

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Apr, 9:01:22 PM

#75827 jjiang
Email: jjiang@federalfilings.com 📞 6262974637
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 2 Mins 20 Secs
City: KANCHIPURAM
State: Tamil Nadu
Country: INDIA

Chat Transcript

Chat Duration : 46 Mins 5 Secs

jjiang	Hello, I am your Acebuddy	21 Apr, 9:01:23 PM
Acebuddy	Hello Jjiang, I'm your Ace Buddy. I'll be happy to assist you!	9:01:23 PM
	Whom Would You Like to Connect With?	9:01:23 PM
jjiang	Technical Support (QB & App Hosting)	9:02:16 PM
Acebuddy	Welcome to Ace Support.	9:02:16 PM
	Please chose an option :	9:02:16 PM
jjiang	I'd like to report an Issue	9:02:43 PM
Acebuddy	Please select an option!	9:02:43 PM
jjiang	QuickBooks Issue	9:02:48 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:02:48 PM
jjiang	QuickBooks Update	9:02:57 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.	9:02:57 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.	9:02:57 PM

	Do you need any further assistance on the topic?	9:02:57 PM
Jjiang	Yes	9:03:08 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:03:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:03:08 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	9:04:04 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	9:04:07 PM
	Hello Jjiang, How are you doing today?	9:04:24 PM
Jjiang	Yes doing good	9:04:34 PM
	I want to update the QB and unable to do schedule reports as the error getting run as admin	9:05:13 PM
Rohan Prajapati	That's Great	9:05:26 PM
	I will surely help you with this issue.	9:05:38 PM
	May I take the remote access of your server?	9:05:40 PM
Jjiang	Okay	9:05:51 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	9:07:02 PM
Jjiang	Done	9:07:28 PM
Rohan Prajapati	May I know the username through which you are logged in on the server ?	9:08:03 PM
Jjiang	Andrea.Co	9:08:25 PM
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:09:45 PM
Jjiang	Okay	9:10:05 PM
Rohan Prajapati	Please login back with the same user (Edited)	9:25:53 PM
	Are we still connected here?	9:27:34 PM
	Please accept the equest	9:29:01 PM
	Are we still connected here?	9:29:53 PM
	Jijan, you are not accepting the request.	9:31:19 PM
Jjiang	Yes just a min please	9:31:39 PM
Rohan Prajapati	Shall I send the request now ? Are you able to schedule the reports now ?	9:32:47 PM
Jjiang	Can give request now	9:36:44 PM
Rohan Prajapati	Andrea user is still not accepting it	9:37:26 PM
Jjiang	Yes now I am connected and thanks for your help	9:38:09 PM
Rohan Prajapati	Is it working fine now ?	9:38:22 PM

jjiang	Yes working	9:38:31 PM
Rohan Prajapati	Could you please check the same using your user "Jana.Ji" ?	9:39:22 PM
jjiang	Okay	9:40:18 PM
	Its working	9:43:55 PM
Rohan Prajapati	Jijiang, I checked with the team, and it is working because we have provided restricted admin rights to the user 'Andrea.Co'. It appears that full functionality requires server admin rights. However, to grant these rights on the server, you will need to accept and acknowledge a disclaimer, which we will send to you via email.	9:45:07 PM
	Will that be Okay for you ?	9:46:06 PM
jjiang	Thank you	9:46:49 PM
Rohan Prajapati	Thanks for the confirmation !	9:47:20 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:47:22 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	9:47:24 PM
	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/)	

Rohan Prajapati has ended this chat session

9:47:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75939 Geraldine Cruz

Email: office@trypmayaguez.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

23 Apr, 6:16:44 PM

Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 37 Secs
City: MAYAGUEZ
State: Puerto Rico
Country: PUERTO RICO

Chat Transcript

Chat Duration : 14 Mins 55 Secs

Geraldine Cruz	Hello, I am your Acebuddy	23 Apr, 6:16:44 PM
Acebuddy	Hello Geraldine Cruz, I'm your Ace Buddy. I'll be happy to assist you!	6:16:45 PM
	Whom Would You Like to Connect With?	6:16:45 PM
Geraldine Cruz	Technical Support (QB & App Hosting)	6:17:00 PM
Acebuddy	Welcome to Ace Support.	6:17:00 PM
	Please chose an option :	6:17:00 PM
Geraldine Cruz	I'd like to report an Issue	6:17:05 PM
Acebuddy	Please select an option!	6:17:05 PM
Geraldine Cruz	Other Issue	6:17:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:17:42 PM
Geraldine Cruz	An error appears when trying to open Sage 50	6:18:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:18:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:18:10 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	6:18:35 PM
	<i>Sharath Kumar is transferring the chat to Anjainay Singh.</i>	6:18:43 PM
Geraldine Cruz	Hello	6:19:25 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	6:19:56 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	6:20:32 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	6:21:06 PM
Geraldine Cruz	Perfect	6:21:14 PM
Anjainay Singh	Please allow me some time so that I can look into the issue .	6:22:52 PM
Geraldine Cruz	My server is CloudAServices.myrealdata.net and when I try to open Sage 50, it continues to say that I need to contact customer support.	6:23:21 PM
Anjainay Singh	I am logged into server , please allow me two to three minutes so that I can find the resolution.	6:24:04 PM
	We need to reboot the server .	6:25:13 PM

	As we have made some backend changes so in order to update it we need to reboot server .	6:25:39 PM
Geraldine Cruz	No problem	6:25:49 PM
Anjainay Singh	Please logout from server making ensure that you have saved your work.	6:26:04 PM
Geraldine Cruz	I have logged out	6:26:21 PM
Anjainay Singh	I am rebooted the server .	6:26:39 PM
	It may take two minutes to be up and running .	6:27:09 PM
	Please login back .	6:28:10 PM
Geraldine Cruz	okay	6:28:14 PM
Anjainay Singh	Please open Sage 50 at your end and let me know if your issue is resolved.	6:28:50 PM
Geraldine Cruz	okay, it is taking a bit to load	6:29:09 PM
	It works fine now	6:29:50 PM
Anjainay Singh	Thankyou for letting me know.	6:30:11 PM
Geraldine Cruz	Thank you for your help	6:30:19 PM
Anjainay Singh	Is there anything else I may help you with ?	6:30:19 PM
Geraldine Cruz	That will be all	6:30:23 PM
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:30:27 PM
	You will receive survey after chat gets disconnected , just click on smiling emoji to provide your positive feedback .	6:31:04 PM
Geraldine Cruz	okay	6:31:14 PM
Anjainay Singh	If everything is resolved you may disconnect this chat .	6:31:32 PM
	<i>Geraldine Cruz has ended this chat session</i>	6:31:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75892 David Dzigba

22 Apr, 9:33:23 PM

Email: agama@live.com 📞 233243729223

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: OSHIEN

State: Ashanti

Country: GHANA

Chat Transcript

Chat Duration : 41 Mins 4 Secs

David Dzigba	Hello, I am your Acebuddy	22 Apr, 9:33:24 PM
Acebuddy	Hello Maxwell Twum-boateng, I'm your Ace Buddy. I'll be happy to assist you!	9:33:25 PM
	Whom Would You Like to Connect With?	9:33:25 PM
David Dzigba	Technical Support (QB & App Hosting)	9:33:40 PM
Acebuddy	Welcome to Ace Support.	9:33:40 PM
	Please chose an option :	9:33:40 PM
David Dzigba	I'd like to report an Issue	9:33:58 PM
Acebuddy	Please select an option!	9:33:58 PM
David Dzigba	Password Reset	9:36:23 PM
Acebuddy	Please select an option below	9:36:23 PM
David Dzigba	Already Enrolled to Selfcare Portal	9:36:29 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:36:29 PM
	Do you need any further assistance on the topic?	9:36:29 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:14:29 PM

Ended due to chat idle timeout

10:14:29 PM



Hello, I am your Acebuddy

Visitor Details

14 Apr, 8:27:34 PM

14 Apr, 8:27:34 PM

#75562 Angelita Palmer

Email: angelita@smokejackbbq.com ☎ 16788363122

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 5 Secs

Chat Duration : 32 Mins 5 Secs

Angelita Palmer	Hello, I am your Acebuddy	14 Apr, 8:27:36 PM
Acebuddy	Hello Angelita Palmer, I'm your Ace Buddy. I'll be happy to assist you!	8:27:37 PM
	Whom Would You Like to Connect With?	8:27:37 PM
Angelita Palmer	Technical Support (QB & App Hosting)	8:27:40 PM
Acebuddy	Welcome to Ace Support.	8:27:40 PM
	Please chose an option :	8:27:40 PM
Angelita Palmer	I'd like to raise a Request	8:27:46 PM
Acebuddy	Please select your request type.	8:27:46 PM
Angelita Palmer	Change in Users	8:28:00 PM
Acebuddy	Please select your desired option!	8:28:00 PM
Angelita Palmer	Setback	8:28:09 PM
Acebuddy	Please select your request type.	8:28:09 PM
Angelita Palmer	Other Request	8:28:19 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:28:19 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:28:19 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:59:41 PM
	Ended due to chat idle timeout	8:59:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 12:19:31 AM

#76337 Elvis Rodriguez
Email: elvis.rodriguez@castlewalk.us 📞 13346355622
Department: Support(QB & App Hosting)
Operator: Vignesh Arul
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 37 Secs
City: VILLA SANTA FE
State: Managua
Country: NICARAGUA

Chat Transcript

Chat Duration : 2 Hours 7 Mins

Elvis Rodriguez	Hello, I am your Acebuddy	30 Apr, 12:19:31 AM
Acebuddy	Hello Elvis.rodriguez, I'm your Ace Buddy. I'll be happy to assist you!	12:19:32 AM
	Whom Would You Like to Connect With?	12:19:32 AM
Elvis Rodriguez	Technical Support (QB & App Hosting)	12:19:38 AM
Acebuddy	Welcome to Ace Support.	12:19:38 AM
	Please chose an option :	12:19:38 AM
Elvis Rodriguez	I'd like to report an Issue	12:19:43 AM
Acebuddy	Please select an option!	12:19:43 AM
Elvis Rodriguez	Other Issue	12:19:50 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:19:50 AM
Elvis Rodriguez	Unable to connect the server	12:20:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:20:03 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	12:20:03 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:20:15 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:20:19 AM
	Hello Elvis	12:20:25 AM
Elvis Rodriguez	Hi Shashwat we are trying to connect the server with no success	12:21:27 AM
Shashwat Verma	I will surely help you with this issue.	12:21:35 AM
	May I take the remote access of your local computer?	12:21:39 AM
Elvis Rodriguez	I tried from other devices and other internet providers, so it is not the computer	12:22:26 AM
Shashwat Verma	Okay	12:22:33 AM
	Let me have the access of the Pc you ideally use to login the server	12:22:55 AM
Elvis Rodriguez	It is not only me, its all the company users	12:23:32 AM
	different locations	12:23:42 AM
Shashwat Verma	Okay, In that case let check	12:23:48 AM
	Kindly allow me two minutes to check the same.	12:23:51 AM
	We are working on your issue, thanks for your patience, allow us 5-6 mins	12:30:18 AM
Elvis Rodriguez	sure thing	12:31:16 AM
Shashwat Verma	Elvis, we apologize for the inconvenience caused. There is an issue on the backend, and our team is actively working on it. We will keep you updated via email within the next 15–20 minutes.	12:43:37 AM
	Is that work for you?	12:43:54 AM
Elvis Rodriguez	No, to be honest, the whole company has come to a standstill.	12:45:23 AM
Shashwat Verma	Yes, we understood your situation and we deeply apologies for that.	12:45:56 AM
Elvis Rodriguez	All of our operations depend on QuickBooks.	12:46:04 AM
Shashwat Verma	Yes Elvis.	12:46:36 AM
	Elvis, try now to access the server, we have made the required changes.	12:48:50 AM
	Let me know, when you are in.	12:50:23 AM
Elvis Rodriguez	sure thing, I am trying	12:50:44 AM
	I'm in, the performance is very slow.	12:55:32 AM
Shashwat Verma	Okay, we'll check that.	12:55:48 AM
	May I take the remote access of your local computer?	12:57:14 AM
Elvis Rodriguez	I am with my colleague , and he and the other users are facing same performance	12:58:37 AM
	Programs can barely be opened	12:59:46 AM
Shashwat Verma	Okay	12:59:53 AM

	We are continuously monitoring the performance statistics.	1:01:52 AM
	<i>1:05:25 AM</i> <i>Elvis Rodriguez is sharing a file with you</i> <i>image.png - (Size:77.37 KB)</i> <i>sent by other user</i>	1:05:25 AM
	Okay	1:06:35 AM
Elvis Rodriguez	Hi	1:13:29 AM
Shashwat Verma	Yes	1:13:42 AM
	We are checking Elvis	1:13:52 AM
Elvis Rodriguez	How can we have a backup or image of the entire server in case of any mishap, after we overcome this problem?	1:17:24 AM
Shashwat Verma	We take the backup of the server on daily basis	1:17:48 AM
	We can give you the backup of last 45 days	1:18:21 AM
	Kindly try now to access the server	1:18:31 AM
	Let us know if the issue still persist?	1:18:47 AM
	Kindly check for slowness issue now	1:19:33 AM
Elvis Rodriguez	We are logged into the server, do you suggest logging out and logging back in for all users?	1:19:47 AM
Shashwat Verma	No that's fine, just check for slowness issue	1:20:12 AM
	Also let me know if this user able to login or not?	1:20:32 AM
	Elvis,Kindly confirm	1:25:25 AM
Elvis Rodriguez	Yes the user was able to connect but performance is still very very slow	1:26:00 AM
Shashwat Verma	Okay	1:26:13 AM
	<i>1:33:42 AM</i> <i>Elvis Rodriguez is sharing a file with you</i> <i>image.png - (Size:166.13 KB)</i> <i>stuck</i>	1:33:42 AM
	okay	1:34:09 AM
	<i>1:34:14 AM</i> <i>Elvis Rodriguez is sharing a file with you</i> <i>image.png - (Size:13.61 KB)</i> <i>stuck</i>	1:34:14 AM
	Okay	1:38:48 AM
	Elvis, let me transfer the chat to my senior for further troubleshooting, we are continuously checking the reason behind the slowness.	1:52:26 AM
	<i>Shashwat Verma is transferring the chat to Vignesh Arul.</i>	1:52:39 AM
	<i>Vignesh Arul accepted the chat transfer request.</i>	1:52:42 AM
Vignesh Arul	Hello my name is Vignesh Arul. I will be assisting you further.	1:53:49 AM

Elvis Rodriguez	ok	1:54:00 AM
	Hi Vignesh, any updates? Everything seems fine, but stay tuned.	1:55:24 AM
Vignesh Arul	I appreciate your patience here. The server is up and running we are still working on the slowness issue now,	1:56:29 AM
	Is the performance any better now?	1:56:39 AM
	Are we connected?	2:08:38 AM
	Are we still connected?	2:12:21 AM
Elvis Rodriguez	yes	2:13:09 AM
Vignesh Arul	Kindly confirm if the performance has improved or not?	2:13:35 AM
Elvis Rodriguez	Yes, it has improved	2:14:04 AM
Vignesh Arul	Thanks for the confirmation.	2:14:15 AM
	You may access the server now.	2:14:20 AM
	We really apologize for the delay .	2:14:29 AM
Elvis Rodriguez	Yes all the users	2:14:37 AM
Vignesh Arul	I will also share the ticket id with you over the mail once this chat is disconnected.	2:16:08 AM
	I will email you the incident description.	2:17:02 AM
	I really appreciate you staying on hold with me until the issue was resolved.	2:18:45 AM
	Is there anything else I may help you with ?	2:20:33 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.	2:26:10 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:26:12 AM
	<i>Vignesh Arul has ended this chat session</i>	2:27:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75434 susanromo999

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

10 Apr, 9:48:17 PM

Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 40 Secs
City: HUTTO
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 33 Secs

susanromo999	Hello, I am your Acebuddy	10 Apr, 9:48:18 PM
Acebuddy	Hello Susanromo999, I'm your Ace Buddy. I'll be happy to assist you!	9:48:19 PM
	Whom Would You Like to Connect With?	9:48:19 PM
susanromo999	Technical Support (QB & App Hosting)	9:48:25 PM
Acebuddy	Welcome to Ace Support.	9:48:25 PM
	Please chose an option :	9:48:25 PM
susanromo999	I'd like to report an Issue	9:48:29 PM
Acebuddy	Please select an option!	9:48:29 PM
susanromo999	QuickBooks Issue	9:48:39 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:48:39 PM
susanromo999	QuickBooks Login Issue	9:48:44 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	9:48:44 PM
	Was that helpful?	9:48:44 PM
susanromo999	No	9:48:53 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:48:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:48:53 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	9:49:04 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	9:49:29 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?]	9:49:35 PM
susanromo999	myrealdata\SusanR.npro1	9:50:36 PM
	Susan Romo Business name Melissa Banuelos	9:51:15 PM
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.	9:52:08 PM

susanromo999	When trying to open Quickbooks pro 2020 ist is stuck on "opening Quickbooks Desktop" then it goes away and will not open the QBs	9:52:10 PM
	It keeps trying to open but will not	9:52:23 PM
Shivam Singh	Please let me have a look at it.	9:53:29 PM
susanromo999	ok	9:55:23 PM
Shivam Singh	Let me sign you off. please try after wards if you could access it.	9:57:07 PM
	hi there!!	9:58:32 PM
susanromo999	Im here	9:58:41 PM
Shivam Singh	I will let you when to try	9:58:58 PM
	Thanks for your patience	9:59:08 PM
	please try now	10:00:01 PM
	please confirm if you still face the issue	10:01:17 PM
susanromo999	When I click on the icon, it spins then stops / wont open	10:01:26 PM
Shivam Singh	OKay, let me check	10:01:39 PM
	Okay we will be rebooting the server now	10:03:43 PM
	Please wait I will let you know when to login.	10:04:03 PM
	Thanks for staying connected	10:06:20 PM
susanromo999	thank you	10:10:17 PM
Shivam Singh	please confirm if the issue is resolved	10:10:42 PM
susanromo999	Yes it is resolved, I am in!!!! Thank you and have a great day	10:11:23 PM
Shivam Singh	Great	10:11:30 PM
	Is there anything else I may help you with ?	10:11:34 PM
susanromo999	No Thank you	10:11:41 PM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:11:44 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>	10:11:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Apr, 8:52:43 PM

#75886 bianca
Email: bianca@enscpany.com 📞 6317345330
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 7 Secs
City: SMITHTOWN
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 55 Secs

bianca	Hello, I am your Acebuddy	22 Apr, 8:52:44 PM
Acebuddy	Hello Bianca, I'm your Ace Buddy. I'll be happy to assist you!	8:52:45 PM
	Whom Would You Like to Connect With?	8:52:45 PM
bianca	Technical Support (QB & App Hosting)	8:52:47 PM
Acebuddy	Welcome to Ace Support.	8:52:47 PM
	Please chose an option :	8:52:47 PM
bianca	I'd like to report an Issue	8:52:54 PM
Acebuddy	Please select an option!	8:52:54 PM
bianca	QuickBooks Issue	8:52:58 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:52:58 PM
bianca	QuickBooks Update	8:53:06 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.	8:53:06 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.	8:53:06 PM
	Do you need any further assistance on the topic?	8:53:06 PM
bianca	Yes	8:53:17 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:53:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:53:17 PM
	<i>Gaurav Kumar declined the transfer request.</i>	8:53:22 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	8:53:42 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	8:53:47 PM
bianca	hello Rohan	8:54:02 PM
Rohan Prajapati	Yes Bianca, Please stay connected here while i'm working on it	8:54:07 PM
bianca	thank you	8:54:16 PM
Rohan Prajapati	Bianca, I'm trying to update it but it is taking a longer than expected.	9:00:06 PM
bianca	okay	9:00:14 PM
Rohan Prajapati	I just rebooted it, and once it's back up, I will proceed with the update.	9:00:42 PM
bianca	thank you	9:01:54 PM
	<i>9:04:58 PMRohan Prajapati is sharing a file with you</i> <i>image.png</i> - (<i>Size:40.15 KB</i>) <i>This is the status</i>	9:04:58 PM
	is that good?	9:05:28 PM
Rohan Prajapati	Please login back to the server	9:07:01 PM
bianca	okay	9:07:28 PM
	can everyone sign in as well?	9:07:32 PM
Rohan Prajapati	No, Please you login first	9:07:43 PM
bianca	should i open qb	9:08:07 PM
Rohan Prajapati	Please accept the request	9:08:22 PM
bianca	perferct it works	9:18:26 PM
	thank you so much	9:18:28 PM
	can i have them log in now	9:18:35 PM
Rohan Prajapati	Yes Sure	9:18:41 PM

	Is there anything else I may help you with ?	9:18:43 PM
bianca	nope that was it thank you so much	9:19:02 PM
Rohan Prajapati	I would request you to please give your Valuable feedback after ending the chat.	9:19:12 PM
bianca	you can disconnect	9:19:15 PM
Rohan Prajapati	Done	9:19:32 PM
	Thanks for the confirmation !	9:19:34 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:19:35 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>	9:19:38 PM
	<i>Rohan Prajapati has ended this chat session</i>	9:19:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75613 Robert Zeigen

Email: rzeigen@szcpa.tax ☎ 15613920620

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 14 Secs

City: WILMINGTON

State: Delaware

15 Apr, 7:08:45 AM

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 51 Secs

Robert Zeigen	Hello, I am your Acebuddy	15 Apr, 7:08:46 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	7:09:03 AM
Robert Zeigen	Shubham, I am having trouble logging into my tax software. Can we reboot my server?	7:09:23 AM
Shubham Kataria	Sure, please allow me one minute	7:09:43 AM
	Server is up now. You may try to access	7:10:47 AM
	Are we still connected here?	7:11:34 AM
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:12:44 AM
	Shubham Kataria has ended this chat session	7:12:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Apr, 9:44:08 PM

#76194 Anis Azkoul

Email: deltaac2000@yahoo.com ☎ 7138945760

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: RICHMOND

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 2 Secs

Anis Azkoul	Hello, I am your Acebuddy	27 Apr, 9:44:09 PM
Acebuddy	Hello Anis Azkoul, I'm your Ace Buddy. I'll be happy to assist you!	9:44:10 PM
	Whom Would You Like to Connect With?	9:44:10 PM
Anis Azkoul	Technical Support (QB & App Hosting)	9:44:15 PM
Acebuddy	Welcome to Ace Support.	9:44:16 PM
	Please chose an option :	9:44:16 PM
Anis Azkoul	I'd like to report an Issue	9:44:29 PM
Acebuddy	Please select an option!	9:44:29 PM
Anis Azkoul	Password Reset	9:44:40 PM
Acebuddy	Please select an option below	9:44:40 PM
Anis Azkoul	Not Enrolled to Selfcare Portal	9:44:49 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.	9:44:49 PM
	Do you need any further assistance on the topic?	9:44:49 PM
Anis Azkoul	No	9:45:11 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:45:12 PM
	<i>Acebuddy has ended this chat session</i>	9:45:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 4 Apr, 2:06:01 AM

#75123 nicole.herlihy
Email: nicole.herlihy@montesanogroup.com ☎ 8054553840
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: 10 Secs

City: SANTA BARBARA
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 19 Secs

nicole.herlihy	Hello, I am your Acebuddy	4 Apr, 2:06:02 AM
Acebuddy	Hello Nicole Herlihy, I'm your Ace Buddy. I'll be happy to assist you!	2:06:03 AM
	Whom Would You Like to Connect With?	2:06:03 AM
nicole.herlihy	Technical Support (QB & App Hosting)	2:06:06 AM
Acebuddy	Welcome to Ace Support.	2:06:06 AM
	Please chose an option :	2:06:06 AM
nicole.herlihy	I'd like to report an Issue	2:06:12 AM
Acebuddy	Please select an option!	2:06:12 AM
nicole.herlihy	QuickBooks Issue	2:06:16 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:06:16 AM
nicole.herlihy	Other QB related issue	2:06:22 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:06:22 AM
nicole.herlihy	I am unable to add remote desktop to my home computer	2:06:42 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:06:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:06:42 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:07:10 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:07:16 AM
	Hello Nicole	2:07:21 AM
nicole.herlihy	Thank you	2:07:23 AM
	Hello	2:07:26 AM
Shashwat Verma	I will surely help you with this issue.	2:07:38 AM
	May I take the remote access of your local computer?	2:08:48 AM
nicole.herlihy	Yes	2:08:58 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	2:09:16 AM
	https://assist.acecloudhosting.com/join/7592904954	2:09:30 AM
	Kindly Click on the link and open the downloaded file.	2:09:33 AM
	Kindly allow the permission to remote access.	2:12:12 AM

	Done the windows application setup on remote session	2:17:06 AM
	issue resolved	2:17:11 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:17:14 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	2:17:16 AM
nicole.herlihy	Thank you	2:17:16 AM
Shashwat Verma	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:17:20 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	2:17:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75033 mary

Email: mary@infiniteaccountants.com 📞 2125440001

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: 42 Secs

City: TAGAPO

State: Laguna

Country: PHILIPPINES

2 Apr, 6:26:57 PM

Chat Transcript		Chat Duration : 19 Mins 51 Secs
mary	Hello, I am your Acebuddy	2 Apr, 6:26:58 PM
Shashwat Verma	Hello Mary	6:27:15 PM
	Are you able to access the QuickBooks?	6:27:31 PM
	After clicking OK on the update prompt.	6:27:50 PM
mary	Hello, I will check again	6:27:53 PM
Shashwat Verma	Sure	6:28:03 PM
mary	Hold tight We're updating your Quickbooks.	6:30:30 PM
	6:31:03 PMmary is sharing a file with you 1_image.png - (Size:262.3 KB)	6:31:03 PM
	This is what it says	6:31:15 PM
Shashwat Verma	Kindly press OK	6:31:16 PM
	6:31:35 PMmary is sharing a file with you 1_image.png - (Size:192.7 KB)	6:31:35 PM
mary	It kept me putting on Hold tiht	6:31:53 PM
	6:32:05 PMmary is sharing a file with you image.png - (Size:156.28 KB)	6:32:05 PM
Shashwat Verma	Kindly close any other QB on the server.	6:32:06 PM
mary	It automatically close on every attempt	6:32:26 PM
	It is not opening	6:33:01 PM
	it kept going back to this every time I ope	6:33:14 PM
	open	6:33:17 PM
	and close after clicking ok	6:33:25 PM
Shashwat Verma	Okay	6:33:40 PM
	Allow me 2 mins	6:33:54 PM
	Kindly open now.	6:35:59 PM
	Please be informed that we have installed all the QB updates. Also the critical update message is just a generic bug from Intuit and not an actual update and it will resolve itself in the future actual QB update releases.	6:37:39 PM
	Although in case you are unable to open the QuickBooks, then let me remote in to check the issue.	6:38:24 PM
	6:39:56 PMmary is sharing a file with you 1_image.png - (Size:381.42 KB)	6:39:56 PM
mary	still teh same	6:40:00 PM

Shashwat Verma	May I take the remote access of your server?	6:40:09 PM
mary	I'm opening QuickBooks Pro Plus 2024.	6:40:11 PM
	Yes	6:40:13 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	6:40:18 PM
mary	Copy on this, no documents are open at the moment	6:40:42 PM
	You may take the remote access server. Thanks	6:40:53 PM
Shashwat Verma	Kindly confirm whether you are using AllenC.NPRO1 or IASAdmin.NPRO1?	6:41:01 PM
mary	myrealdata\IASAdmin.NPRO1	6:41:05 PM
Shashwat Verma	Okay, kindly accept the invitation.	6:41:22 PM
	Allow me 2-3 mins	6:42:17 PM
mary	Ok	6:42:30 PM
	Thanks it is now working	6:46:05 PM
Shashwat Verma	Looks like issue resolved	6:46:18 PM
	Is there anything else I may help you with ?	6:46:22 PM
mary	That's all, thank you so much. I really appreciate it	6:46:40 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	6:46:44 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:46:48 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	6:46:49 PM
	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>Shashwat Verma has ended this chat session</i>	6:46:52 PM



info	Hello,	1:47:31 AM
	<i>Ashutosh Mishra is transferring the chat to Rohan Prajapati.</i>	1:47:38 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	1:47:40 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	1:47:43 AM
	Hello Daniel, how are you doing today ?	1:47:54 AM
info	Good one of my coworkers lost her password I was hoping you could help me reset it	1:48:16 AM
Rohan Prajapati	I will surely help you with this issue.	1:48:23 AM
	Kindly allow me 4-5 minutes to check the same.	1:48:30 AM
	May i know the username for whom you need the Password reset?	1:49:41 AM
	Do you have access to this email "info@brkimcpa.com" ?	1:50:22 AM
info	yes	1:51:10 AM
Rohan Prajapati	That's Great	1:51:19 AM
	You can reset the Password for any users through the My Portal	1:51:42 AM
	Here is the link : MyPortal - Ace Cloud Hosting - Login	1:52:08 AM
	Username for My Portal is CID71053	1:52:30 AM
	You can reset the My Portal Password as well by clicking on the Forgot Password button.	1:52:58 AM
	Is there anything else I may help you with ?	1:53:02 AM
info	It needs a verification code but I do not think it is from the info email	1:54:17 AM
Rohan Prajapati	You must have received a code on this email " info@brkimcpa.com"	1:55:07 AM
info	I have nothing	1:55:45 AM
	I have the username is there a way you can reset it?	1:56:11 AM
Rohan Prajapati	Kindly allow me 4-5 minutes to check the same.	1:56:36 AM
	Please let me know the username	1:57:17 AM
info	Donna_BK@myrealdata.net	1:57:40 AM
Rohan Prajapati	This user is also enrolled on the selfcare Portal.	1:58:16 AM
	Registered email on the selfcare Portal for this user is info@brkimcpa.com	1:58:45 AM
	Selfcare Portal Link : https://selfcare.acecloudhosting.com	1:59:17 AM
	Username: [Donna_BK](mailto:Donna_BK@myrealdata.net)	
	If still it doesn't work, then we would need any authorization email from the registered email address to reset the Password for this user!	2:00:14 AM
	Were you able to reset the Password for this user through selfcare Portal ?	2:04:07 AM
	Are we still connected here?	2:06:08 AM

info	yes	2:07:14 AM
	I am trying to reset the password but it keeps not being accepted	2:07:26 AM
	what are the password requirements?	2:07:31 AM
Rohan Prajapati	May I take the remote access of your local computer?	2:07:31 AM
info	No I just need to know the requirements	2:07:49 AM
Rohan Prajapati	Try this one AScv65^%	2:08:04 AM
	Two Capital Two Small Two Numeric Two Special	2:08:39 AM
info	that did not work	2:10:26 AM
Rohan Prajapati	I believe you can see the Password Requirements on the right side in green colure	2:12:07 AM
info	Nevermind I got one to work	2:12:31 AM
Rohan Prajapati	Ohh that's Great	2:12:44 AM
	Is there anything else I may help you with ?	2:12:46 AM
info	No that is all thank you	2:13:42 AM
Rohan Prajapati	Thanks for the confirmation !	2:13:49 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:13:51 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>	2:13:54 AM
	<i>Daniel Han has ended this chat session</i>	2:13:56 AM



Blackstonecpa	I'd like to report an Issue	7:22:20 PM
Acebuddy	Please select an option!	7:22:20 PM
Blackstonecpa	Other Issue	7:22:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:22:30 PM
Blackstonecpa	I have a problem with my ATX software since yesterday	7:23:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:23:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:23:19 PM
	<i>Gaurav Kumar accepted the chat transfer request.</i>	7:23:23 PM
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.	7:23:34 PM
	Hello Tedros	7:23:45 PM
Blackstonecpa	Hi, we have a persistent issue since yesterday on our ATX tax software	7:24:27 PM
	The account is Taxcorner3	7:24:49 PM
Gaurav Kumar	yes, Tedros, we are working on the issue	7:25:07 PM
Blackstonecpa	Please we are in a pressure due to a deadline and this is unacceptable given we reported it multiple times	7:25:23 PM
	Ok, how long should I wait	7:25:40 PM
Gaurav Kumar	Tedros, we have already informed you regarding the same	7:26:44 PM
Blackstonecpa	I contacted yesterday and they told me it is fixed. I didn't contact ACE but I think my partner did today	7:27:33 PM
Gaurav Kumar	yes, we had a around half an hour ago, with your partner	7:28:07 PM
Blackstonecpa	Ok, please fix this as soon as possible	7:28:31 PM
Gaurav Kumar	we had informed him that it will take around 1-2 hours and don't worry sir we are actively working on this issue	7:28:50 PM
Blackstonecpa	Ok	7:29:37 PM
Gaurav Kumar	sure	7:31:30 PM
	Is there anything else I may help you with ?	7:31:33 PM
	<i>Gaurav Kumar has ended this chat session</i>	7:34:13 PM



Chat Transcript

	Resources\Reviews exclusively for Nathan Urry, please send us an email confirming this request so we can proceed with the necessary actions.	2:23:13 AM
	After the chat I will share an email with your request.	2:24:31 AM
	Are we still connected here?	2:27:09 AM
Nathan Urry	yes	2:27:26 AM
	I emailed. thank you	2:27:32 AM
	i don't need anything else	2:27:43 AM
	do you need anything?	2:27:43 AM
Shivam Singh	Great	2:29:08 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.	2:29:16 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:29:20 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
Shivam Singh has ended this chat session		2:29:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76400 Alex Hu

Email: enrollmentservices@fivebranches.edu 📞 14082620208

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

30 Apr, 11:30:37 PM

Browser: Google Chrome
Device: Desktop
Average Response Time: 53 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 40 Secs

Alex Hu	Hello, I am your Acebuddy	30 Apr, 11:30:39 PM
Acebuddy	Hello Alex Hu, I'm your Ace Buddy. I'll be happy to assist you!	11:30:40 PM
	Whom Would You Like to Connect With?	11:30:40 PM
Alex Hu	Sales & Solutions	11:31:04 PM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	11:31:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:31:04 PM
	<i>Rahul accepted the chat transfer request.</i>	11:31:08 PM
Alex Hu	ticket id "#686071"	11:31:09 PM
Rahul	Hi Alex	11:31:32 PM
Alex Hu	Hi	11:31:35 PM
Rahul	how are you doing today?	11:31:41 PM
Alex Hu	which edition we have now? please advise	11:32:06 PM
	Silver \$2,712.00 per year \$268.00 per month Gold \$3,121.60 per year \$307.20 per month Platinum \$3,527.20 per year \$348.00 per month	11:32:07 PM
Rahul	Surely	11:32:36 PM
	Our billing team can help you on this, let me quickly transfer you to Billing team	11:33:02 PM
	<i>Rahul is transferring the chat to Billing.</i>	11:33:17 PM
	<i>Aditya accepted the chat transfer request.</i>	11:33:27 PM
Aditya	I'm your Ace Buddy. I'll be happy to assist you!	11:33:42 PM
	My name is Aditya, I will assist you today	11:33:47 PM
Alex Hu	which edition we have now?	11:34:41 PM
	is it Silver on the Monthly subscription or annual ?	11:35:07 PM
Aditya	Please allow me 2 minutes so that I can fetch the details	11:35:36 PM
Alex Hu	is our license 4326-8893-9891-975 or a different one?	11:36:34 PM
Aditya	Please allow me 2 minutes so that I can fetch the details	11:37:53 PM

	Actually, I am unable to find the edition. I will be transferring your chat to the specific department which can help you to find which edition you are using.	11:43:22 PM
	<i>Aditya is transferring the chat to Support(QB & App Hosting).</i>	11:43:35 PM
Alex Hu	OK, please	11:43:56 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:44:01 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:44:13 PM
	I understand you want to know what version of QuickBooks you currently have.	11:45:19 PM
Alex Hu	Monthly subscription or annual ? the License #?	11:46:24 PM
Ashutosh Mishra	I will be surely assisting you with this.	11:46:54 PM
	Kindly allow me two minutes to check the same.	11:46:58 PM
	<i>11:48:53 PM</i> <i>Ashutosh Mishra is sharing a file with you</i> <i>image.png</i> - (<i>Size:7.4 KB</i>) <i>Here is the license details of the current QuickBooks 2022.</i>	11:48:53 PM
	To know if you have monthly or annual subscription you will have to login to your intuit account since the license is owned by you and not by Ace.	11:49:31 PM
	You can also check with your Bank statement if you are being monthly charged as it should show up in the monthly statement. (Edited)	11:49:56 PM
Alex Hu	thank you	11:50:42 PM
Ashutosh Mishra	Is there anything else I may help you with ?	11:50:51 PM
Alex Hu	I need tech support to access our QB, please transfer to me to the tech support	11:51:58 PM
Ashutosh Mishra	You are currently with Tech Support.	11:52:11 PM
	How may i assist you with accessing QuickBooks? I see it is currently accessible.	11:52:53 PM
Alex Hu	CID: CID66056 Account Name: Five Branches University LLC User added: Alex Hu (Alex.H@myrealddata.net)	11:53:25 PM
	Can I have a .rdp file?	11:54:25 PM
	If I set up manuly by myself:	11:54:46 PM
	FiveBranches.myrealddata.net	11:54:47 PM
	what's the User name that should input?	11:55:09 PM
Ashutosh Mishra	Sure, i can help you with this.	11:55:42 PM
	The username should be Alex.H@myrealddata.net	11:55:49 PM
	I can also send you the RDP over email for the user Alex Hu.	11:56:40 PM
Alex Hu	please email to me	11:57:10 PM
	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't connect to the remote computer for one of these reasons: 1) Remote access to the server is not enabled 2) The remote	

	computer is turned off 3) The remote computer is not available on the network Make sure the remote computer is turned on and connected to the network, and that remote access is enabled. [^] Hide details [OK] [Expanded Information] Error code: 0x204 Extended error code: 0x0 Timestamp (UTC): 04/30/25 06:27:27 PM Press Ctrl+C to copy.	11:57:31 PM
	Is it because I am using a VPN?	11:57:47 PM
Ashutosh Mishra	Please don't use any VPN.	11:59:02 PM
Alex Hu	OK, I am trying again	11:59:30 PM
Ashutosh Mishra	Try without the VPN network as this can cause the issue with connectivity. (Edited)	11:59:35 PM
Alex Hu	the VPN app is completed off. Still the same result	1 May, 12:00:51 AM
	I am using the BitDefender Total Security	12:01:32 AM
	Does it matter?	12:01:39 AM
Ashutosh Mishra	Try turning off the entire Antivirus system and connect again.	12:02:06 AM
	It seems the user was inactive please try again now.	12:04:34 AM
Alex Hu	same results	12:05:14 AM
	On Feb 2024, I receive this email	12:06:31 AM
	A new user has been created on your account. CID: CID66056 Account Name: Five Branches University LLC User added: Alex Hu (Alex.H@myrealdata.net)	12:06:31 AM
	No other info or email received related to this account. Do I have a password (pass link) something?	12:07:17 AM
Ashutosh Mishra	Please share the ticket number you received in the email. There should be a password link if it was created by an agent, else you should have the password since it is required to create the user.	12:08:53 AM
	Are we still connected here?	12:10:41 AM
Alex Hu	I found it: Ticket: 460543	12:10:52 AM
Ashutosh Mishra	I see, you had received RDP for the user only. You can reset the password using My Portal.	12:12:24 AM
	The email also contains the guide for My Portal. I can resend it to you if required.	12:12:51 AM
Alex Hu	Please resend it	12:13:09 AM
Ashutosh Mishra	Sure. once the chat session ends i will send you a new ticket number along with the guide.	12:13:30 AM
	Is there anything else I may help you with ?	12:13:36 AM
	<i>12:14:41 AM</i> <i>Alex Hu is sharing a file with you</i> <i>image.png</i> - (<i>Size:56.59 KB</i>) <i>which password is asking here?</i>	12:14:41 AM
	This is the password you create when creating the user.	12:15:08 AM
	This password can be reset from My Portal.	12:15:23 AM
	Are we still connected here?	12:17:16 AM
Alex Hu	OK, I am in now	12:17:21 AM

	thank you	12:17:28 AM
Ashutosh Mishra	Thanks for the confirmation !	12:17:34 AM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	12:17:43 AM
	<i>Ashutosh Mishra has ended this chat session</i>	12:18:19 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Apr, 11:10:55 PM

#74987 Sabrina Sperry
Email: sabrina@lomnesscpa.com
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 51 Secs
City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 22 Secs

Sabrina Sperry	Hello, I am your Acebuddy	1 Apr, 11:10:56 PM
Acebuddy	Hello Sabrina Sperry, I'm your Ace Buddy. I'll be happy to assist you!	11:10:57 PM
	Whom Would You Like to Connect With?	11:10:57 PM
Sabrina Sperry	Managed IT	11:11:02 PM
Acebuddy	Please wait while we connect you to an available Representative.	11:11:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:11:02 PM
	<i>Sushant accepted the chat transfer request.</i>	11:11:09 PM

	<i>Sushant is transferring the chat to Support(QB & App Hosting).</i>	11:12:36 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	11:13:12 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	11:13:36 PM
Sabrina Sperry	my RDP file isnt working, and I tried to download a new file but it says Error occured- no gateway host found with this IP	11:13:37 PM
	Hi Shivam! thank you	11:13:42 PM
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:14:08 PM
Sabrina Sperry	LomnessCPA1	11:14:23 PM
	SabrinaS	11:14:25 PM
Shivam Singh	Thanks for the confirmation !	11:15:24 PM
	Kindly allow me two minutes to check the same.	11:15:34 PM
	May I take the remote access of your local computer?	11:16:11 PM
Sabrina Sperry	yes	11:17:02 PM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	11:17:15 PM
Sabrina Sperry	thank you	11:17:25 PM
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.	11:19:04 PM
	https://assist.acecloudhosting.com/join/7792698154	11:19:05 PM
Sabrina Sperry	ok i joined	11:20:43 PM
Shivam Singh	great	11:20:49 PM
	Hi there!	11:31:23 PM
	Is there anything else I may help you with ?	11:31:35 PM
	<i>Visitor changed the visitor's Email to Sabrina@lomnessCpa.com.</i>	11:31:51 PM
Sabrina Sperry	hi Shivam, no thank you, that is all. thank you	11:32:01 PM
Shivam Singh	That's great	11:32:09 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.	11:32:11 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:32:17 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Apr, 3:22:57 AM

#75607 tguerrero
Email: tguerrero@kenkinc.com ☎ 8183681291
Department: Support(QB & App Hosting)
Operator: Ankit Kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 27 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 17 Secs

tguerrero	Hello, I am your Acebuddy	15 Apr, 3:22:58 AM
Acebuddy	Hello Tguerrero, I'm your Ace Buddy. I'll be happy to assist you!	3:22:59 AM
	Whom Would You Like to Connect With?	3:22:59 AM
tguerrero	Technical Support (QB & App Hosting)	3:23:04 AM
Acebuddy	Welcome to Ace Support.	3:23:04 AM
	Please chose an option :	3:23:04 AM
tguerrero	I'd like to raise a Request	3:23:11 AM
Acebuddy	Please select your request type.	3:23:11 AM
tguerrero	Other Request	3:23:23 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:23:23 AM

	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:23:23 AM
tguerrero	Yes, I'm facing issues with my server	3:23:36 AM
Acebuddy	Please select an option!	3:23:36 AM
tguerrero	Other Issue	3:23:40 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:23:40 AM
tguerrero	representative	3:23:52 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:23:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:23:52 AM
	<i>Ankit accepted the chat transfer request.</i>	3:24:11 AM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	3:24:21 AM
tguerrero	hi	3:24:23 AM
	my PC is frozen	3:24:34 AM
	<i>Ankit is transferring the chat to Anurag Sharma.</i>	3:24:39 AM
	the file in the folder is frozen	3:24:46 AM
	<i>Anurag Sharma declined the transfer request.</i>	3:24:46 AM
	can you please close all the folders?	3:25:01 AM
Ankit	I deeply apologize for the inconvenience caused to you.	3:25:29 AM
	I will surely help you with this issue.	3:25:33 AM
	Kindly allow me two minutes to check the same.	3:25:59 AM
	Thank you for your patience. Kindly confirm if your username is : TeresaGu ?	3:27:46 AM
tguerrero	yes	3:27:51 AM
Ankit	Thanks for the confirmation !	3:28:00 AM
	Kindly confirm if we can close your frozen session from the backend. Once done, you can try accessing it again and check if the issue is resolved.	3:28:44 AM
tguerrero	yes please	3:28:52 AM
Ankit	Thanks for the confirmation !	3:29:18 AM
	Please try now accessing the server.	3:29:37 AM
	May I know if this is the first time you are experiencing this issue? Is the problem occurring with any specific application? Are any other users facing the same issue?	3:30:31 AM
	Are we still connected here?	3:31:16 AM
	Are we still connected here?	3:32:06 AM

	Are we still connected here?	3:33:21 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:35:09 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:36:07 AM
	Ankit has ended this chat session	3:36:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Apr, 3:04:53 AM

#76288 Alpco1
Email: alpco1@live.com 📞 7192426271
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: PUEBLO
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 17 Secs

Alpco1	Hello, I am your Acebuddy	29 Apr, 3:04:54 AM
Acebuddy	Hello Alpco1, I'm your Ace Buddy. I'll be happy to assist you!	3:04:54 AM
	Whom Would You Like to Connect With?	3:04:54 AM
Alpco1	Technical Support (QB & App Hosting)	3:05:05 AM
Acebuddy	Welcome to Ace Support.	3:05:05 AM
	Please chose an option :	3:05:05 AM
Alpco1	I'd like to raise a Request	3:05:13 AM
Acebuddy	Please select your request type.	3:05:13 AM

Alpco1	Setup Ace Server	3:05:26 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	3:05:26 AM
Alpco1	Microsoft Windows	3:05:34 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	3:05:34 AM
	Do you need any further assistance on the topic?	3:05:34 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:49:11 AM
	Ended due to chat idle timeout	3:49:11 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr, 12:30:17 AM

#75913 Rose Chomor

Email: accounting@humblebrands.com 📞 14803281454

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: TAOS

State: New Mexico

Country: UNITED STATES

Chat Transcript


Chat Duration : 34 Mins 33 Secs

Rose Chomor	Hello, I am your Acebuddy	23 Apr, 12:30:17 AM
Acebuddy	Hello Rose Chomor, I'm your Ace Buddy. I'll be happy to assist you!	12:30:18 AM
	Whom Would You Like to Connect With?	12:30:18 AM
Rose Chomor	Technical Support (QB & App Hosting)	12:30:26 AM

Acebuddy	Welcome to Ace Support.	12:30:26 AM
	Please chose an option :	12:30:26 AM
Rose Chomor	I'd like to report an Issue	12:30:33 AM
Acebuddy	Please select an option!	12:30:33 AM
Rose Chomor	QuickBooks Issue	12:30:37 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:30:37 AM
Rose Chomor	QuickBooks Update	12:30:42 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	12:30:42 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	12:30:42 AM
	Do you need any further assistance on the topic?	12:30:42 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:04:51 AM

Ended due to chat idle timeout

1:04:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75320 Rubens S Jacob

Email: seflglass@gmail.com 📞 13058233097

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: MIAMI

State: Florida

9 Apr, 12:03:14 AM

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 47 Secs

Rubens S Jacob	Hello, I am your Acebuddy	9 Apr, 12:03:15 AM
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!	12:03:16 AM
	Whom Would You Like to Connect With?	12:03:16 AM
Rubens S Jacob	Technical Support (QB & App Hosting)	12:03:19 AM
Acebuddy	Welcome to Ace Support.	12:03:19 AM
	Please chose an option :	12:03:19 AM
Rubens S Jacob	I'd like to report an Issue	12:03:41 AM
Acebuddy	Please select an option!	12:03:41 AM
Rubens S Jacob	Other Issue	12:05:49 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:05:49 AM
Rubens S Jacob	Hi. Everything is working. But when whe open Qb, it shows a message saying something about update	12:06:55 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:06:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:06:56 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:07:46 AM
	<i>Shashwat Verma is transferring the chat to Shivam Singh.</i>	12:07:53 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	12:07:56 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	12:08:27 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:08:44 AM
	Could you please share the screenshot?	12:08:56 AM
	Are we still connected here?	12:10:07 AM
	We have noted your request and during night hours we will update your QuickBooks and will notify you about the same over the email	12:11:37 AM
	Is there anything else I may help you with ?	12:11:58 AM
	Are we still connected here?	12:13:40 AM
	Are we still connected here?	12:15:45 AM
	Are we still connected here?	12:17:58 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.	12:19:42 AM
	<i>Shivam Singh has ended this chat session</i>	12:20:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details


4 Apr, 12:38:59 AM

#75119 Jessica Dotson
Email: jdotson@healthyairusa.com 📞 17702051710
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 23 Secs
City: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 43 Secs

Jessica Dotson	Hello, I am your Acebuddy	4 Apr, 12:38:59 AM
Acebuddy	Hello Jdotson, I'm your Ace Buddy. I'll be happy to assist you!	12:39:00 AM
	Whom Would You Like to Connect With?	12:39:00 AM
Jessica Dotson	Technical Support (QB & App Hosting)	12:39:13 AM
Acebuddy	Welcome to Ace Support.	12:39:13 AM
	Please chose an option :	12:39:13 AM
Jessica Dotson	I'd like to raise a Request	12:39:22 AM
Acebuddy	Please select your request type.	12:39:22 AM
Jessica Dotson	Change in Applications	12:39:47 AM
Acebuddy	Please select your desired option!	12:39:47 AM
Jessica Dotson	Application Addition	12:39:53 AM
Acebuddy	Please select your Application	12:39:53 AM

Jessica Dotson	Other Application	12:39:58 AM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email.	12:39:58 AM
	<ul style="list-style-type: none">• Application name and version• Setup/Installer download link (if any)• Activation Code / License information• Any other info/guide needed to install the application.	12:39:58 AM
	We will update you via email once the installation is complete. Application Addition usually takes 1-2 Hour(s)	12:39:58 AM
	Do you need any further assistance on the topic?	12:39:58 AM
Jessica Dotson	Yes	12:40:08 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:40:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:40:08 AM
	<i>Gaurav Kumar declined the transfer request.</i>	12:40:23 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:40:46 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:41:09 AM
	I understand you want to add an application on server.	12:41:45 AM
	Are we still connected here?	12:43:16 AM
	Are we still connected here?	12:44:46 AM
	Are we still connected here?	12:45:36 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.	12:47:37 AM
	<i>Ashutosh Mishra has ended this chat session</i>	12:47:43 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76110 Jessa Bradshaw

Email: ar@a1coring.net ☎ 512-251-0292

25 Apr, 8:29:01 PM

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: ROUND ROCK
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 10 Secs

Jessa Bradshaw	Hello, I am your Acebuddy	25 Apr, 8:29:02 PM
Acebuddy	Hello Jessa Bradshaw, I'm your Ace Buddy. I'll be happy to assist you!	8:29:03 PM
	Whom Would You Like to Connect With?	8:29:03 PM
Jessa Bradshaw	Technical Support (QB & App Hosting)	8:29:08 PM
Acebuddy	Welcome to Ace Support.	8:29:08 PM
	Please chose an option :	8:29:08 PM
Jessa Bradshaw	I'd like to report an Issue	8:29:18 PM
Acebuddy	Please select an option!	8:29:18 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:03:13 PM

Ended due to chat idle timeout

9:03:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Apr, 11:50:19 PM

#76329 erica.terminello
Email: erica.terminello@gmail.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: 42 Secs
City: VIRGINIA BEACH
State: Virginia
Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 51 Secs

erica.terminello	Hello, I am your Acebuddy	29 Apr, 11:50:20 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	11:52:20 PM
	Hello Erica, how are you doing today ?	11:52:32 PM
erica.terminello	Ok Thx. I have been having issues logging into my QB and everything says get a hold of my administrator, but they were not able to help so I was referred here.	11:54:23 PM
	myrealdata\Erica.T_RAG is what I use to login	11:54:57 PM
Rohan Prajapati	I will surely try to help you with this.	11:55:06 PM
	Kindly allow me 4-5 minutes to check the same.	11:55:18 PM
	May I take the remote access of your server?	11:57:12 PM
erica.terminello	Don't know what that means	11:57:57 PM
Rohan Prajapati	May I know if you are unable to login to the server or in the QuickBooks application?	11:58:59 PM
erica.terminello	Yes. My accountant tried to reset my password, but it did not work	11:59:40 PM
Rohan Prajapati	Please confirm if you are unable to login to the server OR QuickBooks application ???	30 Apr, 12:00:11 AM
	<i>12:02:55 AM Erica.terminello is sharing a file with you</i> 1_image.png - (Size:309.18 KB)	12:02:55 AM
erica.terminello	I don't know what the difference is . I am trying to get into this	12:03:00 AM
Rohan Prajapati	Thank you for sharing the snapshot of it.	12:03:18 AM
	I have made the required changes from the backend, kindly try to login now using the existing Password	12:04:00 AM
erica.terminello	I was told the one on the bottom was wrong and that I needed to use the one that I entered, but have no idea about the password as it has been 3 months at this point	12:04:17 AM
Rohan Prajapati	Don't you remember the Password of this user?	12:05:57 AM
erica.terminello	No	12:06:35 AM
Rohan Prajapati	Kindly allow me two minutes to check the same.	12:07:34 AM
	Erica, as we checked, we would need an authorization email from the any account owner to provide you a new Password	12:12:48 AM
erica.terminello		

	Ok, I will check with my accountant again. Which profile am I supposes to use. The top or bottom	12:14:31 AM
Rohan Prajapati	Kindly allow me two minutes to check the same.	12:15:56 AM
	I believe you need to use the Top one.	12:17:32 AM
erica.terminello	Ok thank-you.	12:18:07 AM
Rohan Prajapati	Is there anything else I may help you with ?	12:18:13 AM
erica.terminello	No Thx	12:18:47 AM
Rohan Prajapati	Thanks for the confirmation !	12:19:02 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:19:03 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>	12:19:04 AM

Rohan Prajapati has ended this chat session

12:19:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75387 info

Email: info@brkimcpa.com 📞 9729724930

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

City: FULLERTON

State: New York

10 Apr, 1:23:59 AM

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 9 Secs

info	Hello, I am your Acebuddy	10 Apr, 1:24:01 AM
Acebuddy	Hello Daniel Han, I'm your Ace Buddy. I'll be happy to assist you!	1:24:03 AM
	Whom Would You Like to Connect With?	1:24:03 AM
info	Technical Support (QB & App Hosting)	1:24:13 AM
Acebuddy	Welcome to Ace Support.	1:24:13 AM
	Please chose an option :	1:24:13 AM
info	I'd like to raise a Request	1:24:32 AM
Acebuddy	Please select your request type.	1:24:32 AM
info	Password Reset	1:24:54 AM
Acebuddy	Please select an option below	1:24:55 AM
info	Not Enrolled to Selfcare Portal	1:24:59 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	1:24:59 AM
	Do you need any further assistance on the topic?	1:24:59 AM
info	Yes	1:25:08 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:25:13 AM
	Acebuddy (bot) forwarded the chat request	1:25:13 AM
	Sanyam Madan accepted the chat transfer request.	1:25:13 AM
info	Hello	1:25:29 AM
	?	1:26:57 AM
	Hello	1:41:31 AM
	Daniel Han has ended this chat session	1:45:11 AM





Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Apr, 8:27:44 PM

#76231 Teri Conrad
Email: tconrad@thetruckpatch.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 57 Secs
City: NORTH LITTLE ROCK
State: Tennessee
Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 32 Secs

Teri Conrad	Hello, I am your Acebuddy	28 Apr, 8:27:45 PM
Acebuddy	Hello Teri Conrad, I'm your Ace Buddy. I'll be happy to assist you!	8:27:46 PM
	Whom Would You Like to Connect With?	8:27:46 PM
Teri Conrad	Technical Support (QB & App Hosting)	8:27:56 PM
Acebuddy	Welcome to Ace Support.	8:27:56 PM
	Please chose an option :	8:27:56 PM
Teri Conrad	I'd like to report an Issue	8:28:03 PM
Acebuddy	Please select an option!	8:28:03 PM
Teri Conrad	QuickBooks Issue	8:28:11 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:28:11 PM
Teri Conrad	Other QB related issue	8:28:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:28:21 PM

Teri Conrad	Unable to login to the server. Credentials issue	8:28:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:28:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:28:40 PM
	<i>Gaurav Kumar declined the transfer request.</i>	8:28:44 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	8:29:02 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	8:29:10 PM
	Could you please share a screenshot of the error message that you are receiving	8:29:23 PM
Teri Conrad	Yes, one moment	8:29:52 PM
Sharath Kumar	Thanks, are there others who are also receiving the same error?	8:30:05 PM
Teri Conrad	Yes	8:30:11 PM
	<i>8:30:38 PM</i> Teri Conrad is sharing a file with you <i>image.png</i> - (<i>Size:96.67 KB</i>)	8:30:38 PM
Sharath Kumar	thank you for the information, allow me a minute to sign into the server and check this for you	8:31:03 PM
Teri Conrad	thank you	8:31:10 PM
Sharath Kumar	Thank you for your patience.	8:34:20 PM
	Teri, I have just restarted the server for TruckPatch, could you please try signing in now and let me know the result	8:36:20 PM
Teri Conrad	Yes, one moment.	8:36:33 PM
	It's working now. Thank you very much for your assistance.	8:37:26 PM
Sharath Kumar	My pleasure	8:37:37 PM
	anything else that I may assist you with?	8:37:55 PM
Teri Conrad	That will do it. Have a great day!	8:38:06 PM
Sharath Kumar	thank you and I wish you the same	8:38:22 PM
	<i>Sharath Kumar has ended this chat session</i>	8:40:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75476 Shane Touhey

Email: shane@shanetouhey.com 📞 407-221-2465

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: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Secs

Shane Touhey	Hello, I am your Acebuddy	11 Apr, 8:23:18 PM
Acebuddy	Hello Shane, I'm your Ace Buddy. I'll be happy to assist you!	8:23:22 PM
	Whom Would You Like to Connect With?	8:23:22 PM
Shane Touhey	Technical Support (QB & App Hosting)	8:23:38 PM
Acebuddy	Welcome to Ace Support.	8:23:38 PM
	Please chose an option :	8:23:38 PM
Shane Touhey	I'd like to raise a Request	8:23:48 PM
Acebuddy	Please select your request type.	8:23:48 PM
Shane Touhey	Application Version Upgrade	8:23:54 PM
Acebuddy	Please select the application you would like to upgrade :	8:23:55 PM
Shane Touhey	QuickBooks	8:23:59 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	8:23:59 PM
	<ul style="list-style-type: none">QuickBooks YearVariant : Pro / Premier / Enterprise / AccountantLicense NumberProduct Code	8:23:59 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.	8:23:59 PM
	Do you need any further assistance on the topic?	8:23:59 PM
Shane Touhey	No	8:24:08 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	8:24:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Apr, 3:41:05 AM

#76157 Kay Monaghan
Email: kmonaghan@rcdlighting.com 📞 15037093013
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 31 Secs

Kay Monaghan	Hello, I am your Acebuddy	26 Apr, 3:41:07 AM
Acebuddy	Hello Kay Monaghan, I'm your Ace Buddy. I'll be happy to assist you!	3:41:08 AM
	Whom Would You Like to Connect With?	3:41:08 AM
Kay Monaghan	Technical Support (QB & App Hosting)	3:41:21 AM
Acebuddy	Welcome to Ace Support.	3:41:21 AM
	Please chose an option :	3:41:21 AM
Kay Monaghan	I'd like to raise a Request	3:41:30 AM
Acebuddy	Please select your request type.	3:41:30 AM
Kay Monaghan	Change in Applications	3:41:47 AM
Acebuddy	Please select your desired option!	3:41:47 AM
Kay Monaghan	Application Removal	3:41:56 AM
Acebuddy		

	Kindly email us the application name that needs to be removed at support@acecloudhosting.com from your registered email address and we'll revert you in 1-2 hour(s).	3:41:56 AM
	Do you need any further assistance on the topic?	3:41:56 AM
Kay Monaghan	No	3:42:38 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	3:42:38 AM
Acebuddy has ended this chat session		3:42:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 12:22:46 AM

#76338 Eduardo
Email: corporateit@sdf-itc.com ☎ 15125169214
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 15 Secs
City: CIUDAD ADOLFO LOPEZ MATEOS
State: Ciudad De Mexico
Country: MEXICO

Chat Transcript

Chat Duration : 1 Hour 20 Mins

Eduardo	Hello, I am your Acebuddy	30 Apr, 12:22:46 AM
Acebuddy	Hello Corporateit, I'm your Ace Buddy. I'll be happy to assist you!	12:22:47 AM
	Whom Would You Like to Connect With?	12:22:47 AM
Eduardo	Technical Support (QB & App Hosting)	12:22:52 AM
Acebuddy	Welcome to Ace Support.	12:22:52 AM
	Please chose an option :	12:22:52 AM

Eduardo	I'd like to report an Issue	12:22:58 AM
Acebuddy	Please select an option!	12:22:58 AM
Eduardo	Other Issue	12:23:04 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:23:04 AM
Eduardo	Cannot connect to remote session, it stays on "Estimating conecction quality" for all of the sessions	12:23:57 AM
	<i>12:23:58 AM</i> Eduardo is sharing a file with you Imagen de WhatsApp 2025-04-29 a las 12.51.25_5628d4c5.jpg - (Size:164.29 KB)	12:23:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:23:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:23:58 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	12:24:26 AM
Eduardo	Hello	12:24:51 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	12:25:17 AM
Eduardo	Thanks	12:25:32 AM
	We are having issues to log in to the remote sessions	12:25:43 AM
	It started 5 minutes ago	12:26:10 AM
Shivam Singh	Okay	12:27:01 AM
	May I take the remote access of your server?	12:27:09 AM
Eduardo	Sure	12:27:21 AM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	12:28:16 AM
Eduardo	It's all frozen, windows are not responding so...	12:28:49 AM
Shivam Singh	https://assist.acecloudhosting.com/join/1072254263	12:30:27 AM
Eduardo	I'm outside of the server	12:31:02 AM
Shivam Singh	That's okay	12:31:22 AM
	Please use this link outside the server	12:31:35 AM
	Thanks	12:33:20 AM
	we are still connected and working to resolve the problem.	1:08:32 AM
	Stay connected	1:08:41 AM
	Is there anything else I may help you with ?	1:31:59 AM
Eduardo	So far that would be it, I'm just noticing it is a bit slow. maybe because it was just restarted?	1:32:59 AM
	CPU is at 99% - 100%	1:33:30 AM
Shivam Singh	Would you be comfortable in speaking English?	1:36:49 AM
Eduardo	Sure	1:38:27 AM

Shivam Singh	Okay allow us sometime and we will give you callback.	1:39:08 AM
Eduardo	You can reach me at + 1 52 56720106 Mexico phone number	1:39:12 AM
Shivam Singh	Thanks for the number.	1:39:28 AM
	We are ending the chat for now I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:42:59 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! 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/)	1:43:01 AM
	<i>Shivam Singh has ended this chat session</i>	1:43:04 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75158 Cory Bailly

Email: cbailly@netlogix.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SPRINGFIELD

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 30 Secs

Cory Bailly	Hello, I am your Acebuddy	4 Apr, 9:05:03 PM
Acebuddy	Hello Cory Bailly, I'm your Ace Buddy. I'll be happy to assist you!	9:05:03 PM
	Whom Would You Like to Connect With?	9:05:03 PM
Cory Bailly	Technical Support (QB & App Hosting)	9:05:07 PM
Acebuddy	Welcome to Ace Support.	9:05:08 PM
	Please chose an option :	9:05:08 PM
Cory Bailly	I'd like to raise a Request	9:05:14 PM
Acebuddy	Please select your request type.	9:05:15 PM
Cory Bailly	Change in Users	9:05:19 PM
Acebuddy	Please select your desired option!	9:05:19 PM
Cory Bailly	User Addition	9:05:24 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	9:05:24 PM
	Do you need any further assistance on the topic?	9:05:24 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:45:33 PM
	Ended due to chat idle timeout	9:45:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75610 Michael Arme

Email: steve@lotrwine.com 📞 16022287210

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs


15 Apr, 5:18:45 AM

City: SCOTTSDALE
State: Arizona
Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 52 Secs

Michael Arme	Hello, I am your Acebuddy	15 Apr, 5:18:46 AM
Acebuddy	Hello Steve Arme, I'm your Ace Buddy. I'll be happy to assist you!	5:18:47 AM
	Whom Would You Like to Connect With?	5:18:47 AM
Michael Arme	Technical Support (QB & App Hosting)	5:18:55 AM
Acebuddy	Welcome to Ace Support.	5:18:55 AM
	Please chose an option :	5:18:55 AM
Michael Arme	I'd like to raise a Request	5:19:03 AM
Acebuddy	Please select your request type.	5:19:03 AM
Michael Arme	Setup Ace Server	5:20:48 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	5:20:48 AM
Michael Arme	Microsoft Windows	5:20:55 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	5:20:55 AM
	Do you need any further assistance on the topic?	5:20:55 AM
Michael Arme	Yes	5:24:06 AM
Acebuddy	Please wait while we connect you to our Support Representative	5:24:06 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:24:06 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:24:39 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:24:43 AM
	Hello Steve	5:24:47 AM
Michael Arme	I am trying to setup 2 users for my clients and the connect feature just spins	5:25:02 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	5:25:56 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:26:00 AM
Michael Arme	LosOlivos.myrealdata.net	5:26:29 AM
	MichaelAm	5:26:53 AM
Anurag Sharma	Thanks for the confirmation !	5:28:20 AM
Michael Arme	I am used to getting the RDP connection icon, once configured, then I just email it to the user, once I	5:29:15 AM

	setup their quickbooks connect	
Anurag Sharma	Let me transfer you to a specialist who can better address your concern.	5:29:50 AM
	<i>Anurag Sharma is transferring the chat to Onboarding.</i>	5:29:57 AM
Michael Arme	??	5:32:15 AM
Anurag Sharma	Sorry for the delay.	5:33:38 AM
	I will be assisting you with the issue.	5:33:46 AM
	May I take the remote access of your local computer?	5:33:56 AM
Michael Arme	ok	5:34:11 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	5:34:16 AM
	https://assist.acecloudhosting.com/join/5002916710	5:34:29 AM
	Kindly paste this link in the browser of local computer and join the session.	5:34:32 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.	5:36:31 AM
Michael Arme	ok	5:53:45 AM
Anurag Sharma	As discussed over the remote session. I will be forwarding your issue to the concerned department who will look after your password reset request.	5:54:09 AM
	Is there anything else I may help you with ?	5:54:16 AM
Michael Arme	ok	5:54:18 AM
	no	5:54:24 AM
Anurag Sharma	Thanks for the confirmation !	5:54:27 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:54:34 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>	5:54:36 AM
	<i>Anurag Sharma has ended this chat session</i>	5:54:39 AM
		

Daniel Ayzenberg	Thanks. I am using Drake Hosted and I am having trouble to log in	6:24:53 PM
	It takes several minutes to open and then it crashes	6:25:09 PM
Anjainay Singh	Just allow me sometime so that I can look into the issue .	6:25:22 PM
Daniel Ayzenberg	ok	6:25:33 PM
Anjainay Singh	May I take the remote access of your server?	6:26:14 PM
Daniel Ayzenberg	sure	6:26:24 PM
	what do you need from me	6:26:40 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	6:26:58 PM
	https://assist.acecloudhosting.com/join/6612716611	6:27:12 PM
	Please copy this URL at your server browser so that I can access your server .	6:27:42 PM
Daniel Ayzenberg	are you in?	6:28:15 PM
Anjainay Singh	We are trying to free some space, please allow me some time	6:31:43 PM
	Hello Daniel.	6:53:57 PM
	Is there anything else I may help you with ?	6:54:09 PM
Daniel Ayzenberg	all good	6:54:19 PM
	thanks	6:54:19 PM
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:54:30 PM
	You may click on smiling emoji to provide your positive feedback.	6:54:57 PM
Daniel Ayzenberg	:-)	6:55:05 PM
Anjainay Singh	After chats gets disconnected you will get survey in which you may click on smiling emoji to provide your positive feedback	6:56:04 PM
	You may end this chat	6:56:24 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:56:32 PM
	<i>Anjainay Singh has ended this chat session</i>	6:57:08 PM



#76102 szolad

Email: szolad@cdt.org

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop


Average Response Time: 47 Secs

City: WASHINGTON

State: District Of Columbia

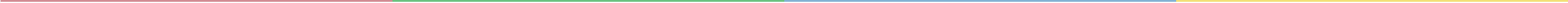
Country: UNITED STATES

szolad	Hello, I am your Acebuddy	25 Apr, 8:05:59 PM
Acebuddy	Hello Szolad, I'm your Ace Buddy. I'll be happy to assist you!	8:06:00 PM
	Whom Would You Like to Connect With?	8:06:00 PM
szolad	Technical Support (QB & App Hosting)	8:06:02 PM
Acebuddy	Welcome to Ace Support.	8:06:03 PM
	Please chose an option :	8:06:03 PM
szolad	I'd like to raise a Request	8:06:13 PM
Acebuddy	Please select your request type.	8:06:14 PM
szolad	Setback	8:06:28 PM
Acebuddy	Welcome to Ace Support.	8:06:28 PM
	Please chose an option :	8:06:28 PM
szolad	I'd like to report an Issue	8:06:36 PM
Acebuddy	Please select an option!	8:06:37 PM
szolad	Other Issue	8:06:41 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:06:41 PM
szolad	I am looking for an update on issue 683046	8:06:57 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:06:58 PM
	Acebuddy (bot) forwarded the chat request	8:06:58 PM
	Sharath Kumar accepted the chat transfer request.	8:08:35 PM
Sharath Kumar		

	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	8:08:42 PM
	allow me a moment to quickly check this for you	8:09:02 PM
	<i>Sharath Kumar is transferring the chat to Ashutosh Mishra.</i>	8:09:11 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:09:14 PM
szolad	Thanks!	8:09:15 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:09:31 PM
	I will surely help you with this issue.	8:09:50 PM
	Kindly allow me two minutes to check the same.	8:09:57 PM
szolad	Thanks	8:10:05 PM
Ashutosh Mishra	I understand your account has been migrated to a new server.	8:11:42 PM
szolad	Was this done in the last 24 hours?	8:12:01 PM
	We were moved on April 10th, that caused problems which we have been trying to solve since.	8:12:22 PM
Ashutosh Mishra	Yes, i see that the technician handling your case has sent you with new login credentials 15 hours ago.	8:13:34 PM
szolad	OK, let me check another email because it didn't come to my direct email.	8:14:07 PM
	Thank you, I see the email in the admin@cdt.org inbox.	8:14:45 PM
Ashutosh Mishra	Thanks for the confirmation !	8:14:54 PM
	Is there anything else I may help you with ?	8:14:59 PM
szolad	No, I am going to test the sign in and the new software. I will contact you if there are any issues.	8:15:39 PM
	Thanks again.	8:15:42 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:16:05 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>	8:16:09 PM
	<i>Ashutosh Mishra has ended this chat session</i>	8:16:12 PM
		

andy.brower	thank you	8:02:55 PM
	just get a blank screen when I go to my remote session, it won't even log me in	8:03:11 PM
Anjainay Singh	Since when are you facing this issue .	8:03:29 PM
andy.brower	i was able to log in around 8:15 but not after that sesssion closed	8:03:49 PM
	so about the last hour I haven't been able to log in	8:03:58 PM
Anjainay Singh	Please allow me sometime so that I can look into the issue .	8:04:29 PM
andy.brower	sounds good. As an FYI... we are set up on a different domain than everyone else and we don't use th eportal	8:04:55 PM
	so our setup is unique	8:05:13 PM
	Mayank Bakshi is a good reference if needed	8:05:34 PM
	who helped set us up	8:05:50 PM
Anjainay Singh	Please allow me sometime so that I can look into it .	8:07:13 PM
	We have made some backend changes , could you please confirm if you are able to login back.	8:08:05 PM
andy.brower	same blank screen still	8:08:20 PM
	blue if that helps	8:08:28 PM
	WMC.myrealdata.net at the top and just sits on that screen	8:08:54 PM
	no prompt for 2 factor with DUO	8:08:58 PM
Anjainay Singh	The change may take effect within 5 minutes, when I notify you please try to login back into server .	8:10:14 PM
andy.brower	will do	8:10:30 PM
Anjainay Singh	Our backend team is working on this issue .	8:12:15 PM
andy.brower	thank you	8:12:21 PM
Anjainay Singh	Could you please try again to login into the server and let me know the result .	8:17:58 PM
andy.brower	that worked	8:19:09 PM
	thank you	8:19:10 PM
Anjainay Singh	Is there anything else I may help you with ?	8:19:19 PM
andy.brower	is there somehting i did wrong to cause the issue	8:19:20 PM
	to avoid moving forward	8:19:27 PM
Anjainay Singh	Actually you were in disconnected state on server which caused the issue .	8:19:59 PM
andy.brower	so nothing i did?	8:20:11 PM
Anjainay Singh	When you are not active on server and idle session time out , disconnected state appears , please try to be active on server within idle time.	8:21:07 PM
andy.brower	ok	8:21:31 PM

	thanks	8:21:39 PM
	i do have one question	8:21:48 PM
	if i am in an excel document and close my session	8:21:57 PM
	if my coworker logs in under their username, they don't see what I have open in excel do they?	8:22:15 PM
	the reason I ask is because when I log into QB, i have to keep changing my username	8:22:32 PM
	even though we are logged in to to separate Ace sessions	8:23:00 PM
Anjainay Singh	Please let me go through the issue to provide the exact resolution.	8:23:57 PM
	If session is same for Excel then every users will be able to see the same saved data	8:26:46 PM
	Are we still connected here?	8:28:45 PM
andy.brower	different sessions	8:29:14 PM
	i use my login when i connect to Ace	8:29:20 PM
	no one else uses my login information	8:29:26 PM
	but we are on a shared network for files (d drive)	8:29:46 PM
Anjainay Singh	No if every users has different session for for server they will not be able to see the others data even you share common D drive .	8:31:03 PM
andy.brower	ok, thank you for confirming	8:31:17 PM
	have an excellent day	8:31:22 PM
	<i>andy.brower has ended this chat session</i>	8:31:26 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 23 Apr, 7:47:49 PM

#75947 steven
Email: steven@lynncpas.com 📞 17204703581
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: 31 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 54 Secs

steven	Hello, I am your Acebuddy	23 Apr, 7:47:50 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	7:47:51 PM
	Whom Would You Like to Connect With?	7:47:51 PM
steven	Technical Support (QB & App Hosting)	7:47:55 PM
Acebuddy	Welcome to Ace Support.	7:47:55 PM
	Please chose an option :	7:47:55 PM
steven	I'd like to raise a Request	7:48:01 PM
Acebuddy	Please select your request type.	7:48:01 PM
steven	Application Update	7:48:09 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	7:48:09 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	7:48:09 PM
steven	Yes	7:48:15 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:48:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:48:15 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	7:48:49 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	7:48:52 PM
	Hello Steven	7:48:56 PM
steven	Hellow	7:49:00 PM
	I need to get the Lacerte program updated, i cant wait until tonight because i cant access it in the interum as it closes when i try to open	7:49:34 PM
Shashwat Verma	I will surely help you with this issue.	7:49:43 PM
	We have checked the previous ticket and found that your Lacerte was updated yesterday.	7:50:15 PM
	Is it still showing update?	7:50:23 PM
steven	I know and it is not opening giving me an update	7:50:32 PM

	and i cant update it	7:50:38 PM
Shashwat Verma	Okay, let me one more time update it, if the update issue again persist kindly let us know will find another way to deal it.	7:51:25 PM
	Is there anything else I may help you with ?	7:52:23 PM
steven	no	7:52:50 PM
	do i need to log off	7:53:01 PM
Shashwat Verma	We have initiated the update, yes kindly logoff for 5 mins	7:53:17 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:53:35 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	7:53:41 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	7:53:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76386 jaimeflores

Email: jaimeflores@oakgroveschool.org 📞 2025772326

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: OJAI

30 Apr, 9:09:01 PM

State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 15 Secs

jaimeflores	Hello, I am your Acebuddy	30 Apr, 9:09:01 PM
Acebuddy	Hello Jaimeflores, I'm your Ace Buddy. I'll be happy to assist you!	9:09:02 PM
	Whom Would You Like to Connect With?	9:09:02 PM
jaimeflores	Technical Support (QB & App Hosting)	9:09:05 PM
Acebuddy	Welcome to Ace Support.	9:09:05 PM
	Please chose an option :	9:09:05 PM
jaimeflores	I'd like to report an Issue	9:09:11 PM
Acebuddy	Please select an option!	9:09:11 PM
jaimeflores	Other Issue	9:09:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:09:14 PM
jaimeflores	We need access to the app 'services'	9:09:26 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:09:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:09:27 PM
jaimeflores	Hello, we are trying to reconnect one of our Apps, 'T-Hub' it has been disconnected for over 4 weeks. It's an essential part of our business operations. The app support rep is trying to access the app 'Services' but it's denied of access is restricted. Could you please Allow the user 'Tara' to have permission to work on this app? Thank you.	9:10:52 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	9:11:04 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	9:11:12 PM
jaimeflores	thank you.	9:11:59 PM
	Hello, we are trying to reconnect one of our Apps, 'T-Hub' it has been disconnected for over 4 weeks. It's an essential part of our business operations. The app support rep is trying to access the app 'Services' but it's denied of access is restricted. Could you please Allow the user 'Tara' to have permission to work on this app?	9:11:59 PM
Sharath Kumar	Hello Jaime, the access to certain settings are restricted to users due to security concerns	9:12:09 PM
	if you could let me know the service that has to be restarted, I can do that for you	9:12:30 PM
jaimeflores	I understand but we are trying to fix an issue with one of the app that we host.	9:12:31 PM
	Ok one moment.	9:12:40 PM
	COuld you please check the service t-hub ?	9:13:04 PM
	is it ON or OFF?	9:13:12 PM

	we are getting a database issue.	9:13:20 PM
Sharath Kumar	checking, one moment please	9:13:49 PM
jaimeflores	we need check the sql in the services	9:13:49 PM
	<i>9:15:13 PMSharath Kumar is sharing a file with you</i> <i>image.png</i> - (<i>Size:5.41 KB</i>)	9:15:13 PM
	<i>9:15:23 PMjaimeflores is sharing a file with you</i> <i>Screenshot 2025-04-30 at 8.44.58 AM.png</i> - (<i>Size:379.9 KB</i>)	9:15:23 PM
Sharath Kumar	both of these services are in a stopped state, shall I start both of these services	9:15:46 PM
	please confirm if these have to be started	9:17:36 PM
jaimeflores	Yes please lets try that	9:17:40 PM
	Yes, please.	9:19:00 PM
	<i>9:19:14 PMSharath Kumar is sharing a file with you</i> <i>image.png</i> - (<i>Size:7.99 KB</i>) <i>getting this error while trying to start</i>	9:19:14 PM
	OK, checking on that.	9:21:00 PM
	Could you please tell me if it's possible to connect to the machine where t-hub is installed directly?	9:21:29 PM
	We might have had an admin account in the past but we removed it.	9:21:42 PM
Sharath Kumar	Thub appears to be installed on the server but I am unable to launch it	9:23:48 PM
jaimeflores	Yes, same here, that's the problem and the app support team is unable to find a solution. I wonder what changed in the past month that got this app disconnected.	9:25:39 PM
	Perhaps the file path for the db changed?	9:25:50 PM
Sharath Kumar	checking for any related ticket	9:26:42 PM
jaimeflores	thank you.	9:26:52 PM
	the support team is trying to access 'Services' to troubleshoot but we are not granting access so we are stuck at the moment.	9:28:37 PM
	Can we temporarily allow the user Tara to edit 'Services' ?	9:28:49 PM
Sharath Kumar	working on that	9:31:40 PM
	I can provide you with the temp admin access, however, a disclaimer has to be accepted by you.	9:32:39 PM
jaimeflores	OK thank you.	9:32:47 PM
Sharath Kumar	I can send that on a ticket	9:32:53 PM
jaimeflores	Yes, I understand.	9:32:54 PM
Sharath Kumar	we will have to close this ticket and I will send you the disclaimer as soon as the ticket is generated and will provide you with the admin access promptly	9:33:40 PM
	do let us know once you are done configuring the T-Hub so that we can remove the access	9:34:04 PM

jaimeflores	sounds good.	9:34:15 PM
	let me know when we can go in and try again.	9:34:22 PM
	the support rep is awaiting the temp admin permissions	9:34:43 PM
	I haven't received anything yet.	9:36:22 PM
	Thanks for your help. It has been 4 weeks since we are trying to resolve this issue.	9:36:46 PM
Sharath Kumar	Unfortunately Jaime, I just got to know that providing you with temp access won't provide you access to the services. There would be certain policies that has to be changed on the server	9:36:49 PM
	and this will take some time	9:36:57 PM
jaimeflores	oh boy. ok.	9:37:12 PM
Sharath Kumar	I understand that, I am trying to help you and get this sorted at the earliest	9:37:27 PM
	<i>9:38:37 PMjaimeflores is sharing a file with you</i> Screenshot 2025-04-30 at 8.44.58 AM.png - (Size:379.9 KB)	9:38:37 PM
	<i>9:38:37 PMjaimeflores is sharing a file with you</i> Screenshot 2025-04-30 at 9.07.43 AM.png - (Size:381.11 KB)	9:38:37 PM
jaimeflores	Yes, thank you. We are hitting so many road blocks	9:38:43 PM
	We might have to change the service providing this integration.	9:39:06 PM
Sharath Kumar	am asking the team to make changes right now	9:39:09 PM
jaimeflores	What should we do now?	9:39:13 PM
	OK thank you.	9:39:20 PM
Sharath Kumar	I informed them about the urgency and they are working on making the appropriate changes	9:40:40 PM
jaimeflores	Awesome, thank you.	9:40:53 PM
	I got some insight from the app rep	9:41:31 PM
	They need to stop the service in sql and open thub	9:41:41 PM
Sharath Kumar	you will have to sign out using the log off icon on the desktop and sign back in	9:41:46 PM
jaimeflores	what do we need to make this happen?	9:41:52 PM
Sharath Kumar	you should be able to access the services	9:42:07 PM
	as changed have been made from backend	9:42:26 PM
jaimeflores	Thank ou so much, give me one moment please	9:43:24 PM
Sharath Kumar	absolutely, take your time	9:43:42 PM
	Are we still connected here?	9:48:46 PM
	Are we still connected here?	9:50:48 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.	9:51:12 PM
		9:51:15 PM

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

Sharath Kumar has ended this chat session

9:51:17 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 5:08:38 AM

#76063 bianca

Email: bianca@enscpany.com 📞 6317345330

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: EAST HANOVER

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 24 Secs

bianca	Hello, I am your Acebuddy	25 Apr, 5:08:39 AM
Acebuddy	Hello Bianca, I'm your Ace Buddy. I'll be happy to assist you!	5:08:40 AM
	Whom Would You Like to Connect With?	5:08:40 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.	5:45:04 AM
	Ended due to chat idle timeout	5:45:04 AM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details


1 Apr, 2:06:32 PM

#74966 Fenil Shah
Email: tax@sktaxaddison.com 📞 8473508121
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: 37 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 51 Secs

Fenil Shah	Hello, I am your Acebuddy	1 Apr, 2:06:34 PM
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!	2:06:35 PM
	Whom Would You Like to Connect With?	2:06:35 PM
Fenil Shah	Managed IT	2:06:39 PM
Acebuddy	Please wait while we connect you to an available Representative.	2:06:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:06:39 PM
	<i>Suneetha Barre accepted the chat transfer request.</i>	2:06:50 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?	2:07:06 PM
Fenil Shah	670507 any update about this ticket id ?	2:09:29 PM
Suneetha Barre	Thank you for providing the ticket ID	2:10:42 PM
	We are forwarding this chat to concerned team	2:10:58 PM
Fenil Shah	okay	2:11:06 PM
	<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i>	2:11:07 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:11:43 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:12:00 PM

Fenil Shah	okay	2:12:18 PM
	any update about this id ?	2:12:44 PM
Anjainay Singh	We are still working on this and our concerned team is continuously working on it .	2:13:33 PM
	Once we get a backup we will provide you over an email.	2:14:10 PM
	We appreciate your patience	2:14:30 PM
Fenil Shah	okay thankyou	2:15:21 PM
Anjainay Singh	Do you have any other issue through which I may assist you with.	2:16:21 PM
Fenil Shah	how much time does it seems ?	2:17:25 PM
Anjainay Singh	It will probably take two hours .	2:17:35 PM
	As soon as it get restore we will send it to you over an email.	2:18:23 PM
Fenil Shah	sure thank you	2:18:39 PM
Anjainay Singh	Yes our concerned team is working on this issue .	2:18:58 PM
Fenil Shah	okay thank you for update	2:19:21 PM
Anjainay Singh	Is there anything else I may help you with ?	2:19:35 PM
Fenil Shah	no thanks	2:19:43 PM
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:19:56 PM
	Please click smiling emoji to provide your positive feedback.	2:20:26 PM
	You may end this chat if nothing else is pending.	2:21:20 PM
Fenil Shah	ya sure	2:22:10 PM
	<i>tax has ended this chat session</i>	2:22:25 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75784 Claire Speake

Email: claire@sgwfresno.com 📞 15593479965

Department: Support(QB & App Hosting)

18 Apr, 9:56:02 PM

Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: SAN JOSE
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 24 Secs

Claire Speake	Hello, I am your Acebuddy	18 Apr, 9:56:03 PM
Acebuddy	Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you!	9:56:04 PM
	Whom Would You Like to Connect With?	9:56:04 PM
Claire Speake	Technical Support (QB & App Hosting)	9:56:10 PM
Acebuddy	Welcome to Ace Support.	9:56:10 PM
	Please chose an option :	9:56:10 PM
Claire Speake	I'd like to raise a Request	9:56:15 PM
Acebuddy	Please select your request type.	9:56:15 PM
Claire Speake	Application Version Upgrade	9:56:45 PM
Acebuddy	Please select the application you would like to upgrade :	9:56:45 PM
Claire Speake	QuickBooks	9:56:48 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	9:56:48 PM
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code	9:56:48 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.	9:56:48 PM
	Do you need any further assistance on the topic?	9:56:48 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.	10:27:27 PM
	Ended due to chat idle timeout	10:27:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Apr, 1:09:16 AM

#76146 lauro lopez
Email: laurojr@me.com 📞 19567237245
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 1 Min 24 Secs
City: LAREDO
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 4 Secs

lauro lopez	Hello, I am your Acebuddy	26 Apr, 1:09:17 AM
Acebuddy	Hello Lauro Lopez Jr, I'm your Ace Buddy. I'll be happy to assist you!	1:09:18 AM
	Whom Would You Like to Connect With?	1:09:18 AM
lauro lopez	Technical Support (QB & App Hosting)	1:09:23 AM
Acebuddy	Welcome to Ace Support.	1:09:23 AM
	Please chose an option :	1:09:23 AM
lauro lopez	I'd like to report an Issue	1:09:29 AM
Acebuddy	Please select an option!	1:09:29 AM
lauro lopez	Other Issue	1:09:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:09:33 AM
lauro lopez	Not able to login to my SAGE	1:09:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:09:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:09:55 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:10:07 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:10:23 AM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Apr, 2:57:11 AM

#75128 Ryan Lee Arthur
Email: rlwood@woodandhastings.com 📞 2055274401
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: BIRMINGHAM
State: Alabama
Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 43 Secs

Ryan Lee Arthur	Hello, I am your Acebuddy	4 Apr, 2:57:13 AM
Acebuddy	Hello Rlwood, I'm your Ace Buddy. I'll be happy to assist you!	2:57:14 AM
	Whom Would You Like to Connect With?	2:57:14 AM
Ryan Lee Arthur	Technical Support (QB & App Hosting)	2:58:12 AM
Acebuddy	Welcome to Ace Support.	2:58:12 AM
	Please chose an option :	2:58:12 AM
Ryan Lee Arthur	I'd like to raise a Request	2:58:18 AM
Acebuddy	Please select your request type.	2:58:18 AM
Ryan Lee Arthur	Other Request	2:58:26 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:58:26 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:58:26 AM
Ryan Lee Arthur	Setback	2:59:01 AM
Acebuddy	Please select your request type.	2:59:01 AM
Ryan Lee Arthur	Other Request	2:59:08 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:59:08 AM

	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:59:08 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:31:57 AM
Ended due to chat idle timeout		3:31:57 AM
<div></div>		



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	5 Apr, 1:19:44 AM
#75185 Catherine Croteau	
Email: catherine@paudio.com 📞 17814318708	
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: 16 Secs	
City: WILMINGTON	
State: Illinois	
Country: UNITED STATES	

Chat Transcript

Chat Duration : 18 Mins 46 Secs

Catherine Croteau	Hello, I am your Acebuddy	5 Apr, 1:19:45 AM
Acebuddy	Hello Catherine, I'm your Ace Buddy. I'll be happy to assist you!	1:19:46 AM
	Whom Would You Like to Connect With?	1:19:46 AM
Catherine Croteau	Technical Support (QB & App Hosting)	1:19:56 AM
Acebuddy	Welcome to Ace Support.	1:19:56 AM
	Please chose an option :	1:19:56 AM
Catherine Croteau	I'd like to report an Issue	1:20:13 AM
Acebuddy	Please select an option!	1:20:13 AM

Catherine Croteau	QuickBooks Issue	1:20:18 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:20:19 AM
Catherine Croteau	Other QB related issue	1:20:28 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:20:28 AM
Catherine Croteau	Issue with QB Opening - Previous Ticket ID: 665680	1:21:09 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:21:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:21:10 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:22:14 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:22:17 AM
	Hello Catherine	1:22:24 AM
	I will surely help you with this issue.	1:22:36 AM
Catherine Croteau	Thank you, when I launch QB it is minimized and I can open it	1:24:22 AM
Shashwat Verma	Looks like issue resolved itself, right?	1:24:43 AM
Catherine Croteau	can not open it. sorry for the typo.	1:24:57 AM
Shashwat Verma	No problem	1:25:04 AM
Catherine Croteau	it had been resolved, but it just started again today	1:25:05 AM
Shashwat Verma	Are you currently logged in on the server?	1:25:24 AM
Catherine Croteau	yes	1:25:30 AM
Shashwat Verma	Is that Catr, username?	1:25:47 AM
Catherine Croteau	yes	1:25:52 AM
Shashwat Verma	May I take the remote access of your server?	1:26:00 AM
Catherine Croteau	yes	1:26:11 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	1:26:23 AM
	Looks like issue resolved.	1:34:13 AM
Catherine Croteau	thank you! Any idea what is causing this?	1:34:35 AM
Shashwat Verma	Looks like you have minimized the QB in wrong way.	1:35:07 AM
	Is there anything else I may help you with ?	1:35:24 AM
Catherine Croteau	ok, how can I avoid having this happen?	1:35:50 AM
Shashwat Verma	Just minimize the app from the minimize button above.	1:36:15 AM
Catherine Croteau	The thing is I didn't minimize it at all. When I launched the app it just minimized	1:37:24 AM
Shashwat Verma	Okay, then seems like it got minimized by mistake or a bug from intuit.	1:37:55 AM
Catherine Croteau	ok	1:38:12 AM

Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	1:38:14 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:38:22 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.</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>	1:38:28 AM
	<i>Shashwat Verma has ended this chat session</i>	1:38:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Apr, 3:03:43 AM

#75222 Nega Teshome
Email: nega.teshome@thebridgecpas.com
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 25 Secs
City: ARLINGTON
State: Virginia
Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 53 Secs

Nega Teshome	Hello, I am your Acebuddy	6 Apr, 3:03:44 AM
Acebuddy	Hello Nega Teshome, I'm your Ace Buddy. I'll be happy to assist you!	3:03:45 AM


	Whom Would You Like to Connect With?	3:03:45 AM
Nega Teshome	Technical Support (QB & App Hosting)	3:03:50 AM
Acebuddy	Welcome to Ace Support.	3:03:50 AM
	Please chose an option :	3:03:50 AM
Nega Teshome	I'd like to report an Issue	3:03:57 AM
Acebuddy	Please select an option!	3:03:57 AM
Nega Teshome	Other Issue	3:04:05 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:04:05 AM
Nega Teshome	Can you please update our system?	3:04:21 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:04:21 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:04:21 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	3:04:33 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:04:36 AM
	Hello Nega	3:04:40 AM
Nega Teshome	Hi	3:04:44 AM
	Do I have to be on the server?	3:05:15 AM
Shashwat Verma	Do you need update regarding to particular application?	3:05:25 AM
Nega Teshome	My server needs system updates.	3:05:32 AM
	window update	3:06:00 AM
Shashwat Verma	Okay, so you are referring windows patches update on server.	3:06:01 AM
	I will surely help you with this issue.	3:06:06 AM
Nega Teshome	Yes	3:06:08 AM
Shashwat Verma	Could you please confirm the server name as we have multiple account identical to The Bridge CPAs LLC?	3:06:59 AM
Nega Teshome	Tax Corner 2	3:08:15 AM
Shashwat Verma	Thanks for the confirmation !	3:08:32 AM
	We have noted your request and will do the needful.	3:08:48 AM
	Will inform you on email, when we are done with it.	3:09:07 AM
	Is that work for you?	3:09:13 AM
Nega Teshome	Thanks you!	3:09:30 AM
	Yes, thank you!	3:09:42 AM
Shashwat Verma	This message has been deleted	3:09:51 AM

State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 36 Secs

Norma Vazques	Hello, I am your Acebuddy	22 Apr, 10:16:23 PM
Acebuddy	Hello Centralincometax, I'm your Ace Buddy. I'll be happy to assist you!	10:16:24 PM
	Whom Would You Like to Connect With?	10:16:24 PM
Norma Vazques	Technical Support (QB & App Hosting)	10:16:30 PM
Acebuddy	Welcome to Ace Support.	10:16:30 PM
	Please chose an option :	10:16:30 PM
Norma Vazques	I'd like to report an Issue	10:16:36 PM
Acebuddy	Please select an option!	10:16:36 PM
Norma Vazques	Other Issue	10:16:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:16:42 PM
Norma Vazques	Unable tolog in	10:16:53 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:16:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:16:54 PM
Norma Vazques	ok	10:17:13 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:17:49 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:17:52 PM
	Hello Centralin	10:18:00 PM
Norma Vazques	thank you	10:18:00 PM
	I need help login in	10:18:06 PM
	I put my correct password but I still having a problem	10:18:27 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:18:41 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:18:44 PM
Norma Vazques	Olivia.V@myrealdata.net	10:19:38 PM
	my server name? where do I get that	10:20:08 PM
Anurag Sharma	Thanks for the confirmation !	10:21:20 PM
	Your server name is CITABS.myrealdata.net	10:21:29 PM
Norma Vazques	Thank you	10:21:37 PM
Anurag Sharma	May I take the remote access of your local computer?	10:21:45 PM

Norma Vazques	ok	10:22:17 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	10:22:25 PM
	https://assist.acecloudhosting.com/join/9162907175	10:22:29 PM
	Kindly paste this link in the browser of local computer and join the session.	10:22:35 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:24:47 PM
	The issue seems to be resolved now	10:28:39 PM
	Is there anything else I may help you with ?	10:28:41 PM
Norma Vazques	thank you	10:29:35 PM
Anurag Sharma	Thanks for the confirmation !	10:29:49 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:29:53 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:29:55 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>	10:29:57 PM
	<i>Anurag Sharma has ended this chat session</i>	10:30:00 PM
<div></div>		

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: 35 Secs
City: WASHINGTON
State: District Of Columbia
Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 42 Secs

Chiedza Mazonde	Hello, I am your Acebuddy	28 Apr, 6:33:54 PM
Acebuddy	Hello Chiedza Mazonde, I'm your Ace Buddy. I'll be happy to assist you!	6:33:55 PM
	Whom Would You Like to Connect With?	6:33:55 PM
Chiedza Mazonde	Technical Support (QB & App Hosting)	6:35:43 PM
Acebuddy	Welcome to Ace Support.	6:35:43 PM
	Please chose an option :	6:35:43 PM
Chiedza Mazonde	I'd like to report an Issue	6:35:49 PM
Acebuddy	Please select an option!	6:35:49 PM
Chiedza Mazonde	Other Issue	6:35:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:35:55 PM
Chiedza Mazonde	Cannot log into RDP	6:36:57 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:36:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:36:58 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	6:37:10 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	6:37:20 PM
Chiedza Mazonde	Even after password has been reset	6:37:28 PM
Rohan Prajapati	Hello Cheidza, how are you doing today ?	6:37:37 PM
	I will surely help you with this issue.	6:37:51 PM
	Kindly allow me 4-5 minutes to check the same.	6:38:02 PM
Chiedza Mazonde	OK	6:42:28 PM
Rohan Prajapati	Please try to login again in 2 mins	6:44:34 PM
	Kindly check now and let us know the status	6:46:46 PM

Chiedza Mazonde	I got in	6:48:35 PM
	Thank you	6:48:38 PM
Rohan Prajapati	Thanks for the confirmation !	6:48:44 PM
Chiedza Mazonde	I dont need anything else	6:49:07 PM
	Have a good day	6:49:11 PM
Rohan Prajapati	Thanks for the confirmation !	6:49:32 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:49:33 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>	6:49:35 PM
	<i>Rohan Prajapati has ended this chat session</i>	6:49:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75586 office

Email: office@pricecontracting.com 📞 14062743064

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: 1 Min 13 Secs

City: STEVENSVILLE

State: Montana

14 Apr, 11:56:44 PM

Country: UNITED STATES

Chat Transcript

Chat Duration : 59 Mins 27 Secs

office	Hello, I am your Acebuddy	14 Apr, 11:56:44 PM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	11:56:45 PM
	Whom Would You Like to Connect With?	11:56:45 PM
office	Technical Support (QB & App Hosting)	15 Apr, 12:04:59 AM
Acebuddy	Welcome to Ace Support.	12:05:00 AM
	Please chose an option :	12:05:00 AM
office	I'd like to report an Issue	12:05:04 AM
Acebuddy	Please select an option!	12:05:04 AM
office	QuickBooks Issue	12:05:15 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:05:15 AM
office	Other QB related issue	12:05:24 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:05:24 AM
office	Quickbooks gets hung up in the opening stage. My assistant is also having an issue where she can't even open up QB.	12:06:09 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:06:09 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:06:09 AM
	<i>Gaurav Kumar declined the transfer request.</i>	12:06:13 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	12:07:05 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	12:07:12 AM
office	thank you	12:07:18 AM
Sanyam Madan	can you please elaborate your issue	12:07:39 AM
office	first took a few logins to remote desktop to show desktop (otherwise it was a black screen)_ then now it shows regular screen, when I click on QB icon, it takes a long time to initiate opening window and then when done it shuts down	12:08:59 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:09:52 AM
office	QBNXTENT.myrealddata.net	12:10:35 AM
	so now after 10th time trying it's letting me log on, but it's saying our subscription is expiring. And it shut down...	12:11:55 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	12:12:17 AM
office	thank you	12:12:49 AM

Sanyam Madan	please allow some more time , we are checking it from the backend	12:16:39 AM
office	not a problem, thank you	12:17:04 AM
Sanyam Madan	sorry for the delay in response	12:20:21 AM
	May I take the remote access of your server?	12:21:29 AM
office	sure	12:21:48 AM
Sanyam Madan	i will send you request , please accept it	12:23:43 AM
	can you please confirm me your username?	12:24:47 AM
office	CarolK.NENT	12:26:15 AM
Sanyam Madan	please accept the request (Edited)	12:27:50 AM
	Are we still connected here?	12:30:11 AM
office	yes we are	12:30:37 AM
Sanyam Madan	carol are you logged in to the server?	12:30:59 AM
office	I'm not seeing a request, yes I am	12:31:07 AM
	no, actually it logged me out	12:31:16 AM
Sanyam Madan	please login and accept the request	12:31:34 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:33:31 AM
	can you direct me to the issue ?	12:34:18 AM
office	try opening up QB	12:36:14 AM
	it looks like they did a critical update that is probably why it's working now?	12:38:41 AM
	understand that updates are at night, just had an alert saying one was being done within the next few minutes.	12:39:50 AM
Sanyam Madan	I can see that the critical update are pending , which is installed by us in the night hours	12:40:34 AM
	update is still pending and it will be completed tonight (Edited)	12:41:00 AM
office	it showed an update was done a few minutes ago, with pop up saying server will be shut down. I think that happened and now is why I can get in there. My assistant unfortunately can not get in there.	12:41:52 AM
	I can log in as her to have you take a look at that, will that work?	12:42:11 AM
Sanyam Madan	Yes sure	12:42:22 AM
office	logging off	12:43:28 AM
	MaeF.NENT	12:44:18 AM
Sanyam Madan	okay , please accept the request	12:44:30 AM
office	got kicked off, signing back in	12:46:40 AM

Sanyam Madan	okay	12:46:51 AM
office	Looks like it's working now thank you. Let me make sure she can access from her pc and there isn't a fault on her side	12:49:18 AM
Sanyam Madan	Is there anything else I may help you with ?	12:50:07 AM
office	having her log on from her pc now	12:50:28 AM
Sanyam Madan	okay	12:50:34 AM
	Is there anything else I may help you with ?	12:50:40 AM
office	please stand by while she tries logging in, thank you	12:50:53 AM
Sanyam Madan	okay , i am here till everything gets resolved	12:51:25 AM
	Are we still connected here?	12:55:35 AM
office	yes we are , and we are both now logged in and up and running, thank you!	12:55:53 AM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:55:59 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>	12:56:09 AM
	<i>Sanyam Madan has ended this chat session</i>	12:56:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76232 Caitlin Davis

Email: info@taxproak.com

Department: Support(QB & App Hosting)

28 Apr, 8:30:08 PM

Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 58 Secs
City: EAGLE RIVER
State: Alaska
Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 10 Secs

Caitlin Davis	Hello, I am your Acebuddy	28 Apr, 8:30:09 PM
Acebuddy	Hello Caitlin Davis, I'm your Ace Buddy. I'll be happy to assist you!	8:30:10 PM
	Whom Would You Like to Connect With?	8:30:10 PM
Caitlin Davis	Technical Support (QB & App Hosting)	8:30:26 PM
Acebuddy	Welcome to Ace Support.	8:30:26 PM
	Please chose an option :	8:30:26 PM
Caitlin Davis	I'd like to report an Issue	8:30:32 PM
Acebuddy	Please select an option!	8:30:32 PM
Caitlin Davis	Other Issue	8:30:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:30:38 PM
Caitlin Davis	We have received the following: Error Code: 0x3000008 Extended error Code: 0x0 Our staff is having issues logging into the remote server it is telling us to ask our network administrator for help	8:32:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:32:11 PM
	Acebuddy (bot) forwarded the chat request	8:32:11 PM
	Shivam Singh accepted the chat transfer request.	8:33:30 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	8:33:42 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:33:48 PM
Caitlin Davis	the server name is TPAaskallc	8:34:35 PM
	We have more then one username for logging in, and none are able to log in	8:34:51 PM
	my own username credential is Caitlin.D@myrealdata.net	8:36:32 PM
Shivam Singh	I understand that, please allow me 2 minutes to check the same.	8:37:28 PM
Caitlin Davis	Thank you!	8:37:39 PM
Shivam Singh	Thanks for your patience	8:38:03 PM

	could you please try now ?	8:43:10 PM
Caitlin Davis	I am attempting Log in not	8:43:51 PM
	now	8:43:54 PM
Shivam Singh	May I take the remote access of your local computer?	8:43:54 PM
	Go ahead	8:44:04 PM
Caitlin Davis	So the computer i am communicating with you on is not the same one that houses the log in for the Remote server. also, the log in gave the error code: 0x000016	8:45:19 PM
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.	8:45:47 PM
Caitlin Davis	Is there a direct link that you can send in the chat? I attempted to copy the link and it is requesting that i start a new one	8:47:21 PM
Shivam Singh	https://assist.acecloudhosting.com/join/9062788686	8:47:27 PM
	Please paste this link.	8:47:37 PM
	Kindly paste this link in the browser of local computer and join the session.	8:47:47 PM
Caitlin Davis	I am going to do that, thank you	8:47:58 PM
Shivam Singh	Hi there!	9:10:18 PM
	Waiting for your confirmation, if everything is working as expected.	9:10:41 PM
Caitlin Davis	So far it looks like everything is working with the staff! Thank you so much for the assistance!	9:11:10 PM
Shivam Singh	Great to hear that, I'm happy to help. (Edited)	9:11:25 PM
	Is there anything else I may help you with ?	9:11:34 PM
Caitlin Davis	No that was the primary issue, thank you so much for teh help, it will help the day get better!	9:12:03 PM
	Have a wonderful day!	9:12:06 PM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:12:12 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	9:12:15 PM
	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>Shivam Singh has ended this chat session</i>	9:12:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details


16 Apr, 4:59:51 PM

#75664 Adam Kruis
Email: adamkruis@haveninnovation.com 📞 16162682213
Department: Support(QB & App Hosting)
Operator: Saurabh Surana
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 20 Secs
City: GRAND HAVEN
State: Michigan
Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 30 Secs

Adam Kruis	Hello, I am your Acebuddy	16 Apr, 4:59:52 PM
Acebuddy	Hello Adamkruis, I'm your Ace Buddy. I'll be happy to assist you!	4:59:53 PM
	Whom Would You Like to Connect With?	4:59:53 PM
Adam Kruis	Technical Support (QB & App Hosting)	4:59:57 PM
Acebuddy	Welcome to Ace Support.	4:59:57 PM
	Please chose an option :	4:59:57 PM
	Please select an option!	5:00:04 PM
Adam Kruis	I'd like to report an Issue	5:00:04 PM
	Other Issue	5:00:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:00:09 PM
Adam Kruis	we have a user that is locked our of their login	5:00:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:00:33 PM
Acebuddy (bot) forwarded the chat request		5:00:33 PM

	<i>Saurabh Surana accepted the chat transfer request.</i>	5:01:30 PM
Saurabh Surana	Thank you for contacting Ace Cloud Hosting. My name is Saurabh Surana. I will be assisting you today.	5:01:36 PM
Adam Kruis	thank you	5:01:45 PM
Saurabh Surana	Hello, Adam, As per my understanding one of your user account on the server has been locked?	5:02:24 PM
Adam Kruis	yes. Looking at the status in my dashboard i can see they are locked	5:02:47 PM
Saurabh Surana	Alright If you move to the right side there is an option to unlock the account can you try? (Edited)	5:03:30 PM
Adam Kruis	OH, i didn't see that - thank you!	5:04:12 PM
	all set!	5:04:18 PM
Saurabh Surana	Welcome Adam	5:04:23 PM
	Is there anything else I may help you with ?	5:04:26 PM
Adam Kruis	no, all set, thanks!	5:04:33 PM
Saurabh Surana	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	5:04:34 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:04:47 PM
	<i>Saurabh Surana has ended this chat session</i>	5:05:22 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75921 Rose Chomor

Email: rose@humblebrands.com 📞 14803281454

Department: Support(QB & App Hosting)

23 Apr, 1:52:34 AM

Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 25 Secs
City: TAOS
State: New Mexico
Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 3 Secs

Rose Chomor	Hello, I am your Acebuddy	23 Apr, 1:52:35 AM
Acebuddy	Hello Rose Chomor, I'm your Ace Buddy. I'll be happy to assist you!	1:52:36 AM
	Whom Would You Like to Connect With?	1:52:36 AM
Rose Chomor	Technical Support (QB & App Hosting)	1:52:42 AM
Acebuddy	Welcome to Ace Support.	1:52:43 AM
	Please chose an option :	1:52:43 AM
Rose Chomor	I'd like to report an Issue	1:52:51 AM
Acebuddy	Please select an option!	1:52:51 AM
Rose Chomor	QuickBooks Issue	1:52:55 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:52:55 AM
Rose Chomor	QuickBooks Update	1:53:04 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	1:53:04 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	1:53:04 AM
	Do you need any further assistance on the topic?	1:53:04 AM
Rose Chomor	Yes	1:53:16 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:53:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:53:16 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:53:41 AM
Rose Chomor	update on ticket#681789 please	1:53:41 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:53:43 AM

	Hello Rose	1:53:51 AM
Rose Chomor	hello	1:54:00 AM
	Can I get an update on ticket#681789?	1:54:13 AM
Anurag Sharma	Kindly allow me two minutes to check the same.	1:54:35 AM
	Rose I would like to inform you that we need to reboot the server first. Only after the server reboot we can proceed further with the trouble shooting. (Edited)	1:55:49 AM
Rose Chomor	ok can you tell me who is in so I can let them know?	1:56:14 AM
	<i>1:57:05 AMAnurag Sharma is sharing a file with you</i> <i>image.png - (Size:11.26 KB)</i> <i>These are the active users on the server</i>	1:57:05 AM
Anurag Sharma	Please ask them to log off from the server. Please ask them to save their work on the server.	1:58:07 AM
	So that I can proceed with the reboot.	1:58:23 AM
Rose Chomor	it's cut off	1:58:36 AM
	it Signe the last person?	1:58:41 AM
Anurag Sharma	Yes	1:58:59 AM
Rose Chomor	let's give them 15 minutes to get out	2:00:07 AM
Anurag Sharma	Okay, so we can do one thing. I will be scheduling a server reboot after 15 minutes.	2:00:57 AM
	We will update you via email once the trouble shooting is done on the server. Please make sure that no one logs into the server till then.	2:01:48 AM
	Is there anything else I may help you with ?	2:02:17 AM
Rose Chomor	I let that list of users know to exit. Please do what you need to do and let me know ASAP when we can get back in.	2:02:58 AM
Anurag Sharma	Yes, we will notify you via email once we are done with the working on the server.	2:03:32 AM
Rose Chomor	thanks	2:03:55 AM
Anurag Sharma	After 15 minutes we will proceed. So that the users can save their work	2:03:57 AM
	Is there anything else I may help you with ?	2:04:03 AM
Rose Chomor	that's it. thanks and looking forward to hearing back via email.	2:04:19 AM
Anurag Sharma	Thanks for the confirmation !	2:04:27 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:04:31 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:04:33 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</p>	

working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.
Thanks!

2:04:36 AM

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

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

Anurag Sharma has ended this chat session

2:04:39 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 11:50:01 PM

#76401 kelly.flynn
Email: kelly.flynn@openjarconcepts.com ☎ 1-619-201-7586
Department: Support(QB & App Hosting)
Operator: Rohan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 51 Secs
City: CORONADO
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 10 Secs

kelly.flynn	Hello, I am your Acebuddy	30 Apr, 11:50:02 PM
Acebuddy	Hello Kelly.flynn, I'm your Ace Buddy. I'll be happy to assist you!	11:50:03 PM
	Whom Would You Like to Connect With?	11:50:03 PM
kelly.flynn	Technical Support (QB & App Hosting)	11:50:10 PM
Acebuddy	Welcome to Ace Support.	11:50:10 PM
	Please chose an option :	11:50:10 PM

kelly.flynn	I'd like to report an Issue	11:50:16 PM
Acebuddy	Please select an option!	11:50:16 PM
kelly.flynn	QuickBooks Issue	11:50:20 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:50:20 PM
kelly.flynn	Other QB related issue	11:50:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:50:27 PM
kelly.flynn	Since upgrading our Quickbooks, the system keeps opening in single user mode rather than multi user mode. Can you fix it to always open in multi user mode?	11:51:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:51:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:51:11 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	11:51:32 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	11:51:39 PM
	Hello Kelly, How are you doing today?	11:51:58 PM
kelly.flynn	Hi, I am well, how are you doing? I hope you're also good.	11:52:10 PM
Rohan Prajapati	That's Great. I'm good too, thanks for asking.	11:53:14 PM
	I will surely help you with this issue.	11:53:16 PM
	Kindly allow me 4-5 minutes to check the same.	11:53:22 PM
kelly.flynn	the support we get from all of you at Ace is wonderful. That's why we have stayed clients so thank you for your help!	11:53:39 PM
Rohan Prajapati	Thank you so much for your kind words! We truly appreciate your continued trust and loyalty as a client.	11:57:03 PM
	This has been fixed from the backend.	11:57:21 PM
kelly.flynn	It's so wonderful to find a company with great employees who work so hard to help us, thank you!	11:57:28 PM
Rohan Prajapati	You may check now and let su know the status	11:57:29 PM
kelly.flynn	I think I'm in multi user now, but we appreciate you fixing it, thank you!	11:57:48 PM
Rohan Prajapati	No Problem Kelly, You may check it later.	11:58:11 PM
	Thank you so much for your kind words!	11:58:32 PM
	Is there anything else I may help you with ?	11:58:34 PM
kelly.flynn	That was it, thank you!	11:58:57 PM
Rohan Prajapati	Thanks for the confirmation !	11:59:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:59:09 PM

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

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

11:59:11 PM

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Rohan Prajapati has ended this chat session

11:59:13 PM



