher Gore	I'd like to raise a Request	1:00:20 AM
Acebuddy	Please select your request type.	1:00:20 AM
Christopher Gore	Change in Applications	1:00:27 AM
Acebuddy	Please select your desired option!	1:00:27 AM
Christopher Gore	Application Addition	1:00:31 AM
Acebuddy	Please select your Application	1:00:31 AM

Christopher Gore	QuickBooks	1:00:35 AM
Acebuddy	Request you to kindly share the following information with us via email on support@acecloudhosting.com so we can proceed with the installation.	1:00:35 AM
	<ul style="list-style-type: none"> • QuickBooks Version (Pro/Premier/Enterprise) with year • License Number and Product Code 	1:00:35 AM
	An email update will be shared once the request is completed.	1:00:35 AM
	Do you need any further assistance on the topic?	1:00:35 AM
Christopher Gore	Yes	1:00:50 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:00:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:00:50 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:00:59 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:01:17 AM
Christopher Gore	we need QB tool hub installed, i sent an email to shashwat verma	1:01:19 AM
Ashutosh Mishra	I will surely help you with this issue.	1:02:05 AM
	Please share the ticket number so i can check.	1:02:07 AM
Christopher Gore	679701	1:02:17 AM
	i have QB on the phone and we are trying to work through an issue, but without C3 having admin capabilities this is waisting alot of time on our end waiting	1:03:21 AM
Ashutosh Mishra	Yes, in the ticket I can see you have sent the mail. Rest assured within two hours the QB Tool Hub will be installed on the server by the backend team.	1:04:20 AM
Christopher Gore	i dont have 2 hours, this needs to happen now...	1:04:45 AM
	i have QB on the phone, they are also waiting for this happen so we can troubleshoot	1:07:13 AM
Ashutosh Mishra	Sure, we can expedite the process however it does take some time for installation and setting up everything. We will start now and shortly I can inform you once it's completed.	1:08:10 AM
	Are we still connected here?	1:10:24 AM
Christopher Gore	yes	1:10:28 AM
	i have already downloaded toolhub, Ace just needs to run the install so we can use it	1:11:01 AM
Ashutosh Mishra	I see, please share the download location and i will start installation.	1:11:34 AM
Christopher Gore	its in the downloads	1:12:02 AM
Ashutosh Mishra	Please share your username.	1:12:37 AM
Christopher Gore	Chris C3	1:13:41 AM
Ashutosh Mishra	Great, i have installed the tool hub. Please let me know if any further assistance is required.	1:14:36 AM
Christopher Gore	its on here now	1:14:38 AM
Ashutosh Mishra	As the chat has been disconnected from your end, we are closing the session.	1:17:36 AM

You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

1:17:56 AM

Ashutosh Mishra has ended this chat session

1:17:59 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Apr, 9:45:00 PM

#75690 Sandy Hawkins

Email: sandy@aeroconcrete.net 5633496017

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: 15 Secs

City: STORM LAKE

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 39 Secs

Sandy Hawkins	Hello, I am your Acebuddy	16 Apr, 9:45:01 PM
Acebuddy	Hello Sandy, I'm your Ace Buddy. I'll be happy to assist you!	9:45:02 PM
	Whom Would You Like to Connect With?	9:45:02 PM
Sandy Hawkins	Technical Support (QB & App Hosting)	9:45:07 PM
Acebuddy	Welcome to Ace Support.	9:45:07 PM
	Please chose an option :	9:45:07 PM
Sandy Hawkins	I'd like to report an Issue	9:45:13 PM
Acebuddy	Please select an option!	9:45:13 PM
Sandy Hawkins	Other Issue	9:45:20 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:45:20 PM

Sandy Hawkins	Cant login to the server	9:45:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:45:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:45:34 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	9:46:18 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	9:46:26 PM
Sandy Hawkins	I cant get logged into the server	9:47:07 PM
Anjainay Singh	Just allow me two minutes so that I can look into the issue .	9:47:32 PM
Sandy Hawkins	ok	9:47:47 PM
Anjainay Singh	May I take the remote access of your local?	9:48:32 PM
Sandy Hawkins	yes	9:48:54 PM
Anjainay Singh	Kindly close all important tabs and documents for not to breach any security concern.	9:49:03 PM
Sandy Hawkins	ok	9:49:13 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/3792975318	9:49:32 PM
	Please copy this URL at your local browser so that I can access it .	9:49:50 PM
Sandy Hawkins	im here	9:55:31 PM
Anjainay Singh	Is there anything else I may help you with ?	9:55:44 PM
Sandy Hawkins	no Thanks so much!	9:56:07 PM
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:56:21 PM
Sandy Hawkins	ok thanks	9:56:45 PM
Anjainay Singh	Please click on smile emoji to provide positive feedback.	9:56:49 PM
Sandy Hawkins	how do i do that	9:57:29 PM
Anjainay Singh	You may end this chat session.	9:57:30 PM
	<i>sandy has ended this chat session</i>	9:57:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#75280 danielle.taras****Email:** danielle.taras@ecs-env.com**Department:** Support(QB & App Hosting)**Operator:** Shivam Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 50 Secs**City:** BELTON**State:** Texas**Country:** UNITED STATES

Chat Duration : 27 Mins 16 Secs

Chat Transcript

danielle.taras	Hello, I am your Acebuddy	8 Apr, 2:36:35 AM
Acebuddy	Hello Danielle Taras, I'm your Ace Buddy. I'll be happy to assist you!	2:36:36 AM
	Whom Would You Like to Connect With?	2:36:36 AM
danielle.taras	Technical Support (QB & App Hosting)	2:36:42 AM
Acebuddy	Welcome to Ace Support.	2:36:42 AM
	Please chose an option :	2:36:42 AM
danielle.taras	I'd like to report an Issue	2:36:48 AM
Acebuddy	Please select an option!	2:36:48 AM
danielle.taras	QuickBooks Issue	2:36:51 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:36:51 AM
danielle.taras	Other QB related issue	2:38:10 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:38:10 AM
danielle.taras	unable to send emails	2:38:18 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:38:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:38:19 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	2:38:46 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	2:39:26 AM
danielle.taras	i am unable to send emails	2:39:42 AM
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:39:42 AM
danielle.taras	through QB	2:39:46 AM

	i am the A/R contact and need to bill out	2:39:58 AM
	i have no idea what the server name is	2:40:12 AM
	Dtaras	2:40:19 AM
	is user name	2:40:22 AM
Shivam Singh	Thanks for the information, however we are not able to locate your account . If you could help us with the CID or any previous ticket Id it will help us locate your account	2:43:09 AM
	Hi there!	2:45:10 AM
danielle.taras	I don't know what you are asking, what is CID	2:45:56 AM
Shivam Singh	I understand, see to access the server we need to locate your account for that we require information on server.	2:46:31 AM
	Do you have any previous ticket with you can that you can share with me.	2:46:55 AM
danielle.taras	i am looking	2:47:59 AM
	<i>2:48:28 AM danielle.taras is sharing a file with you 1_image.png - (Size:66.21 KB)</i>	2:48:28 AM
Shivam Singh	Thanks for the information	2:51:17 AM
	Could you please confirm the business name is it - Jones-Bell LLC	2:51:42 AM
danielle.taras	yes, confirmed	2:52:14 AM
Shivam Singh	Thanks, Danielle	2:52:50 AM
	As you mentioned that you are having issue with email not getting shared via QB	2:53:14 AM
danielle.taras	no, i am unable to send out all of a sudden	2:53:33 AM
Shivam Singh	Okay, so you were able to do it before. It is just that now you are not able to do so.	2:54:39 AM
danielle.taras	that is correct	2:54:50 AM
Shivam Singh	Are you the only affected user.	2:54:51 AM
danielle.taras	I have no idea who has what problem, nor am I going to ask	2:55:19 AM
	I am the only one that send out billing and need to do that task	2:55:31 AM
	it is an ongoing issue that I am kicked out	2:55:42 AM
	it is always slow	2:55:46 AM
Shivam Singh	May I take the remote access of your server?	2:56:04 AM
danielle.taras	and as of 20 min again, i am unable to send out emails	2:56:12 AM
Shivam Singh	Sorry for the inconvenience, let me look this up.	2:56:40 AM
danielle.taras	yes, go ahead	2:56:41 AM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	2:56:48 AM

	Now I'll be taking the remote.	2:57:34 AM
	could you please show the error prompt you are getting?	2:58:18 AM
danielle.taras	it's frozen, wait it out and the error will show	2:59:27 AM
	there you go	2:59:35 AM
Shivam Singh	Thanks for the information.	3:00:28 AM
	I will check on this.	3:00:43 AM
danielle.taras	i need to go, it is past my time to leave	3:01:05 AM
	please email me the findings	3:01:12 AM
Shivam Singh	This needs to be done from your end. Hence, we need you on the server	3:02:02 AM
danielle.taras	then we need to address tomorrow	3:02:31 AM
	I can not stay	3:02:39 AM
Shivam Singh	Since you have to leave share your callback number along with your preferred time so that we can initiate a callback	3:02:49 AM
danielle.taras	254-613-1629	3:03:01 AM
	7:30am CST	3:03:09 AM
Shivam Singh	Great.	3:03:15 AM
danielle.taras	thank you	3:03:19 AM
	goodnight'	3:03:22 AM
Shivam Singh	I will schedule a callback	3:03:30 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:03:40 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	3:03:49 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shivam Singh has ended this chat session</i>	3:03:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Apr, 12:41:18 PM

#75296 Laksh

Email: laksh@taxbyby.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: NALLARALLAPALLI

State: Andhra Pradesh

Country: INDIA

Chat Transcript

Chat Duration : 46 Mins 9 Secs

Laksh	Hello, I am your Acebuddy	8 Apr, 12:41:46 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:42:45 PM
	Hello Laksh	12:43:20 PM
	Unfortunately our last chat was disconnected	12:43:33 PM
	Could you please confirm if you're the only user who is facing this issue	12:43:52 PM
Laksh	No My bosses also facing the same issue	12:44:38 PM
	this chat interface also is very slow	12:45:00 PM
	am not able post the messages here	12:45:21 PM
Shubham Kataria	Also, could you please confirm if the slowness is occurring only while using QuickBooks, or if it's affecting the entire server?	12:45:45 PM
Laksh	both mainly Quickbooks	12:46:10 PM
Shubham Kataria	Okay, let me check	12:46:42 PM
	May I take the remote access of your server?	12:46:46 PM
Laksh	ya sure	12:46:52 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	12:46:59 PM

	Please be connected, I'm checking few things from backend	12:49:58 PM
Laksh	ya sure	12:50:21 PM
Shubham Kataria	May I take the remote access of your local computer?	12:52:44 PM
Laksh	yes	12:52:54 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	12:53:22 PM
	https://assist.acecloudhosting.com/join/5282515043	12:53:24 PM
	Kindly join this link	12:53:35 PM
	I apologize for the delay my system was stuck let me send you another remote request	1:04:25 PM
	Thank you for your patience.	1:27:13 PM
	As per our remote conversation your issue has been resolved.	1:27:32 PM
	Is there anything else I may help you with ?	1:27:36 PM
	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.	1:28:45 PM
	<i>Shubham Kataria has ended this chat session</i>	1:28:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Apr, 7:28:06 PM

#75422 Paul Wong

Email: paul@daiusa.com ☎ 3369061885

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: THOMASVILLE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 1 Sec

Paul Wong	Hello, I am your Acebuddy	10 Apr, 7:28:08 PM
Acebuddy	Hello Paul, I'm your Ace Buddy. I'll be happy to assist you!	7:28:09 PM
	Whom Would You Like to Connect With?	7:28:09 PM
Paul Wong	Technical Support (QB & App Hosting)	7:28:15 PM
Acebuddy	Welcome to Ace Support.	7:28:15 PM
	Please chose an option :	7:28:15 PM
Paul Wong	I'd like to raise a Request	7:28:22 PM
Acebuddy	Please select your request type.	7:28:22 PM
Paul Wong	Other Request	7:28:41 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.	7:28:41 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:28:41 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.	8:01:09 PM
	<i>Ended due to chat idle timeout</i>	8:01:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Apr, 11:31:54 PM

#75494 Padmapriya

Email: padmapriya@banyanbotanicals.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: FLOWER MOUND

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 22 Secs

Padmapriya	Hello, I am your Acebuddy	11 Apr, 11:31:55 PM
Acebuddy	Hello Padmapriya, I'm your Ace Buddy. I'll be happy to assist you!	11:31:56 PM
	Whom Would You Like to Connect With?	11:31:56 PM
Padmapriya	Technical Support (QB & App Hosting)	11:32:06 PM
Acebuddy	Welcome to Ace Support.	11:32:06 PM
	Please chose an option :	11:32:06 PM
Padmapriya	I'd like to raise a Request	11:32:18 PM
Acebuddy	Please select your request type.	11:32:18 PM
Padmapriya	Setup Ace Server	11:32:31 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	11:32:31 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12 Apr, 12:08:18 AM
	<i>Ended due to chat idle timeout</i>	12:08:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Apr, 12:01:57 AM

#75237 analia.fernandez

Email: analia.fernandez@dispartilaw.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 54 Secs

City: CORDOBA

State: Cordoba

Country: ARGENTINA

Chat Transcript

Chat Duration : 7 Mins 58 Secs

analia.fernandez	Hello, I am your Acebuddy	7 Apr, 12:01:58 AM
Acebuddy	Hello Analia Fernandez, 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
analia.fernandez	Managed IT	12:02:04 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:02:04 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:02:04 AM
	<i>Priyanshu accepted the chat transfer request.</i>	12:02:16 AM
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?	12:02:38 AM
analia.fernandez	Hello, I ned to access my AC server to work, I need the link that opens it	12:03:16 AM
	I had a shortcut in my VM but I cannot access my VM today	12:03:38 AM
	and this is not working for me https://myportal.acecloudhosting.com/login	12:03:56 AM
Priyanshu	Analia, it seems that your server is being managed by different team, please let me transfer your chat to the concerned team so they may assist you better.	12:04:56 AM
analia.fernandez	ok	12:05:12 AM
	<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>	12:05:26 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	12:05:34 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	12:05:58 AM
analia.fernandez	Hi Shivam thank you, I need to access my ACE server and this is not working https://myportal.acecloudhosting.com/login	12:06:24 AM
	I have a shortcut in my desktop in my VM but I cannot access my VM today	12:06:47 AM
Shivam Singh	Would you want me to provide me an RDP to for the access the server.	12:07:19 AM
analia.fernandez	I do not know what that is, but if that would give me access, sure	12:07:45 AM
Shivam Singh	Sure, I will also share the RDP and ticket id with you over the mail once this chat is disconnected.	12:09:18 AM
	Is there anything else I may help you with ?	12:09:28 AM
analia.fernandez	That's all thank you	12:09:41 AM
Shivam 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.	12:09:51 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!

12:09:54 AM

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

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

Shivam Singh has ended this chat session

12:09:57 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 9:34:09 PM

#76118 steven

Email: steven@lynncpas.com 17204703581

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 51 Secs

steven	Hello, I am your Acebuddy	25 Apr, 9:34:09 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	9:34:10 PM
	Whom Would You Like to Connect With?	9:34:10 PM
steven	Technical Support (QB & App Hosting)	9:34:14 PM
Acebuddy	Welcome to Ace Support.	9:34:14 PM

	Please chose an option :	9:34:14 PM
steven	I'd like to raise a Request	9:34:19 PM
Acebuddy	Please select your request type.	9:34:19 PM
steven	Application Update	9:34:32 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	9:34:32 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	9:34:32 PM
steven	Yes	9:34:38 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:34:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:34:38 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	9:34:52 PM
steven	683797 is my ticket I need this done immediately as I am unable to use it immediately	9:35:36 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	9:36:09 PM
steven	683797 is my ticket that I have in so I need this done now if possible because I cannot use the app and need to	9:36:55 PM
Shivam Singh	Kindly allow me two minutes to check the same.	9:37:12 PM
	We have already scheduled the update, and you will receive the response in 1- 2 hours.	9:37:53 PM
steven	I need it done sooner I need access to the application	9:38:18 PM
Shivam Singh	Okay, we are starting the update as soon as possible	9:39:11 PM
	Rest assured, Once done you will be informed over the email	9:39:26 PM
steven	Ok do I need to log off	9:39:28 PM
Shivam Singh	For the next 30 minutes please log out.	9:40:00 PM
	Once done you will receive the email.	9:40:10 PM
	You can come right back in by logging into the server	9:40:35 PM
	Is there anything else I may help you with ?	9:42:09 PM
	Are we still connected here?	9:44:08 PM
	Are we still connected here?	9:47:19 PM
	Are we still connected here?	9:50:42 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.	9:50:58 PM
	<i>Shivam Singh has ended this chat session</i>	9:51:01 PM



Chat Transcript

I need to review our users

Visitor Details

22 Apr, 1:29:03 AM

#75853 Laurent Cohen

Email: laurent@mixware.net 18185784030

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 19 Secs

Laurent Cohen	I need to review our users	22 Apr, 1:29:04 AM
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further.	1:29:08 AM
Laurent Cohen	Hello	1:29:13 AM
Rahul	Hi Laurent	1:29:21 AM
	How are you doing today?	1:29:35 AM
Laurent Cohen	Good thank you. I need to add a new user, but first I want to check if there any existing users that can be removed. Could you give me the current list of user accounts?	1:29:59 AM
Rahul	Sure, you have 8 users as of now	1:30:28 AM
	let me help you with names:	1:30:42 AM
	1. Henri Cohen 2. Stephen Sullivan 3. Maria Cabrera 4. Kaleen williams 5. Mike Napoli 6. Tiffany Williams	1:31:50 AM

	7. Gerard Cohen 8. Laurent Cohen (Edited)	
Laurent Cohen	Why are there 2 Gerard Cohen? One of them should be me, I guess (Laurent Cohen)	1:32:22 AM
Rahul	Yes Laurent, My bad	1:32:45 AM
Laurent Cohen	OK sounds good, in that case, I don't need to remove anyone, I just need to add one more user: Nicholas Hernandez nick@mixware.net	1:33:27 AM
Rahul	Let me transfer you to support team	1:34:21 AM
Laurent Cohen	OK thank you	1:34:26 AM
Rahul	Have a nice day, thank you for contacting ACE	1:34:44 AM
	<i>Rahul is transferring the chat to Support(QB & App Hosting).</i>	1:35:04 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	1:35:29 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	1:35:54 AM
Laurent Cohen	Hello	1:36:11 AM
	I need to add one more user to our account: Nicholas Hernandez nick@mixware.net	1:38:37 AM
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:38:40 AM
Laurent Cohen	Mixware	1:38:48 AM
	I am laurent@mixware.net	1:38:56 AM
Shivam Singh	You can now manage user additions and removals through the MyPortal application. Moving forward, you have full access to add or remove users and reset user passwords directly through Ace MyPortal. This feature is designed to make managing your account quicker and more convenient.	1:40:33 AM
	I can share the article with you as Account owner you will be able to make changes.	1:41:03 AM
Laurent Cohen	Is it this link? https://myportal.acecloudhosting.com/login	1:41:24 AM
Shivam Singh	yes	1:41:50 AM
	I will share an article with you which will make the operation much easier (Edited)	1:42:17 AM
	<i>The visitor's phone number was changed from 8185784030 to 18185784030.</i>	1:42:22 AM
Laurent Cohen	OK. I tried before this call but I was having issues.	1:42:27 AM
Shivam Singh	Okay. Could you please mention as to what error are you getting.	1:42:55 AM
Laurent Cohen	Seems like I am there now. On the manage users page.	1:43:18 AM
Shivam Singh	Let me share the article on the chat.	1:43:41 AM
	<i>1:44:09 AM Shivam Singh is sharing a file with you How to Manage ACE Server Users 4.pdf - (Size:1.33 MB)</i>	1:44:09 AM
Laurent Cohen	OK I was able to successfully add a new user. Thanks for your help.	1:46:07 AM

Shivam Singh	Great	1:46:27 AM
	Is there anything else I may help you with ?	1:46:34 AM
Laurent Cohen	Will the account become active right away or is there a setup period?	1:46:43 AM
Shivam Singh	It would be active as soon as you create it.	1:47:03 AM
Laurent Cohen	OK perfect. Thank you.	1:47:10 AM
Shivam 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.	1:47:21 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:47:24 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shivam Singh has ended this chat session</i>	1:47:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Apr, 9:34:55 PM

#76248 Yogi

Email: unboxingbookledge@pibbleaccounting.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 53 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 21 Mins 55 Secs

Yogi	Hello, I am your Acebuddy	28 Apr, 9:34:56 PM
Acebuddy	Hello Yogi, I'm your Ace Buddy. I'll be happy to assist you!	9:34:57 PM
	Whom Would You Like to Connect With?	9:34:57 PM
Yogi	VDI/DaaS Support	9:35:14 PM
Acebuddy	Please wait while we connect you to an available Representative.	9:35:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:35:14 PM
	<i>mayank accepted the chat transfer request.</i>	9:35:47 PM
Yogi	Hi Mayank	9:35:57 PM
mayank	Hi, Thank you for contacting Acecloudhosting. How can I help you today?	9:36:44 PM
Yogi	I am not able to log in one of my tax drive	9:37:13 PM
mayank	Could you please let me know your account name?	9:37:36 PM
	Or any ticket number?	9:37:47 PM
Yogi	Welch Finacial advisors	9:37:54 PM
	[## 669376 ##]	9:38:04 PM
mayank	Let me transfer this chat to the concerned team. Kindly allow me few seconds.	9:38:58 PM
	<i>mayank is transferring the chat to Support(QB & App Hosting).</i>	9:39:06 PM
Yogi	ok	9:39:07 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	9:39:25 PM
	Hello	9:39:37 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	9:40:00 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:40:28 PM
Yogi	I am not able to log in to my tax drive 2024	9:40:32 PM
Shivam Singh	Please share the information so that I can assist you with it.	9:41:04 PM
Yogi	WelchFinancial.myrealdatal.net	9:41:08 PM
	Unboxing	9:41:12 PM
Shivam Singh	Thanks for the information. Allow me 2 minutes to check the same	9:42:08 PM
Yogi	ok	9:42:16 PM
Shivam Singh	Thanks for your patience.	9:42:53 PM
Yogi	yes	9:42:59 PM

	tell me	9:43:03 PM
	what is the issue.	9:43:08 PM
Shivam Singh	I'm checking the backend, as to what is causing the issue.	9:43:40 PM
Yogi	ok	9:43:53 PM
Shivam Singh	AS I check on my end Drake 2024 tax is working fine. However, let me take the remote of your local to isolate the issue.	9:46:06 PM
Yogi	It is asking me to provide code given to you by software admin which code do I need to provide?	9:46:58 PM 9:47:07 PM
Shivam Singh	Could you please share the screenshot of the same.	9:47:24 PM
	<i>9:47:48 PM Yogi is sharing a file with you</i> <u>1_image.png</u> - (Size:36.02 KB)	9:47:48 PM
Yogi	Do you need full screenshot?	9:48:12 PM
Shivam Singh	We only provide support to server related issue. Kindly contact the Drake support to get assistance you required in this case. They will have expertise to get this issue resolved.	9:49:25 PM
Yogi	ok	9:49:57 PM
Shivam Singh	Please do update us about the resolution you received. So that we can rest assured your issue has resolved.	9:50:20 PM
	Thanks for understating.	9:50:35 PM
	Are we still connected here?	9:51:43 PM
	Are we still connected here?	9:53:45 PM
	Are we still connected here?	9:56:13 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.	9:56:48 PM
	<i>Shivam Singh has ended this chat session</i>	9:56:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Apr, 9:23:20 PM

#75685 Angelica Klein

Email: angelica.klein@agsolutions.us  3527482333

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 32 Secs

City: WILDWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 6 Secs

Angelica Klein	Hello, I am your Acebuddy	16 Apr, 9:23:21 PM
Acebuddy	Hello Angelica.klein, I'm your Ace Buddy. I'll be happy to assist you!	9:23:21 PM
	Whom Would You Like to Connect With?	9:23:21 PM
Angelica Klein	Technical Support (QB & App Hosting)	9:23:34 PM
Acebuddy	Welcome to Ace Support.	9:23:34 PM
	Please chose an option :	9:23:34 PM
Angelica Klein	I'd like to raise a Request	9:23:58 PM
Acebuddy	Please select your request type.	9:23:58 PM
Angelica Klein	Setback	9:24:24 PM
Acebuddy	Welcome to Ace Support.	9:24:24 PM
	Please chose an option :	9:24:24 PM
Angelica Klein	I'd like to report an Issue	9:24:31 PM
Acebuddy	Please select an option!	9:24:31 PM
Angelica Klein	Other Issue	9:24:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:24:36 PM
Angelica Klein	I have a ticket# 678731. my scanner is Experiencing 2 days , so I need help with that	9:25:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:26:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:26:00 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:26:17 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:26:30 PM
Angelica Klein	ok, Thank you	9:26:44 PM
	Are you still there?	9:32:50 PM

Ashutosh Mishra	Yes, i am still here. Just checking the ticket. I will inform you shortly after checking from the backend.	9:33:20 PM
Angelica Klein	ok, Thank you	9:33:33 PM
Ashutosh Mishra	Let me transfer you to a specialist who can better address your concern.	9:34:09 PM
	<i>Ashutosh Mishra is transferring the chat to Shashwat Verma.</i>	9:34:21 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:34:41 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:34:44 PM
	Hello Angelica	9:34:51 PM
	Sorry for keeping you waiting	9:34:58 PM
	Kindly allow me two minutes to check the same.	9:35:13 PM
Angelica Klein	ok thank you	9:35:26 PM
Shashwat Verma	Are you getting any pop for that? (Edited)	9:36:20 PM
Angelica Klein	yes, still Pop out saying that my lincense is expired in 2 days	9:37:30 PM
Shashwat Verma	Let me check the issue at your end	9:37:55 PM
	May I take the remote access of your local computer?	9:38:03 PM
Angelica Klein	yes, please. Do you want me to log in Quick books too?	9:38:45 PM
Shashwat Verma	No problem	9:39:05 PM
	If it's not confidential then.	9:39:28 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:39:57 PM
	https://assist.acecloudhosting.com/join/8552619988	9:40:07 PM
	Kindly Click on the link and open the downloaded file.	9:40:10 PM
Angelica Klein	ok	9:40:52 PM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:42:35 PM
	Angelica, thanks for the remote session, we have noted your request and will update the same and will inform you on email once we are done with it	9:49:22 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:49:23 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!	9:49:25 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/>)

Shashwat Verma has ended this chat session

9:49:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Apr, 9:08:12 PM

#75364 John V Ferraro

Email: jferraro@paragusit.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: BALTIMORE

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 54 Secs

John V Ferraro	Hello, I am your Acebuddy	9 Apr, 9:08:14 PM
Acebuddy	Hello John V Ferraro, I'm your Ace Buddy. I'll be happy to assist you!	9:08:15 PM
	Whom Would You Like to Connect With?	9:08:15 PM
John V Ferraro	Technical Support (QB & App Hosting)	9:08:20 PM
Acebuddy	Welcome to Ace Support.	9:08:20 PM
	Please chose an option :	9:08:20 PM
John V Ferraro	I'd like to raise a Request	9:08:27 PM
Acebuddy	Please select your request type.	9:08:27 PM
John V Ferraro	Other Request	9:08:34 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our	9:08:35 PM

technicians will connect with you for further assistance.

If you are facing any issue/problem with your server, Please select the appropriate option below :

9:08:35 PM

John V Ferraro No, That'll be all!

9:09:09 PM

Acebuddy Thank you for contacting Ace Support, Have a nice day!

9:09:09 PM

Acebuddy has ended this chat session

9:09:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Apr, 11:39:03 PM

#75749 Stephanie Craven

Email: stephanie@peaklandscapeinc.com **Phone:** 15304481936

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: TRUCKEE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 53 Secs

Stephanie Craven	Hello, I am your Acebuddy	17 Apr, 11:39:04 PM
Acebuddy	Hello Stephanie, I'm your Ace Buddy. I'll be happy to assist you!	11:39:05 PM
	Whom Would You Like to Connect With?	11:39:05 PM
Stephanie Craven	Technical Support (QB & App Hosting)	11:40:08 PM
Acebuddy	Welcome to Ace Support.	11:40:08 PM
	Please chose an option :	11:40:08 PM
Stephanie Craven	I'd like to raise a Request	11:40:14 PM
Acebuddy		

11:40:14 PM

Please select your request type.

Stephanie Craven

Application Update

11:40:25 PM

Acebuddy

Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.

11:40:25 PM

Typically, the application update is performed overnight.

Do you need any further assistance on the topic?

11:40:25 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.

18 Apr, 12:24:57 AM

Ended due to chat idle timeout

12:24:57 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Apr, 12:48:18 AM

#75596 Aleta

Email: aleta_marie@yahoo.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 41 Secs

City: PLANTERSVILLE

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 36 Secs

Aleta

Hello, I am your Acebuddy

15 Apr, 12:48:19 AM

Acebuddy

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

12:48:20 AM

Whom Would You Like to Connect With?

12:48:20 AM

Aleta	Technical Support (QB & App Hosting)	12:48:25 AM
Acebuddy	Welcome to Ace Support.	12:48:25 AM
	Please chose an option :	12:48:25 AM
Aleta	I'd like to report an Issue	12:48:32 AM
Acebuddy	Please select an option!	12:48:33 AM
Aleta	QuickBooks Issue	12:48:39 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:48:39 AM
Aleta	QuickBooks Login Issue	12:48:43 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	12:48:43 AM
	Was that helpful?	12:48:43 AM
Aleta	No	12:48:48 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:48:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:48:48 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	12:49:59 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	12:50:16 AM
Aleta	ok - I'm trying to add the cloud to my new computer and it's not letting me log in.	12:50:37 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:51:40 AM
Aleta	The download is called Jared_BPP	12:52:14 AM
	It says the remote computer is BusinessBPPLLC	12:53:07 AM
Sanyam Madan	May I take the remote access of your local computer?	12:54:22 AM
Aleta	Sure	12:54:30 AM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	12:55:03 AM
Aleta	ok	12:55:13 AM
Sanyam Madan	Kindly paste this link in the browser of local computer and join the session.	12:55:23 AM
	https://assist.acecloudhosting.com/join/1012538254	12:55:27 AM
Aleta	ok	12:56:54 AM
Sanyam Madan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:57:10 AM
Aleta	Ok	1:11:28 AM
Sanyam Madan	As per discussion over the remote session, The issue is resolved by changing the configuration of RDP file	1:11:44 AM
		1:11:49 AM

	Is there anything else I may help you with ?	
Aleta	thanks	1:11:50 AM
	no	1:11:53 AM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:12:42 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:12:48 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:12:52 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/)	

Sanyam Madan has ended this chat session

1:12:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Apr, 12:07:57 AM

#75848 Mark Stouffer

Email: stoufferconstruction@gmail.com ☎ 15204018577

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 18 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 11 Secs

Mark Stouffer	Hello, I am your Acebuddy	22 Apr, 12:07:58 AM
Acebuddy	Hello Mark Stouffer, I'm your Ace Buddy. I'll be happy to assist you!	12:07:59 AM
	Whom Would You Like to Connect With?	12:07:59 AM
Mark Stouffer	Technical Support (QB & App Hosting)	12:08:06 AM
Acebuddy	Welcome to Ace Support.	12:08:07 AM
	Please chose an option :	12:08:07 AM
Mark Stouffer	I'd like to report an Issue	12:08:12 AM
Acebuddy	Please select an option!	12:08:12 AM
Mark Stouffer	QuickBooks Issue	12:08:15 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:08:15 AM
Mark Stouffer	QuickBooks is Frozen	12:08:22 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:08:22 AM
	Was that helpful?	12:08:22 AM
Mark Stouffer	No	12:08:26 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:08:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:08:26 AM
	<i>Tushar accepted the chat transfer request.</i>	12:08:39 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	12:08:43 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:08:58 AM
Mark Stouffer	Stouffer construction. The server is MarkSto.NPR01	12:09:35 AM
Tushar	Kindly allow me two minutes to check the same.	12:10:10 AM
Mark Stouffer	I can get into the server, but QuickBooks won't launch, and the unfreeze utility is also frozen.	12:10:46 AM
Tushar	Thank you for waiting. (Edited)	12:12:29 AM
	May I know if this is the first time and are other users also facing the same issue?	12:13:15 AM
Mark Stouffer	This is the first time I've tried to log in today, but not the first time ever. No other users are currently logged in	12:13:53 AM
Tushar	Okay I will be ending your QuickBooks session from task manager. (Edited)	12:14:58 AM
	Kindly try to re-open QuickBooks.	12:16:03 AM
Mark Stouffer	I tried. If it's going to work it'll be slow. Seems to have stopped trying	12:17:01 AM
Tushar	We will now have to reboot the server as it is a shared server we will have to notify all users it will take around 5 minutes.	12:18:23 AM

Mark Stouffer	Okay	12:18:36 AM
Tushar	The server will reboot in 5 minutes and QuickBooks will run normally.	12:21:39 AM
	As the chat session is ended from your side.	12:23:01 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:23:03 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:23:06 AM

Tushar has ended this chat session

12:23:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Apr, 10:53:28 PM

#75236 elbie

Email: elbie@outsmartsolutions.com ☎ 9726852715

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: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 1 Sec

elbie	Hello, I am your Acebuddy	6 Apr, 10:53:29 PM
Acebuddy	Hello Elbie, I'm your Ace Buddy. I'll be happy to assist you!	10:53:30 PM
	Whom Would You Like to Connect With?	10:53:30 PM
elbie	Technical Support (QB & App Hosting)	10:53:39 PM
Acebuddy	Welcome to Ace Support.	10:53:39 PM
	Please chose an option :	10:53:39 PM

elbie	I'd like to raise a Request	10:53:45 PM
Acebuddy	Please select your request type.	10:53:45 PM
elbie	Application Version Upgrade	10:53:49 PM
Acebuddy	Please select the application you would like to upgrade :	10:53:49 PM
elbie	QuickBooks	10:53:52 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	10:53:53 PM
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code	10:53:53 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	10:53:53 PM
	Do you need any further assistance on the topic?	10:53:53 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.	11:34:31 PM

Ended due to chat idle timeout

11:34:31 PM



