

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 5:36:20 PM

#81830 ayiana
Email: ayiana@franklinassociates.com 📞 2257689060
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 33 Secs
City: BATON ROUGE
State: Louisiana
Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 32 Secs

ayiana	Hello, I am your Acebuddy	23 Sep, 5:36:21 PM
Acebuddy	Hello Ayiana, I'm your Ace Buddy. I'll be happy to assist you!	5:36:22 PM
	Whom Would You Like to Connect With?	5:36:22 PM
ayiana	Technical Support (QB & App Hosting)	5:36:26 PM
Acebuddy	Welcome to Ace Support.	5:36:26 PM
	Please chose an option :	5:36:26 PM
ayiana	I'd like to report an Issue	5:36:32 PM
Acebuddy	Please select an option!	5:36:32 PM
ayiana	Other Issue	5:36:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:36:38 PM
ayiana	My computer updated to Windows 11, and now I’m unable to log in to the hosting. Please advise if there are steps I should take to resolve this. Also, I’ll need to update the hosting environment to Windows 11 if required, since QuickBooks will no longer s	5:38:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:38:49 PM
	Acebuddy (bot) forwarded the chat request	5:38:49 PM
	Vikas Singh Chauhan accepted the chat transfer request.	5:38:56 PM

Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	5:39:24 PM
ayiana	Hi there! :)	5:39:42 PM
Vikas Singh Chauhan	Hello	5:39:54 PM
	Are you not able to connect to server ?	5:40:06 PM
ayiana	no :(ever since i updated to windows 11 yesterday i can't seem to get in	5:40:30 PM
Vikas Singh Chauhan	Okay	5:40:42 PM
	I deeply apologize for the inconvenience caused to you.	5:40:52 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:40:58 PM
ayiana	no, it's not your fault! The server name is Franklin Associates, and the username is Ayiana Givens	5:41:30 PM
Vikas Singh Chauhan	Okay	5:43:13 PM
	Thank you for the details.	5:43:27 PM
	May I take the remote access of your local computer?	5:44:04 PM
ayiana	it's no problem! Is it possible once this is resolved that we can update the hosting to windows 11 as well? It seems Quickbooks won't support 10 soon	5:44:33 PM
	you may take remote access :)	5:44:43 PM
Vikas Singh Chauhan	Okay, I think you are getting alert of Windows 10 will be out of support from Intuit.	5:45:27 PM
ayiana	exactly! :D	5:45:44 PM
Vikas Singh Chauhan	No need to worry as Quickbook are hosted on Server based system not on windows 10 or 11.	5:46:18 PM
ayiana	awesome, thank you!	5:46:48 PM
Vikas Singh Chauhan	Have you tried connecting to server from your local computer today ?	5:47:22 PM
	Is it working ?	5:47:28 PM
ayiana	it is not working :(5:47:40 PM
	I can't login, as it is asking for a password into the hosting I don't have	5:47:57 PM
Vikas Singh Chauhan	Okay, I will connect to your local computer now.	5:48:18 PM
	<p>Also,</p> <p>would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server , your application is hosted on a server-based operating system.</p> <p>We assure you that:</p> <p>The version of the operating system installed on our servers is fully compatible with your QuickBooks application.</p> <p>We regularly apply all latest security patches and updates released by Microsoft without any delay.</p> <p>There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks.</p>	5:48:23 PM

	Prior providing the access, I would suggest you to close any important documents at your end.	5:48:30 PM
	https://assist.acecloudhosting.com/join/4562063062	5:48:37 PM
	Kindly paste this link in the browser of local computer and join the session.	5:48:45 PM
	Are we still connected here?	5:49:27 PM
ayiana	yes!	5:49:52 PM
Vikas Singh Chauhan	Okay	5:49:59 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:54:15 PM
	Is there anything else I may help you with ?	5:55:05 PM
ayiana	nope! Thank you so much for your help :)	5:55:20 PM
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:55:30 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	5:55:37 PM
	Have a good one.	5:55:42 PM
ayiana	you too!	5:55:51 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	5:55:53 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81967 Arturo Neto

26 Sep, 8:50:44 AM

Email: aneto@lightbridgeacademy.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: CYPRESS

State: Texas


Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 18 Secs

Arturo Neto	Hello, I am your Acebuddy	26 Sep, 8:50:44 AM
Acebuddy	Hello Arturo Neto, I'm your Ace Buddy. I'll be happy to assist you!	8:50:45 AM
	Whom Would You Like to Connect With?	8:50:45 AM
Arturo Neto	Technical Support (QB & App Hosting)	8:50:49 AM
Acebuddy	Welcome to Ace Support.	8:50:49 AM
	Please chose an option :	8:50:49 AM
Arturo Neto	I'd like to report an Issue	8:50:53 AM
Acebuddy	Please select an option!	8:50:53 AM
Arturo Neto	Other Issue	8:50:57 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:50:57 AM
Arturo Neto	remote desktop access	8:51:05 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:51:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:51:05 AM
	<i>Rohan accepted the chat transfer request.</i>	8:51:12 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	8:51:17 AM
Arturo Neto	my username is Arturo.N	8:51:54 AM
Rohan	Hi Arturo, it seems our last chat got disconnected from your end.	8:52:22 AM
	Thanks for the confirmation !	8:52:28 AM
	Kindly allow me two minutes to check the same.	8:52:32 AM
	May I know what error you are getting while accessing the server ?	8:52:53 AM
Arturo Neto	logon attempt failed	8:53:20 AM
Rohan	Thank you for the details	8:54:26 AM

	Kindly allow me 4-5 minutes to check the same.	8:56:06 AM
	May I take the remote access of your local computer?	9:00:23 AM
Arturo Neto	sure	9:00:31 AM
Rohan	Actually I'm not able to find any username by this Arturo.N	9:00:47 AM
	Thanks for the confirmation !	9:00:56 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:01:03 AM
Arturo Neto	<i>9:01:10 AM</i> Arturo Neto is sharing a file with you image.png - (Size:24.88 KB)	9:01:10 AM
	I see Arturo.N	9:01:27 AM
Rohan	Thank you for more deails. Please allow me some time to check this onc more	9:01:57 AM
	Yes I was able to find that However it is in disabled state.	9:03:00 AM
Arturo Neto	when was it disabled?	9:03:13 AM
	<i>9:04:20 AM</i> Rohan is sharing a file with you image.png - (Size:18.39 KB) <i>Please check this once</i>	9:04:20 AM
	Rohan	It was disabled by Lorenzo Perez on 16th Sep
Arturo Neto	ok thank you	9:04:56 AM
Rohan	Is there anything else I may help you with ?	9:05:12 AM
	Are we still connected here?	9:09:07 AM
Arturo Neto	yes, all good. thank you	9:09:18 AM
Rohan	Thanks for the confirmation !	9:09:52 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:09:56 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.	9:09:59 AM
	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/)	
	<i>Rohan has ended this chat session</i>	9:10:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 10:56:21 PM

#81130 Eileen Brewer

Email: eileen@smartspotkc.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: KANSAS CITY

State: Kansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 40 Secs

Eileen Brewer	Hello, I am your Acebuddy	3 Sep, 10:56:22 PM
Acebuddy	Hello Eileen Brewer, I'm your Ace Buddy. I'll be happy to assist you!	10:56:23 PM
	Whom Would You Like to Connect With?	10:56:23 PM
Eileen Brewer	Technical Support (QB & App Hosting)	10:56:29 PM
Acebuddy	Welcome to Ace Support.	10:56:29 PM
	Please chose an option :	10:56:29 PM
Eileen Brewer	I'd like to raise a Request	10:56:36 PM
Acebuddy	Please select your request type.	10:56:36 PM
Eileen Brewer	Other Request	10:56:48 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.	10:56:48 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:56:48 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.	11:31:02 PM

Ended due to chat idle timeout

11:31:03 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Sep, 8:39:16 PM

#81247 office
Email: office@mermanusa.com ☎ 12035701995
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: 21 Secs
City: GREENWICH
State: Connecticut
Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 2 Secs

office	Hello, I am your Acebuddy	7 Sep, 8:39:17 PM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	8:39:18 PM
	Whom Would You Like to Connect With?	8:39:18 PM
office	Technical Support (QB & App Hosting)	8:39:24 PM
Acebuddy	Welcome to Ace Support.	8:39:24 PM
	Please chose an option :	8:39:24 PM
office	I'd like to report an Issue	8:39:31 PM
Acebuddy	Please select an option!	8:39:32 PM
office	QuickBooks Issue	8:39:36 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:39:36 PM
office	Other QB related issue	8:39:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:39:45 PM
	8:45:26 PMoffice is sharing a file with you	

	IMG_7261.JPG - (Size:7.6 MB)	8:45:26 PM
	<i>I set up email "to" field with two persons in QB</i>	
	Please wait while we connect you to a Support Representative	8:45:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:45:27 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:45:32 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:45:36 PM
	Hello	8:45:43 PM
office	<i>8:45:53 PMoffice is sharing a file with you</i> IMG_7262.JPG - (Size:7.75 MB)	8:45:53 PM
	<i>And only one person received email in Gmail.</i>	
	This is what is happening in the hosted environment.	8:46:20 PM
Shashwat Verma	I will surely help you with this issue.	8:46:31 PM
	May I take the remote access of your server?	8:47:17 PM
	Are we still connected here?	8:50:01 PM
	Are we still connected here?	8:52:39 PM
	Are we still connected here?	8:54:04 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.	8:56:16 PM
	<i>Shashwat Verma has ended this chat session</i>	8:56:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81184 ricky pais

Email: ricky@brannanhessel.cpa

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

5 Sep, 1:59:14 AM

Device: Desktop
Average Response Time: 25 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 14 Secs

ricky pais	Hello, I am your Acebuddy	5 Sep, 1:59:15 AM
Acebuddy	Hello Ricky, I'm your Ace Buddy. I'll be happy to assist you!	1:59:15 AM
	Whom Would You Like to Connect With?	1:59:15 AM
ricky pais	Technical Support (QB & App Hosting)	1:59:30 AM
Acebuddy	Welcome to Ace Support.	1:59:30 AM
	Please chose an option :	1:59:30 AM
ricky pais	I'd like to report an Issue	1:59:35 AM
Acebuddy	Please select an option!	1:59:35 AM
ricky pais	QuickBooks Issue	1:59:39 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:59:39 AM
ricky pais	Other QB related issue	1:59:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:59:44 AM
ricky pais	I was trying to open a clients accountants copy, but there is some kind of issue, it said it "was not updated completely" or something. i ran it through the file doctor, but now it wants me to update again, but there are at least 2 errors in updates.	2:02:15 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:02:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:02:16 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:02:34 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:02:39 AM
ricky pais	thank you	2:03:12 AM
Anjainay Singh	I understand your concern and assure you the complete resolution for the issue.	2:04:36 AM
	Could you please confirm your server name?	2:04:59 AM
ricky pais	HSProSerie.myrealdata.net	2:05:13 AM
Anjainay Singh	Thankyou for your confirmation.	2:05:56 AM
	I am verifying the QuickBooks update at my end. (Edited)	2:06:56 AM
ricky pais	ok, please do not reset the server. there are several people working in it. if it needs updated, please wait for tonight.	2:07:34 AM

Anjainay Singh	Sure as I can see QB need to be updated Ricky, and as you informed me to update it in night hours I will schedule the update accordingly and once it is done we will inform you over an email.	2:08:32 AM
ricky pais	thank you, once the update is done. please verify the 2 errors in "critical fixes" and "maintenance releases" are both resolved.	2:09:23 AM
Anjainay Singh	Sure I will do that for you.	2:09:25 AM
ricky pais	thank you	2:09:31 AM
Anjainay Singh	Ricky, Is there anything else I may help you with?	2:09:32 AM
ricky pais	no, hopefully not and this will hopefully resolve the issue with the quickbooks file. thank you	2:09:51 AM
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:09:52 AM
ricky pais	ok	2:09:58 AM
Anjainay Singh	I will take care of it.	2:10:06 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:10:11 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	2:10:20 AM
	Anjainay Singh has ended this chat session	2:10:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81309 Lavanya Keetha

Email: lavanya@smsolutionsinc.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: GOLCONDA

State: Telangana

Country: INDIA

9 Sep, 9:51:23 AM

Lavanya Keetha	Hello, I am your Acebuddy	9 Sep, 9:51:24 AM
Acebuddy	Hello Lavanya Keetha, I'm your Ace Buddy. I'll be happy to assist you!	9:51:25 AM
	Whom Would You Like to Connect With?	9:51:25 AM
Lavanya Keetha	Technical Support (QB & App Hosting)	9:52:20 AM
Acebuddy	Welcome to Ace Support.	9:52:20 AM
	Please chose an option :	9:52:20 AM
Lavanya Keetha	I'd like to report an Issue	9:52:28 AM
Acebuddy	Please select an option!	9:52:29 AM
Lavanya Keetha	QuickBooks Issue	9:52:33 AM
Acebuddy	What type of QuickBooks Issue are you facing?	9:52:34 AM
Lavanya Keetha	QuickBooks Login Issue	9:52:41 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	9:52:41 AM
	Was that helpful?	9:52:41 AM
Lavanya Keetha	No	9:52:49 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:52:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:52:49 AM
	<i>9:52:53 AM</i> Lavanya Keetha is sharing a file with you 1_image.png - (Size:84.63 KB)	9:52:53 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:53:02 AM
	<i>Shubham Kataria is transferring the chat to Rohan.</i>	9:53:12 AM
	<i>Rohan accepted the chat transfer request.</i>	9:53:16 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	9:53:21 AM
Lavanya Keetha	Hi Rohan, Please.	9:53:33 AM
Rohan	Hello Lavanya, how are you doing today ?	9:53:42 AM
Lavanya Keetha	doing good.	9:54:06 AM
Rohan	I will surely help you with this issue.	9:54:24 AM
Lavanya Keetha	thank you	9:54:32 AM
Rohan	Kindly allow me 4-5 minutes to check the same.	9:54:36 AM
Lavanya Keetha	Okay	9:54:41 AM
Rohan	May I take the remote access of your local computer?	9:56:01 AM

Lavanya Keetha	yes, you can	9:56:16 AM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	9:56:22 AM
Lavanya Keetha	sure	9:56:30 AM
Rohan	Kindly Copy and Paste the below in any browser of your Local PC and Join the session	9:57:19 AM
	https://assist.acecloudhosting.com/join/2532312723	9:57:20 AM
	Lavanyaa, Are you there?	10:18:28 AM
	I wanted to inform you that I have confirmed your existing password is not correct and this user is not enrolled in the Self-Care Portal. Therefore, either Venugopal Mukkavilli can reset the password directly, or he can send us an email authorizing the reset. We will be waiting for the email.	10:20:50 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:20:53 AM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	10:20:55 AM
	<i>Rohan has ended this chat session</i>	10:20:56 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81231 aprasla

Email: aprasla@anishcpa.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

6 Sep, 6:14:32 PM

Average Response Time: 1 Min 24 Secs
City: MIRA ROAD
State: Maharashtra
Country: INDIA

Chat Transcript

Chat Duration : 1 Hour 6 Mins

aprasla	Hello, I am your Acebuddy	6 Sep, 6:14:33 PM
Acebuddy	Hello Aziz, I'm your Ace Buddy. I'll be happy to assist you!	6:14:35 PM
	Whom Would You Like to Connect With?	6:14:35 PM
aprasla	VDI/DaaS Support	6:14:41 PM
Acebuddy	Please wait while we connect you to an available Representative.	6:14:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:14:41 PM
aprasla	hi	6:14:45 PM
	<i>Sushant accepted the chat transfer request.</i>	6:15:01 PM
	Rdp not working	6:15:49 PM
Sushant	Thank you for contacting Ace Cloud Hosting. My name is Sushant. I will be assisting you today. — —	6:16:18 PM
	May I know your company name please.	6:16:40 PM
aprasla	anishkarediallc	6:16:48 PM
	hello	6:17:59 PM
Sushant	yes	6:18:14 PM
	Please wait while we connect you to our concern team.	6:18:46 PM
aprasla	OK	6:18:50 PM
	<i>Sushant is transferring the chat to Support(QB & App Hosting).</i>	6:19:53 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:19:59 PM
	HI	6:20:08 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:20:24 PM
aprasla	K	6:20:30 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:20:41 PM
aprasla	Azizalip	6:21:09 PM
Shubham Maurya	Okay, Is this your username?	6:22:37 PM

aprasla	yes	6:22:47 PM
Shubham Maurya	Thanks for sharing username, please can you also share your server name so that we can fetch your right account.	6:23:28 PM
aprasla	anishkarediallc	6:24:28 PM
Shubham Maurya	Thanks for the details Aziz, Please allow me few minutes to check.	6:25:27 PM
aprasla	Anishkarediallc.myrealddata.net	6:25:29 PM
Shubham Maurya	Thanks for the patience Aziz, please do let me know the error or issue which you are facing while connecting with RDP.	6:29:17 PM
aprasla	Not Working Properly Very Slow	6:30:05 PM
Shubham Maurya	From how long you are facing this issue and how many users are facing same issue please do let me know?	6:30:55 PM
aprasla	Not Able to Do My Work	6:31:08 PM
	From Today	6:31:39 PM
Shubham Maurya	Is there any error message while preforming the task on server?	6:32:35 PM
aprasla	No	6:33:17 PM
Shubham Maurya	May I take the remote access of your local computer?	6:33:36 PM
aprasla	yes	6:33:53 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/5012647548	6:35:02 PM
	May I take the remote access of your local computer?	6:35:11 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:35:16 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:36:00 PM
	Your screen 1 is not visible please can you disconnect it for a while?	6:38:47 PM
	Please try to use it now.	6:42:58 PM
aprasla	still not working	6:44:31 PM
Shubham Maurya	Your screen 1 again grayed out, please bring browser tab on screen 2.	6:46:46 PM
aprasla	r u there	7:16:40 PM
	<i>7:19:00 PMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:679 Bytes)</i> <i>Please check this sign which shown the network connectivity, it's showing full at our end.</i>	7:19:00 PM
	<i>aziz has ended this chat session</i>	7:20:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 12:05:40 AM

#81761 Heather Nicklow

Email: heather@amc-pa.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: 2 Secs

City: NEW EAGLE


State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 37 Secs

Heather Nicklow	Hello, I am your Acebuddy	22 Sep, 12:05:41 AM
Acebuddy	Hello Heather Nicklow, I'm your Ace Buddy. I'll be happy to assist you!	12:05:42 AM
	Whom Would You Like to Connect With?	12:05:42 AM
Heather Nicklow	Technical Support (QB & App Hosting)	12:06:52 AM
Acebuddy	Welcome to Ace Support.	12:06:52 AM
	Please chose an option :	12:06:52 AM
Heather Nicklow	I'd like to raise a Request	12:07:40 AM
Acebuddy	Please select your request type.	12:07:40 AM
Heather Nicklow	Setup Ace Server	12:07:47 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	12:07:47 AM
Heather Nicklow	Microsoft Windows	12:07:56 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	12:07:56 AM
	Do you need any further assistance on the topic?	12:07:56 AM

Heather Nicklow	Yes	12:08:07 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:08:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:08:07 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:08:57 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:09:00 AM
	Hello Heather	12:09:06 AM
	I will surely help you with this issue.	12:10:29 AM
	May I take the remote access of your local computer?	12:10:34 AM
	Are we still connected here?	12:12:16 AM
	Are we still connected here?	12:13:42 AM
	Are we still connected here?	12:15:02 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:16:16 AM
	<i>Shashwat Verma has ended this chat session</i>	12:16:18 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81987 hairong shi

Email: hairong@lugranite.com 📞 15592989998

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: 41 Secs


City: CLOVIS

State: California

Country: UNITED STATES

26 Sep, 10:19:27 PM

hairong shi	Hello, I am your Acebuddy	26 Sep, 10:19:27 PM
Acebuddy	Hello Hairong Shi, I'm your Ace Buddy. I'll be happy to assist you!	10:19:28 PM
	Whom Would You Like to Connect With?	10:19:28 PM
hairong shi	Technical Support (QB & App Hosting)	10:19:41 PM
Acebuddy	Welcome to Ace Support.	10:19:41 PM
	Please chose an option :	10:19:41 PM
hairong shi	I'd like to report an Issue	10:19:50 PM
Acebuddy	Please select an option!	10:19:50 PM
hairong shi	Password Reset	10:19:56 PM
Acebuddy	Please select an option below	10:19:56 PM
hairong shi	Not Enrolled to Selfcare Portal	10:20:07 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.	10:20:07 PM
	Do you need any further assistance on the topic?	10:20:07 PM
hairong shi	Yes	10:20:54 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:20:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:20:54 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:21:06 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:21:10 PM
	Hello	10:21:15 PM
	How are you?	10:21:18 PM
hairong shi	hello	10:21:20 PM
	i did not request a password reset	10:21:41 PM
	but i received a email said my password has been reset, now i can not login	10:22:24 PM
Shashwat Verma	Could you please share me the email screenshot?	10:22:33 PM
	Okay	10:22:40 PM
hairong shi	ok, hold on	10:22:51 PM
Shashwat Verma	Also please share your username?	10:23:38 PM
	Are we still connected here?	10:27:14 PM
	Are we still connected here?	10:30:06 PM

	As checked you are connected on another chat.	10:31:15 PM
	<i>Shashwat Verma has ended this chat session</i>	10:31:18 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 11:52:21 PM

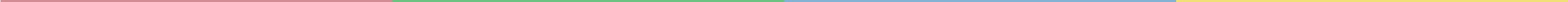
#81285 Palash Agrawal
Email: palash.agrawal@taxsamaritan.com
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 3 Mins 6 Secs
City: CHATUA
State: Madhya Pradesh
Country: INDIA

Chat Transcript

Chat Duration : 23 Mins 7 Secs

Palash Agrawal	Hello, I am your Acebuddy	8 Sep, 11:52:21 PM
Acebuddy	Hello Palash Agrawal, I'm your Ace Buddy. I'll be happy to assist you!	11:52:22 PM
	Whom Would You Like to Connect With?	11:52:22 PM
Palash Agrawal	Technical Support (QB & App Hosting)	11:52:34 PM
Acebuddy	Welcome to Ace Support.	11:52:34 PM
	Please chose an option :	11:52:34 PM
Palash Agrawal	I'd like to report an Issue	11:52:42 PM
Acebuddy	Please select an option!	11:52:42 PM
Palash Agrawal	Other Issue	11:52:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:52:47 PM

Palash Agrawal	Remote Desktop is not working	11:53:05 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:53:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:53:05 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	11:53:19 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	11:53:23 PM
	Hello Palash , how are you doing	11:53:35 PM
Palash Agrawal	Im good	11:53:43 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:53:58 PM
Palash Agrawal	sure	11:54:06 PM
	where is server name	11:54:50 PM
Sanyam Madan	May I take the remote access of your local computer?	11:55:02 PM
Palash Agrawal	yes	11:55:43 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	11:55:56 PM
	https://assist.acecloudhosting.com/join/4802093797	11:55:58 PM
	Kindly paste this link in the browser of local computer and join the session.	11:56:01 PM
Palash Agrawal	done	11:57:55 PM
Sanyam Madan	Is there anything else I may help you with ?	9 Sep, 12:15:04 AM
Palash Agrawal	no thanks	12:15:20 AM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	12:15:21 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:15:26 AM
	<i>Sanyam Madan has ended this chat session</i>	12:15:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 12:17:39 AM

#82054 arinehart

Email: arinehart@mescherlaw.com 📞 13094445990

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: CHICAGO
State: Illinois
Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 38 Secs

arinehart	Hello, I am your Acebuddy	30 Sep, 12:17:39 AM
Acebuddy	Hello Arinehart, I'm your Ace Buddy. I'll be happy to assist you!	12:17:40 AM
	Whom Would You Like to Connect With?	12:17:40 AM
arinehart	Technical Support (QB & App Hosting)	12:17:58 AM
Acebuddy	Welcome to Ace Support.	12:17:58 AM
	Please chose an option :	12:17:58 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:53:18 AM
	Ended due to chat idle timeout	12:53:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 2:08:12 AM

#81185 Darren Story
Email: darren@strong.ag ☎ 14156097482
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop

Average Response Time: 15 Secs

City: WATSONVILLE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 2 Secs

Darren Story	Hello, I am your Acebuddy	5 Sep, 2:08:13 AM
Acebuddy	Hello Darren Story, I'm your Ace Buddy. I'll be happy to assist you!	2:08:13 AM
	Whom Would You Like to Connect With?	2:08:13 AM
Darren Story	Technical Support (QB & App Hosting)	2:08:22 AM
Acebuddy	Welcome to Ace Support.	2:08:22 AM
	Please chose an option :	2:08:22 AM
Darren Story	I'd like to report an Issue	2:08:28 AM
Acebuddy	Please select an option!	2:08:28 AM
Darren Story	Other Issue	2:08:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:08:42 AM
Darren Story	This Ace Connect sucks. I can't resize the window	2:08:56 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:08:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:08:57 AM
	<i>Gaurav kumar declined the transfer request.</i>	2:09:06 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:09:12 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:09:17 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:09:20 AM
Darren Story	DarrenStory	2:09:40 AM
	SAMInc	2:09:46 AM
Yash Kalra	Hello Darren, Kindly allow me two minutes to check the same.	2:10:07 AM
	May I take the remote access of your local computer in order to resolve the issue?	2:10:41 AM
Darren Story	yes	2:10:47 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	2:11:00 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/6112431622	2:11:06 AM
	Darren, we assisted you regarding resizing server window.	2:21:09 AM

	Is there anything else I may help you with ? (Edited)	
	Are we still connected here?	2:21:24 AM
	Are we still connected here?	2:23:35 AM
	Are we still connected here?	2:25:10 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:25:13 AM
	<i>Yash Kalra has ended this chat session</i>	2:25:15 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 11:49:56 PM

#81553 sabino
Email: sabino@kevinbarry.com ☎ 8184471400
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: PANORAMA CITY
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 24 Secs

sabino	Hello, I am your Acebuddy	15 Sep, 11:49:58 PM
Acebuddy	Hello Sabino, I'm your Ace Buddy. I'll be happy to assist you!	11:49:58 PM
	Whom Would You Like to Connect With?	11:49:58 PM
sabino	Technical Support (QB & App Hosting)	11:50:37 PM
Acebuddy	Welcome to Ace Support.	11:50:37 PM
	Please chose an option :	11:50:37 PM

sabino	I'd like to raise a Request	11:50:47 PM
Acebuddy	Please select your request type.	11:50:47 PM
sabino	Application Version Upgrade	11:51:17 PM
Acebuddy	Please select the application you would like to upgrade :	11:51:17 PM
sabino	Other Application	11:51:23 PM
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server desktop.	11:51:23 PM
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.	11:51:23 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.	11:51:23 PM
	Do you need any further assistance on the topic?	11:51:23 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	16 Sep, 12:22:22 AM
	Ended due to chat idle timeout	12:22:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81628 Brian Brian Bugagga

Email: bbugagga@isumail.ac.ug 📞 256773065866

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: SEGUKU

State: Central

Country: UGANDA

17 Sep, 6:26:58 PM

Chat Transcript		Chat Duration : 28 Mins 30 Secs
Brian Brian Bugagga	Hello, I am your Acebuddy	17 Sep, 6:26:59 PM
Acebuddy	Hello Consolate Gabriella Wangwe, I'm your Ace Buddy. I'll be happy to assist you!	6:27:00 PM
	Whom Would You Like to Connect With?	6:27:00 PM
Brian Brian Bugagga	Managed IT	6:28:28 PM
Acebuddy	Please wait while we connect you to an available Representative.	6:28:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:28:28 PM
	<i>Suneetha Barre accepted the chat transfer request.</i>	6:28:38 PM
Brian Brian Bugagga	Hello Suneetha Barre	6:28:51 PM
	Thank you for joining me on the chat today	6:29:08 PM
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?	6:29:14 PM
Brian Brian Bugagga	One of our Quickbooks users forgot their password	6:29:35 PM
	could you please assist with the reset?	6:29:55 PM
	If I share the user rdp session?	6:30:07 PM
Suneetha Barre	Hello Gabriella	6:30:09 PM
	I will surely assist you on this Kindly confirm your business name	6:30:34 PM
Brian Brian Bugagga	myrealdata\DanielGro - that is the user Account Name: International School of Uganda	6:35:14 PM
	Please give me a minute	6:35:28 PM
Suneetha Barre	Thank you for sharing the details.	6:35:42 PM
	Kindly allow me to transfer this chat to concerned team	6:35:57 PM
Brian Brian Bugagga	<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i>	6:36:08 PM
	alright Suneetha	6:36:10 PM
	thank you	6:36:12 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	6:36:54 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	6:37:00 PM
	kindly allow me 2 minutes to check the same (Edited)	6:37:33 PM
Brian Brian Bugagga	Hello Sanyam	6:39:14 PM
	Thank you very much	6:39:23 PM
	<i>The visitor's name, email address and phone number were changed.</i>	6:41:37 PM
Sanyam Madan	The user you mentioned has been disabled due to inactivity. You can either ask Brian Bugagga (POC)	6:41:40 PM

	to enable the user via MyPortal, or we can assist you with this.	
	We can also assist you how to Manage MyPortal from your end by taking remote access	6:44:49 PM
	Are we still connected here?	6:46:14 PM
Brian Brian Bugagga	Hello Sanyam	6:46:55 PM
	I was in touch with Brian - he was in for a meetin	6:47:09 PM
	I think I have figured out how to - is this the right place	6:47:27 PM
Sanyam Madan	Please send us an email from the registered email address(bbugagga@isumail.ac.ug) at support@acecloudhosting.com so that we could proceed further with the request.	6:48:54 PM
	We will do it right away as soon as we recieve the mail	6:49:43 PM
Brian Brian Bugagga	<i>6:51:35 PM</i> Brian Brian Bugagga is sharing a file with you <i>image.png</i> - (<i>Size:478.53 KB</i>)	6:51:35 PM
	<i>Is this right?</i>	
Brian Brian Bugagga	is that where the change need to happen?	6:51:43 PM
Sanyam Madan	May I take the remote access of your local computer? so that i can guide you further in the process	6:52:20 PM
	yes	6:52:28 PM
Brian Brian Bugagga	thank you so much	6:53:07 PM
Sanyam Madan	Have you figured out the process?	6:54:45 PM
Brian Brian Bugagga	I think we are good now	6:55:01 PM
	thank you	6:55:07 PM
Sanyam Madan	Is there anything else I may help you with ?	6:55:07 PM
Brian Brian Bugagga	for your guidance	6:55:10 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:55:19 PM
Brian Brian Bugagga	I appreciate your patience as well	6:55:21 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:55:26 PM
Brian Brian Bugagga	absolutely	6:55:29 PM

Sanyam Madan has ended this chat session

6:55:30 PM



Hello, I am your Acebuddy

Visitor Details

11 Sep, 9:21:19 PM

#81431 Jay Thakor
Email: jay@hfcpllc.com
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 8 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 21 Secs

Jay Thakor	Hello, I am your Acebuddy	11 Sep, 9:21:19 PM
Acebuddy	Hello Jay Thakor, I'm your Ace Buddy. I'll be happy to assist you!	9:21:20 PM
	Whom Would You Like to Connect With?	9:21:20 PM
Jay Thakor	Technical Support (QB & App Hosting)	9:21:37 PM
Acebuddy	Welcome to Ace Support.	9:21:37 PM
	Please chose an option :	9:21:37 PM
Jay Thakor	I'd like to report an Issue	9:21:43 PM
Acebuddy	Please select an option!	9:21:44 PM
Jay Thakor	QuickBooks Issue	9:21:47 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:21:47 PM
Jay Thakor	QuickBooks Login Issue	9:21:59 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:21:59 PM
	Was that helpful?	9:21:59 PM
Jay Thakor	No	9:22:05 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:22:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:22:05 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:22:11 PM

Jay Thakor	Hi Sujeet	9:22:16 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:22:17 PM
	Hello Jay	9:22:20 PM
	How are you doing?	9:22:34 PM
Jay Thakor	I am unable to login into QBD	9:22:41 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:23:07 PM
Jay Thakor	Doing great	9:23:20 PM
	Server Name : HFCPA.myrealddata.net User Name : Jay	9:23:36 PM
	How about you?	9:23:37 PM
Sujeet Kumar Suman	I'm doing well, thank you for asking	9:23:58 PM
	Thank you for the information and allow 2 minutes to check the same.	9:24:13 PM
Jay Thakor	Ok	9:24:20 PM
Sujeet Kumar Suman	Thank you for your patience.	9:25:06 PM
	Are you encountering any errors when trying to access it?	9:25:08 PM
Jay Thakor	Yes	9:26:04 PM
Sujeet Kumar Suman	Could you please share a screenshot of the prompt that appears when you click on it?	9:26:15 PM
Jay Thakor	When I tried to open the QB file, it's required windows adminstrator password.	9:26:32 PM
	I tried to upload an image but it's bnit uploading.	9:28:01 PM
	I am unsure what needs to be done	9:28:03 PM
	9:28:27 PMJay Thakor is sharing a file with you 1_image.png - (Size:41.13 KB)	9:28:27 PM
Sujeet Kumar Suman	Are you the only one experiencing this issue, or are others affected as well?	9:28:27 PM
	Thank you for the screenshot.	9:28:41 PM
Jay Thakor	Yes, I am only one who is affecting this issue	9:29:08 PM
	9:29:38 PMJay Thakor is sharing a file with you image.png - (Size:41.13 KB)	9:29:38 PM
Sujeet Kumar Suman	Thank you for your patience.	9:32:15 PM
Jay Thakor	Ok	9:32:41 PM
	Can I open the File now?	9:33:06 PM
Sujeet Kumar Suman	We have made some changes from the backend. Kindly guide all users to log out from the server, as we need to reboot it from the backend to apply these changes.	9:34:40 PM
Jay Thakor	Because I don't have access of all user.	9:35:33 PM
		9:35:37 PM

	Sorry!!	
Sujeet Kumar Suman	Okay, let me message you on the server.	9:35:57 PM
Jay Thakor	Ok	9:36:04 PM
	As I can't guide all the users to log out from server.	9:36:16 PM
Sujeet Kumar Suman	Kindly allow me two minutes.	9:37:03 PM
Jay Thakor	Okk	9:37:14 PM
	Ok	9:37:29 PM
Sujeet Kumar Suman	We have sent a message to all users and are waiting for them to log off from the server	9:39:20 PM
	We have rebooted the server from the backend. We will inform you once it is back online.”	9:44:50 PM
	Thank you for your patience and cooperation with us.	9:44:57 PM
	Are we still connected here?	9:46:28 PM
	This message has been deleted	9:46:46 PM
	Are we still connected here?	9:48:05 PM
	Are we still connected here?	9:50:03 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.	9:50:10 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	9:50:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 3:35:10 PM

#81194 George Fowler

Email: gpmfowler@gmail.com 📞 8478991763

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 37 Secs

George Fowler	Hello, I am your Acebuddy	5 Sep, 3:35:11 PM
Acebuddy	Hello Gpmfowler, I'm your Ace Buddy. I'll be happy to assist you!	3:35:12 PM
	Whom Would You Like to Connect With?	3:35:12 PM
George Fowler	Technical Support (QB & App Hosting)	3:35:49 PM
Acebuddy	Welcome to Ace Support.	3:35:49 PM
	Please chose an option :	3:35:49 PM
George Fowler	I'd like to report an Issue	3:35:55 PM
Acebuddy	Please select an option!	3:35:55 PM
George Fowler	QuickBooks Issue	3:37:05 PM
Acebuddy	What type of QuickBooks Issue are you facing?	3:37:05 PM
George Fowler	Other QB related issue	3:41:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:41:24 PM
George Fowler	company file not appearing	3:43:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:43:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:43:40 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	3:43:49 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	3:44:04 PM
	I deeply apologize for the inconvenience caused to you.	3:44:15 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:44:26 PM
George Fowler	candlelite	3:45:21 PM
	george fowler	3:45:23 PM
Vikas Singh Chauhan	Thanks for the confirmation !	3:46:01 PM
	Are you getting any error while opening the company file ?	3:46:31 PM
	If yes, please share the error message or screenshot of error.	3:46:50 PM
George Fowler	i am not see the company file in my list	3:47:20 PM
	can you help me add it?	3:47:24 PM

Vikas Singh Chauhan	Sure, what is the name of the company file ?	3:48:21 PM
George Fowler	Candlelite Holdings	3:49:11 PM
Vikas Singh Chauhan	Okay, Thank you	3:49:33 PM
	May I take the remote access of your local computer?	3:49:41 PM
George Fowler	yes	3:50:13 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	3:50:22 PM
	https://assist.acecloudhosting.com/join/1162404267	3:50:45 PM
	Kindly paste this link in the browser of local computer and join the session.	3:51:01 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.	3:59:47 PM
	Is there anything else I may help you with ?	4:16:27 PM
	Are we still connected here?	4:18:13 PM
	Are we still connected here?	4:19:07 PM
	Are we still connected here?	4:20:12 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:21:39 PM
	Have a good one.	4:21:45 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	4:21:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 29 Sep, 9:36:32 PM

#82042 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop
Average Response Time: 59 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 45 Secs

info	Hello, I am your Acebuddy	29 Sep, 9:36:32 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	9:36:33 PM
	Whom Would You Like to Connect With?	9:36:33 PM
info	Technical Support (QB & App Hosting)	9:36:41 PM
Acebuddy	Welcome to Ace Support.	9:36:41 PM
	Please chose an option :	9:36:41 PM
info	I'd like to raise a Request	9:36:58 PM
Acebuddy	Please select your request type.	9:36:58 PM
info	Password Reset	9:37:06 PM
Acebuddy	Please select an option below	9:37:06 PM
info	Not Enrolled to Selfcare Portal	9:37:48 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:37:48 PM
	Do you need any further assistance on the topic?	9:37:48 PM
info	Restart	9:38:02 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	9:38:02 PM
	Whom Would You Like to Connect With?	9:38:02 PM
info	Technical Support (QB & App Hosting)	9:38:08 PM
Acebuddy	Welcome to Ace Support.	9:38:08 PM
	Please chose an option :	9:38:08 PM
info	I'd like to raise a Request	9:38:15 PM
Acebuddy	Please select your request type.	9:38:15 PM
info	Other Request	9:38:22 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:38:22 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:38:22 PM

info	Yes, I'm facing issues with my server	9:38:32 PM
Acebuddy	Please select an option!	9:38:32 PM
info	Other Issue	9:38:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:38:37 PM
info	Password Expiry Notice showing	9:39:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:39:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:39:03 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:40:28 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:40:35 PM
info	Hello, I haven't signed in for a while, forgot the answers for the questions (password reset)	9:41:28 PM
Manish Singh	I will surely help you with this issue.	9:41:48 PM
	Kindly allow me two minutes to check the same.	9:41:56 PM
info	thanks you	9:41:57 PM
Manish Singh	Kindly help me with your user name?	9:43:11 PM
info	Acct2016	9:43:21 PM
	I'm little confused	9:44:02 PM
	I think there are user name and account name	9:44:18 PM
	<i>9:44:56 PMManish Singh is sharing a file with you</i> <i>image.png - (Size:35.56 KB)</i>	9:44:56 PM
	Jung Mi is my name, and the user name	9:45:02 PM
Manish Singh	Kindly let me know which one is yours	9:45:06 PM
info	Jung.M	9:45:26 PM
	is the one	9:45:29 PM
Manish Singh	Kindly allow me two minutes to check the same.	9:45:56 PM
info	okay	9:46:03 PM
Manish Singh	May I know if you are trying to reset password via Myportal or Selfcare portal? (Edited)	9:47:39 PM
info	I'm not sure, I just want to reset password for Jung.M	9:48:51 PM
Manish Singh	May I take the remote access of your local computer?	9:49:37 PM
info	Yes	9:49:57 PM
Manish Singh	https://assist.acecloudhosting.com/join/7602932047	9:50:36 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:50:45 PM
	Kindly paste this link in the browser of local computer and join the session.	9:50:52 PM

info	Thanks	9:51:35 PM
	I have joined the session	9:53:21 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:55:38 PM
	As the issue is resolved.	10:01:50 PM
	Is there anything else I may help you with ?	10:01:53 PM
info	no sir	10:02:00 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	10:02:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:02:10 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	10:02:14 PM
	<i>Manish Singh has ended this chat session</i>	10:02:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81601 steven

Email: steven@lynncpas.com 📞 17204703581

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

16 Sep, 10:53:39 PM


Average Response Time: 40 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 32 Secs

steven	Hello, I am your Acebuddy	16 Sep, 10:53:40 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	10:53:41 PM
	Whom Would You Like to Connect With?	10:53:41 PM
steven	Technical Support (QB & App Hosting)	10:53:47 PM
Acebuddy	Welcome to Ace Support.	10:53:47 PM
	Please chose an option :	10:53:47 PM
steven	I'd like to raise a Request	10:53:53 PM
Acebuddy	Please select your request type.	10:53:54 PM
steven	Other Request	10:54:11 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.	10:54:11 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:54:11 PM
steven	Yes, I'm facing issues with my server	10:54:22 PM
Acebuddy	Please select an option!	10:54:22 PM
steven	Other Issue	10:54:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:54:26 PM
steven	I need an application to be uninstalled and re installed immedietly	10:54:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:54:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:54:49 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:54:52 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:55:01 PM
	I deeply apologize for the inconvenience caused to you.	10:55:12 PM
steven	I have my tax software provider on the phone currently and am trying to get a program to be uninstalled and reinstalled	10:55:34 PM
	the program is Lacerte Tax Planner 2024 and I need it done right now because I have the other tech support on the phone	10:56:04 PM
Abhay Kumar		10:56:15 PM

Saraswat	Okay.	
	I will be surely assisting you with this.	10:56:23 PM
	Is this for account: Lynn CPAs LLC ?	10:56:34 PM
steven	yes	10:56:43 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	10:56:48 PM
	Would you like me to uninstall Lacerte Tax Planner 2024 and reinstall it?	10:58:35 PM
steven	yes	10:58:59 PM
Abhay Kumar Saraswat	Kindly allow me two minutes to jump on your server.	10:59:20 PM
steven	ok	10:59:25 PM
Abhay Kumar Saraswat	Please stay with me.	10:59:39 PM
steven	ok	11:00:10 PM
	any issues?	11:02:24 PM
Abhay Kumar Saraswat	Thank you for your patience.	11:02:52 PM
	I'm going to uninstall it first and it will take some time.	11:03:25 PM
	I'll keep you updated.	11:03:31 PM
	Steven, could you please logged out from the Lacerte 2024 ?	11:05:43 PM
	<i>11:05:51 PM</i> Abhay Kumar Saraswat is sharing a file with you image.png - (Size:3.19 KB)	11:05:51 PM
	It is running under your profile.	11:05:58 PM
	I'm getting an error while uninstalling that someone on server using Lacerte 2024 .	11:06:35 PM
steven	lacerte 2024 is logged out	11:06:36 PM
	I dont need lacerte uninstalled just the planner	11:06:52 PM
Abhay Kumar Saraswat	Yes, they both are interconnected.	11:07:49 PM
steven	I am not logged into either	11:08:08 PM
Abhay Kumar Saraswat	Great, let me proceed further then.	11:08:44 PM
steven	Ok it should be all logged out	11:09:20 PM
Abhay Kumar Saraswat	I can see you still logged in on server.	11:10:02 PM
steven	Let me logged you out from the server.	11:10:13 PM
	ok thats fine	11:10:25 PM
Abhay Kumar Saraswat	Please save your unsaved work.	11:10:37 PM

steven	ok	11:11:11 PM
Abhay Kumar Saraswat	Please confirm, so I can logged you out from the server.	11:11:29 PM
steven	its good to go i will lose you however because the chat is in the server	11:11:48 PM
Abhay Kumar Saraswat	You can initiate another chat from your local PC, I'll disconnect this and join the another one.	11:12:37 PM
Abhay Kumar Saraswat has ended this chat session		11:17:12 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 9:45:58 PM

#82087 jean duvall

Email: jean@marinecitycontracting.com ☎ 18105313586

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: WEST BLOOMFIELD

State: Michigan

Country: UNITED STATES

Chat Transcript		Chat Duration : 46 Secs
jean duvall	Hello, I am your Acebuddy	30 Sep, 9:45:59 PM
Acebuddy	Hello Jean Duvall, I'm your Ace Buddy. I'll be happy to assist you!	9:46:00 PM
	Whom Would You Like to Connect With?	9:46:00 PM
jean duvall	Technical Support (QB & App Hosting)	9:46:06 PM
Acebuddy	Welcome to Ace Support.	9:46:06 PM
	Please chose an option :	9:46:06 PM

jean duvall	I'd like to report an Issue	9:46:13 PM
Acebuddy	Please select an option!	9:46:13 PM
jean duvall	QuickBooks Issue	9:46:19 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:46:19 PM
jean duvall	QuickBooks Update	9:46:24 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	9:46:24 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	9:46:24 PM
	Do you need any further assistance on the topic?	9:46:24 PM
jean duvall	No	9:46:45 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:46:45 PM
	Acebuddy has ended this chat session	9:46:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81145 Tony Lee

Email: support@claccounting.tax 📞 19097189780

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: 27 Secs

City: EL MONTE

State: California

Country: UNITED STATES

4 Sep, 2:24:39 AM

Tony Lee	Hello, I am your Acebuddy	4 Sep, 2:24:40 AM
Acebuddy	Hello Tien Hao Lee, I'm your Ace Buddy. I'll be happy to assist you!	2:24:41 AM
	Whom Would You Like to Connect With?	2:24:41 AM
Tony Lee	Technical Support (QB & App Hosting)	2:24:44 AM
Acebuddy	Welcome to Ace Support.	2:24:44 AM
	Please chose an option :	2:24:44 AM
Tony Lee	I'd like to raise a Request	2:24:49 AM
Acebuddy	Please select your request type.	2:24:50 AM
Tony Lee	Application Update	2:24:56 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.	2:24:56 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	2:24:56 AM
Tony Lee	Yes	2:25:06 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:25:06 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:25:06 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:25:17 AM
Tony Lee	I need to update 2024 Lacerte	2:25:19 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:25:22 AM
Tony Lee	CLaccounting.myrealdata.net	2:25:27 AM
Anjainay Singh	Hello Tien , How are you?	2:26:12 AM
Tony Lee	good	2:26:17 AM
	help me update 2024 Lacerte	2:26:21 AM
Anjainay Singh	Sure Tien , I will update the Lacerte 2024 on your behalf and will inform you over an email.	2:27:05 AM
Tony Lee	ok	2:27:46 AM
	thanks	2:27:46 AM
	let me know when its done	2:27:48 AM
	i need it asap cause i have to use to file out return	2:27:56 AM
Anjainay Singh	This process will take only 15 minutes and once it is updated I will inform you over an email.	2:28:00 AM
Tony Lee	ok	2:28:07 AM

Anjainay Singh	I have started the update.	2:28:32 AM
	Is there anything else I may help you with ?	2:28:39 AM
	The update will end soon and then we need to reboot the server in order to complete it.	2:29:22 AM
	Are we still connected here?	2:30:47 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:31:40 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:31:52 AM
Anjainay Singh has ended this chat session		2:32:33 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 9:54:30 PM

#81266 Maria Clemente

Email: mclemente@twyliteinvestments.com ☎ 1242762627

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 23 Secs

Maria Clemente	Hello, I am your Acebuddy	8 Sep, 9:54:31 PM
Acebuddy	Hello Maria Clemente, I'm your Ace Buddy. I'll be happy to assist you!	9:54:32 PM
	Whom Would You Like to Connect With?	9:54:32 PM
Maria Clemente	Technical Support (QB & App Hosting)	9:54:43 PM

Acebuddy	Welcome to Ace Support.	9:54:43 PM
	Please chose an option :	9:54:43 PM
Maria Clemente	I'd like to report an Issue	9:54:51 PM
Acebuddy	Please select an option!	9:54:51 PM
Maria Clemente	QuickBooks Issue	9:54:57 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:54:57 PM
Maria Clemente	Other QB related issue	9:56:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:56:10 PM
Maria Clemente	Can not open any company	9:56:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:57:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:57:00 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:57:19 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:57:24 PM
	Hello Maria	9:57:29 PM
Maria Clemente	hi	9:57:45 PM
Sujeet Kumar Suman	How are you doing?	9:57:56 PM
	Are you the only one experiencing this issue, or are others affected as well?	9:58:14 PM
Maria Clemente	when I try to open a company it says 6189-816 error	9:58:30 PM
	Just me	9:58:41 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	9:58:45 PM
	Are you facing this problem with a particular company file or with all company files?	9:59:28 PM
Maria Clemente	I paid today because I had to change the credit card, don"t know if this is the problem	9:59:30 PM
	All company files	9:59:42 PM
Sujeet Kumar Suman	Kindly share a screenshot so we can identify the issue correctly.	10:01:03 PM
Maria Clemente	ok	10:01:32 PM
Sujeet Kumar Suman	No worries, I will surely assist you.	10:01:33 PM
Maria Clemente	How do Ishare it?	10:02:56 PM
Sujeet Kumar Suman	No issue.	10:03:04 PM
	May I take the remote access of your server?	10:03:08 PM
Maria Clemente	yes	10:03:31 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	10:03:39 PM

	Kindly approve.	10:03:54 PM
Maria Clemente	ok	10:04:09 PM
Sujeet Kumar Suman	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:04:42 PM
Maria Clemente	ok	10:04:57 PM
Sujeet Kumar Suman	could you please show me the error?	10:05:54 PM
	Thank you for your patience.	10:15:57 PM
	The QuickBooks application is being updated. Once the update is complete, we will inform you.	10:16:46 PM
	We have successfully disconnected the remote session from the backend.	10:17:59 PM
	We are still updating the QuickBooks application from the backend. Please stay connected on chat. Thank you in advance	10:21:55 PM
Maria Clemente	ok thanks	10:22:47 PM
Sujeet Kumar Suman	We really appreciate your patience and cooperation. As QuickBooks is still updating, we will inform you once the update is complete	10:26:51 PM
Maria Clemente	ok	10:27:25 PM
Sujeet Kumar Suman	QuickBooks has now been fully updated. Please log into the server and let us know if you are still facing any errors	10:29:06 PM
	Are we still connected here?	10:30:30 PM
Maria Clemente	yes give me a moment please	10:32:20 PM
Sujeet Kumar Suman	Sure, please take your time	10:32:25 PM
Maria Clemente	Perfect I Thanks	10:35:24 PM
Sujeet Kumar Suman	Thanks for the confirmation !	10:35:26 PM
	Is there anything else I may help you with ?	10:35:29 PM
Maria Clemente	no thanks	10:35:44 PM
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:35:46 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:35:48 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p>	10:35:52 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 10:58:41 PM

#81990 hairong shi
Email: hairong@lugranite.com 📞 15592989998
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 43 Secs
City: CLOVIS
State: California
Country: UNITED STATES

Chat Transcript

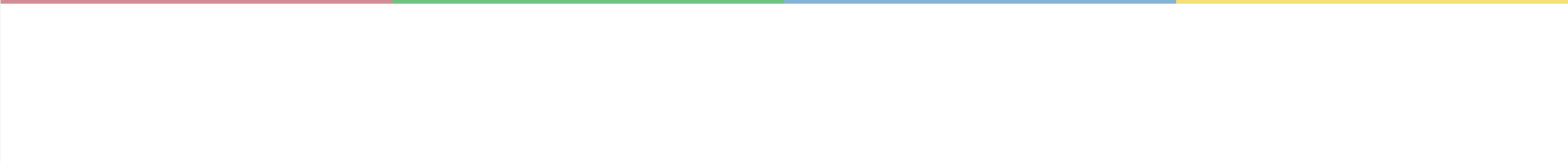
Chat Duration : 11 Mins 36 Secs

hairong shi	Hello, I am your Acebuddy	26 Sep, 10:58:42 PM
Acebuddy	Hello Hairong Shi, I'm your Ace Buddy. I'll be happy to assist you!	10:58:43 PM
	Whom Would You Like to Connect With?	10:58:43 PM
hairong shi	Technical Support (QB & App Hosting)	10:58:49 PM
Acebuddy	Welcome to Ace Support.	10:58:49 PM
	Please chose an option :	10:58:49 PM
hairong shi	I'd like to report an Issue	10:58:55 PM
Acebuddy	Please select an option!	10:58:55 PM
hairong shi	Password Reset	10:58:59 PM
Acebuddy	Please select an option below	10:58:59 PM

hairong shi	Not Enrolled to Selfcare Portal	10:59:06 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	10:59:06 PM
	Do you need any further assistance on the topic?	10:59:06 PM
hairong shi	Yes	10:59:11 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:59:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:59:11 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:59:22 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:59:25 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:59:28 PM
hairong shi	hi, i do not know what happen i received a email again , said my password has been reset again base on a request , but i did not request	11:00:50 PM
	15 mins before, i had a same issue , i reported, got my password restord	11:01:43 PM
Yash Kalra	Please confirm if your account name is: (Edited)	11:01:43 PM
	LU CABINET & GRANITE	11:01:46 PM
hairong shi	and i happened again, i can not login now	11:02:01 PM
	yes	11:02:09 PM
	username LU2	11:02:28 PM
Yash Kalra	Kindly allow me two minutes to check the previous ticket.	11:02:40 PM
hairong shi	ok, txs	11:02:51 PM
	thxs	11:02:58 PM
Yash Kalra	May I take the remote access of your local computer to assist you regarding the password reset?	11:04:50 PM
hairong shi	yes	11:05:17 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	11:05:20 PM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/5772608761	11:05:33 PM

Yash Kalra has ended this chat session

11:10:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 9:20:19 PM

#81904 Ganesh
Email: infocohenassociates@gmail.com 📞 +91 8447018372
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: 1 Min 3 Secs
City: GAUTAM BUDDHA NAGAR
State: Uttar Pradesh
Country: INDIA

Chat Transcript

Chat Duration : 17 Mins 25 Secs

Ganesh	Hello, I am your Acebuddy	24 Sep, 9:20:20 PM
Acebuddy	Hello Infocohenassociates, I'm your Ace Buddy. I'll be happy to assist you!	9:20:21 PM
	Whom Would You Like to Connect With?	9:20:21 PM
Ganesh	Technical Support (QB & App Hosting)	9:20:26 PM
Acebuddy	Welcome to Ace Support.	9:20:26 PM
	Please chose an option :	9:20:26 PM
Ganesh	I'd like to report an Issue	9:20:36 PM
Acebuddy	Please select an option!	9:20:36 PM
Ganesh	Other Issue	9:20:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:20:42 PM
Ganesh	Issue is Server slowness, so please restart all users	9:21:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:21:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:21:02 PM
	<i>Arun Sharma declined the transfer request.</i>	9:21:17 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:21:34 PM

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:21:39 PM
	Hello	9:21:42 PM
	How are you?	9:21:45 PM
Ganesh	yes, iam fine	9:21:52 PM
	Issue is Server slowness, so please restart all users	9:22:00 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	9:22:46 PM
Ganesh	sure	9:22:52 PM
Shashwat Verma	We are checking the resources of the server for further troubleshooting	9:26:20 PM
Ganesh	Allow me 2-3 mins	9:26:29 PM
	no prob.	9:26:36 PM
	need 2 minutes, iam just coming pls do not stop this chat	9:26:42 PM
Shashwat Verma	Sure	9:26:48 PM
	As per the ticket id #749127, you have already informed about the slowness issue on the server	9:29:35 PM
Ganesh	plz restart the users	9:30:17 PM
	if posble	9:30:42 PM
Shashwat Verma	Would like to inform you that server is working fine from our end, hence as per the process we can't reboot the server, moreover your issue resolution is our priority hence would like to have some details	9:32:08 PM
Ganesh	and plz share the status of this ticket id #749127	9:32:28 PM
	what details	9:32:56 PM
Shashwat Verma	Yes, as the ticket is already in escalation department, hence we required some of the details from your end	9:33:06 PM
	Let me know your name. Is any other user affected? Is the issue with a particular application or with the whole server?	9:34:01 PM
Ganesh	Ganesh Pande	9:34:45 PM
Shashwat Verma	Is the slowness constant, or does it occur at specific times of the day? Were there any recent changes made (e.g., software updates, configuration changes, etc.)? Can you specify the exact time when the slowness was first noticed or when it was at its peak?	9:34:51 PM
	BK1, 4, ect	9:35:12 PM
	9:35:29 PMGanesh is sharing a file with you 1_image.png - (Size:26.16 KB)	9:35:29 PM
	this is the mail	9:35:35 PM
Shashwat Verma	Right Ganesh	9:36:02 PM
Ganesh	plz share the status of this ticket	9:36:05 PM
	helo?	9:37:18 PM

	r u ther?	9:37:21 PM
Shashwat Verma	The above ticket is in a waiting response status, as we requested the preferred time and direct contact number of the affected users to allow our escalation team to check the statistics at their local end.	9:37:31 PM
Ganesh	bye	9:37:39 PM
	thank u	9:37:41 PM
infocohenassociates has ended this chat session		9:37:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 3:49:03 PM

#81672 ymehta
Email: ymehta@accountingresourcesinc.com
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 49 Secs
City: MUDRADI
State: Karnataka
Country: INDIA

Chat Transcript

Chat Duration : 36 Mins 1 Sec

ymehta	Hello, I am your Acebuddy	18 Sep, 3:49:04 PM
Acebuddy	Hello Ymehta, I'm your Ace Buddy. I'll be happy to assist you!	3:49:05 PM
	Whom Would You Like to Connect With?	3:49:05 PM
ymehta	Technical Support (QB & App Hosting)	3:49:09 PM
Acebuddy	Welcome to Ace Support.	3:49:09 PM
	Please chose an option :	3:49:09 PM

ymehta	I'd like to report an Issue	3:49:21 PM
Acebuddy	Please select an option!	3:49:21 PM
ymehta	QuickBooks Issue	3:49:25 PM
Acebuddy	What type of QuickBooks Issue are you facing?	3:49:25 PM
ymehta	QuickBooks Login Issue	3:49:32 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	3:49:33 PM
	Was that helpful?	3:49:33 PM
ymehta	No	3:49:41 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:49:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:49:41 PM
	<i>Arjun Sikarwar declined the transfer request.</i>	3:49:48 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	3:49:49 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	3:50:07 PM
	<i>3:50:17 PMymehta is sharing a file with you</i> <i>image.png - (Size:9.22 KB)</i> <i>received this error while trying to get into the QB file</i>	3:50:17 PM
	I deeply apologize for the inconvenience caused to you.	3:50:45 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:50:52 PM
ymehta	ARIINC.myrealdata.net User name - yashit.mh	3:51:50 PM
Vikas Singh Chauhan	Thanks for the confirmation !	3:52:52 PM
	Allow me to connect to the server and check the details.	3:53:26 PM
ymehta	okay	3:53:32 PM
	D:\Client data\Greater Hartford Community Foundation - it is in this path	3:53:48 PM
Vikas Singh Chauhan	Thank you !!	3:54:10 PM
	Could you let me know the company name or the account name.	3:55:03 PM
ymehta	Accounting recources inc	3:57:30 PM
	the Qb file name is - Travelers championship	3:57:52 PM
Vikas Singh Chauhan	Okay, got it. Allow me 2 minutes please.	3:58:48 PM
	I have made the changes from the backend. Could you please try to open the same file now.	4:01:51 PM
ymehta	It still shows the same error	4:04:01 PM
Vikas Singh Chauhan	Okay, please allow me 3-4 more minutes. And I will log you out after changes are made.	4:06:05 PM

ymehta	okay	4:06:25 PM
Vikas Singh Chauhan	May I take the remote access of your server?	4:07:29 PM
ymehta	can you please resolve without taking remote access?	4:07:51 PM
Vikas Singh Chauhan	Okay, no worries. One quick question. Are you opening the Quickbook first and then opening the file or you are directly opening the file ?	4:09:17 PM
ymehta	directly accessing the QB file	4:09:38 PM
Vikas Singh Chauhan	Okay. You need to open the Quickbook first and then browse and open the file from the Quickbook. This should resolve the issue but if persists, please let me know.	4:10:52 PM
	Could you please try the above step once and let me know if it still does not work.	4:11:40 PM
ymehta	I had received the same error. on March 11. 656563 - this was the ticket number	4:12:02 PM
Vikas Singh Chauhan	Okay, let me make the changes quickly, allow me 2 minutes.	4:13:04 PM
ymehta	Still receiving the same error	4:13:54 PM
Vikas Singh Chauhan	I have just made the change, I am logging you out now, please log back in and try again.	4:14:41 PM
ymehta	Okay. I am able to login now	4:16:34 PM
Vikas Singh Chauhan	Great but this is a temporary fix.	4:16:44 PM
	In order to get a permanent fix, you need admin access on the server.	4:17:00 PM
	And to get a admin access on the server. You need to get an approval from primary contact of this account via email to us.	4:17:56 PM
ymehta	can you let me know who is the primary contact? so I'll reach out and let them know	4:18:27 PM
Vikas Singh Chauhan	Sure	4:18:36 PM
	[Mr. Chris Wirth](https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&id=23102000052591249) cwirth@accountingresourcesinc.com	4:19:26 PM
ymehta	OKay. By temporary do you mean this issue will persist every time I try to login?	4:19:55 PM
Vikas Singh Chauhan	Chris is the Primary contact for this account.	4:19:56 PM
	Yes, it could reoccur again tomorrow but I will suggest you to open the Quickbook first and then company file from it.	4:20:46 PM
ymehta	Okay.	4:20:54 PM
Vikas Singh Chauhan	I will send you an email after this chat, you can ask Chris about the same and revert to same email, then we will follow-up with Chris as we need to send an disclaimer email for admin access on the server to you and Chris and Chris need to approve it.	4:22:51 PM
ymehta	Got it.	4:24:06 PM
Vikas Singh Chauhan	Is there anything else I may help you with ?	4:24:15 PM
ymehta	That'll be all. Thank you	4:24:38 PM
Vikas Singh Chauhan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:24:55 PM

	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:24:59 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	4:25:03 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	4:25:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 10:52:06 AM


#81412 shari
Email: shari@jkservicesinc.com 📞 18054079440
Department: Support(QB & App Hosting)
Operator: Rohan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 28 Secs
City: CABO SAN LUCAS
State: Baja California Sur
Country: MEXICO

Chat Transcript

Chat Duration : 24 Mins 36 Secs

shari	Hello, I am your Acebuddy	11 Sep, 10:52:07 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	10:52:08 AM

	Whom Would You Like to Connect With?	10:52:08 AM
shari	Technical Support (QB & App Hosting)	10:52:13 AM
Acebuddy	Welcome to Ace Support.	10:52:13 AM
	Please chose an option :	10:52:13 AM
shari	I'd like to report an Issue	10:52:18 AM
Acebuddy	Please select an option!	10:52:18 AM
shari	QuickBooks Issue	10:52:21 AM
Acebuddy	What type of QuickBooks Issue are you facing?	10:52:21 AM
shari	Other QB related issue	10:52:29 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:52:29 AM
shari	When I try to access merchant service deposits the file crashes. When I try to log back in my user admin is blocked saying I am already logged in	10:53:36 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:53:37 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:53:37 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	10:54:34 AM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	10:54:42 AM
shari	hi	10:54:47 AM
Ankit Kumar	I deeply apologize for the inconvenience caused to you.	10:55:12 AM
	I will be surely assisting you with this. Kindly help me with your server name and username?	10:55:24 AM
shari	JK Services Enterprise server	10:55:45 AM
	sbray	10:55:46 AM
Ankit Kumar	Thank you for the information and allow 3-4 minutes to check the same.	10:56:55 AM
	<i>Ankit Kumar is transferring the chat to Support(QB & App Hosting).</i>	10:57:45 AM
	<i>Rohan accepted the chat transfer request.</i>	10:57:51 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you onwards.	10:58:02 AM
	I will surely help you with this issue.	10:58:19 AM
	Kindly allow me two minutes to check the same.	10:58:21 AM
shari	ok	10:58:34 AM
Rohan	May I take the remote access of your server?	10:59:24 AM
shari	yes	10:59:30 AM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	10:59:37 AM
	Kindly accept the remote session request once you see the Prompt on your Server Screen	11:00:49 AM

shari	ok	11:00:50 AM
Rohan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:01:14 AM
	Please login to the server	11:11:34 AM
	Is there anything else I may help you with ?	11:13:48 AM
shari	ok thank you	11:15:11 AM
Rohan	Is it working fine now ? (Edited)	11:15:22 AM
	Are we still connected here?	11:16:36 AM
	Are we still connected here?	11:16:38 AM
	Are we still connected here?	11:16:40 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:16:41 AM
	<i>Rohan has ended this chat session</i>	11:16:43 AM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81191 Cindy Holloway

Email: qualityquicktaxoffice@gmail.com 📞 13346460662

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: DULUTH

State: Alabama

Country: UNITED STATES

5 Sep, 5:30:07 AM

Cindy Holloway	Hello, I am your Acebuddy	5 Sep, 5:30:08 AM
Acebuddy	Hello Cindy Holloway, I'm your Ace Buddy. I'll be happy to assist you!	5:30:09 AM
	Whom Would You Like to Connect With?	5:30:09 AM
Cindy Holloway	Technical Support (QB & App Hosting)	5:30:18 AM
Acebuddy	Welcome to Ace Support.	5:30:18 AM
	Please chose an option :	5:30:18 AM
Cindy Holloway	I'd like to report an Issue	5:30:23 AM
Acebuddy	Please select an option!	5:30:24 AM
Cindy Holloway	Other Issue	5:30:28 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:30:28 AM
Cindy Holloway	Lost connection with remote	5:30:50 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:30:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:30:51 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	5:30:57 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	5:31:02 AM
	Hello Cindy	5:31:20 AM
Cindy Holloway	Yes I lost my connection previously	5:31:34 AM
Abhay Kumar Saraswat	I was on your local computer and then the chat got disconnected.	5:31:43 AM
	Is there any network connectivity issue?	5:32:01 AM
Cindy Holloway	I am not sure what happened	5:32:09 AM
	Yes there is	5:32:15 AM
Abhay Kumar Saraswat	No worries.	5:32:24 AM
	I just want to confirm that when I accessed your computer a few minutes ago, you were already logged into the ACE server. Could you please clarify why you are looking to change the password while you are already connected to the server?	5:34:02 AM
Cindy Holloway	I was trying to send an email through Drake Software. It said enter your Windows password for Myrealdata and I assumed it was through Ace Hosting but it would not accept the password.	5:36:04 AM
Abhay Kumar Saraswat	Okay, let me take the remote and see the error.	5:36:37 AM
	https://assist.acecloudhosting.com/join/2972993906	5:36:39 AM

	Kindly paste this link in the browser of local computer and join the session.	5:36:43 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:37:56 AM
	Thank you for your patience.	5:56:08 AM
	As we discussed, I recommend giving us a call on our support line and, at the same time, contacting Drake support to set up a conference call. This way, our agent can assist you directly if the Drake support representative requires our involvement during the call.	5:58:07 AM
	Are we still connected here?	5:59:17 AM
	Are we still connected here?	6:00:09 AM
	Are we still connected here?	6:01:01 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.	6:02:01 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	6:02:04 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 2:46:28 PM

#81622 Barbara Kerrigan

Email: bkerrigan@accountingresourcesinc.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: IE

State: New York

Country: UN1833878695

Chat Transcript

Chat Duration : 12 Mins 14 Secs

Barbara Kerrigan	Hello, I am your Acebuddy	17 Sep, 2:46:28 PM
Acebuddy	Hello Barbara Kerrigan, I'm your Ace Buddy. I'll be happy to assist you!	2:46:29 PM
	Whom Would You Like to Connect With?	2:46:29 PM
Barbara Kerrigan	Technical Support (QB & App Hosting)	2:46:32 PM
Acebuddy	Welcome to Ace Support.	2:46:32 PM
	Please chose an option :	2:46:32 PM
Barbara Kerrigan	I'd like to report an Issue	2:46:35 PM
Acebuddy	Please select an option!	2:46:35 PM
Barbara Kerrigan	QuickBooks Issue	2:46:39 PM
Acebuddy	What type of QuickBooks Issue are you facing?	2:46:39 PM
Barbara Kerrigan	QuickBooks Login Issue	2:46:43 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	2:46:43 PM
	Was that helpful?	2:46:43 PM
Barbara Kerrigan	No	2:47:09 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:47:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:47:09 PM
Barbara Kerrigan	I have a ticket # - it is 768767	2:47:54 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	2:47:57 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	2:48:20 PM
Barbara Kerrigan	Hi. Chatting about ticket #768767. What is "CID"?	2:48:47 PM
Vikas Singh Chauhan	CID73250, this is your account CID number.	2:50:12 PM
Barbara Kerrigan	Where would I find that? On the ticket, I was asked to provide it.	2:50:54 PM
Vikas Singh Chauhan	The CID is available with Primary contact of your account.	2:53:10 PM
Barbara Kerrigan	OK, thanks. Can you help with the ticket?	2:53:39 PM
Vikas Singh Chauhan	Sure, please use the logoff icon on the desktop and log back in and kindly retry to open the file.	2:54:18 PM
	Are you logged back in to the server ?	2:55:55 PM
Barbara Kerrigan	yes, waiting for Windows to configure QB	2:56:14 PM
	I'm in - thank you! Will you close the ticket or should I reply to the email?	2:56:57 PM
Vikas Singh Chauhan	Great !!	2:57:05 PM
	Please revert to the ticket to close it and we will proceed with the closure.	2:57:22 PM
Barbara Kerrigan		

	Will do. Thanks again!	2:57:38 PM
Vikas Singh Chauhan	Barbara , Is there anything else I may help you with?	2:57:54 PM
Barbara Kerrigan	No, that was all.	2:58:11 PM
Vikas Singh Chauhan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:58:29 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:58:33 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	2:58:38 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	2:58:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81404 jackhung

Email: jackhung@jonaglobal.com ☎ 16265893869

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: 50 Secs

City: CERRITOS

State: California

Country: UNITED STATES

11 Sep, 3:30:39 AM

Chat Transcript		Chat Duration : 39 Mins 11 Secs
jackhung	Hello, I am your Acebuddy	11 Sep, 3:30:41 AM
Acebuddy	Hello Jack, I'm your Ace Buddy. I'll be happy to assist you!	3:30:42 AM
	Whom Would You Like to Connect With?	3:30:42 AM
jackhung	Technical Support (QB & App Hosting)	3:33:41 AM
Acebuddy	Welcome to Ace Support.	3:33:41 AM
	Please chose an option :	3:33:41 AM
jackhung	I'd like to report an Issue	3:33:45 AM
Acebuddy	Please select an option!	3:33:45 AM
jackhung	QuickBooks Issue	3:33:50 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:33:50 AM
jackhung	Other QB related issue	3:33:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:33:58 AM
jackhung	excel and outlooks don't work on my QB Premier	3:34:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:34:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:34:30 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	3:34:36 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:34:41 AM
	Hello Jack	3:34:50 AM
jackhung	hi	3:35:20 AM
Shashwat Verma	I will surely help you with this issue.	3:36:22 AM
	Are you able to use it by the web browser or by the application	3:37:45 AM
jackhung	what do you mean?	3:43:38 AM
	I can't export the files our from QB in excel form	3:44:08 AM
	this was fixed last time I asked for your tech support, and all of a sudden it	3:44:38 AM
	it's not working again	3:44:45 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	3:44:51 AM
jackhung	thx	3:45:01 AM
Shashwat Verma	May I take the remote access of your server?	3:49:59 AM
jackhung	yes	3:50:07 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	3:50:21 AM

jackhung	ok	3:50:31 AM
Shashwat Verma	Kindly try now to export	3:52:33 AM
	I want to see the error message	3:52:40 AM
jackhung	it suppose to give me the option to pick top item "create new worksheet"	3:53:49 AM
Shashwat Verma	Okay	3:53:58 AM
	Jack, we have checked and found that this issue occurs when the server does not have Excel installed. Since you already have an Office 365 license, Excel should work. However, for proper integration between QuickBooks and Office 365, we will need to repair the Office 365 installation and also update QuickBooks on the server.	3:56:43 AM
jackhung	the qb premier edition i have is 2016, will there be any issue if you update QB?	3:58:04 AM
Shashwat Verma	let me check for the version	3:58:29 AM
	Are you able use the same file with Qb ent 24?	3:59:15 AM
	As 2016 pre is very old version for the advanced features.	4:00:08 AM
jackhung	i am cancelling the enterprise	4:00:30 AM
	can you just update the installation of office	4:00:58 AM
Shashwat Verma	Sure	4:01:02 AM
	As it might take some time and others users to get off from the server we recommend you to get this done in off hour	4:01:07 AM
	Let me know how would you like to proceed?	4:01:41 AM
jackhung	do you need me to stay online or you can just do it for me?	4:02:07 AM
Shashwat Verma	We can do it from backend	4:02:16 AM
jackhung	ok	4:02:23 AM
	can you do it at 4 pm?	4:02:34 AM
	in 1/2 hour	4:02:47 AM
Shashwat Verma	Let me know the timezone	4:02:52 AM
jackhung	PST	4:02:57 AM
	we are in california USA	4:03:06 AM
Shashwat Verma	Got it	4:03:18 AM
jackhung	my people leave in 1/2 hour, right now it 3:33	4:03:27 AM
Shashwat Verma	Will do the same at 4pm PST	4:03:35 AM
	Is there anything else I may help you with ?	4:03:47 AM
jackhung	also the qb is not allowing me to email	4:04:25 AM
	i think may be the compatibility with 2016 version	4:05:02 AM

	maybe need to install older version of outlook?	4:05:16 AM
Shashwat Verma	See you have office 365 apps for enterprise installed on the server, older version are not supported on the server enviroment	4:06:17 AM
	We'll try to update both the application, if issue still occurs we need to check the compatibility of the Qb application	4:06:58 AM
jackhung	ok...or change office 365 to older Excel version too?	4:07:30 AM
	if that's possible	4:07:34 AM
	can you email me at jackhung@jonaglobal.com after you are done? hopefully no complications	4:08:23 AM
Shashwat Verma	Installing older version of Office 365 of which the Excel is the part is not possible as server support the latest version only	4:08:28 AM
	Sure	4:08:35 AM
	Noted	4:08:37 AM
jackhung	thx	4:08:40 AM
Shashwat Verma	Shall I close this chat?	4:09:08 AM
	Will get your app updated	4:09:17 AM
jackhung	yes...please make sure don't screw up the QB since it's an old version.....)	4:09:36 AM
Shashwat Verma	Sure	4:09:39 AM
	Noted	4:09:40 AM
jackhung	thx	4:09:42 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	4:09:46 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:09:48 AM
	<i>Shashwat Verma has ended this chat session</i>	4:09:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81887 Jennifer Snyder

Email: jsnyder@saratogaconstruction.net 📞 15185870100

24 Sep, 5:32:49 PM


Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 58 Secs
City: YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins

Jennifer Snyder	Hello, I am your Acebuddy	24 Sep, 5:32:52 PM
Acebuddy	Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you!	5:32:53 PM
	Whom Would You Like to Connect With?	5:32:53 PM
Jennifer Snyder	Technical Support (QB & App Hosting)	5:32:57 PM
Acebuddy	Welcome to Ace Support.	5:32:57 PM
	Please chose an option :	5:32:57 PM
Jennifer Snyder	I'd like to report an Issue	5:33:01 PM
Acebuddy	Please select an option!	5:33:01 PM
Jennifer Snyder	QuickBooks Issue	5:33:07 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:33:07 PM
Jennifer Snyder	Other QB related issue	5:33:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:33:11 PM
Jennifer Snyder	I can not log into QB this morning	5:33:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:33:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:33:26 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:33:44 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:33:58 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:34:13 PM
Jennifer Snyder	myrealdata\JenniferSn.q14	5:34:22 PM
	QBNXTPRE.1	5:34:59 PM
Shubham Maurya	Thanks Jennifer, please hold on let me check your account details.	5:35:55 PM
	Thanks for the patience, Please do let us know is there any error message while trying to login?	5:40:25 PM

	Other users are also facing same issue or it's just you getting this issue?	
Jennifer Snyder	It says I need administrator password	5:41:21 PM
	I am the only user in today	5:41:35 PM
Shubham Maurya	May I take the remote access of your server?	5:42:28 PM
Jennifer Snyder	yes	5:42:35 PM
	hello?	5:44:27 PM
Shubham Maurya	Yes I have shared remote session request.	5:44:38 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:44:57 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.	5:45:01 PM
	please show me the error message.	5:45:14 PM
Jennifer Snyder	ok	5:45:15 PM
	so now it is working	5:46:18 PM
Shubham Maurya	Yes, looks like it's working.	5:46:46 PM
	Please logout and test again.	5:46:55 PM
Jennifer Snyder	seems ok	5:48:58 PM
	thank you	5:49:12 PM
Shubham Maurya	Yes Jennifer, sometimes such issue occurs due to faulty cache files or network latency. If you face such issue in future please try to login after sometime time just perform a logout and login back for quick resolution.	5:50:05 PM
	Good to see it's working now.	5:50:14 PM
Jennifer Snyder	ok	5:50:15 PM
Shubham Maurya	Is there anything else I may help you with ?	5:50:18 PM
Jennifer Snyder	no	5:50:22 PM
	thank you	5:50:28 PM
Shubham Maurya	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	5:50:33 PM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:50:36 PM
	Have a good one!	5:50:44 PM
<i>Shubham Maurya has ended this chat session</i>		5:50:52 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	9 Sep, 2:51:12 PM
<p>#81318 Cheryl</p> <p>Email: clientsupport@silversfs.com ☎ 7905922798</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Vikas Singh Chauhan</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>Average Response Time: 1 Min 2 Secs</p> <p>City: NEW YORK</p> <p>State: New York</p> <p>Country: UNITED STATES</p>	

Chat Transcript

Chat Duration : 1 Hour 10 Mins

Cheryl	Hello, I am your Acebuddy	9 Sep, 2:51:13 PM
Acebuddy	Hello Clientsupport, I'm your Ace Buddy. I'll be happy to assist you!	2:51:14 PM
	Whom Would You Like to Connect With?	2:51:14 PM
Cheryl	Technical Support (QB & App Hosting)	2:51:19 PM
Acebuddy	Welcome to Ace Support.	2:51:19 PM
	Please chose an option :	2:51:19 PM
Cheryl	I'd like to report an Issue	2:51:29 PM
Acebuddy	Please select an option!	2:51:29 PM
Cheryl	Other Issue	2:51:34 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:51:34 PM
Cheryl	My server iis running very slow again. It was same yeaterday	2:51:56 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:51:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:51:57 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	2:52:07 PM
Cheryl	Hello Vikas	2:52:40 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	2:52:47 PM
Cheryl	my server is very slow\	2:52:48 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	2:53:06 PM
Cheryl	since yesterday i am facing this issue	2:53:12 PM
Vikas Singh Chauhan	I will surely help you with this issue.	2:53:31 PM
	Kindly allow me 3-4 minutes to check the same.	2:53:48 PM
Cheryl	Thankyou	2:54:31 PM
Vikas Singh Chauhan	While I connect to the server, could you please help me with the below questions to isolate the exact issue. Is the entire server slow, or only a specific application, file, or task? When did the slowness start? Is the slowness constant, or does it happen at specific times? Are all users affected, just some users, or only you? Were there any recent changes (e.g., software updates, configuration changes)?	2:55:28 PM
Cheryl	entire server is slow My kocal computer is fine	2:56:12 PM
	this is happening since last evening	2:56:26 PM
	only i am facing this issue, for others its fine	2:56:47 PM
Vikas Singh Chauhan	Thanks for the confirmation !	2:59:05 PM
	May I take the remote access of your local computer?	3:00:06 PM
Cheryl	sure	3:00:15 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	3:01:09 PM
	https://assist.acecloudhosting.com/join/1502523623	3:01:16 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:02:39 PM
	https://assist.acecloudhosting.com/join/6512922059	3:19:22 PM
Cheryl	done	3:20:48 PM
Vikas Singh Chauhan	Thank you !!	3:22:07 PM

	Are we still connected here?	3:59:53 PM
	Are we still connected here?	4:00:26 PM
	Are we still connected here?	4:01:26 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:02:10 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	4:02:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 4:29:00 AM

#81661 brandon
Email: brandon@clintonreilly.com
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 25 Secs
City: SAN JOSE
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 27 Secs

brandon	Hello, I am your Acebuddy	18 Sep, 4:29:02 AM
Acebuddy	Hello Brandon Heist, I'm your Ace Buddy. I'll be happy to assist you!	4:29:02 AM
	Whom Would You Like to Connect With?	4:29:02 AM
brandon	Technical Support (QB & App Hosting)	4:29:08 AM
Acebuddy	Welcome to Ace Support.	4:29:08 AM
	Please chose an option :	4:29:08 AM

brandon	I'd like to report an Issue	4:29:15 AM
Acebuddy	Please select an option!	4:29:15 AM
brandon	Password Reset	4:29:18 AM
Acebuddy	Please select an option below	4:29:18 AM
brandon	Not Enrolled to Selfcare Portal	4:29:24 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.	4:29:24 AM
	Do you need any further assistance on the topic?	4:29:24 AM
brandon	Yes	4:29:30 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:29:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:29:30 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	4:29:38 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:29:44 AM
brandon	Thank you	4:29:49 AM
	I need to reset my password	4:29:53 AM
	RE # 769487	4:30:03 AM
	username: brandonhei@myrealddata.net	4:30:18 AM
Anjainay Singh	Hello Brandon, I will be surely assisting you in resetting your password.	4:30:19 AM
	Could you please share the authorization from T[risha Corey] (https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&id=23102000029634672) from her email address trisha@clintonreilly.com to support@acecloudhsoting.com so that we can reset the password for you.	4:32:46 AM
brandon	Do you need me to have Trisha Corey make the request?	4:33:24 AM
Anjainay Singh	I have activated your account , could you please try to login and let me know?	4:33:59 AM
	You may ask her to send the email address or else you may contact her directly in order to get the password reset from My Portal.	4:35:15 AM
brandon	ok	4:35:48 AM
	So you reset my account	4:35:52 AM
	but I still do not have the password	4:35:56 AM
Anjainay Singh	I have activated your account which was inactive as you may have not logged into the server for long duration.	4:37:01 AM
	You may either send the approval from Trisha or I will send her My Portal instruction over an email so that Trisha can reset the password for you.	4:37:36 AM
	I will get it done from Trisha on your behalf.	4:38:11 AM
brandon		

	ok thank you!	4:38:40 AM
Anjainay Singh	Brandon Heist, Is there anything else I may help you with?	4:38:47 AM
brandon	no that is all. thank you!	4:38:53 AM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	4:38:55 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:39:21 AM
	Anjainay Singh has ended this chat session	4:39:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Sep, 3:36:46 AM

#81753 eric

Email: eric@totalfeeds.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: WEATHERFORD

State: Texas

Country: UNITED STATES

Chat Transcript		Chat Duration : 1 Hour 24 Mins
eric	Hello, I am your Acebuddy	21 Sep, 3:36:47 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:37:10 AM
	Hello Eric	3:37:15 AM
eric	The issue persists. Please reply with steps you have taken to invetigate these: This is typically caused by: Corruption in your QuickBooks invoice data QuickBooks SDK processor instability Issues in your QuickBooks environment	3:37:23 AM

Shashwat Verma	I will surely help you with this issue.	3:38:01 AM
eric	Issue is not fixed.	3:38:21 AM
Shashwat Verma	May I take the remote access of your server?	3:38:29 AM
	I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this issue.	3:38:52 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:39:23 AM
	try now to sync this file	3:39:47 AM
eric	Have you investigated the SDK issues suggested by Method Support?	3:43:34 AM
	Sync Engine just froze again.	3:44:00 AM
Shashwat Verma	Okay	3:44:56 AM
	Kindly allow me 4-5 mins	3:45:13 AM
eric	I would like an answer about the SDK issue.	3:45:27 AM
	<i>3:49:23 AMShashwat Verma is sharing a file with you</i> <i>image.png - (Size:27.32 KB)</i> <i>As suggested by Method support we have rebooted the to remove cached memory issue, as SDK is in the p</i>	3:49:23 AM
Shashwat Verma	Kindly try now to sync	3:56:22 AM
	The company file opened is approx 819 MB	4:04:38 AM
eric	What does that mean?	4:04:59 AM
Shashwat Verma	It means that it going to take time to sync the data	4:05:24 AM
eric	It can't complete the sync. I've tried several times. It freezes. Something else is wrong.	4:06:02 AM
	Our other hosting company never had this issue.	4:06:22 AM
Shashwat Verma	What is the size of that file ?	4:06:44 AM
eric	Of what file?	4:06:55 AM
Shashwat Verma	I see	4:07:13 AM
eric	It's exactly the same as this file We moved it from TRAPP to ACE.	4:07:33 AM
	We had no issues on the other server. There is something wrong with your server.	4:08:05 AM
Shashwat Verma	Eric, as far as we have checked, we found that a re-installation of the Method application is required. If the issue still persists afterward, then we may need to proceed with a QuickBooks re-installation, since it is a third-party application. Regarding the server, the resources are working fine for application functioning. It appears that the issue lies within the integration process managed by the Method application.	4:10:45 AM
eric	Well, Method says it on your end. Who do I trust?	4:11:21 AM
	What is the next step.	4:11:36 AM
Shashwat Verma	We understand your concern. After reviewing your conversation with Method support, we see that they have attributed the issue to performance. However, from our end, it appears that the problem may be	4:12:41 AM

	related to a bug or a package issue within the plugin application.	
	Kindly share me the setup file for method, will get this done for you	4:13:42 AM
	Eric, looks like its working now, application doing the sync, also able to get minimize without getting freeze.	4:21:35 AM
	Kindly check	4:21:51 AM
	Application is working fine now	4:32:50 AM
eric	It hasn't finished the sync yet.	4:33:08 AM
Shashwat Verma	Just try not make it override by multiple commands	4:33:12 AM
eric	It freezes on its own.	4:33:52 AM
	It's frozen now.	4:34:24 AM
Shashwat Verma	Eric, as per my understanding, applications is still syncing, however for your satisfaction, as per the process, we need to re-install both the applications.	4:39:08 AM
	If you allow we can proceed with the same.	4:39:36 AM
eric	Yes	4:40:14 AM
Shashwat Verma	You can see, app get unfreeze again as it is already in sync process.	4:40:14 AM
	Whenever application get over burden it get unresponsive, however its process are working in backend	4:40:48 AM
	you can also check that comments shown by app is getting changed as per the sync percent increase	4:41:12 AM
eric	It was not getting this far in the process earlier today.	4:41:57 AM
Shashwat Verma	Might be the application bug or the oversize company file is the reason for the same charactertics shown by app	4:42:06 AM
	Because you were making application over burden by multiple clicks	4:42:33 AM
	Without checking the status of app	4:42:47 AM
	Which is forcing the application to restart the whole process again and again.	4:43:17 AM
	Are we still connected here?	4:47:46 AM
eric	QB just shut down	4:48:44 AM
	Why did it shut down?	4:49:11 AM
Shashwat Verma	May be the method app shut it down	4:51:04 AM
	We have limited access of the third party applications logs	4:51:40 AM
	Eric, it might take time again, we suggest you to check the same, meanwhile we are escalating your case to the senior engineer, who will get back to you for the issue if persist again to save your precious time and efforts	4:55:30 AM
eric	OK	4:55:51 AM
Shashwat Verma	I will document all the troubleshooting I have done, will make it easy for understanding your concern.	4:56:56 AM

	Kindly share your best time on Monday and direct contact number for the same.	4:57:40 AM
eric	Any time 817-771-1924	4:58:05 AM
Shashwat Verma	Thanks for understanding!	4:58:21 AM
	We understand that this is a time-consuming process and can be challenging, but we assure you that we will get this done. As your server hosting provider, we have limited access to third-party application logs and permissions for troubleshooting. However, our engineer will make every effort to resolve the issue.	5:00:51 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:01:33 AM
	<i>Shashwat Verma has ended this chat session</i>	5:01:35 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 7:48:13 PM

#81068 Maricel

Email: admin@taxwisecorp.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: 19 Secs

City: SANTA RITA

State: Zambales

Country: PHILIPPINES

Chat Transcript

Chat Duration : 8 Mins 12 Secs

Maricel	Hello, I am your Acebuddy	2 Sep, 7:48:13 PM
	Hello, follow up please	7:48:26 PM
Dharmendra Kumar	Thank you for contacting Ace Cloud Hosting. My name is Dharmendra Kumar. I will be assisting you today.	7:50:43 PM

	Hello Liza,	7:51:04 PM
	<i>Dharmendra Kumar is transferring the chat to Sanyam Madan.</i>	7:51:53 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	7:51:59 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:52:04 PM
	Hello liza , how are you doing	7:52:21 PM
Maricel	Hi, I just want to follow up my request please	7:53:16 PM
Sanyam Madan	Sure , let me just check it real quick	7:53:41 PM
	Liza, I just checked, and our team is currently working on it. I've personally pinged them about it, and we'll provide you with an update very soon.	7:56:18 PM
Maricel	Yes please, thank you	7:57:34 PM
Sanyam Madan	Yes, don't worry, we will get back to you as soon as possible	7:58:07 PM
	Is there anything else I may help you with ?	7:58:11 PM
Maricel	none for now, thanks	7:58:28 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	7:58:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:58:33 PM
	<i>Sanyam Madan has ended this chat session</i>	7:58:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81532 Larry Garcia

Email: larry@standardus.com 📞 6302899500

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: CICERO

State: Illinois

15 Sep, 6:09:10 PM

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 55 Secs

Larry Garcia	Hello, I am your Acebuddy	15 Sep, 6:09:12 PM
Acebuddy	Hello Larry Garcia, I'm your Ace Buddy. I'll be happy to assist you!	6:09:13 PM
	Whom Would You Like to Connect With?	6:09:13 PM
Larry Garcia	Technical Support (QB & App Hosting)	6:09:21 PM
Acebuddy	Welcome to Ace Support.	6:09:21 PM
	Please chose an option :	6:09:21 PM
Larry Garcia	I'd like to report an Issue	6:09:29 PM
Acebuddy	Please select an option!	6:09:29 PM
Larry Garcia	QuickBooks Issue	6:09:34 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:09:34 PM
Larry Garcia	QuickBooks is Frozen	6:09:44 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	6:09:44 PM
	Was that helpful?	6:09:44 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:43:07 PM
	Ended due to chat idle timeout	6:43:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 10:18:06 PM

#81600 Christopher Gore

Email: chris@c3energypartners.com ☎ 14063660622

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 34 Secs
City: KENNEWICK
State: Idaho
Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 44 Secs

Christopher Gore	Hello, I am your Acebuddy	16 Sep, 10:18:07 PM
Acebuddy	Hello Chris Gore, I'm your Ace Buddy. I'll be happy to assist you!	10:18:08 PM
	Whom Would You Like to Connect With?	10:18:08 PM
Christopher Gore	Technical Support (QB & App Hosting)	10:18:14 PM
Acebuddy	Welcome to Ace Support.	10:18:14 PM
	Please chose an option :	10:18:14 PM
Christopher Gore	I'd like to report an Issue	10:18:20 PM
Acebuddy	Please select an option!	10:18:20 PM
Christopher Gore	Other Issue	10:18:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:18:26 PM
Christopher Gore	When logging into clays RDP it will sign out of Leah’s RDP.	10:19:05 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:19:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:19:06 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:19:10 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:19:19 PM
	Hello Chris , how are you?	10:19:49 PM
	Are we still connected here?	10:21:18 PM
	Are we still connected here?	10:22:19 PM
Christopher Gore	Yes	10:22:27 PM
Anjainay Singh	Could you please confirm your issue so that I can provide you right resolution?	10:23:07 PM
Christopher Gore	When logging into clays RDP it will sign out of Leah’s RDP.	10:25:00 PM
Anjainay Singh	So as I have understood that when Clay is signing into the server, Leah is getting logged out of server?	10:26:01 PM
	Are we still connected here?	10:27:09 PM
Christopher Gore	Yes	10:27:22 PM

	correct	10:27:26 PM
Anjainay Singh	Could you please confirm since when it is happening?	10:28:14 PM
Christopher Gore	today they are having issues	10:28:38 PM
Anjainay Singh	As I can see Leah is logged into the server.	10:28:49 PM
	Could you please inform Clay to log into the server so that I can observe the issue at my end?	10:29:25 PM
Christopher Gore	Yes hang on	10:29:36 PM
Anjainay Singh	Sure Chris.	10:31:05 PM
Christopher Gore	He’s about to login	10:31:33 PM
Anjainay Singh	Sure.	10:31:51 PM
	I am observing the issue at my end.	10:34:13 PM
Christopher Gore	Ok	10:34:45 PM
Anjainay Singh	Clay is still not logged in Chris , is he facing any issue at his end?	10:35:29 PM
	Could you please confirm whether Leah and Clay are working under same office network?	10:36:44 PM
Christopher Gore	Same WiFi	10:37:21 PM
	working on logging in	10:37:32 PM
Anjainay Singh	Thankyou for your confirmation.	10:37:53 PM
	I have got the issue, as windows credential manager is trying to save the old credentials on local machine.	10:38:46 PM
	Could you please provide Clay call back number in below format so that we can reach directly to him ? Call back number- Time Zone- Suitable time for call-	10:39:38 PM
	We will assist him directly over a call in resolving the issue.	10:40:08 PM
Christopher Gore	(731) 426-2764 Central time zone	10:40:16 PM
	1pm today central time	10:40:30 PM
Anjainay Singh	I will take care of this issue Chris.	10:40:40 PM
	Chris Gore, Is there anything else I may help you with?	10:40:49 PM
Christopher Gore	No thank you	10:41:34 PM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	10:41:35 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	10:41:45 PM
	<i>Anjainay Singh has ended this chat session</i>	10:41:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 8:46:25 AM

#81878 Neel
Email: ns.routine17@gmail.com 📞 9340595917
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
City: BAVDHAN
State: Maharashtra
Country: INDIA

Chat Transcript

Chat Duration : 33 Mins 3 Secs

Neel	Hello, I am your Acebuddy	24 Sep, 8:46:27 AM
Acebuddy	Hello Neel, I'm your Ace Buddy. I'll be happy to assist you!	8:46:27 AM
	Whom Would You Like to Connect With?	8:46:27 AM
Neel	Technical Support (QB & App Hosting)	8:46:59 AM
Acebuddy	Welcome to Ace Support.	8:46:59 AM
	Please chose an option :	8:46:59 AM
Neel	I'd like to raise a Request	8:47:10 AM
Acebuddy	Please select your request type.	8:47:10 AM
Neel	Other Request	8:47:20 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:47:20 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:47:20 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:19:31 AM
	Ended due to chat idle timeout	9:19:31 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 7:51:49 AM

#81462 Denise Baxley
Email: dhbaxley@comcast.net 📞 803-215-1328
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: 58 Secs
City: COLUMBIA
State: South Carolina
Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 8 Secs

Denise Baxley	Hello, I am your Acebuddy	12 Sep, 7:51:50 AM
Acebuddy	Hello Denise Baxley, I'm your Ace Buddy. I'll be happy to assist you!	7:51:51 AM
	Whom Would You Like to Connect With?	7:51:51 AM
Denise Baxley	Technical Support (QB & App Hosting)	7:51:55 AM
Acebuddy	Welcome to Ace Support.	7:51:55 AM
	Please chose an option :	7:51:55 AM
Denise Baxley	I'd like to report an Issue	7:51:59 AM
Acebuddy	Please select an option!	7:51:59 AM
Denise Baxley	Password Reset	7:52:11 AM
Acebuddy	Please select an option below	7:52:11 AM
Denise Baxley	Already Enrolled to Selfcare Portal	7:52:19 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	7:52:19 AM

	Do you need any further assistance on the topic?	7:52:19 AM
Denise Baxley	Yes	7:52:23 AM
Acebuddy	Please wait while we connect you to our Support Representative	7:52:23 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:52:23 AM
	<i>Rohan accepted the chat transfer request.</i>	7:52:28 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	7:52:36 AM
	Hello Denise, How are you doing today?	7:52:51 AM
Denise Baxley	Fine thank you	7:53:00 AM
Rohan	That's great	7:53:11 AM
	I will surely help you with this.	7:53:21 AM
	Have you tried resetting the Password through My Portal since you are the Primary contact of this account ?	7:54:07 AM
Denise Baxley	I have tried to login to the portal. I don't have the correct password. I tried to have a code sent. It was supposed to come to my phone and it also gets emailed to Brian's email. But the code has not come through on my phone	7:55:18 AM
	I've had it resent but it still did not come thought	7:55:25 AM
	I selected forgot password and had a code sent. But never got the code on my phone	7:56:20 AM
	<i>7:57:00 AMRohan is sharing a file with you</i> <i>image.png</i> - (<i>Size:41.88 KB</i>) <i>These are the details which are updated on My Portal.</i>	7:57:00 AM
Rohan	Could you please confirm if contact informations are correct or not ? (Edited)	7:57:33 AM
Denise Baxley	Yes, that's my phone number	7:57:47 AM
	but the code never came through	7:58:11 AM
Rohan	Okay, Is it possible for you to check if Brian is receving the code or not ?	7:58:42 AM
Denise Baxley	Yes that is my hone number and name. That's not my email address. It's one of the users email	7:58:49 AM
	He's not available for me to get it from	7:59:03 AM
Rohan	Brian is also added as a Primary contact on this account along with you.	7:59:25 AM
Denise Baxley	Yes.	7:59:36 AM
	I just tried resending the code again. For some reason it is not coming through on my phone. I'm not sure why	8:00:43 AM
Rohan	Okay, then I'll reset it from my end for now. Would you like to make any changes to the My Portal primary contact for future reference?	8:01:00 AM
	I will surely share this Feedback with the concerned team.	8:01:28 AM
Denise Baxley	No. I guess we can leave Brian's email address	8:02:11 AM

	But leave my phone number please.	8:02:28 AM
	I'm just not sure why I'm not getting the code	8:02:41 AM
	Thank you for resetting it.	8:02:50 AM
	If you can let me know what the password is so I can login and change user DanG's password.	8:03:12 AM
Rohan	I have already sent you the new Password for this user.	8:05:14 AM
Denise Baxley	Thank you	8:05:22 AM
Rohan	I will share this Feedback with concerned team and will see if anything needs to be fixed.	8:06:08 AM
	Are you able to receive any other messages ?	8:07:01 AM
Denise Baxley	Yes, I have gotten messages earlier today and just a few minutes ago I received a text message	8:07:26 AM
Rohan	Okay then I will inform the team	8:08:13 AM
	Is there anything else I may help you with ?	8:08:16 AM
Denise Baxley	No that is all. Thank you so much	8:08:42 AM
Rohan	Thanks for the confirmation !	8:08:51 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:08:54 AM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	8:08:55 AM

Rohan has ended this chat session

8:08:58 AM



Email: fabrizzio.r@enagic.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 36 Secs

City: BREA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 26 Secs

fabrizzio rivera	Hello, I am your Acebuddy	16 Sep, 12:23:37 AM
Acebuddy	Hello Fabrizio Rivera, I'm your Ace Buddy. I'll be happy to assist you!	12:23:38 AM
	Whom Would You Like to Connect With?	12:23:38 AM
fabrizzio rivera	Managed IT	12:23:45 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:23:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:23:45 AM
fabrizzio rivera	Dear Support Team	12:23:51 AM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	12:23:56 AM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	12:24:06 AM
	We are in need of TWO new ADMINISTRATIVE account, ASP	12:24:11 AM
	ASAP	12:24:13 AM
	Thanks	12:24:15 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:24:33 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:24:40 AM
fabrizzio rivera	You can call US via phone at 424 307 0333 or via Chat1	12:24:59 AM
Abhay Kumar Saraswat	I will be surely assisting you with this.	12:25:20 AM
fabrizzio rivera	tanks	12:25:35 AM
Abhay Kumar Saraswat	Could you please elaborate more about your request?	12:25:35 AM
fabrizzio rivera	Thanks	12:25:38 AM
Abhay Kumar Saraswat	Are we still connected here?	12:26:40 AM

fabrizzio rivera	I hope we are !	12:29:14 AM
	let me make a quick correction to my original request	12:29:38 AM
	Now, we need 3 accounts	12:29:46 AM
Abhay Kumar Saraswat	Sure.	12:29:46 AM
fabrizzio rivera	let me provide you wtih the info	12:30:52 AM
Abhay Kumar Saraswat	As per my understanding, if you wish to add three new users to your Enagic USA Inc. account, I recommend contacting the user associated with the email billing@enagic.com or by phone at +1-310-542-7700 .	12:31:29 AM
fabrizzio rivera	Reggie.c juan.c.f fabrizzio.r	12:31:36 AM
	all at ENAGIC.COM	12:31:43 AM
Abhay Kumar Saraswat	The user has admin rights to the MyPortal tool and can create new users from there, as you mentioned above.	12:33:03 AM
	<i>12:33:54 AM</i> Abhay Kumar Saraswat is sharing a file with you image.png - (Size:6.08 KB)	12:33:54 AM
fabrizzio rivera	Thanks for the info...ww'll take it from here!	12:35:13 AM
Abhay Kumar Saraswat	No worries.	12:35:25 AM
	Here is the link to access MyPortal tool: https://myportal.acecloudhosting.com	12:35:48 AM
	This message has been deleted	12:35:54 AM
	And the username will be: CID65746	12:36:17 AM
	<i>12:36:35 AM</i> Abhay Kumar Saraswat is sharing a file with you How to Manage ACE Server Users 4.pdf - (Size:1.33 MB)	12:36:35 AM
	I've attached the user guide to assist you.	12:37:02 AM
	Is there anything else I may help you with ?	12:37:07 AM
	Are we connected?	12:38:49 AM
	Are we connected here?	12:39:44 AM
	Are we still connected here?	12:40:23 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:41:01 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:41:04 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 7:48:16 PM

#82031 Todd Gallentine
Email: help@mgcomputer.com ☎ 6306055395
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: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Secs

Todd Gallentine	Hello, I am your Acebuddy	29 Sep, 7:48:16 PM
Acebuddy	Hello Todd Gallentine, I'm your Ace Buddy. I'll be happy to assist you!	7:48:17 PM
	Whom Would You Like to Connect With?	7:48:17 PM
Todd Gallentine	Technical Support (QB & App Hosting)	7:48:23 PM
Acebuddy	Welcome to Ace Support.	7:48:23 PM
	Please chose an option :	7:48:23 PM
Todd Gallentine	I'd like to raise a Request	7:48:29 PM
Acebuddy	Please select your request type.	7:48:29 PM
Todd Gallentine	Other Request	7:48:39 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.	7:48:39 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:48:39 PM
Todd Gallentine	No, That'll be all!	7:48:50 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	7:48:50 PM
	<i>Acebuddy has ended this chat session</i>	7:48:50 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 8:39:12 PM

#81639 Rachel
Email: accounting@vbnet-works.com ☎ 12508021185
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 42 Secs
City: VICTORIA
State: British Columbia
Country: CANADA

Chat Transcript

Chat Duration : 15 Mins 12 Secs

Rachel	Hello, I am your Acebuddy	17 Sep, 8:39:14 PM
Acebuddy	Hello Rachel, I'm your Ace Buddy. I'll be happy to assist you!	8:39:14 PM
	Whom Would You Like to Connect With?	8:39:14 PM
Rachel	Technical Support (QB & App Hosting)	8:39:17 PM
Acebuddy	Welcome to Ace Support.	8:39:18 PM
	Please chose an option :	8:39:18 PM
Rachel	I'd like to report an Issue	8:39:34 PM
Acebuddy	Please select an option!	8:39:34 PM
Rachel	Other Issue	8:39:37 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:39:38 PM
Rachel	agent	8:39:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:39:45 PM
	Acebuddy (bot) forwarded the chat request	8:39:45 PM

	<i>Dushyant declined the transfer request.</i>	8:39:55 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:40:25 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:40:30 PM
Rachel	Hello, I checked, and the issue still persists.	8:40:37 PM
	my ticket # 769001	8:40:49 PM
Manish Singh	Alright, let me check once	8:40:52 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	8:40:59 PM
Rachel	I think I was just speaking with you a moment ago on this.	8:41:16 PM
Manish Singh	Yes	8:41:26 PM
Rachel	Yes, another user is also experiencing this.	8:41:30 PM
Manish Singh	Kindly allow me two minutes to check the same.	8:41:35 PM
Rachel	Sure	8:41:39 PM
	Its fairly urgent since myself and the other user can't work on the files as it keeps kicking us out.	8:42:03 PM
Manish Singh	Need to reboot the server once kindly logout all user for 3 minutes.	8:44:07 PM
Rachel	Are we still connected here?	8:46:40 PM
	ok, one moment and I'll checking	8:47:03 PM
	Ok, were all disconnected.	8:47:41 PM
Manish Singh	Rebooted the server kindly try to access server after 2 minutes.	8:48:41 PM
Rachel	ok.	8:48:51 PM
Manish Singh	Try accessing server now and let us know if the issue is resolved.	8:50:02 PM
Rachel	ok I'll log in	8:50:09 PM
	I'll reach out to you again if the issue still persists. thanks for your help	8:50:34 PM
Manish Singh	Kindly check	8:51:36 PM
Rachel	ok	8:51:49 PM
Manish Singh	Is it working fine now?	8:52:53 PM
Rachel	seems to be	8:53:01 PM
Manish Singh	Great!	8:53:05 PM
	Let us know if the issue occurs again.	8:53:14 PM
Rachel	Thanks	8:53:18 PM
Manish Singh	We will follow up on this case.	8:53:23 PM
	Is there anything else I may help you with ?	8:53:26 PM

	Are we still connected here?	8:54:03 PM
Rachel	nothing else for now. thanks	8:54:13 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:54:16 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:54:22 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	8:54:25 PM
	<i>Manish Singh has ended this chat session</i>	8:54:26 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81940 Maria Curcio

Email: mcurcio@theforestdispensary.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: BRUNSWICK

State: Ohio

Country: UNITED STATES

25 Sep, 6:10:29 PM

Chat Transcript

Chat Duration : 34 Mins 40 Secs

Maria Curcio

25 Sep, 6:10:29

	Hello, I am your Acebuddy	PM
Acebuddy	Hello Maria Curcio, I'm your Ace Buddy. I'll be happy to assist you!	6:10:31 PM
	Whom Would You Like to Connect With?	6:10:31 PM
Maria Curcio	Technical Support (QB & App Hosting)	6:10:41 PM
Acebuddy	Welcome to Ace Support.	6:10:41 PM
	Please chose an option :	6:10:41 PM
Maria Curcio	I'd like to raise a Request	6:10:49 PM
Acebuddy	Please select your request type.	6:10:49 PM
Maria Curcio	Other Request	6:10:59 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.	6:10:59 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:10:59 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:45:10 PM
	Ended due to chat idle timeout	6:45:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 6:32:55 AM

#81303 reem daoudi

Email: rdaoudi@topelforman.com ☎ 3122392520

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: 28 Secs

City: CHICAGO

State: Illinois


Country: UNITED STATES

reem daoudi	Hello, I am your Acebuddy	9 Sep, 6:32:56 AM
Acebuddy	Hello Reem, I'm your Ace Buddy. I'll be happy to assist you!	6:32:57 AM
	Whom Would You Like to Connect With?	6:32:57 AM
reem daoudi	Technical Support (QB & App Hosting)	6:33:09 AM
Acebuddy	Welcome to Ace Support.	6:33:09 AM
	Please chose an option :	6:33:09 AM
reem daoudi	I'd like to report an Issue	6:33:18 AM
Acebuddy	Please select an option!	6:33:18 AM
reem daoudi	Password Reset	6:33:22 AM
Acebuddy	Please select an option below	6:33:22 AM
reem daoudi	Not Enrolled to Selfcare Portal	6:33:28 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.	6:33:28 AM
	Do you need any further assistance on the topic?	6:33:28 AM
reem daoudi	Yes	6:33:35 AM
Acebuddy	Please wait while we connect you to our Support Representative	6:33:36 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:33:36 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:33:41 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:33:46 AM
	Hello Reem	6:33:54 AM
reem daoudi	Hi I emailed on a password reset this afternoon, reference number 763835	6:33:56 AM
Shubham Kataria	Please allow me a minute to check the same.	6:34:10 AM
reem daoudi	we're trying to reset the password for Phillip Gianelle	6:34:11 AM
	ok	6:36:03 AM
Shubham Kataria	Thank you for your patience.	6:36:57 AM
	I've checked and found currently Phillip's account is disabled. In order to enable the account we require your approval over the email.	6:37:49 AM
reem daoudi	which email to send	6:38:25 AM
	<i>6:38:37 AMShubham Kataria is sharing a file with you</i> <i>How to Manage ACE Server Users 4 (1).pdf - (Size:1.33 MB)</i>	6:38:37 AM

	<i>Additionally you may also enable the account using my portal. Attaching SOP instructions for your reference.</i>	
Shubham Kataria	You may top up on the same ticket to enable the account.	6:39:18 AM
reem daoudi	I just replied to the email	6:40:17 AM
	can you activate his account please	6:40:22 AM
Shubham Kataria	Sure, let me check	6:40:33 AM
	Please allow me a minute	6:40:41 AM
	Thank you for your patience.	6:42:24 AM
	I've enabled the account and sending you a new password in two minutes.	6:43:03 AM
reem daoudi	can u attach the rdp file as well please	6:43:11 AM
Shubham Kataria	Sure	6:43:22 AM
reem daoudi	thanks please let me know when its sent	6:43:55 AM
Shubham Kataria	Additionally you may also download the RDP from my portal as well as reset the password for users and enable the accounts.	6:43:57 AM
reem daoudi	can u attach it to the email plesae	6:44:15 AM
Shubham Kataria	Sure	6:44:33 AM
reem daoudi	do you need anything else from me	6:46:50 AM
Shubham Kataria	No, it is almost done, you will get the password in next one minute over email.	6:47:14 AM
	Thank you for your patience.	6:48:26 AM
	I've send the password over email.	6:48:34 AM
	Is there anything else I may help you with ?	6:49:59 AM
reem daoudi	one second plesae	6:50:09 AM
Shubham Kataria	Sure, please take your time	6:50:22 AM
reem daoudi	all set, thanks so much	6:51:57 AM
Shubham Kataria	You're welcome	6:52:29 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	6:52:36 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:52:39 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	6:52:41 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	

Shubham Kataria has ended this chat session

6:52:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 7:54:51 PM

#81165 jeff.b
Email: jeff.b@sunrisesanitation.com 📞 12403218627
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: OAKLAND
State: Maryland
Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 8 Secs

jeff.b	Hello, I am your Acebuddy	4 Sep, 7:54:52 PM
Acebuddy	Hello Jeff.b, I'm your Ace Buddy. I'll be happy to assist you!	7:54:53 PM
	Whom Would You Like to Connect With?	7:54:53 PM
jeff.b	Technical Support (QB & App Hosting)	7:55:06 PM
Acebuddy	Welcome to Ace Support.	7:55:06 PM
	Please chose an option :	7:55:06 PM
jeff.b	I'd like to raise a Request	7:55:13 PM
Acebuddy	Please select your request type.	7:55:13 PM
jeff.b	Office 365 Addition	7:55:22 PM
Acebuddy	Please specify if you already have an Office365 subscription	7:55:22 PM

jeff.b	I wish to buy the license from Ace	7:55:32 PM
Acebuddy	Office 365 is a subscription based application and there are several plans to chose from.	7:55:32 PM
	For better understanding of the features and functionality on offer within each available subscription plan, Kindly refer to the attached link below. (Please Note: O365 E1 Plan is "web only")	7:55:32 PM
	Once you find your desired plan, Kindly email us the details at support@acecloudhosting.com and your request will be processed within 24 hours.	7:55:32 PM
	Do you need any further assistance on the topic?	7:55:32 PM
jeff.b	No	7:58:01 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	7:58:01 PM
	<i>Acebuddy has ended this chat session</i>	7:58:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 10:11:28 PM

#81267 Deb Morton

Email: deb@dohertyelectric.com ☎ 12083434787

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: 29 Secs

City: WEST JORDAN

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 48 Secs

Deb Morton	Hello, I am your Acebuddy	8 Sep, 10:11:30 PM

Acebuddy	Hello Deborah Morton, I'm your Ace Buddy. I'll be happy to assist you!	10:11:31 PM
	Whom Would You Like to Connect With?	10:11:31 PM
Deb Morton	Technical Support (QB & App Hosting)	10:11:40 PM
Acebuddy	Welcome to Ace Support.	10:11:40 PM
	Please chose an option :	10:11:40 PM
Deb Morton	I'd like to report an Issue	10:11:56 PM
Acebuddy	Please select an option!	10:11:56 PM
Deb Morton	QuickBooks Issue	10:12:00 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:12:00 PM
Deb Morton	QuickBooks Login Issue	10:12:05 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	10:12:05 PM
	Was that helpful?	10:12:05 PM
Deb Morton	No	10:12:10 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:12:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:12:10 PM
Deb Morton	agent	10:12:15 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:12:23 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:12:32 PM
	Hello Deborah, how are you?	10:12:48 PM
Deb Morton	Hello - I need to get our QB on a new desktop	10:12:51 PM
	I have the email sent to me from back in June but for some reason I can't get the .rdp file to download correctly	10:13:24 PM
	Are you able to do a share screen?	10:14:00 PM
Anjainay Singh	No worries Deborah I will surely assist you with this issue.	10:14:12 PM
	Could you please confirm whether you are trying to access the server on new local machine?	10:14:41 PM
	Sure.	10:14:47 PM
Deb Morton	how do we do share screen	10:15:37 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/1572718206	10:15:39 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:15:56 PM
Deb Morton	done did	10:16:04 PM
Anjainay Singh	Please download the remote file and click on accept and continue.	10:16:29 PM
Deb Morton	it is inicializing	10:16:53 PM

Anjainay Singh	We are connected.	10:17:29 PM
	Please connected here as well.	10:19:17 PM
	Hello Deborah.	10:25:59 PM
Deb Morton	hello - all is good on our end now.	10:26:12 PM
Anjainay Singh	As your issue is resolved now and there is nothing else to assist you with I am disconnecting this chat session .	10:26:39 PM
	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.	10:26:43 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	10:26:50 PM
Deb Morton	:)	10:26:51 PM
Anjainay Singh	You will receive a survey after chat gets disconnected.	10:27:15 PM
	<i>Anjainay Singh has ended this chat session</i>	10:27:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 9:04:32 PM

#81427 Kevinder
Email: k.singh@innercircle.cpa
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: 12 Secs
City: THAKARWAL
State: Punjab
Country: INDIA

Chat Transcript

Chat Duration : 13 Mins 46 Secs

Kevinder	Hello, I am your Acebuddy	PM
Acebuddy	Hello Kevinder, I'm your Ace Buddy. I'll be happy to assist you!	9:04:34 PM
	Whom Would You Like to Connect With?	9:04:34 PM
Kevinder	Technical Support (QB & App Hosting)	9:04:41 PM
Acebuddy	Welcome to Ace Support.	9:04:41 PM
	Please chose an option :	9:04:41 PM
Kevinder	I'd like to report an Issue	9:04:48 PM
Acebuddy	Please select an option!	9:04:48 PM
Kevinder	Other Issue	9:04:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:04:52 PM
Kevinder	RdP is not working properly.	9:06:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:06:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:06:30 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	9:06:36 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	9:06:41 PM
	Hello Kevinder . how are you doing	9:06:56 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:07:44 PM
Kevinder	ICA_Kevinder	9:09:06 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	9:09:16 PM
Kevinder	ICAdvisors.myrealddata.net	9:09:19 PM
Sanyam Madan	May I take the remote access of your local computer?	9:09:27 PM
Kevinder	Yes	9:09:36 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	9:10:01 PM
	https://assist.acecloudhosting.com/join/3982880943	9:10:11 PM
	Kindly paste this link in the browser of local computer and join the session.	9:10:14 PM
	I think our session ended due to some glitch , let me quickly send you another link	9:11:44 PM
	https://assist.acecloudhosting.com/join/6922494233	9:12:00 PM
	Please join again	9:12:06 PM
	Are we still connected here?	9:14:04 PM
	Are we still connected here?	9:16:54 PM
	Are we still connected here?	9:18:10 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at	9:18:17 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 2:41:30 PM

#81620 yusufnajib1
Email: yusufnajib1@gmail.com 📞 7774511
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 1 Min 1 Sec
City: JEREH KUNGOTO
State: North Bank
Country: GAMBIA

Chat Transcript

Chat Duration : 17 Mins 49 Secs

yusufnajib1	Hello, I am your Acebuddy	17 Sep, 2:41:31 PM
Acebuddy	Hello Yusufnajib1, I'm your Ace Buddy. I'll be happy to assist you!	2:41:33 PM
	Whom Would You Like to Connect With?	2:41:33 PM
yusufnajib1	Technical Support (QB & App Hosting)	2:41:40 PM
Acebuddy	Welcome to Ace Support.	2:41:40 PM
	Please chose an option :	2:41:40 PM
yusufnajib1	I'd like to report an Issue	2:41:46 PM
Acebuddy	Please select an option!	2:41:46 PM
yusufnajib1	Other Issue	2:41:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:41:56 PM

yusufnajib1	One of our RDP is not opening	2:42:23 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:42:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:42:25 PM
	<i>Arjun Sikarwar declined the transfer request.</i>	2:42:47 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	2:42:58 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	2:43:10 PM
yusufnajib1	Ok	2:43:58 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:44:11 PM
yusufnajib1	MFHGroup1.myrealddata.net myrealddata\BP_Wholesale	2:48:50 PM
Shubham Maurya	Thanks for the confirmation ! Please hold on let me check that.	2:49:58 PM
yusufnajib1	Ok	2:50:30 PM
Shubham Maurya	Thanks for the patience Yusuf, we have checked that your profile is active and server is also accessible. Please do let me know the exact error message which you are getting while trying to signing in?	2:52:54 PM
yusufnajib1	The RDP the one I sent is not responding plz restart it for us	2:54:04 PM
	The other RDP have open but that particular one is not responding	2:54:41 PM
	Is opening now	2:55:53 PM
	Thanks	2:55:57 PM
Shubham Maurya	You mean RDP file for this user myrealddata\BP_Wholesale is not responding and other are working fine right?	2:56:02 PM
	That's great !	2:56:12 PM
	Any changes have you done?	2:56:18 PM
yusufnajib1	No	2:56:29 PM
	I just try opening it	2:56:41 PM
	Is ok now	2:56:49 PM
Shubham Maurya	Okay, possibly due to local system having some program creating system load in background causing this process delay.	2:57:10 PM
	Thanks for confirming this over here Yusuf,	2:57:28 PM
	Is there anything else I may help you with ?	2:57:31 PM
yusufnajib1	No issues yet	2:58:20 PM
	Is ok as at now	2:58:22 PM
Shubham Maurya	Noted that ! Thanks for your patience with us.	2:58:52 PM
	Have a good one !	2:58:59 PM

	<p>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.</p> <p>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.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	2:59:05 PM
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	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:59:14 PM
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	<i>Shubham Maurya has ended this chat session</i>	2:59:21 PM
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Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 2:20:01 PM

#81576 Toral Bagadia
Email: toral@pearlhospitality.com
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 25 Secs
City: BOPAL
State: Gujarat
Country: INDIA

Chat Transcript

Chat Duration : 45 Mins 3 Secs

Toral Bagadia	Hello, I am your Acebuddy	16 Sep, 2:20:03 PM
Acebuddy	Hello Toral Bagadia, I'm your Ace Buddy. I'll be happy to assist you!	2:20:04 PM
	Whom Would You Like to Connect With?	2:20:04 PM

Toral Bagadia	Technical Support (QB & App Hosting)	2:20:08 PM
Acebuddy	Welcome to Ace Support.	2:20:08 PM
	Please chose an option :	2:20:08 PM
Toral Bagadia	I'd like to raise a Request	2:20:20 PM
Acebuddy	Please select your request type.	2:20:20 PM
Toral Bagadia	Other Request	2:20:29 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:20:29 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:20:29 PM
Toral Bagadia	Yes, I'm facing issues with my server	2:20:36 PM
Acebuddy	Please select an option!	2:20:36 PM
Toral Bagadia	QuickBooks Issue	2:20:41 PM
Acebuddy	What type of QuickBooks Issue are you facing?	2:20:41 PM
Toral Bagadia	QuickBooks Login Issue	2:20:46 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	2:20:46 PM
	Was that helpful?	2:20:46 PM
Toral Bagadia	No	2:20:52 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:20:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:20:52 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	2:20:58 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	2:21:27 PM
Toral Bagadia	Ticket ID: 766491 Issue: Not able to login Quickbooks / Server	2:21:32 PM
	Above is my Ticker ID...Can you please help to resolve it	2:21:46 PM
Shubham Maurya	Thank you for providing the details. Let me check that for you.	2:22:04 PM
	<i>2:27:05 PMShubham Maurya is sharing a file with you</i> image.png - (Size:21.21 KB)	2:27:05 PM
	<i>Thanks for the patience Toral, please can you confirm are you still getting same error message right now?</i>	
	<i>2:29:14 PMToral Bagadia is sharing a file with you</i> image.png - (Size:13.17 MB)	2:29:14 PM
Toral Bagadia	Above is what I got 5 mint ago...	2:29:37 PM
Shubham Maurya	Thanks for sharing screen shot, Please confirm your account name :[Pearl Hospitality] (https://desk.zoho.in/agent/staff/ace-support/accounts/details/3086000134887050)	2:31:08 PM

	User ID: PH_Toral	
Toral Bagadia	Yes	2:31:40 PM
Shubham Maurya	Okay, please do let know below points to understand the issue better way. >From how long you are facing this issue? >How many users are facing this issue? >Any recent changes made on local system before getting this error?	2:34:13 PM
Toral Bagadia	Facing issues for last 5 days Only me No	2:36:11 PM
Shubham Maurya	Thank you for the confirmation, let me take remote session and check this at your end for RDP file configuration. As we have checked user profile is active and server is reachable from our end. (Edited)	2:39:39 PM
	May I take the remote access of your local computer?	2:39:49 PM
Toral Bagadia	ok	2:41:40 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/7282119685	2:43:18 PM
	Kindly paste this link in the browser of local computer and join the session.	2:43:23 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:43:27 PM
	Your RDP file gateway was set to use a specific gateway only, We have switched that to auto mode which will auto select the best gateway available from now on.	2:49:10 PM
Toral Bagadia	what did you change to get access	2:49:48 PM
	do i need to change anything on my side?	2:50:01 PM
Shubham Maurya	No it's done and we have saved that, We just switched the gateway to RDG.myrealdata.net	2:50:52 PM
	This gateway redirect the connection request to actual gateway which is available to accept the request.	2:51:28 PM
	In case if any particular gets down still your connection will keep working using other one.	2:51:57 PM
Toral Bagadia	ok	2:52:03 PM
	Thank you	2:52:10 PM
Shubham Maurya	You are most welcome Toral !	2:52:24 PM
	Do you want us to keep this ticket open for some time or we can close it?	2:52:44 PM
Toral Bagadia	I think we can close it	2:53:07 PM
Shubham Maurya	Sure we will proceed with that, Please do reach us back in case if you face any other issue. We will be more than happy to help you again.	2:54:01 PM
	Is there anything else I may help you with ?	2:54:05 PM
	Are we still connected here?	2:59:03 PM
	Are we still connected here?	3:00:35 PM
	Are we still connected here?	3:01:36 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at	3:04:17 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 9:18:00 PM

#81902 hitesh
Email: hitesh@patel.cpa
Department: Support(QB & App Hosting)
Operator: Dushyant
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 41 Secs
City: AHMEDABAD
State: Gujarat
Country: INDIA

Chat Transcript

Chat Duration : 36 Mins 42 Secs

hitesh	Hello, I am your Acebuddy	24 Sep, 9:18:01 PM
Acebuddy	Hello Hitesh, I'm your Ace Buddy. I'll be happy to assist you!	9:18:02 PM
	Whom Would You Like to Connect With?	9:18:02 PM
hitesh	Technical Support (QB & App Hosting)	9:18:04 PM
Acebuddy	Welcome to Ace Support.	9:18:04 PM
	Please chose an option :	9:18:04 PM
hitesh	I'd like to report an Issue	9:18:10 PM
Acebuddy	Please select an option!	9:18:10 PM
hitesh	Other Issue	9:18:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:18:14 PM

hitesh	ACE Server not working properly	9:18:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:18:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:18:36 PM
	<i>Dushyant accepted the chat transfer request.</i>	9:18:42 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	9:18:50 PM
hitesh	ACE Server not working properly	9:19:00 PM
Dushyant	Hi Hitesh, I will be surely assisting you with this. Kindly help me with your server name and user name? (Edited)	9:19:23 PM
hitesh	This problem occurs twice every week.	9:20:07 PM
	Last one month showing this problem continually	9:20:56 PM
	Pradip patel & co	9:21:06 PM
	RDP_Hitesh_PPC	9:21:11 PM
Dushyant	Thank you for the information, I will try my best to fix the issues.	9:21:30 PM
hitesh	pleaseolve this problem permanently res	9:22:01 PM
Dushyant	Could you please elaborate the issues, so that i will try my best to fix the issues?	9:22:10 PM
hitesh	This problem always occurs at this time.	9:24:22 PM
Dushyant	May i know the problem, are you getting any issues while connecting to the server, or having any freezing issues once connected to the server, or is the issues with the quickbooks?	9:25:21 PM
hitesh	Last one month continuously showing this problem this time.	9:25:30 PM
	<i>9:27:19 PMhitesh is sharing a file with you</i> Screenshot 4.png - (Size:29.2 KB)	9:27:19 PM
Dushyant	Are you having issues with the server connectivity issues, it's taking longer time to connect to the server right?	9:28:27 PM
hitesh	yes	9:30:32 PM
	my Internet speed is fast but ACE server speed is very low	9:30:33 PM
Dushyant	May I take the remote access of your local computer?	9:31:06 PM
hitesh	yes	9:31:17 PM
Dushyant	I can understand, i will try my best to fix the issues for you.	9:31:22 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:31:56 PM
hitesh	please permanently resolve this problem	9:32:04 PM
	Done	9:32:26 PM
Dushyant	Sure, i will try my best to fix the issues.	9:32:37 PM
	https://assist.acecloudhosting.com/join/1572664406	9:32:51 PM

	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:52:08 PM
	Thank you for the patience,	9:53:15 PM
hitesh	Problem is resolve	9:53:44 PM
	Thak you for your support	9:54:03 PM
Dushyant	You're welcome	9:54:07 PM
	Is there anything else I may help you with ?	9:54:12 PM
hitesh	no thank you	9:54:28 PM
Dushyant	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:54:34 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	9:54:40 PM

Dushyant has ended this chat session

9:54:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 12:20:05 AM

#81288 Luke Packer

Email: lpacker@redcloudmining.com 📞 +16478075627

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: TORONTO
State: Ontario
Country: CANADA

Chat Transcript

Chat Duration : 1 Min 45 Secs

Luke Packer	Hello, I am your Acebuddy	9 Sep, 12:20:07 AM
Acebuddy	Hello Luke Packer, I'm your Ace Buddy. I'll be happy to assist you!	12:20:07 AM
	Whom Would You Like to Connect With?	12:20:07 AM
Luke Packer	Technical Support (QB & App Hosting)	12:20:12 AM
Acebuddy	Welcome to Ace Support.	12:20:12 AM
	Please chose an option :	12:20:12 AM
Luke Packer	I'd like to raise a Request	12:20:22 AM
Acebuddy	Please select your request type.	12:20:22 AM
Luke Packer	Change in Users	12:20:30 AM
Acebuddy	Please select your desired option!	12:20:31 AM
Luke Packer	User Replacement	12:20:35 AM
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal.	12:20:35 AM
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	12:20:35 AM
	Do you need any further assistance on the topic?	12:20:35 AM
Luke Packer	No	12:21:52 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:21:52 AM
	<i>Acebuddy has ended this chat session</i>	12:21:52 AM



Visitor Details

#81452 reliable_accounting
Email: reliable_accounting@gmail.com
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 44 Secs
City: OAK BROOK
State: Illinois
Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 5 Secs

reliable_accounting	Hello, I am your Acebuddy	12 Sep, 12:48:20 AM
Acebuddy	Hello Reliable_accounting, 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
reliable_accounting	Sales & Solutions	12:48:40 AM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	12:48:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:48:40 AM
	<i>Dev Dubey accepted the chat transfer request.</i>	12:48:44 AM
Dev Dubey	Hello there, how may I help you today?	12:49:14 AM
reliable_accounting	Hi Dev ,	12:49:20 AM
	i want to install Ms Office and Ms. Excel in one of our RDP	12:49:41 AM
	RDP server name is RAS18	12:49:53 AM
	can you please help me out in this	12:49:59 AM
Dev Dubey	Thanks, let me transfer the chat to a support representative.	12:50:10 AM
	<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>	12:50:17 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:51:20 AM
	<i>Sujeet Kumar Suman is transferring the chat to Yash Kalra.</i>	12:51:27 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:51:41 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:51:45 AM
	I will be surely assisting you with this. (Edited)	12:51:54 AM

reliable_accounting	Server Name is RAS18	12:52:57 AM
	Muhammadvashif is User name	12:53:37 AM
Yash Kalra	Sir, as per procedure, we will send you an email once this chat ends. Please provide us the approval using either of the email IDs: <i>asajwani@gmail.com</i> or <i>sajwanicpa@hotmail.com</i> . Once we receive your approval, we will proceed with installing the desired application immediately	12:54:55 AM
	Is there anything else I may help you with ?	12:55:19 AM
reliable_accounting	Sure you email on concern i will get it approved for installation	12:56:01 AM
Yash Kalra	Great, shall we proceed to end this chat now?	12:56:20 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:57:12 AM
reliable_accounting	yes	12:57:16 AM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:57:21 AM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	12:57:22 AM
	<i>Yash Kalra has ended this chat session</i>	12:57:25 AM



