

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Oct, 8:20:01 PM

#82176 Jeffrey Johnson

Email: jeff.eltoroplumbing@gmail.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: IRVINE

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 44 Mins 22 Secs

Jeffrey Johnson	Hello, I am your Acebuddy	2 Oct, 8:20:01 PM
Acebuddy	Hello Jeffrey Johnson, I'm your Ace Buddy. I'll be happy to assist you!	8:20:02 PM
	Whom Would You Like to Connect With?	8:20:02 PM
Jeffrey Johnson	Technical Support (QB & App Hosting)	8:20:04 PM
Acebuddy	Welcome to Ace Support.	8:20:04 PM
	Please chose an option :	8:20:04 PM
Jeffrey Johnson	I'd like to report an Issue	8:21:35 PM
Acebuddy	Please select an option!	8:21:35 PM
Jeffrey Johnson	Password Reset	8:21:37 PM
Acebuddy	Please select an option below	8:21:37 PM
Jeffrey Johnson	Already Enrolled to Selfcare Portal	8:21:44 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:21:44 PM
	Do you need any further assistance on the topic?	8:21:44 PM
Jeffrey Johnson	Yes	8:22:37 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:22:37 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	8:22:37 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:22:54 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:23:01 PM
	Hello Jeffrey	8:23:07 PM
Jeffrey Johnson	Hello	8:23:33 PM
Sujeet Kumar Suman	How are you doing?	8:23:44 PM
Jeffrey Johnson	I can't log in to the portal	8:23:49 PM
Sujeet Kumar Suman	Could you please confirm which portal you're unable to log into?	8:24:17 PM
Jeffrey Johnson	Greetings from Ace Cloud! Ticket ID: 776302 Issue: login issue for ElToro.P Summary: This is in reference to the issue you reported. I have reactivated the user profile ElToro.P, which had been inactive for an extended period. You will need to reset the password to access the account. Please reach out to Doug to reset your password through MyPortal. If Doug is unable to complete the reset or he encounter any issues with MyPortal, please let us know, and we will proceed accordingly. Also, kindly downloads the attached login icon to access the server also on future Doug can provide this icon through MyPortal as well. Please feel free to reach us if you need further assistance. You may contact us on our 24/7 helpline on 888-415-5240 (toll-free) or you may reach us on our instant chat support through Ace Cloud Hosting We would love to hear from you, please share your feedback at quality@acecloudhosting.com. Best regards, Tushar Pharswan	8:25:13 PM
	This was my correspondence via email.	8:25:31 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	8:25:53 PM
	Thank you for your patience.	8:27:18 PM
	May I take remote access of your local computer to assist you further?	8:27:40 PM
Jeffrey Johnson	yes	8:27:49 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	8:28:00 PM
Jeffrey Johnson	I'm good	8:28:15 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/4502222510">https://assist.acecloudhosting.com/join/4502222510</a>	8:28:20 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:29:41 PM
	Thank you for your patience.	8:51:34 PM
	As you need a new password to log into the server, we will send an approval request email to Doug Harvey. Once we receive the approval, we will proceed accordingly.	8:52:30 PM
	Is there anything else I may help you with ?	8:58:04 PM
	Are we still connected here?	8:58:59 PM
	Are we still connected here?	9:01:39 PM

Are we still connected here?

9:04:17 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.

9:04:22 PM

*Sujeet Kumar Suman has ended this chat session*

9:04:24 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 Oct, 11:00:52 PM

**#82276 eric**

**Email:** eric@totalfeeds.com

**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:** 2 Mins 1 Sec

**City:** WEATHERFORD

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 19 Mins 15 Secs

eric	Hello, I am your Acebuddy	6 Oct, 11:00:53 PM
Acebuddy	Hello Total Feeds, Inc., I'm your Ace Buddy. I'll be happy to assist you!	11:00:54 PM
	Whom Would You Like to Connect With?	11:00:54 PM
eric	Technical Support (QB & App Hosting)	11:01:11 PM
Acebuddy	Welcome to Ace Support.	11:01:11 PM
	Please chose an option :	11:01:11 PM
eric	I'd like to report an Issue	11:01:17 PM
Acebuddy	Please select an option!	11:01:17 PM

eric	Other Issue	11:01:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:01:22 PM
eric	Ticket ID: 779983 Status	11:01:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:01:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:01:33 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:03:06 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:03:13 PM
	I will surely help you with this issue.	11:04:17 PM
	I understand you would like to install MS Excel 2016 on the server.	11:05:37 PM
eric	Yes	11:05:47 PM
	Why are you installing such an old version?	11:06:50 PM
Ashutosh Mishra	We are in the process of installing Ms Excel 2016 on the server, please allow me to inform that Ace has the licensing only for this version, we can also install newer desktop versions if you can provide us the license.	11:11:50 PM
eric	We don't have a license.	11:15:34 PM
	When will the installation be completed?	11:15:50 PM
Ashutosh Mishra	Please allow 30 minutes and the installation will be completed.	11:16:46 PM
eric	OK	11:16:53 PM
Ashutosh Mishra	Is there anything else I may help you with ?	11:17:06 PM
eric	No, I'm setting a timer for 30 min.	11:17:22 PM
Ashutosh Mishra	Rest assured we will also inform over the email once installation is completed.	11:19:53 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:19:59 PM
	<i>Total Feeds has ended this chat session</i>	11:20:09 PM



# Chat Transcript

Hello, I am your Acebuddy

**#82999 Nic Boz****Email:** orders@meridianfoodservices.com  951.662.7287**Department:** Support(QB & App Hosting)**Operator:** Abhay Kumar Saraswat**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 14 Secs**City:** RIVERSIDE**State:** California**Country:** UNITED STATES

Chat Duration : 13 Mins 8 Secs

## Chat Transcript

Nic Boz	Hello, I am your Acebuddy	28 Oct, 5:59:35 AM
Acebuddy	Hello Nic Boz, I'm your Ace Buddy. I'll be happy to assist you!	5:59:35 AM
	Whom Would You Like to Connect With?	5:59:35 AM
Nic Boz	Technical Support (QB & App Hosting)	5:59:41 AM
Acebuddy	Welcome to Ace Support.	5:59:41 AM
	Please chose an option :	5:59:41 AM
Nic Boz	I'd like to report an Issue	5:59:47 AM
Acebuddy	Please select an option!	5:59:47 AM
Nic Boz	Other Issue	5:59:54 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:59:54 AM
Nic Boz	Remote Desktop can't connect	6:00:12 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:00:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:00:13 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	6:01:00 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	6:01:05 AM
	I deeply apologize for the inconvenience caused to you.	6:01:12 AM
	I will be surely assisting you with this.	6:01:17 AM
	Is this for account: <b>Meridian Food Services</b> ?	6:01:48 AM
Nic Boz	Yes	6:01:52 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	6:02:00 AM

	Is this issue occurring only for you, or are other users on the server also experiencing it?	6:02:06 AM
Nic Boz	I cannot comment on other users as I do not know. Only me.	6:02:45 AM
Abhay Kumar Saraswat	Okay.	6:03:01 AM
	And since when have you been unable to log in to the server?	6:03:28 AM
Nic Boz	Just now, been trying for a few minutes and received this error code:  [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): 10/28/25 12:29:15 AM Press Ctrl+C to copy.	6:04:03 AM 6:04:15 AM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced.	6:04:53 AM
	Did you experience any internet connectivity issues a minute or two ago?	6:05:29 AM
Nic Boz	No	6:05:52 AM
Abhay Kumar Saraswat	Thank you for the information.	6:06:03 AM
	May I take the remote access of your local computer?	6:06:14 AM
Nic Boz	Yes	6:06:27 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.acecloudhosting.com/join/4362793087">https://assist.acecloudhosting.com/join/4362793087</a>	6:06:32 AM 6:06:42 AM
	Kindly paste this link in the browser of local computer and join the session.	6:06:46 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.	6:07:56 AM
	Thank you for your patience.	6:11:32 AM
	As we checked, you are into the server now.	6:11:44 AM
	Is there anything else I may help you with ?	6:12:14 AM
Nic Boz	Nope, that is all. Thanks.	6:12:29 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:12:35 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:12:38 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/>)

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

6:12:41 AM

*Abhay Kumar Saraswat has ended this chat session*

6:12:43 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

10 Oct, 2:11:33 AM

#### #82438 Hannah Judd

**Email:** cashlogicbooks@gmail.com 5759372663

**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:** PHOENIX

**State:** Arizona

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 36 Secs

Hannah Judd	Hello, I am your Acebuddy	10 Oct, 2:11:34 AM
Acebuddy	Hello Hannah Judd, I'm your Ace Buddy. I'll be happy to assist you!	2:11:35 AM
	Whom Would You Like to Connect With?	2:11:35 AM
Hannah Judd	Technical Support (QB & App Hosting)	2:11:41 AM
Acebuddy	Welcome to Ace Support.	2:11:41 AM
	Please chose an option :	2:11:41 AM
Hannah Judd	I'd like to raise a Request	2:11:48 AM
Acebuddy	Please select your request type.	2:11:48 AM

Hannah Judd	Other Request	2:12:03 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.	2:12:03 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:12:03 AM
Hannah Judd	No, That'll be all!	2:12:10 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	2:12:10 AM
	<i>Acebuddy has ended this chat session</i>	2:12:10 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 Oct, 8:40:50 PM

**#82263 tamistombaugh**

**Email:** tamistombaugh@gmail.com

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** ANKENY

**State:** Iowa

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 17 Mins 34 Secs

tamistombaugh	Hello, I am your Acebuddy	6 Oct, 8:40:50 PM
Acebuddy	Hello Tami Stombaugh, I'm your Ace Buddy. I'll be happy to assist you!	8:40:51 PM
	Whom Would You Like to Connect With?	8:40:51 PM
tamistombaugh	Technical Support (QB & App Hosting)	8:41:00 PM
Acebuddy	Welcome to Ace Support.	8:41:00 PM

	Please chose an option :	8:41:00 PM
tamistombaugh	I'd like to report an Issue	8:41:09 PM
Acebuddy	Please select an option!	8:41:09 PM
tamistombaugh	QuickBooks Issue	8:41:15 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:41:15 PM
tamistombaugh	QuickBooks is Frozen	8:41:19 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:41:19 PM
	Was that helpful?	8:41:19 PM
tamistombaugh	No	8:42:14 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:42:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:42:14 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:42:20 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:42:26 PM
	Hello Tami.	8:42:33 PM
tamistombaugh	Hello - my screen is frozen - I can' even get my mouse on it (I have dual monitors)	8:42:58 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	8:43:09 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:43:17 PM
tamistombaugh	equitygrowth / tamistombaugh	8:43:49 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:44:24 PM
	Are you the only one experiencing this issue, or are others affected as well?	8:44:25 PM
tamistombaugh	I have no idea.	8:44:35 PM
Sujeet Kumar Suman	Is it with any particular company file that QuickBooks freezes when you open it?	8:44:58 PM
tamistombaugh	This is the first time it has happened to me.	8:45:21 PM
Sujeet Kumar Suman	No worries,I will surely help you with this issue.	8:45:50 PM
	We have just closed the QuickBooks application from the backend. Please let us know if QuickBooks is still freezing.	8:46:48 PM
tamistombaugh	Thank you!	8:47:17 PM
Sujeet Kumar Suman	Most welcome.	8:47:40 PM
	Please try to open the company file and let us know if you are still facing the problem.	8:49:18 PM
	Are we still connected here?	8:51:33 PM
	Are we still connected here?	8:55:31 PM
	Are we still connected here?	8:58:19 PM

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

8:58:22 PM

*Sujeet Kumar Suman has ended this chat session*

8:58:25 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

27 Oct, 1:56:55 PM

**#82953 hitesh**

**Email:** hitesh@patel.cpa

**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:** GANDHINAGAR

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

Chat Duration : 1 Min 37 Secs

hitesh	Hello, I am your Acebuddy	27 Oct, 1:56:56 PM
Acebuddy	Hello Hitesh, I'm your Ace Buddy. I'll be happy to assist you!	1:56:57 PM
	Whom Would You Like to Connect With?	1:56:57 PM
hitesh	Technical Support (QB & App Hosting)	1:57:10 PM
Acebuddy	Welcome to Ace Support.	1:57:10 PM
	Please chose an option :	1:57:10 PM
hitesh	I'd like to report an Issue	1:57:26 PM
Acebuddy	Please select an option!	1:57:26 PM
hitesh	Other Issue	1:57:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:57:30 PM

*hitesh has ended this chat session*

1:58:33 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Oct, 7:01:11 PM

### #82628 mary

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

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** BALIBAGO

**State:** Laguna

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 30 Mins 57 Secs

mary	Hello, I am your Acebuddy	15 Oct, 7:01:12 PM
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!	7:01:13 PM
	Whom Would You Like to Connect With?	7:01:13 PM
mary	Technical Support (QB & App Hosting)	7:01:18 PM
Acebuddy	Welcome to Ace Support.	7:01:18 PM
	Please chose an option :	7:01:18 PM
mary	I'd like to raise a Request	7:01:26 PM
Acebuddy	Please select your request type.	7:01:26 PM
mary	Server Resource Addition	7:01:37 PM
Acebuddy	Please select the resource type you'd like to add	7:01:37 PM
mary	Disk Space	7:02:01 PM

Acebuddy	Please be informed that we have automated junk/temp cleaning and residual file erasing mechanism enabled on all our servers by default.	7:02:01 PM
	This ensures that the disk space on the servers do not get used up by unnecessary temporary files and you won't have to manually do a cleanup.	7:02:01 PM
	If you wish to free up additional disk space or want to explore our Disk Space Plans & Pricing, Please refer to the below links :	7:02:01 PM
	Do you need any further assistance on the topic?	7:02:01 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.	7:32:10 PM
	<i>Ended due to chat idle timeout</i>	7:32:10 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

20 Oct, 5:46:03 PM

**#82752 szolad**

**Email:** szolad@cdt.org

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** WASHINGTON

**State:** District Of Columbia

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 44 Mins 49 Secs

szolad	Hello, I am your Acebuddy	20 Oct, 5:46:04 PM
Acebuddy	Hello Szolad, I'm your Ace Buddy. I'll be happy to assist you!	5:46:05 PM
	Whom Would You Like to Connect With?	5:46:05 PM
szolad		

	Technical Support (QB & App Hosting)	5:46:08 PM
Acebuddy	Welcome to Ace Support.	5:46:08 PM
	Please chose an option :	5:46:08 PM
szolad	I'd like to report an Issue	5:46:14 PM
Acebuddy	Please select an option!	5:46:14 PM
szolad	Other Issue	5:46:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:46:21 PM
szolad	My password has stopped working and I haven't registered for the self help portal so I can not change it, I need a new password and I have a meeting in 45 mintues where I need to show people materials from QB	5:47:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:47:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:47:14 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	5:47:25 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	5:47:34 PM
szolad	Hello Vikas, thanks	5:48:02 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:48:26 PM
szolad	myrealdatal SarahZ1	5:49:14 PM
	RDG.myrealdatal.net	5:49:28 PM
Vikas Singh Chauhan	Thanks for the confirmation !	5:50:14 PM
	If you are not registered to Selfcare, then in order to reset the password, you have two option, either send us an email keeping primary contact in CC as we need approval from him, once approved, we will reset the password and share it with you.	5:52:02 PM
	Or ask the Primary contact to reset the password for you as they can do it from Myportal.	5:52:26 PM
szolad	What is Myportal?	5:52:43 PM
Vikas Singh Chauhan	The last option is to enrol now on self care and reset the password yourself.	5:52:51 PM
szolad	I would love to enroll in self care now	5:53:17 PM
Vikas Singh Chauhan	Myportal is the central management from where all users password can be reset but only Myportal admin has the access to it.	5:53:39 PM
	Okay	5:53:43 PM
szolad	I think we need to figure out the Myportal, but not this AM	5:54:01 PM
Vikas Singh Chauhan	<a href="https://selfcare.acecloudhosting.com/authorization.do">https://selfcare.acecloudhosting.com/authorization.do</a>	5:54:44 PM
	Please open this link and login here.	5:55:14 PM
szolad	I don't have a working password to log in to the self care portal	5:55:42 PM

Vikas Singh Chauhan	Click on forgot password and enter you username. (Edited)	5:57:09 PM
szolad	"Invalid User Name or You are required to enroll to use this service. Log in and enroll"	5:57:49 PM
Vikas Singh Chauhan	Okay, I apologize but the only way is to get an approval from the Primary contact now ([Jake Kauffman]( <a href="https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000003793557">https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000003793557</a> )).	6:00:10 PM
szolad	I am texting with him now, what do you need him to do?	6:00:42 PM
Vikas Singh Chauhan	You need to send an email to us with keeping primary contact in CC and ask him to approve the same by replying to same email.	6:03:04 PM
	Let me know once you have sent the email.	6:05:31 PM
szolad	Can he just send an email directly to you guys? What email should he send it to?	6:09:46 PM
Vikas Singh Chauhan	Yes he can send it directly to us. <b>[support@acecloudhosting.com]</b> <b>(mailto:support@acecloudhosting.com)</b>	6:10:45 PM
szolad	any case number or just "support@acecloudhosting.com"?	6:11:13 PM
Vikas Singh Chauhan	He just need to ask to reset your password on the above email, the case will be auto created.	6:11:51 PM
szolad	OK, I need to be into QB by 9am for a meeting with our auditors, will this be possible or do I need to reschedule?	6:12:31 PM
Vikas Singh Chauhan	Just let me know once the email is sent, I will try to do it in 5-10 minutes.	6:13:13 PM
	One person can be admin of Myportal and I suppose Jake is the current admin. (Edited)	6:14:01 PM
szolad	And what do I need to do for us to get set up with MyPortal? Jake, our IT person, doesn't have any information about it.	6:14:08 PM
Vikas Singh Chauhan	Okay, I will give all details of myportal via email. Please let me know if the email is sent ?	6:15:33 PM
szolad	It has been sent.	6:16:20 PM
Vikas Singh Chauhan	Okay, let me check. (Edited)	6:16:34 PM
szolad	Thank you soooo much!	6:16:41 PM
Vikas Singh Chauhan	I have received the email	6:21:33 PM
szolad	Super!	6:21:40 PM
Vikas Singh Chauhan	Allow me 3-4 minute to reset to password.	6:22:25 PM
szolad	Thank you!!!	6:22:30 PM
Vikas Singh Chauhan	Please provide me your email.	6:23:48 PM
szolad	szolad@cdt.org	6:23:57 PM
Vikas Singh Chauhan	I have just replied to that email now.	6:25:46 PM
	Please check the email, there is a link with the password in it. Please save the password.	6:26:08 PM
szolad	I am checking now	6:26:18 PM
Vikas Singh Chauhan	Okay, please take your time.	6:26:53 PM

szolad	I got the password and tried it with my shortcut that was set up by an Ace technician and got the same response	6:28:30 PM
	Wait - I'M IN!!!! Thank you so much.	6:29:12 PM
	I am going to go to my meeting now, I will give you all the stars possible!	6:29:30 PM
Vikas Singh Chauhan	Sure , no worries	6:29:50 PM
	Have a good one	6:29:53 PM
szolad	You too, and I am setting up the MyPortal and self care later today.	6:30:15 PM
	Take care.	6:30:16 PM
Vikas Singh Chauhan	You too.	6:30:31 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:30:41 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:30:50 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Vikas Singh Chauhan has ended this chat session</i>	6:30:54 PM



## Chat Transcript

Running into a similar issue that had occurred a few months ago. I believe the ticket number is 79798.

### Visitor Details

28 Oct, 5:35:19 PM

**#83011 Jones**

**Email:** jjones@foresightcpa.com 2672298174

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

**Operator:** Manish Singh

**Website:** <https://www.acecloudhosting.com/knowledgebase/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 53 Secs

**City:** ELKINS PARK

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 13 Mins 49 Secs

Jones	Running into a similar issue that had occurred a few months ago. I believe the ticket number is 79798.	28 Oct, 5:35:19 PM
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.	5:35:24 PM
Jones	Great, when attempting to open a client QBD file it requires administrator permissions and then will not open up.	5:36:19 PM
Rishabh Gogia	Understood, let me transfer you to our technical team to assist you with this.	5:36:34 PM
Jones	Thanks	5:36:41 PM
<i>Rishabh Gogia is transferring the chat to Support(QB &amp; App Hosting).</i>		5:36:41 PM
<i>Manish Singh accepted the chat transfer request.</i>		5:36:56 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	5:37:02 PM
Jones	Hey Manish, weve run into the same issue from back in July	5:37:31 PM
<i>5:37:51 PM Jones is sharing a file with you <a href="#">10_28_25 @8_07_41.PNG</a> - ( Size:14.4 KB )</i>		5:37:51 PM
Manish Singh	So, your card reader is not working, Is that the issue?	5:39:06 PM
Jones	No, when attempting to open a client QBD file it requires administrator permissions and then will not open up.	5:39:33 PM
Manish Singh	I will surely help you with this issue.	5:40:23 PM
Jones	Great, thanks	5:40:33 PM
Manish Singh	May I take the remote access of your local computer?	5:40:36 PM
Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?		5:40:43 PM
Jones	Everyone on this the specific cloud is having the issue. I do not have the issue on another cloud. Second time running into this	5:41:11 PM
Its with one specific quickbooks file		5:41:23 PM
Manish Singh	So, May I know the Company file name?	5:41:45 PM
Jones	Sure, it is 7816 Nixon St LLC	5:42:06 PM
It is on the FBS_Staff10 cloud login		5:42:17 PM

Manish Singh	May I know the location of company file? (Edited)	5:43:06 PM
Jones	D:\Client Data\1 - Foresight Outsource\Clients\7816 Nixon St. LLC\QuickBooks File	5:43:26 PM
Manish Singh	May I know the QuickBooks version?	5:45:15 PM
Jones	QB accountant 2014	5:45:41 PM
Manish Singh	Jones, kindly try to access QuickBooks now.	5:46:43 PM
	I have restarted the services of QuickBooks 2014.	5:46:55 PM
Jones	Nice	5:47:25 PM
	It is working	5:47:27 PM
	Thank you,	5:47:38 PM
Manish Singh	Is there anything else I may help you with ?	5:48:47 PM
Jones	Nope that was it, thank you	5:48:57 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	5:49:01 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:49:06 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	5:49:10 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	5:49:14 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Oct, 2:26:41 PM

#83006 Steve Frisbie

Email: [sfrisbie@ifsgroupusa.com](mailto:sfrisbie@ifsgroupusa.com) ☎ 18165478338

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Mins 15 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Duration : 29 Mins 4 Secs

### Chat Transcript

Steve Frisbie	Hello, I am your Acebuddy	28 Oct, 2:26:41 PM
Acebuddy	Hello Steve Frisbie, I'm your Ace Buddy. I'll be happy to assist you!	2:26:42 PM
	Whom Would You Like to Connect With?	2:26:42 PM
Steve Frisbie	Technical Support (QB & App Hosting)	2:26:47 PM
Acebuddy	Welcome to Ace Support.	2:26:47 PM
	Please chose an option :	2:26:47 PM
Steve Frisbie	I'd like to report an Issue	2:26:54 PM
Acebuddy	Please select an option!	2:26:54 PM
Steve Frisbie	Other Issue	2:27:00 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:27:00 PM
Steve Frisbie	Where can I find my username	2:27:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:27:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:27:30 PM
	<i>Manish Singh accepted the chat transfer request.</i>	2:27:39 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	2:27:43 PM
	Hii Steve, how may I assist you today?	2:28:12 PM
Steve Frisbie	I am having trouble logging to Myportal, what is my user name	2:29:16 PM
Manish Singh	That will be your costumer ID	2:29:41 PM
	<i>2:29:53 PM Manish Singh is sharing a file with you <a href="#">How to Manage ACE Server Users 4.pdf</a> - ( Size:1.33 MB )</i>	2:29:53 PM
Steve Frisbie	IFSUSA	2:29:55 PM
Manish Singh	CID72096 If you are trying to login via myportal, then add username as your CID number.	2:31:12 PM
Steve Frisbie	I tried but I don't get an OTP.	2:32:58 PM

	No email or text	2:33:38 PM
Manish Singh	May I take the remote access of your local computer?	2:33:46 PM
Steve Frisbie	yes	2:33:52 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/7852527393">https://assist.acecloudhosting.com/join/7852527393</a>	2:34:04 PM
	Kindly paste this link in the browser of local computer and join the session.	2:34:11 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:34:14 PM
Steve Frisbie	ok	2:34:22 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:37:07 PM
Steve Frisbie	im on	2:37:15 PM
Manish Singh	Is there anything else I may help you with ?	2:49:33 PM
Steve Frisbie	yes	2:50:54 PM
Manish Singh	How can I assist you more?	2:51:12 PM
	Are we still connected here?	2:53:07 PM
	Are we still connected here?	2:54:15 PM
	Are we still connected here?	2:55:22 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:55:45 PM
<i>Manish Singh has ended this chat session</i>		2:55:46 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Oct, 8:17:09 PM

**#82406 Jenny Kim**

**Email:** orders@lievohome.com

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

**Operator:** Dushyant

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** CERRITOS

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 35 Secs

Jenny Kim	Hello, I am your Acebuddy	9 Oct, 8:17:10 PM
Acebuddy	Hello Jenny Kim, I'm your Ace Buddy. I'll be happy to assist you!	8:17:10 PM
	Whom Would You Like to Connect With?	8:17:10 PM
Jenny Kim	Technical Support (QB & App Hosting)	8:17:17 PM
Acebuddy	Welcome to Ace Support.	8:17:17 PM
	Please chose an option :	8:17:17 PM
Jenny Kim	I'd like to report an Issue	8:17:24 PM
Acebuddy	Please select an option!	8:17:24 PM
	Please specify the issue you are facing before I connect you to an available support representative!	8:17:30 PM
Jenny Kim	Other Issue	8:17:30 PM
	Can you please do a reset on your end? It does not want to clear the printing message	8:18:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:18:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:18:11 PM
	<i>Dushyant accepted the chat transfer request.</i>	8:18:34 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	8:18:40 PM
Jenny Kim	I had shut it down but the printing message is still there and I can't do anything	8:19:23 PM
Dushyant	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:19:28 PM
Jenny Kim	It printed on the wrong printer	8:19:36 PM
	Shelly/Michelle	8:19:48 PM
Dushyant	Thank you for the details,	8:21:25 PM
	Just to confirm, are you logged into the server using the username "Shelly_lievo"? (Edited)	8:22:45 PM
Jenny Kim	yes	8:22:51 PM
Dushyant	Thank you for the confirmation.	8:23:01 PM
	May I take the remote access of your local computer?	8:23:07 PM

Jenny Kim	yes	8:23:12 PM
Dushyant	Prior providing the access, I would suggest you to close any important documents at your end.	8:23:26 PM
Jenny Kim	ok	8:23:36 PM
Dushyant	<a href="https://assist.acecloudhosting.com/join/5512500223">https://assist.acecloudhosting.com/join/5512500223</a>	8:24:00 PM
	Thank you for the patience,	8:33:03 PM
Jenny Kim	thanks	8:33:05 PM
Dushyant	Issue has been resolved now,	8:33:07 PM
	Is there anything else I may help you with ?	8:33:12 PM
Jenny Kim	that's it	8:34:18 PM
Dushyant	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:34:30 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:34:40 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Dushyant has ended this chat session</i>	8:34:45 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Oct, 1:10:09 AM

**#83091 Bri Smith, CPA**

**Email:** bri@bdsmithfinancial.com 117578286158

**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:** 43 Secs

**City:** RICHMOND

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 29 Mins 56 Secs

Bri Smith, CPA	Hello, I am your Acebuddy	30 Oct, 1:10:09 AM
Acebuddy	Hello Bri Smith, Cpa, I'm your Ace Buddy. I'll be happy to assist you!	1:10:10 AM
	Whom Would You Like to Connect With?	1:10:10 AM
Bri Smith, CPA	Technical Support (QB & App Hosting)	1:10:20 AM
Acebuddy	Welcome to Ace Support.	1:10:20 AM
	Please chose an option :	1:10:20 AM
Bri Smith, CPA	I'd like to report an Issue	1:11:48 AM
Acebuddy	Please select an option!	1:11:48 AM
Bri Smith, CPA	Other Issue	1:11:52 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:11:52 AM
Bri Smith, CPA	There are issues connecting to the webserver inside of the server for ATX causing it not to update and for me not to be able to edit my returns.	1:13:01 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:13:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:13:02 AM
	<i>Gaurav kumar accepted the chat transfer request.</i>	1:13:52 AM
	<i>1:14:19 AM Bri Smith is sharing a file with you <a href="#">image.png</a> - ( Size:26.68 KB )</i>	1:14:19 AM
	<i>Gaurav kumar is transferring the chat to Shashwat Verma.</i>	1:14:22 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:14:55 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:15:05 AM
	Hello Bri	1:15:09 AM
Bri Smith, CPA	Hi Shashwat	1:15:20 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	1:15:45 AM
Bri Smith, CPA	Ok	1:15:51 AM
Shashwat Verma	I will surely help you with this issue.	1:17:55 AM
	May I take the remote access of your server?	1:18:00 AM
Bri Smith, CPA		

	Yes	1:18:09 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	1:18:18 AM
Bri Smith, CPA	I only have the tax program open on the server	1:18:40 AM
Shashwat Verma	Okay	1:18:49 AM
	We have checked the issue, and would like to inform you that we have a notice from the ATX application support for the global outage of this issue from application end	1:26:05 AM
	They have taken down the application for 2 hrs, we recommend you to connect the application after some time	1:26:43 AM
	Nothing is required to be corrected at the Ace server	1:26:58 AM
	Hope you understand	1:27:05 AM
Bri Smith, CPA	Where can I find that update?	1:27:23 AM
Shashwat Verma	Will email you from our end, once the issue is resolved from app end	1:27:42 AM
	Is that work for you?	1:27:48 AM
Bri Smith, CPA	Yes but I still want to know where I can find that so that I can check myself as well. I really need to get these returns completed.	1:29:11 AM
Shashwat Verma	Allow me 2 mins	1:29:55 AM
Bri Smith, CPA	ok	1:31:12 AM
Shashwat Verma	Bri, currently we have internal information for the same, we recommend you to connect with ATX applications support for the original status update	1:32:59 AM
	They have legitimate articles and sources for the same	1:33:21 AM
Bri Smith, CPA	So you don't have a link to the legitimate articles and sources???	1:33:51 AM
Shashwat Verma	We have an update on our internal sources of our organization as we have multiple clients with the same applications	1:34:38 AM
	Unfortunately, we cannot share the resources of the third party applications	1:35:08 AM
Bri Smith, CPA	Please let me know when this is fixed so that I can work,	1:35:30 AM
Shashwat Verma	We totally take accountability of the same and assure you with an email once applications are back	1:35:43 AM
	Bri, hope you understand, this is something outside of our scope	1:36:20 AM
Bri Smith, CPA	Thanks	1:36:21 AM
Shashwat Verma	Is there anything else I may help you with ?	1:36:35 AM
	Are we still connected here?	1:37:40 AM
	Are we still connected here?	1:38:13 AM
	Are we still connected here?	1:39:05 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.	1:40:03 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

28 Oct, 3:58:09 AM

#82993 hala.mikati.dalloul

Email: hala.mikati.dalloul@gmail.com ☎ 18183264538

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

## Chat Transcript

Chat Duration : 11 Mins 37 Secs

hala.mikati.dalloul	Hello, I am your Acebuddy	28 Oct, 3:58:09 AM
Acebuddy	Hello Hala.mikati.dalloul, I'm your Ace Buddy. I'll be happy to assist you!	3:58:10 AM
	Whom Would You Like to Connect With?	3:58:10 AM
hala.mikati.dalloul	Technical Support (QB & App Hosting)	3:58:19 AM
Acebuddy	Welcome to Ace Support.	3:58:19 AM
	Please chose an option :	3:58:19 AM
hala.mikati.dalloul	I'd like to report an Issue	3:58:26 AM
Acebuddy	Please select an option!	3:58:26 AM
hala.mikati.dalloul	QuickBooks Issue	3:58:30 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:58:30 AM
hala.mikati.dalloul	QuickBooks Update	3:58:35 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.	3:58:35 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.	3:58:35 AM
	Do you need any further assistance on the topic?	3:58:35 AM
hala.mikati.dalloul	Yes	3:58:48 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:58:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:58:48 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	3:59:24 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	3:59:30 AM
hala.mikati.dalloul	hi, my qbooks payroll update isn't syncing and was told by qbooks that some of the updates may be blocked by my hosting service	4:00:32 AM
	syncing	4:01:31 AM
Anjainay Singh	I understand your concern Hala and assure you the best resolution for it .	4:01:38 AM
	Could you please confirm since when you are facing this issue?	4:01:52 AM
hala.mikati.dalloul	since last week	4:02:10 AM
Anjainay Singh	Thankyou for your confirmation.	4:02:27 AM
	As I have checked at my end that QuickBooks is not updated on server.	4:02:43 AM
	<i>4:03:05 AM Anjainay Singh is sharing a file with you <a href="#">image.png</a> - ( Size:31.04 KB )</i>	4:03:05 AM
	<i>You may refer that update is pending.</i>	
	It also includes the payroll update Hala.	4:03:22 AM
hala.mikati.dalloul	nothing is pending on my end	4:03:36 AM
	is that in holy smoke file or cigar hub file?	4:04:08 AM
Anjainay Singh	I would like to inform you that QuickBooks application is not updated.	4:04:33 AM
	Once we update the application ,we will also update the Payroll from our end and it will resolve the issue.	4:05:34 AM
hala.mikati.dalloul	okay. can you update it without interrupting the work or do we need to do it after hours?	4:06:25 AM
Anjainay Singh	As I have checked users are currently active so we need to schedule it after hours.	4:06:47 AM
	As update requires server reboot.	4:06:56 AM
hala.mikati.dalloul	ok can you do it after 7 pm today please?	4:07:27 AM
	pacific time california	4:07:40 AM
Anjainay Singh	Yes Hala , I will surely do it for you.	4:08:05 AM

hala.mikati.dalloul	and that will take care of the payroll update?	4:08:28 AM
Anjainay Singh	Yes Hala , we will update the QuickBooks application and payroll to resolve this issue.	4:08:53 AM
hala.mikati.dalloul	okay thank you	4:09:07 AM
Anjainay Singh	Is there anything else I may help you with ?	4:09:13 AM
hala.mikati.dalloul	no thanks	4:09:20 AM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	4:09:29 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	4:09:38 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:09:44 AM
	<i>Anjainay Singh has ended this chat session</i>	4:09:47 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Oct, 1:15:00 AM

#### #82225 Leah Deane

**Email:** leah@lrdpayroll.com 17044565692

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 8 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 10 Mins 1 Sec

Leah Deane	Hello, I am your Acebuddy	4 Oct, 1:15:01 AM
Acebuddy	Hello Leah Deane, I'm your Ace Buddy. I'll be happy to assist you!	1:15:01 AM

	Whom Would You Like to Connect With?	1:15:01 AM
Leah Deane	Technical Support (QB & App Hosting)	1:15:05 AM
Acebuddy	Welcome to Ace Support.	1:15:05 AM
	Please chose an option :	1:15:05 AM
Leah Deane	I'd like to report an Issue	1:15:11 AM
Acebuddy	Please select an option!	1:15:11 AM
Leah Deane	QuickBooks Issue	1:15:16 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:15:16 AM
Leah Deane	Other QB related issue	1:15:22 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:15:22 AM
Leah Deane	We have been working to get outlook to work on the server and while I can open the outlook app I still cant bill from quickbooks like i used to be able to do as long as my emial was open	1:16:15 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:16:15 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:16:15 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	1:16:39 AM
Leah Deane	I am pretty sure I may need the classic outlook to open in order to do this but that still doesnt work	1:16:41 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	1:16:45 AM
	Hello Leah	1:16:49 AM
Leah Deane	it opened from outlook app but not classic if that helps	1:17:07 AM
Sujeet Kumar Suman	I will surely help you with this issue.	1:17:30 AM
	May I take the remote access of your local computer?	1:17:39 AM
Leah Deane	yes	1:17:54 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	1:18:03 AM
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.aceclouddhosting.com/join/7792824828">https://assist.aceclouddhosting.com/join/7792824828</a>	1:18:17 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:19:07 AM
	Thank you for your patience.	1:24:03 AM
	As per discussion over the remote session, The issue is resolved.	1:24:09 AM
Leah Deane	Got it thanks, everything is all set thank you	1:24:34 AM
Sujeet Kumar Suman	Thanks for the confirmation !	1:24:35 AM
	Is there anything else I may help you with ?	1:24:39 AM

Leah Deane	No, thats it!!	1:24:50 AM
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:24:52 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:24:57 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:25:00 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Sujeet Kumar Suman has ended this chat session*

1:25:02 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

1 Oct, 9:31:37 PM

#### #82132 Carly Williams

**Email:** carlywwilliams@gmail.com

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

**Operator:** Manish Singh

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 1 Min 2 Secs

**City:** SANDY

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 20 Mins 9 Secs

Carly Williams	Hello, I am your Acebuddy	1 Oct, 9:31:37 PM
Acebuddy	Hello Carly Williams, I'm your Ace Buddy. I'll be happy to assist you!	9:31:38 PM
	Whom Would You Like to Connect With?	9:31:38 PM
Carly Williams	Technical Support (QB & App Hosting)	9:31:48 PM
Acebuddy	Welcome to Ace Support.	9:31:48 PM
	Please chose an option :	9:31:48 PM
Carly Williams	I'd like to report an Issue	9:31:59 PM
Acebuddy	Please select an option!	9:31:59 PM
Carly Williams	Other Issue	9:32:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:32:04 PM
Carly Williams	Unable to get remote connection to work.	9:32:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:32:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:32:24 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:33:20 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:33:25 PM
Carly Williams	Thank you.	9:33:35 PM
Manish Singh	I will surely help you with this issue.	9:34:18 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	9:34:24 PM
Carly Williams	This is my first time trying to set up the connection.	9:34:38 PM
	No other users affected.	9:35:06 PM
	I downloaded the Microsoft Remote Desktop app on my Mac computer. Then clicked "add PC". I put in the PC name and user account info given to me. But it gives me an error and says "unable to connect"	9:36:18 PM
Manish Singh	I will surely help you with this issue.	9:36:39 PM
	May I take the remote access of your local computer?	9:36:44 PM
Carly Williams	Can we try other options? I don't feel comfortable with giving remote access.	9:37:13 PM
Manish Singh	We need to check the permissions and information you have added in the local Pc which was causing issue.	9:38:44 PM
Carly Williams	ok I'm good at following instructions. Can you walk me through the steps?	9:39:07 PM
Manish Singh	Can you share me the screenshot of the information you have filled in Windows app?	9:39:33 PM
	<i>9:40:22 PM Carly Williams is sharing a file with you <u>IMG_0632.HEIC</u> - ( Size:3.15 MB )</i>	9:40:22 PM
	Add gateway RDG.myrealdatal.net and then try to connect	9:41:06 PM

9:41:21 PM Carly Williams is sharing a file with you

[IMG\\_0632.HEIC](#) - ( Size:3.15 MB )

9:41:21 PM

Carly Williams	Ok, that seemed to get me further along. A window popped up that says "you are connecting to the RDP Host "Equitable.AS.myrealdata.net". The certificate could not be verified back to a root certificate. Your connection may not be secure. Do you want to continue?	9:43:18 PM
	What should I select?	9:43:40 PM
Manish Singh	yes	9:43:52 PM
	Are you able to connect?	9:44:45 PM
Carly Williams	Yes, that worked. Thank you! So, is there a security issue with the connection as the pop up suggests?	9:45:30 PM
Manish Singh	Are we still connected here?	9:46:16 PM
Carly Williams	yes	9:46:58 PM
Manish Singh	Are you able to connect?	9:47:23 PM
Carly Williams	Yes. Do I need to worry about the connection not being secure as the pop up had suggested?	9:48:29 PM
Manish Singh	You can ignore that, as the RDG gateway is fully secured.	9:50:03 PM
Carly Williams	Thanks for your help	9:50:23 PM
Manish Singh	The RDP client is warning you that it cannot verify the server's certificate up to a trusted root authority.  It does <b>not necessarily mean your connection is insecure</b> , especially if the RDG gateway itself is trusted and properly configured.	9:51:04 PM
	This message has been deleted	9:51:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:51:39 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.  Thanks!	9:51:43 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Manish Singh has ended this chat session*

9:51:47 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Oct, 11:48:45 PM

### #82188 KEITH

**Email:** ks.partsfast@gmail.com 7133203009

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 18 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 36 Mins 35 Secs

KEITH	Hello, I am your Acebuddy	2 Oct, 11:48:46 PM
Acebuddy	Hello Ks.partsfast, I'm your Ace Buddy. I'll be happy to assist you!	11:48:46 PM
	Whom Would You Like to Connect With?	11:48:46 PM
KEITH	Technical Support (QB & App Hosting)	11:48:54 PM
Acebuddy	Welcome to Ace Support.	11:48:55 PM
	Please chose an option :	11:48:55 PM
KEITH	I'd like to report an Issue	11:49:03 PM
Acebuddy	Please select an option!	11:49:03 PM
KEITH	QuickBooks Issue	11:49:07 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:49:07 PM
KEITH	Other QB related issue	11:49:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:49:14 PM
KEITH	PARTS.MYREALDATA.NET	11:49:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:49:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:49:34 PM

	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:50:24 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:50:28 PM
KEITH	USER TinaW HAS A MESSAGE COMING UP SAYS LOW DISK SPACE BELOW 11% when she is longing on server	11:50:33 PM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced.	11:51:05 PM
	I will be surely assisting you with this.	11:51:17 PM
	Kindly allow me two minutes to check the same.	11:51:23 PM
KEITH	ok no worries	11:51:26 PM
	we should have more disck space	11:51:45 PM
	ok	11:52:28 PM
Abhay Kumar Saraswat	Thank you for your patience.	11:53:29 PM
	I checked the server and found that the <b>C: drive</b> space has dropped to <b>11% remaining</b> , which is why she is receiving that pop-up on her screen.	11:55:22 PM
	Please see the attached screenshot.	
	<i>11:55:24 PMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:6.11 KB )</i>	11:55:24 PM
KEITH	okwhyat does this mean. do we need to be alarmed. is this good bad or ????????	11:56:26 PM
	we never see this message	11:56:40 PM
Abhay Kumar Saraswat	Basically, when the C: drive space drops below <b>15%</b> , it becomes critical for the server to maintain smooth workflow, as the <b>C: drive</b> contains all the essential files for Windows, users, and applications.	11:59:14 PM
	The <b>C: drive</b> space should not fall below <b>20%</b> .	3 Oct, 12:00:27 AM
	Allow me few minutes to check if I can clean up some space for you.	12:01:34 AM
KEITH	ok	12:06:11 AM
	i reduced the company file by half about 3 months ago.	12:07:05 AM
Abhay Kumar Saraswat	As I worked on it, I was able to free up approximately <b>7 GB</b> of disk space, increasing the available space to <b>13%</b> . However, this is still insufficient to ensure smooth server performance.	12:07:54 AM
	<i>12:08:09 PMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:5.95 KB )</i>	12:08:09 AM
KEITH	it seems like space keeps getting removed	12:08:18 AM
	our file was very large. it was reduced by half. Even when it was Large we always had plent of space. i can see the total space every day when we log in	12:09:16 AM
	so why do we keep losing space	12:09:29 AM
Abhay Kumar Saraswat	The company file is located on the <b>D drive</b> , which serves as your personal space for storing files.	

	The <b>C: drive</b> , however, contains all system-based applications and software, and nothing should be removed from it except temporary files. (Edited)	12:10:05 AM
KEITH	ok. does email take up space like outlook	12:10:46 AM
	will users updating the company file search impact this	12:12:15 AM
Abhay Kumar Saraswat	As mentioned earlier, deleting files from the <b>D drive</b> , where all your personal files are stored, will not affect the space, as they are separate drives.	12:12:42 AM
	The <b>D drive</b> has sufficient space to keep your files safe and secure.	
	Yes	12:12:46 AM
KEITH	i can look at this. i see users with to much in outlook. i can take a look and see	12:13:37 AM
	i bet there is also duplicate copies of the company file	12:14:14 AM
Abhay Kumar Saraswat	If users save their files in <b>Documents</b> , on the <b>Desktop</b> , or in the <b>Downloads</b> folder on <b>ACE server</b> , it will affect the <b>C: drive</b> space.	12:14:15 AM
KEITH	ok	12:14:28 AM
	nobody else received this message to when logging in. only TinaW	12:15:17 AM
Abhay Kumar Saraswat	As mentioned earlier, if the company files are stored in your <b>Client Data</b> folder, they will not impact the <b>C: drive</b> .	12:15:36 AM
KEITH	that's seem strange.	12:15:37 AM
	ok.	12:15:48 AM
	sorry	12:15:50 AM
Abhay Kumar Saraswat	No worries.	12:16:24 AM
	I'm here to assist you.	12:16:32 AM
	Is there anything else I may help you with ?	12:17:10 AM
	Are we still connected here?	12:19:21 AM
KEITH	no. i am going to do research and cleaning folders	12:19:47 AM
	we are good for now	12:20:18 AM
	thank you	12:20:22 AM
Abhay Kumar Saraswat	To prevent any further pop-ups on your screen, I have freed up additional space on your C: drive.	12:20:41 AM
	<i>12:20:50 AMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:5.9 KB )</i>	12:20:50 AM
	Are we still connected here?	12:21:18 AM
	Are we still connected here?	12:23:05 AM
	Are we still connected here?	12:24:01 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at	

(1-888-415-5240) if any further assistance is required.

12:25:18 AM

*Abhay Kumar Saraswat has ended this chat session*

12:25:21 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

24 Oct, 6:19:55 PM

#### #82915 Matthew Orth

**Email:** morth@menkeco.com 3197532000

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** MOLINE

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 7 Mins 55 Secs

Matthew Orth	Hello, I am your Acebuddy	24 Oct, 6:19:56 PM
Acebuddy	Hello Matthew Orth, I'm your Ace Buddy. I'll be happy to assist you!	6:19:57 PM
	Whom Would You Like to Connect With?	6:19:57 PM
Matthew Orth	Technical Support (QB & App Hosting)	6:20:08 PM
Acebuddy	Welcome to Ace Support.	6:20:08 PM
	Please chose an option :	6:20:08 PM
Matthew Orth	I'd like to report an Issue	6:20:16 PM
Acebuddy	Please select an option!	6:20:16 PM
Matthew Orth	Other Issue	6:20:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:20:21 PM

Matthew Orth	the user keep getting a splash screen warning window 10 is not supported have administrator update to windows 11. what is this? why is it happening on machine that are running windows 11.	6:22:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:22:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:22:35 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:22:39 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.  We would like to inform you that this appears to be a reminder from Intuit related to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server, your application is hosted on a server-based operating system. We assure you that: The version of the operating system installed on our servers is fully compatible with your QuickBooks application and runs without any issues. We regularly apply all the latest security patches and updates released by Microsoft without delay. There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks. Your hosted environment remains fully secure, compliant, and optimized for performance. For your reference, below are the Microsoft operating systems officially compatible with QuickBooks Desktop: Windows Server 2022 Windows Server 2019 Windows Server 2016	6:22:50 PM
	As ACH is running your QuickBooks on these supported versions, no action is required from your end you may type Yes in confirmation.	6:23:44 PM
	<i>6:24:07 PM Shubham Maurya is sharing a file with you <a href="#">image.png</a> - ( Size:247.31 KB )</i>	6:24:07 PM
	<i>Please kindly refer to the image.</i>	
	Are we still connected here?	6:25:47 PM
	Are we still connected here?	6:26:18 PM
Matthew Orth	yes thank you	6:26:43 PM
Shubham Maurya	You are most welcome Matthew and thanks for your understanding with us.	6:27:19 PM
	Is there anything else I may help you with ?	6:27:21 PM
Matthew Orth	thank you for you help. that is all i need	6:27:32 PM
Shubham Maurya	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:27:37 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
		6:27:45 PM

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

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

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

6:27:49 PM

*Shubham Maurya has ended this chat session*

6:27:51 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

30 Oct, 8:26:23 PM

#### #83121 office

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

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** EASTHAMPTON

**State:** Massachusetts

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 8 Mins 29 Secs

office	Hello, I am your Acebuddy	30 Oct, 8:26:24 PM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	8:26:25 PM
	Whom Would You Like to Connect With?	8:26:25 PM
office	Technical Support (QB & App Hosting)	8:26:28 PM
Acebuddy	Welcome to Ace Support.	8:26:28 PM
	Please chose an option :	8:26:28 PM
office		

	I'd like to report an Issue	8:26:34 PM
Acebuddy	Please select an option!	8:26:34 PM
office	Other Issue	8:26:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:26:40 PM
office	Switching from QB Multi to Single User Mode and back in Hosted Environment, is not smooth	8:27:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:27:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:27:52 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	8:28:31 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	8:28:52 PM
office	Hellow	8:28:58 PM
	Hello	8:29:01 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:29:24 PM
	Are we still connected here?	8:30:58 PM
	Are we still connected here?	8:31:49 PM
	Are we still connected here?	8:32:27 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:33:22 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	8:34:54 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Oct, 7:16:26 AM

#82670 rahul

Email: rahul@wallcpafirm.com

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

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

**City:** MOLAHERA

**State:** Delhi

**Country:** INDIA

## Chat Transcript

Chat Duration : 24 Mins 21 Secs

rahul	Hello, I am your Acebuddy	16 Oct, 7:16:26 AM
Acebuddy	Hello Rahul, I'm your Ace Buddy. I'll be happy to assist you!	7:16:27 AM
	Whom Would You Like to Connect With?	7:16:27 AM
rahul	Technical Support (QB & App Hosting)	7:16:32 AM
Acebuddy	Welcome to Ace Support.	7:16:32 AM
	Please chose an option :	7:16:32 AM
rahul	I'd like to report an Issue	7:16:43 AM
Acebuddy	Please select an option!	7:16:43 AM
rahul	Other Issue	7:16:51 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:16:51 AM
rahul	Not able to login in RDP Server	7:17:09 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:17:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:17:10 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	7:19:07 AM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	7:19:12 AM
	Hello Rahul. How are you doing today?	7:22:02 AM
rahul	Hi	7:22:24 AM
Ankit Kumar	I deeply apologize for the inconvenience caused to you.	7:26:28 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:26:34 AM
rahul	Me and team having issue in reaching rdp server	7:28:22 AM
	i m login in after various attempt	7:28:47 AM
Ankit Kumar	Please confirm if this is your username : Rahul@myrealdata.net ?	7:29:21 AM
rahul	yes	7:30:08 AM
Ankit Kumar	Thanks for the confirmation !	7:30:59 AM
	Could you please verify with the users if they are now able to log in successfully?	7:31:54 AM

	As I can check, there are 3 active users. on the server now.	7:32:44 AM
rahul	yes	7:33:22 AM
	now its open	7:33:33 AM
	today is are filing deadline and it's crashed twice	7:33:58 AM
	after many attempts its open now	7:34:19 AM
Ankit Kumar	I deeply apologize for all the inconvenience caused to you.	7:34:22 AM
	Rahul, Is there anything else I may help you with?	7:34:44 AM
rahul	please check the cause, bcz time is very crucial for us today as we are near closing deadline of filing	7:35:29 AM
	hope this issue not coming again	7:36:09 AM
Ankit Kumar	Our team is actively investigating the root cause and working toward a resolution.	7:36:52 AM
rahul	ok	7:37:14 AM
Ankit Kumar	Thank you for your understanding.	7:37:31 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:37:55 AM
rahul	is there everything ok with the server?	7:38:01 AM
Ankit Kumar	Yes, the server has been up and running the entire time. The issue appears to be related to the connection only. (Edited)	7:39:28 AM
rahul	ok	7:39:48 AM
Ankit Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:39:58 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!	7:40:20 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ankit Kumar has ended this chat session</i>	7:40:48 AM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

9 Oct, 9:21:48 PM

### #82413 Alexis

**Email:** alexisa@sentryusa.com 16057530880

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** WATERTOWN

**State:** South Dakota

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 32 Secs

Alexis	Hello, I am your Acebuddy	9 Oct, 9:21:48 PM
Acebuddy	Hello Alexis, I'm your Ace Buddy. I'll be happy to assist you!	9:21:49 PM
	Whom Would You Like to Connect With?	9:21:49 PM
Alexis	Technical Support (QB & App Hosting)	9:21:53 PM
Acebuddy	Welcome to Ace Support.	9:21:53 PM
	Please chose an option :	9:21:53 PM
Alexis	I'd like to report an Issue	9:22:06 PM
Acebuddy	Please select an option!	9:22:06 PM
Alexis	QuickBooks Issue	9:22:14 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:22:14 PM
Alexis	Other QB related issue	9:22:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:22:38 PM
Alexis	Would like a copy of last nights backup file	9:23:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:23:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:23:06 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:23:26 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:23:30 PM

	Hello Alexis	9:23:36 PM
Alexis	Hi Sujeeet	9:23:55 PM
Sujeet Kumar Suman	How are you doing?	9:24:06 PM
Alexis	I am doing okay but I am having difficulties with Quickbooks. Can you tell me what time Ace saved backups of our company file yesterday?	9:24:43 PM
Sujeet Kumar Suman	No worries, I will surely help you with this issue.	9:24:51 PM
Alexis	That's great	9:26:57 PM
Sujeet Kumar Suman	Thank you for your patience.	9:29:03 PM
	As we are taking the backup of the data, the schedule will be from <b>5:30 PM PST to 5:30 AM PST</b> .	9:29:04 PM
Alexis	Can we get that copy and the one before it?	9:29:53 PM
Sujeet Kumar Suman	Sure. we will. (Edited)	9:30:07 PM
Alexis	Will it be saved somewhere on the server for me to access?	9:32:16 PM
Sujeet Kumar Suman	We have created a backup of the company file in Sentry LLC company file, saved under the name " <b>Backup</b> ". (Edited)	9:32:56 PM
	Could you please confirm if you are able to locate it, or would you like us to connect to the server to guide you?	9:37:12 PM
Alexis	I see two of the same backup files, can I remove one of them and can we get the backup before it as well?	9:37:59 PM
Sujeet Kumar Suman	Only the backup name folder.	9:38:18 PM
	<i>9:38:57 PM Alexis is sharing a file with you <a href="#">image.png</a> - ( Size:14.42 KB )</i>	9:38:57 PM
	<i>9:39:01 PM Alexis is sharing a file with you <a href="#">image.png</a> - ( Size:12.42 KB )</i>	9:39:01 PM
Alexis	Is it normal for both backups to be the exact same size?	9:39:13 PM
	Is it safe to rename them so they are not the same?	9:41:00 PM
Sujeet Kumar Suman	Please don't rename the files.	9:42:22 PM
	As we saved in another folder.	9:42:37 PM
Alexis	How can I know which is the right file when I load it into QBs if they have the same name as our working file? Can you rename them for us so they are a unique identifier?	9:43:16 PM
Sujeet Kumar Suman	May I take the remote access of your server?	9:43:52 PM
Alexis	Yes	9:43:57 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	9:44:12 PM
Alexis	Done	9:44:34 PM
Sujeet Kumar Suman	Kindly approve.	9:44:47 PM

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

9:44:51 PM

Thank you for your patience.

9:51:30 PM

Alexis I have the backups I need and this is resolved

9:51:33 PM

Sujeet Kumar Suman Thanks for the confirmation !

9:51:45 PM

Is there anything else I may help you with ?

9:51:51 PM

Alexis That is all thank you

9:53:00 PM

Sujeet Kumar Suman Most welcome Alexis.

9:53:04 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.

9:53:09 PM

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

9:53:13 PM

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

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

Thanks!

9:53:18 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/>)

*Sujeet Kumar Suman has ended this chat session*

9:53:20 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Oct, 9:28:20 PM

**#82971 Alyssa Fletcher**

**Email:** alyssa@a-d-r.com

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

**Operator:** Vikrant Arya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 10 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 56 Mins 48 Secs

Alyssa Fletcher	Hello, I am your Acebuddy	27 Oct, 9:28:21 PM
Acebuddy	Hello Alyssa Fletcher, I'm your Ace Buddy. I'll be happy to assist you!	9:28:21 PM
	Whom Would You Like to Connect With?	9:28:21 PM
Alyssa Fletcher	Technical Support (QB & App Hosting)	9:28:28 PM
Acebuddy	Welcome to Ace Support.	9:28:28 PM
	Please chose an option :	9:28:28 PM
Alyssa Fletcher	I'd like to report an Issue	9:28:36 PM
Acebuddy	Please select an option!	9:28:36 PM
Alyssa Fletcher	Password Reset	9:28:39 PM
Acebuddy	Please select an option below	9:28:39 PM
Alyssa Fletcher	Not Enrolled to Selfcare Portal	9:28:49 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.	9:28:49 PM
	Do you need any further assistance on the topic?	9:28:49 PM
Alyssa Fletcher	Yes	9:28:59 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:28:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:28:59 PM
	<i>Gaurava Tyagi has not responded for the transfer request.</i>	9:30:58 PM
	<i>Gurwinder Singh accepted the chat transfer request.</i>	9:31:00 PM
	<i>Gurwinder Singh is transferring the chat to Vikrant Arya.</i>	9:31:24 PM
	<i>Vikrant Arya accepted the chat transfer request.</i>	9:31:27 PM
Vikrant Arya	Thank you for contacting Ace Cloud Hosting. My name is Vikrant Arya. I will be assisting you today.	9:31:52 PM
Alyssa Fletcher	I'm trying to reset my password to access my remote login & QB	9:32:32 PM
	i've emailed a few times with customer service who unlocked my account but i still can't get in with the old password or new one i tried setting when i got locked out	9:33:21 PM
Vikrant Arya	Thank you for the information and allow 2 minutes to check the same.	9:33:51 PM

	Alyssa, may I know your company's name?	9:34:54 PM
Alyssa Fletcher	Architectural Design Resources	9:35:05 PM
Vikrant Arya	Thank you for this information.	9:35:59 PM
	I have just checked, and the server is online and other users are logged in.	9:36:37 PM
	So, let's check the issue from your local computer.	9:36:55 PM
Alyssa Fletcher	ok	9:37:14 PM
Vikrant Arya	May I take the remote access of your local computer?	9:37:20 PM
Alyssa Fletcher	yes	9:37:24 PM
Vikrant Arya	Please give me two minutes, and I will create a ticket for you, and then I will send you the remote access link.	9:38:50 PM
Alyssa Fletcher	ok	9:38:59 PM
Vikrant Arya	Thank you for your patience.	9:41:27 PM
	Please click on the link below to allow me access to your local computer. <a href="https://assist.aceclouddhosting.com/join/6682701618">https://assist.aceclouddhosting.com/join/6682701618</a>	9:41:55 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:42:44 PM
	As per discussion over the remote session, The issue is resolved.	10:13:33 PM
	Is there anything else I may help you with?	10:13:44 PM
	Is there anything else I may help you with ?	10:18:39 PM
	Is there anything else I may help you with ?	10:23:33 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.	10:25:02 PM
	<i>Vikrant Arya has ended this chat session</i>	10:25:09 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Oct, 11:56:16 PM

#82765 Tami Bowen

Email: tami@cbsnus.com

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** POULSBO

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 30 Mins 4 Secs

Tami Bowen	Hello, I am your Acebuddy	20 Oct, 11:56:16 PM
Acebuddy	Hello Tami Bowen, I'm your Ace Buddy. I'll be happy to assist you!	11:56:17 PM
	Whom Would You Like to Connect With?	11:56:17 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.	21 Oct, 12:26:21 AM
	<i>Ended due to chat idle timeout</i>	12:26:21 AM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Oct, 10:17:11 PM

**#82465 Skyler Meyer-Brown**

**Email:** sky@hiighdreamsolutions.com ☎ 13364073193

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

**Operator:** Acebuddy

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 47 Secs

Skyler Meyer-Brown	Hello, I am your Acebuddy	10 Oct, 10:17:11 PM
Acebuddy	Hello Skyler Brown, I'm your Ace Buddy. I'll be happy to assist you!	10:17:12 PM
	Whom Would You Like to Connect With?	10:17:12 PM
Skyler Meyer-Brown	Technical Support (QB & App Hosting)	10:17:23 PM
Acebuddy	Welcome to Ace Support.	10:17:23 PM
	Please chose an option :	10:17:23 PM
Skyler Meyer-Brown	I'd like to raise a Request	10:17:32 PM
Acebuddy	Please select your request type.	10:17:33 PM
Skyler Meyer-Brown	Change in Users	10:17:40 PM
Acebuddy	Please select your desired option!	10:17:40 PM
Skyler Meyer-Brown	Restart	10:17:47 PM
Acebuddy	Hello Skyler Brown, I'm your Ace Buddy. I'll be happy to assist you!	10:17:47 PM
	Whom Would You Like to Connect With?	10:17:47 PM
	<i>Ended due to chat idle timeout</i>	11:00:59 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:00:59 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

30 Oct, 10:05:21 PM

**#83129 Sonee**

**Email:** sonee.m@sunrisesanitation.com

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

**Operator:** Karan Bhattacharya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

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

**City:** OAKLAND

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 12 Mins

Sonee	Hello, I am your Acebuddy	30 Oct, 10:05:22 PM
Acebuddy	Hello Sonee, I'm your Ace Buddy. I'll be happy to assist you!	10:05:22 PM
	Whom Would You Like to Connect With?	10:05:22 PM
Sonee	Technical Support (QB & App Hosting)	10:06:16 PM
Acebuddy	Welcome to Ace Support.	10:06:16 PM
	Please chose an option :	10:06:16 PM
Sonee	I'd like to report an Issue	10:06:55 PM
Acebuddy	Please select an option!	10:06:55 PM
Sonee	QuickBooks Issue	10:07:33 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:07:33 PM
Sonee	Other QB related issue	10:08:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:08:26 PM
Sonee	Printing issue. Printing checks moves the text to the center. Once fixed, it reverts back to the center after a few hours or days. My login in on a different coworker's computer prints fine. It's just my work computer	10:09:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:09:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:09:58 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	10:11:50 PM
	<i>Shubham Maurya is transferring the chat to Karan Bhattacharya.</i>	10:12:02 PM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	10:12:08 PM
Karan Bhattacharya	Hello Sonee,	10:12:43 PM
	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	10:12:53 PM
Sonee	Great!	10:13:28 PM
Karan Bhattacharya	Please let us know the issue you are facing.	10:14:43 PM
Sonee	We are having a printing issue. It only happens when I try to print checks out of Quick Books. It moves the text to the center of the check and pushes the information that should be on the right side, off of the page. The issue started about 2 weeks in to switching to the Ace Cloud server. If I sign in to the server on someone else's computer it prints fine, but not when I am signed in on my own.	10:16:59 PM

Karan Bhattacharya	Does the preview of print also shows the same?	10:18:49 PM
Sonee	Yes	10:18:56 PM
Karan Bhattacharya	ok	10:19:08 PM
Sonee	It seems like its the QBs printer files that save locally. But I cannot find the QBPrint. file to try	10:19:49 PM
Karan Bhattacharya	ok,let me check few details at backend,allow me few minutes for the same.	10:20:17 PM
Sonee	Thanks	10:20:34 PM
Karan Bhattacharya	Does the issue happen with your profile on this server or with others also same thing occur?	10:23:53 PM
Sonee	Just my profile. But also just my computer because it print fine on my profile but a different computer. Same server	10:25:06 PM
Karan Bhattacharya	ok	10:25:18 PM
	I am working at backend	10:25:33 PM
Sonee	Great thanks.	10:26:30 PM
Karan Bhattacharya	Can I take access of your server?	10:29:43 PM
Sonee	Yes you can	10:30:00 PM
Karan Bhattacharya	ok,I am sending request,please accept that	10:30:20 PM
	as well as close all documents or any data which is not related with this request on the server.	10:30:44 PM
Sonee	Everything is closed. Where is the request being sent to?	10:31:25 PM
Karan Bhattacharya	to your server	10:32:18 PM
	which you have accessed	10:32:27 PM
Sonee	Ok	10:33:11 PM
Karan Bhattacharya	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:18:02 PM
	<i>Ended due to chat idle timeout</i>	11:18:02 PM



# Chat Transcript

Hello, I am your Acebuddy

**#82227 clay rodgers****Email:** clay@c3energypartners.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:** JACKSON**State:** Tennessee**Country:** UNITED STATES

Chat Duration : 1 Min 13 Secs

**Chat Transcript**

clay rodgers	Hello, I am your Acebuddy	4 Oct, 3:18:04 AM
Acebuddy	Hello Clay Rodgers, I'm your Ace Buddy. I'll be happy to assist you!	3:18:05 AM
	Whom Would You Like to Connect With?	3:18:05 AM
clay rodgers	Technical Support (QB & App Hosting)	3:18:19 AM
Acebuddy	Welcome to Ace Support.	3:18:19 AM
	Please chose an option :	3:18:19 AM
clay rodgers	I'd like to raise a Request	3:18:25 AM
Acebuddy	Please select your request type.	3:18:25 AM
clay rodgers	Other Request	3:18:31 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.	3:18:31 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:18:31 AM
clay rodgers	Yes, I'm facing issues with my server	3:18:45 AM
Acebuddy	Please select an option!	3:18:45 AM
clay rodgers	Password Reset	3:18:50 AM
Acebuddy	Please select an option below	3:18:50 AM
clay rodgers	Not Enrolled to Selfcare Portal	3:19:03 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	3:19:03 AM
	Do you need any further assistance on the topic?	3:19:03 AM
clay rodgers	No	3:19:17 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	3:19:17 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Oct, 9:52:41 PM

### #82541 Mary Campos

**Email:** mary@elutinc.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** SALT LAKE CITY

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 1 Sec

Mary Campos	Hello, I am your Acebuddy	13 Oct, 9:52:42 PM
Acebuddy	Hello Mary Campos, I'm your Ace Buddy. I'll be happy to assist you!	9:52:43 PM
	Whom Would You Like to Connect With?	9:52:43 PM
Mary Campos	Technical Support (QB & App Hosting)	9:52:55 PM
Acebuddy	Welcome to Ace Support.	9:52:55 PM
	Please chose an option :	9:52:55 PM
Mary Campos	I'd like to raise a Request	9:53:01 PM
Acebuddy	Please select your request type.	9:53:01 PM
Mary Campos	Other Request	9:53:30 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:53:30 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:53:30 PM

Mary Campos	No, That'll be all!	9:53:43 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	9:53:43 PM
	<i>Acebuddy has ended this chat session</i>	9:53:43 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details 29 Oct, 6:32:50 PM

#83067 itsupport

Email: itsupport@advancefinserv.com ☎ 918887771848

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript Chat Duration : 19 Mins 14 Secs

itsupport	Hello, I am your Acebuddy	29 Oct, 6:32:51 PM
Acebuddy	Hello Shashi, I'm your Ace Buddy. I'll be happy to assist you!	6:32:52 PM
	Whom Would You Like to Connect With?	6:32:52 PM
itsupport	Technical Support (QB & App Hosting)	6:32:57 PM
Acebuddy	Welcome to Ace Support.	6:32:57 PM
	Please chose an option :	6:32:57 PM
itsupport	I'd like to raise a Request	6:33:03 PM
Acebuddy	Please select your request type.	6:33:03 PM
itsupport	Application Version Upgrade	6:33:08 PM

Acebuddy	Please select the application you would like to upgrade :	6:33:08 PM
itsupport	ProSeries	6:33:11 PM
Acebuddy	Kindly download the ProSeries setup file from your application portal and save it on your server desktop.	6:33:12 PM
	Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email.	6:33:12 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.	6:33:12 PM
	Do you need any further assistance on the topic?	6:33:12 PM
itsupport	Yes	6:33:21 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:33:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:33:21 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:33:33 PM
itsupport	hi i am shashi	6:33:55 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:34:15 PM
itsupport	i have faced an issue with quickbook desktop	6:34:16 PM
	i have already regarding this issue yestardaay	6:34:53 PM
	from intuit support i have not received any call yet	6:35:23 PM
Shubham Maurya	Yes, please hold on we are checking last ticket update on this issue.	6:35:24 PM
	Thanks for the patience, we have checked that a follow up callback is arranged as per ticket #792659	6:38:36 PM
	<b>callback for 6:30 pm IST</b>	
	Please hold on let me make it happen in few couple of minutes.	6:38:55 PM
itsupport	Sure!	6:39:15 PM
Shubham Maurya	9625439991 alternative number : [9643406651]	6:40:45 PM
	Please confirm these are the callback numbers provided by you correct? (Edited)	
itsupport	yes	6:41:04 PM
	9643406651 you can call this number	6:41:37 PM
Shubham Maurya	Alright, just forwarded the details to the concern team you will receive a call in next 2-5 minutes.	6:42:57 PM
	Thanks for your patience with us Shashi, while working on this.	6:43:34 PM
	Please confirm here once you receive a call.	6:43:44 PM
itsupport	yes i received	6:46:49 PM

Shubham Maurya	I've confirmed that you are currently on a call with our team. Please allow them to take it from here, they will guide you through the entire process and assist in resolving this issue.	6:47:30 PM
	Is there anything else I may help you with ?	6:47:38 PM
	Are we still connected here?	6:48:22 PM
	Are we still connected here?	6:50:59 PM
	Are we still connected here?	6:51:04 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:52:02 PM
	<i>Shubham Maurya has ended this chat session</i>	6:52:06 PM



## Chat Transcript

Hello, I am your Acebuddy

13 Oct, 10:32:26 PM

### Visitor Details

#### #82545 Ezra Dilger

**Email:** reception@rortax.com 7633189052

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 25 Mins 56 Secs

Ezra Dilger	Hello, I am your Acebuddy	13 Oct, 10:32:26 PM
Acebuddy	Hello Ezra, I'm your Ace Buddy. I'll be happy to assist you!	10:32:27 PM
	Whom Would You Like to Connect With?	10:32:27 PM
Ezra Dilger	Technical Support (QB & App Hosting)	10:32:32 PM

Acebuddy	Welcome to Ace Support.	10:32:32 PM
	Please chose an option :	10:32:32 PM
Ezra Dilger	I'd like to report an Issue	10:32:36 PM
Acebuddy	Please select an option!	10:32:37 PM
Ezra Dilger	Other Issue	10:32:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:32:40 PM
Ezra Dilger	2024 Lacerte needs an update	10:32:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:32:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:32:54 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	10:33:48 PM
	<i>Shubham Maurya is transferring the chat to Abhay Kumar Saraswat.</i>	10:33:58 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:34:01 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:34:13 PM
Ezra Dilger	Hi Abhay	10:34:16 PM
Abhay Kumar Saraswat	Hello Ezra	10:34:22 PM
	How are you doing today?	10:34:28 PM
	I will be surely assisting you with this.	10:34:40 PM
Ezra Dilger	Good! Looks like Lacerte 2024 needs an update, that we'd like facilitated immediately	10:34:45 PM
Abhay Kumar Saraswat	No worries.	10:35:00 PM
	Kindly allow me two minutes to check the same.	10:35:05 PM
Ezra Dilger	Thanks!	10:35:09 PM
Abhay Kumar Saraswat	Is this for account: <b>ROR Tax Professionals LLC</b> ?	10:35:40 PM
Ezra Dilger	Yes!	10:35:54 PM
	Server name should be RORTax	10:36:12 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	10:36:23 PM
	Meanwhile, could you please confirm how many users are currently logged in to the server and using <b>Lacerte 24</b> ?	10:38:32 PM
Ezra Dilger	Everyone should be out, though user Brad is still logged in, and confirmed that if necessary, he can be kicked out	10:39:09 PM
Abhay Kumar Saraswat	Could you please ask him to save his work and log out from the server for the next 10 minutes?	10:39:51 PM

Ezra Dilger	Yep, no problem!	10:40:00 PM
	He actually is away from his desk and cannot log out himself just this minute, but he did confirm that if necessary, his work is saved and he can be booted from the server	10:40:44 PM
Abhay Kumar Saraswat	Great.	10:41:18 PM
	No worries.	10:41:25 PM
	Wendy is also on <b>Lacerte</b> 24 now.	10:41:56 PM
	Let me logged out both.	10:42:03 PM
	<i>10:42:14 PM Abhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:10.16 KB )</i>	10:42:14 PM
Ezra Dilger	Let me check with Wendy!	10:42:28 PM
Abhay Kumar Saraswat	Sure.	10:42:33 PM
	Or can i logged out her from my end?	10:43:18 PM
Ezra Dilger	Ok, Wendy is logging out now	10:43:24 PM
Abhay Kumar Saraswat	Great.	10:43:43 PM
	Let me check.	10:43:45 PM
	No, she's not. (Edited)	10:44:36 PM
Ezra Dilger	Ok. I checked in and she should be done now	10:45:11 PM
Abhay Kumar Saraswat	Yes, now she's disconnected from the server.	10:45:36 PM
	Let me continue the update.	10:45:46 PM
Ezra Dilger	Thank you	10:45:53 PM
Abhay Kumar Saraswat	Please stay with me for next 10 minutes.	10:46:01 PM
Ezra Dilger	Ok!	10:46:05 PM
Abhay Kumar Saraswat	No problem.	10:46:07 PM
	<i>10:48:48 PM Abhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:55.55 KB )</i>	10:48:48 PM
	<i>Updates are in process.</i>	
	It will take some time.	10:49:03 PM
Ezra Dilger	Do you know roughly how long?	10:49:25 PM
Abhay Kumar Saraswat	Yes, it will take next 5-6 minutes. (Edited)	10:51:18 PM
Ezra Dilger	Thank you	10:51:25 PM
	<i>10:52:20 PM Abhay Kumar Saraswat is sharing a file with you</i>	

[image.png](#) - ( Size:91.21 KB )

10:52:20 PM

*Updates has been completed.*

*Restarting the server.*

Abhay Kumar Saraswat

Thank you for your patience.

10:53:52 PM

Could you please login on server and check Lacerte 24 from your end?

10:54:24 PM

Ezra Dilger

Sure, I'll do that now

10:54:31 PM

Abhay Kumar Saraswat

Yes.

10:55:23 PM

Ezra Dilger

Looks good!

10:57:30 PM

Thank you

10:57:32 PM

Abhay Kumar Saraswat

Is there anything else I may help you with ?

10:57:56 PM

Ezra Dilger

No, that will be all, thank you

10:58:04 PM

Abhay Kumar Saraswat

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

10:58:12 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.

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

Thanks!

10:58:16 PM

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

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

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

10:58:19 PM

*Abhay Kumar Saraswat has ended this chat session*

10:58:23 PM



# Chat Transcript

Hello, I am your Acebuddy

**#82890 btessman****Email:** btessman@exp-logistics.com ☎ +1**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:** 39 Secs**City:** URBANDALE**State:** Iowa**Country:** UNITED STATES

Chat Duration : 16 Mins 20 Secs

## Chat Transcript

btessman	Hello, I am your Acebuddy	24 Oct, 1:25:01 AM
Acebuddy	Hello Ben Tessman, I'm your Ace Buddy. I'll be happy to assist you!	1:25:02 AM
	Whom Would You Like to Connect With?	1:25:02 AM
btessman	Technical Support (QB & App Hosting)	1:25:16 AM
Acebuddy	Welcome to Ace Support.	1:25:16 AM
	Please chose an option :	1:25:16 AM
btessman	I'd like to report an Issue	1:25:26 AM
Acebuddy	Please select an option!	1:25:26 AM
btessman	QuickBooks Issue	1:25:36 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:25:36 AM
btessman	Other QB related issue	1:25:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:25:42 AM
btessman	The QB system is warning of an incompatible Windows 10 OS in use.	1:26:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:26:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:26:07 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:26:51 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:26:53 AM
	Hello Ben	1:27:02 AM
btessman	Good afternoon Shashwat - thanks for taking my inquiry	1:27:06 AM
	I am sure ACE is on top of things, but wanted to inquire specifically about our QuickBooks notifying us with an alert that we are still using Windows 10 OS.	1:27:42 AM

Do you know when that will be updated?

1:27:52 AM

Anything I can do on my end to help assist?

1:28:07 AM

Shashwat Verma

Thank you for bringing this notification to our attention.

We'd like to clarify that the update reminder you received from Intuit applies only to QuickBooks Desktop installations running on **local computers**. Since you are accessing QuickBooks through the **Ace Cloud Hosting (ACH) server**, your application operates on a **server-based operating system**, not Windows 10.

1:28:21 AM

Please be assured of the following:

Our server operating system is **fully compatible** with your QuickBooks version.

We **regularly apply all Microsoft security patches and updates** without delay.

**No action is required on your end** regarding the Windows 10 notification.

⦿ Your hosted environment remains **secure, compliant, and optimized for performance**.

This message has been deleted

1:30:22 AM

Are we still connected here?

1:30:43 AM

btessman

yes

1:31:31 AM

Is there a way to disable that alert?

1:31:37 AM

Shashwat Verma

Kindly disregard the message (Edited)

1:31:51 AM

btessman

ok, we will continue to do so, thanks

1:32:10 AM

Is there a plan to update it in the future? Do you have any information on that?

1:32:21 AM

Shashwat Verma

Ben, as informed above, these general pop up from quickbooks is for Windows Os, however you are currently using windows server (Edited)

1:33:42 AM

Is there anything else I may help you with ?

1:35:27 AM

Are we still connected here?

1:38:51 AM

btessman

no thank you

1:41:04 AM

apologies for the delayed response

1:41:08 AM

have a great rest of your day Shashwat

1:41:14 AM

Shashwat Verma

It would be great if you could share your feedback after this chat ends. Thanks in advance!

1:41:14 AM

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

1:41:16 AM

btessman

Thanks!

1:41:19 AM

*Shashwat Verma has ended this chat session*

1:41:22 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

29 Oct, 8:54:51 AM

### #83060 Jamie

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

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 9 Secs

**City:** BOSTON

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 24 Mins 25 Secs

Jamie	Hello, I am your Acebuddy	29 Oct, 8:54:51 AM
Acebuddy	Hello Stinagoransson.alligo.com, I'm your Ace Buddy. I'll be happy to assist you!	8:54:52 AM
	Whom Would You Like to Connect With?	8:54:52 AM
Jamie	Technical Support (QB & App Hosting)	8:54:59 AM
Acebuddy	Welcome to Ace Support.	8:54:59 AM
	Please chose an option :	8:54:59 AM
Jamie	I'd like to report an Issue	8:55:06 AM
Acebuddy	Please select an option!	8:55:06 AM
Jamie	Other Issue	8:55:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:55:15 AM
Jamie	i need you to help me set up my sever	8:56:12 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:56:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:56:12 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:56:21 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:56:28 AM

Jamie	Hi	8:56:34 AM
Shubham Kataria	Hello	8:56:34 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:56:41 AM
Jamie	please i need you come on my Pc to set up my sever shortcut	8:57:10 AM
	Kingshenwen.Inc.Co.Ltd	8:57:22 AM
Shubham Kataria	Sure, I will connect with you.	8:57:26 AM
Jamie	yes	8:57:34 AM
Shubham Kataria	thank you for the information	8:57:37 AM
	I had also drop you an email as our last chat was disconnected, let me show you how to download RDP via my portal.	8:58:17 AM
	May I take the remote access of your local computer?	8:58:20 AM
Jamie	yes	8:58:37 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	8:58:44 AM
	<a href="https://assist.acecloudhosting.com/join/4022737491">https://assist.acecloudhosting.com/join/4022737491</a>	8:59:03 AM
	Kindly paste this link in the browser of local computer and join the session.	8:59:08 AM
Jamie	done	9:02:23 AM
	you can join now	9:02:29 AM
Shubham Kataria	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.	9:02:50 AM
	Thank you for your patience	9:16:11 AM
	<i>9:16:32 AM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - ( Size:19.28 KB )</i>	9:16:32 AM
	<i>It seems our remote session is disconnected</i>	
	Are we still connected here?	9:17:11 AM
	Are we still connected here?	9:17:57 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.	9:19:14 AM
	<i>Shubham Kataria has ended this chat session</i>	9:19:17 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Oct, 6:22:01 AM

#82561 ann lopez

Email: annlopez@cox.net ☎ 480-239-3173

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 26 Secs

City: MESA

State: Arizona

Country: UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 7 Secs

ann lopez	Hello, I am your Acebuddy	14 Oct, 6:22:02 AM
Acebuddy	Hello Ann Lopez, I'm your Ace Buddy. I'll be happy to assist you!	6:22:03 AM
	Whom Would You Like to Connect With?	6:22:03 AM
ann lopez	Technical Support (QB & App Hosting)	6:22:07 AM
Acebuddy	Welcome to Ace Support.	6:22:07 AM
	Please chose an option :	6:22:07 AM
ann lopez	I'd like to report an Issue	6:22:11 AM
Acebuddy	Please select an option!	6:22:12 AM
ann lopez	QuickBooks Issue	6:22:16 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:22:16 AM
ann lopez	Other QB related issue	6:22:22 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:22:22 AM
ann lopez	Quickbooks will not open on the server	6:22:32 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:22:32 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:22:32 AM

	<i>Shubham Kataria accepted the chat transfer request.</i>	6:22:58 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:23:04 AM
	Hello Ann	6:23:07 AM
ann lopez	Hello	6:23:11 AM
Shubham Kataria	Kindly confirm you're unable to open QB company file or QB application itself	6:23:30 AM
ann lopez	I cannot open the QB application	6:23:44 AM
Shubham Kataria	Alright, May I know if you're receiving any error as well while launching the app	6:24:31 AM
ann lopez	I just received a message on the server that it is going to reboot. I will logoff and check again in about 10 minutes.	6:24:57 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:25:16 AM
ann lopez	qbnxtpre.myrealdata.net	6:25:30 AM
Shubham Kataria	Thank you	6:26:24 AM
	I have checked with my colleague, he has rebooted the server as other client was facing with QB.	6:26:51 AM
	Could you please login now	6:27:16 AM
	Please wait, he is rebooting the server again	6:27:53 AM
	I will inform you once the server is up	6:28:02 AM
ann lopez	ok	6:28:02 AM
	ok	6:28:05 AM
Shubham Kataria	Thank you	6:28:09 AM
	Thank you for your patience.	6:30:30 AM
	Please try to access now.	6:30:37 AM
ann lopez	ok	6:30:58 AM
	I cannot connect to the server. I get an error message. Usually I can fix this by restarting my computer, but I will lose access to this chate.	6:31:58 AM
Shubham Kataria	May I take the remote access of your local computer?	6:32:06 AM
ann lopez	No. My IT does not allow remote access to my personal computer.	6:32:21 AM
Shubham Kataria	Alright, Could you please try to access the server again, and let me know if you're receiving any error	6:33:06 AM
ann lopez	It is launching now.	6:33:26 AM
Shubham Kataria	And in the meantime, please confirm your business name as well which is registered with ACE.	6:33:38 AM
ann lopez	Business Support Services Inc	6:33:54 AM
Shubham Kataria	Thank you, please launch QB as well and check	6:34:23 AM
	Kindly confirm if its working fine.	6:36:24 AM

ann lopez	I am able to open QB now. Thank you.	6:36:41 AM
Shubham Kataria	you're welcome	6:36:45 AM
	Is there anything else I may help you with ?	6:36:49 AM
ann lopez	No thanks	6:36:56 AM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	6:37:00 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:37:05 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:37:07 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
<i>Shubham Kataria has ended this chat session</i>		6:37:09 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Oct, 5:36:55 PM

**#82524 LYNN M DOHERTY**

**Email:** sales@ccairgrilles.com 19018263647

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** NEW BEDFORD

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 39 Mins 19 Secs

LYNN M DOHERTY	Hello, I am your Acebuddy	13 Oct, 5:36:56 PM
Acebuddy	Hello Lynn M Doherty, I'm your Ace Buddy. I'll be happy to assist you!	5:36:57 PM
	Whom Would You Like to Connect With?	5:36:57 PM
LYNN M DOHERTY	Technical Support (QB & App Hosting)	5:37:16 PM
Acebuddy	Welcome to Ace Support.	5:37:16 PM
	Please chose an option :	5:37:16 PM
LYNN M DOHERTY	I'd like to report an Issue	5:37:31 PM
Acebuddy	Please select an option!	5:37:31 PM
LYNN M DOHERTY	Other Issue	5:37:37 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:37:37 PM
LYNN M DOHERTY	PURCHASED A NEW LAPTOP AND NEED HELP CONNECTING IT TO ACE CLOUD	5:38:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:38:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:38:05 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	5:38:12 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	5:38:21 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:38:33 PM
LYNN M DOHERTY	HOW DO I FIND MY SERVER NAME?	5:39:20 PM
Vikas Singh Chauhan	Let me check.	5:40:47 PM
	This is for the account Cape Cod Air Grilles Corporation ?	5:41:16 PM
LYNN M DOHERTY	YES CID is 74932 i think?	5:41:50 PM
	I need to add the MaryLou Pedersen user to my laptop.	5:42:15 PM
Vikas Singh Chauhan	Okay, the CID number is CID75103.	5:43:32 PM
LYNN M DOHERTY	oh ok - apologies	5:43:45 PM
Vikas Singh Chauhan	No Worries.	5:44:02 PM
LYNN M DOHERTY	i am working from home and do not have all the info - its in my office	5:44:05 PM
Vikas Singh Chauhan	May I take the remote access of your local computer?	5:44:10 PM
LYNN M DOHERTY	yes	5:44:16 PM
Vikas Singh Chauhan	That is fine.	5:44:38 PM

	Prior providing the access, I would suggest you to close any important documents at your end.	5:44:44 PM
LYNN M DOHERTY	all set	5:44:58 PM
Vikas Singh Chauhan	<a href="https://assist.acecloudhosting.com/join/8722249905">https://assist.acecloudhosting.com/join/8722249905</a>	5:45:01 PM
	Kindly paste this link in the browser of new local computer and join the session.	5:45:11 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:52:02 PM
	Is there anything else I may help you with ?	6:15:22 PM
LYNN M DOHERTY	this one?	6:15:25 PM
Vikas Singh Chauhan	Yes	6:15:34 PM
	Is there anything else I may help you with ?	6:15:38 PM
LYNN M DOHERTY	No - thank you so much	6:15:49 PM
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:16:05 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:16:12 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Vikas Singh Chauhan has ended this chat session</i>	6:16:15 PM



## Chat Transcript

office suite is saying product activation failed

Visitor Details

13 Oct, 7:32:42 PM

#82525 Tayler Lopez

Email: taylor@soleilfloors.com ☎ 5122180400

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

**Operator:** Shubham Maurya

**Website:** <https://www.acecloudhosting.com/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 10 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Duration : 1 Hour 40 Mins

### Chat Transcript

Tayler Lopez	office suite is saying product activation failed	13 Oct, 7:32:42 PM
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.	7:33:17 PM
	<i>Rishabh Gogia is transferring the chat to Support(QB &amp; App Hosting).</i>	7:33:26 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:33:39 PM
Tayler Lopez	thanks	7:33:39 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:33:48 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:33:55 PM
Tayler Lopez	TaylerL	7:34:08 PM
	soleil floors	7:34:52 PM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	7:36:04 PM
	Thanks for the patience, Please let me know how many users are facing this issue?	7:38:36 PM
Tayler Lopez	so far i know of two	7:38:59 PM
Shubham Maurya	Alright, Please hold on let me check office license is activated for your or not.	7:40:20 PM
	Please confirm the email ID which you are using to login to office?	7:41:10 PM
Tayler Lopez	tayler@soleilfloors.com	7:42:17 PM
	now three people are having issues	7:42:36 PM
Shubham Maurya	Could you please share their email IDs as well? I will review them all.	7:44:01 PM
Tayler Lopez	shreen@soleilfloors.com	7:44:29 PM
	courtney@soleilfloors.com	7:44:34 PM
Shubham Maurya	Thanks for the patience Tayler, please logout from any of the office app then try to login back and do let me know if it's working.	7:47:58 PM
Tayler Lopez	no it's not	7:48:22 PM

	still says product activation failed	7:48:29 PM
	this is affecting all of office suite	7:48:34 PM
Shubham Maurya	May I take the remote access of your server?	7:48:44 PM
Tayler Lopez	yes	7:48:51 PM
Shubham Maurya	Please accept the request.	7:52:12 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:52:19 PM
	Tayler@SoleilFloors.onmicrosoft.com	7:56:39 PM
	Please try to login with this email.	
	We are unable to type on your RDP screen please check using this email.	7:59:33 PM
Tayler Lopez	check what?	8:00:05 PM
	we dont' have	8:00:29 PM
	365	8:00:32 PM
	we're supposed to have office suite 2021	8:01:00 PM
Shubham Maurya	Okay, we can see that office was showing on partner portal. Let me check Standard version details for this server.	8:03:29 PM
	Please hold on we are still checking for the correct license type under your account as you confirmed it's office suite 2021, Appreciate your patience Tayler.	8:12:42 PM
	We are reinstalling office suit on your server, please stay connected. Once done we will let you know.	8:24:41 PM
	Other users are also logged in, do you want to proceed us right now or is there any off shift hours when we can do the troubleshooting steps?	8:25:59 PM
Tayler Lopez	We have to have it right nw	8:27:48 PM
Shubham Maurya	Please Inform other users to save there work, once done we will update you over here.	8:29:17 PM
Tayler Lopez	we asked everyone to log out	8:30:22 PM
	do you know how long this will take?	8:30:34 PM
Shubham Maurya	Probably 30-40 min if not further steps required after this.	8:34:29 PM
	Are we still connected here?	9:02:27 PM
	Are we still connected here?	9:04:07 PM
	Are we still connected here?	9:05:09 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.	9:14:02 PM
	<i>Shubham Maurya has ended this chat session</i>	9:14:06 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

31 Oct, 12:18:00 AM

#83140 TashaTGWDenver

Email: tashatgwdenver@aol.com ☎ 13034787388

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: ANNAPOLIS

State: Maryland

Country: UNITED STATES

## Chat Transcript

Chat Duration : 52 Secs

TashaTGWDenver	Hello, I am your Acebuddy	31 Oct, 12:18:01 AM
Acebuddy	Hello Tashatgwdenver, I'm your Ace Buddy. I'll be happy to assist you!	12:18:02 AM
	Whom Would You Like to Connect With?	12:18:02 AM
TashaTGWDenver	Technical Support (QB & App Hosting)	12:18:20 AM
Acebuddy	Welcome to Ace Support.	12:18:20 AM
	Please chose an option :	12:18:20 AM
TashaTGWDenver	I'd like to raise a Request	12:18:27 AM
Acebuddy	Please select your request type.	12:18:27 AM
TashaTGWDenver	Other Request	12:18:37 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:18:38 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:18:38 AM
TashaTGWDenver	No, That'll be all!	12:18:53 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	12:18:53 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

16 Oct, 7:34:17 AM

### #82672 Shannon

**Email:** shannon@lplmtax.com 7609949565

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

**Operator:** Ankit Kumar

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 2 Mins 42 Secs

**City:** OCEANSIDE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 46 Mins 3 Secs

Shannon	Hello, I am your Acebuddy	16 Oct, 7:34:17 AM
Acebuddy	Hello Shannon, I'm your Ace Buddy. I'll be happy to assist you!	7:34:18 AM
	Whom Would You Like to Connect With?	7:34:18 AM
Shannon	Technical Support (QB & App Hosting)	7:34:22 AM
Acebuddy	Welcome to Ace Support.	7:34:22 AM
	Please chose an option :	7:34:22 AM
Shannon	I'd like to report an Issue	7:34:30 AM
Acebuddy	Please select an option!	7:34:30 AM
Shannon	Other Issue	7:34:34 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:34:34 AM
Shannon	Slow and shitting down	7:34:48 AM

Acebuddy	Please wait while we connect you to a Support Representative	7:34:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:34:49 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	7:36:45 AM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	7:36:58 AM
	<i>7:38:05 AM Shannon is sharing a file with you <a href="#">image.jpg</a> - ( Size: 7.08 MB )</i>	7:38:05 AM
Shannon	Hello my computers are running really slow and	7:38:17 AM
	We cannot connect to Docusign on our server	7:38:33 AM
Ankit Kumar	I deeply apologize for the inconvenience caused to you.	7:38:52 AM
Shannon	We checked it and it works on our desktops so it's something to do with the sever	7:38:52 AM
	It's for LPLM Tax Attorneys inc LPLM1, LPLM4 and LPLM2	7:39:20 AM
	We only have six hours left to the filing deadline so I cannot wait 1-2 hours for a response as per the email	7:39:52 AM
Ankit Kumar	Kindly allow me 3-4 minutes to check the same.	7:40:11 AM
Shannon	Thank you	7:40:35 AM
	Ticket 787041	7:40:50 AM
	I've been on hold for 30 minutes and no one is answering and the emails say 1-2 hours	7:41:22 AM
Ankit Kumar	Thank you for your patience, Shannon. I understand you have a deadline, and the server not working is impacting your work. Please allow me 1-2 more minutes to check this from the backend.	7:43:18 AM
Shannon	Ok	7:45:47 AM
Ankit Kumar	Thank you for waiting.	7:45:48 AM
	May I take the remote access of your server?	7:46:56 AM
Shannon	Yes LPLM4 please	7:47:14 AM
	And we all have already logged off and rebooted our desktops and that didn't work	7:47:32 AM
Ankit Kumar	Prior providing the access, I would suggest you to close any important documents at your end.	7:47:34 AM
Shannon	Ok	7:47:39 AM
	Ready	7:48:12 AM
	Don't have to worry because nothing is working	7:48:21 AM
Ankit Kumar	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:48:45 AM
Shannon	Ok	7:48:54 AM
	I already cleared the cache	7:49:16 AM
Ankit Kumar	Shannon, as this might take a little longer to resolve, may we inform you via email once the issue is	

rectified?	8:04:08 AM
This message has been deleted	8:04:13 AM
Are we still connected here?	8:07:45 AM
Are we still connected here?	8:09:42 AM
Are we still connected here?	8:12:36 AM
Are we still connected here?	8:20:12 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.	8:20:16 AM
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:20:18 AM
<i>Ankit Kumar has ended this chat session</i>	8:20:21 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 15 Oct, 6:40:04 PM

**#82626 Shipleyelectric87**

**Email:** shipleyelectric87@gmail.com

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

**Operator:** Shubham Maurya

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

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

**City:** WEST VALLEY CITY

**State:** Utah

**Country:** UNITED STATES

Chat Transcript Chat Duration : 29 Mins 6 Secs

Shipleyelectric87	Hello, I am your Acebuddy	15 Oct, 6:40:05 PM
Acebuddy	Hello Bill Shipley, I'm your Ace Buddy. I'll be happy to assist you!	6:40:06 PM

	Whom Would You Like to Connect With?	6:40:06 PM
Shipleyelectric87	Technical Support (QB & App Hosting)	6:40:37 PM
Acebuddy	Welcome to Ace Support.	6:40:37 PM
	Please chose an option :	6:40:37 PM
Shipleyelectric87	I'd like to report an Issue	6:40:46 PM
Acebuddy	Please select an option!	6:40:46 PM
Shipleyelectric87	QuickBooks Issue	6:40:49 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:40:49 PM
Shipleyelectric87	Other QB related issue	6:40:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:40:54 PM
Shipleyelectric87	I was supposed to have a 3 way call with you and quickbooks tonight but you just sent me a message that quickbooks would not be open. Can we schedule earlier today?	6:42:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:42:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:42:32 PM
	<i>Ankit declined the transfer request.</i>	6:42:38 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:42:46 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:43:03 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:43:11 PM
Shipleyelectric87	I don't have it. Can you find everything in our existing chat last night	6:43:54 PM
Shubham Maurya	Sure, Please hold on let me check for account details.	6:44:27 PM
	Business name : Shipley Electric Server name: Shipley.myreldata.net	6:45:17 PM
	Please confirm is it correct?	
Shipleyelectric87	Yrs	6:45:40 PM
Shubham Maurya	Thanks for the confirmation !	6:46:51 PM
Shipleyelectric87	So can we schedule today	6:47:06 PM
Shubham Maurya	We can see that last ticket under this account shows #759023	6:47:10 PM
	Do you have any ticket number for quickbooks issue? As above ticket is already closed and not relate to quickbooks.	6:47:43 PM
Shipleyelectric87	No I was told by you that you would contact quickbooks to schedule	6:48:59 PM
Shubham Maurya	Is there any email that you shared with the last person or they shared with you?	6:50:42 PM
Shipleyelectric87	No it was over the phone. Can't you see who it was	6:51:19 PM

Shubham Maurya	Apologies, Bill. We checked using your email ID and were able to locate the ticket for this issue: #786472. Please make a note of the ticket number.	6:53:52 PM
	As requested, arranging a three-way call with Intuit at <b>7:00 PM Mountain Time</b> will not be possible, as it falls outside their support hours.	
	Please note that Intuit's support hours are <b>Monday-Friday, 6:00 AM to 6:00 PM Pacific Time (PT)</b>	6:54:26 PM
	We kindly request you to confirm if we can reach you <b>before 6:00 PM MT</b> , so we have sufficient time to troubleshoot with Intuit and work toward resolving this issue.	
Shipleyelectric87	Can we reschedule rI	6:54:43 PM
	To 10am today	6:54:58 PM
Shubham Maurya	10 AM PST for today, correct?	6:55:35 PM
Shipleyelectric87	Yes	6:55:53 PM
Shubham Maurya	Noted, Bill. We will share the details with the concerned team to schedule a callback at 10 AM PST today. We apologize for any inconvenience this may have caused.	6:56:55 PM
	Is there anything else I may help you with ?	6:56:58 PM
Shipleyelectric87	Are you scheduling with quickbooks	6:57:24 PM
Shubham Maurya	Please hold on let me get a confirmation on that too.	6:57:58 PM
	Thanks for the patience Bill, So I just confirmed with the team that yes we can make it for 10 AM PST today along with quickbooks support team.	7:00:28 PM
	We will also share you confirmation over the mail after this chat.	7:01:31 PM
Shipleyelectric87	Will it be right at 10 and will I get a notification	7:01:51 PM
Shubham Maurya	Please allow for a buffer time of 10 to 15 minutes, but our team will do their best to make it at scheduled time as possible.	7:03:37 PM
	Are we still connected here?	7:06:16 PM
	Are we still connected here?	7:07:48 PM
	Are we still connected here?	7:08:44 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:09:08 PM
	<i>Shubham Maurya has ended this chat session</i>	7:09:11 PM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

23 Oct, 2:18:10 AM

### #82857 info

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

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 11 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 7 Mins 31 Secs

info	Hello, I am your Acebuddy	23 Oct, 2:18:11 AM
Acebuddy	Hello Annie, I'm your Ace Buddy. I'll be happy to assist you!	2:18:11 AM
	Whom Would You Like to Connect With?	2:18:11 AM
info	Technical Support (QB & App Hosting)	2:18:14 AM
Acebuddy	Welcome to Ace Support.	2:18:14 AM
	Please chose an option :	2:18:14 AM
info	I'd like to report an Issue	2:18:47 AM
Acebuddy	Please select an option!	2:18:47 AM
info	Other Issue	2:19:09 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:19:09 AM
info	Hello, I requested restoring older file. but I couldnt still get the file yet and eamil as well.	2:19:46 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:19:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:19:47 AM
info	Could you check this?	2:19:52 AM
	<i>Shashwat Verma declined the transfer request.</i>	2:20:04 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:20:50 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:20:58 AM
info	casse number was #82852 .	2:21:36 AM

Anjainay Singh	As we are actively working on it . I am working on it with my backend team.	2:21:49 AM
	Please cooperate with us , once it is completed we will inform you shortly over an email.	2:22:26 AM
	It us under process Annie.	2:23:09 AM
info	ah .okay.	2:23:20 AM
Anjainay Singh	As informed you earlier Annie it will approximately take 30 minutes.	2:23:43 AM
info	okay.	2:24:00 AM
	thanks.	2:24:02 AM
Anjainay Singh	I have taken the ownership for the task.	2:24:04 AM
	Is there anything else I may help you with ?	2:24:18 AM
info	no that was all.	2:24:30 AM
Anjainay Singh	Thankyou Annie.	2:24:40 AM
	Please share your positive feedback for my effort by clicking on smiling emoji as it will encourage me .	2:25:33 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:25:38 AM
<i>Anjainay Singh has ended this chat session</i>		2:25:43 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

2 Oct, 9:40:21 PM

**#82180 backend**

**Email:** backend@phmigroup.com

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

**Operator:** Manish Singh

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 2 Mins 59 Secs

**City:** SURAT

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 31 Mins 50 Secs

backend	Hello, I am your Acebuddy	2 Oct, 9:40:21 PM
Acebuddy	Hello Backend, I'm your Ace Buddy. I'll be happy to assist you!	9:40:22 PM
	Whom Would You Like to Connect With?	9:40:22 PM
backend	Technical Support (QB & App Hosting)	9:40:36 PM
Acebuddy	Welcome to Ace Support.	9:40:36 PM
	Please chose an option :	9:40:36 PM
backend	I'd like to raise a Request	9:40:47 PM
Acebuddy	Please select your request type.	9:40:47 PM
backend	Other Request	9:41:27 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:41:27 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:41:27 PM
backend	Yes, I'm facing issues with my server	9:41:48 PM
Acebuddy	Please select an option!	9:41:48 PM
backend	Other Issue	9:41:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:41:56 PM
backend	I am using remote desk. But right now am not able to login due to some error.	9:42:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:42:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:42:51 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:43:44 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:43:49 PM
	I will surely help you with this issue.	9:44:45 PM
	May I know what issue you are facing while accessing remote desktop?	9:45:21 PM
backend	Sir Still my user is showing error	9:45:51 PM
Manish Singh	May I take the remote access of your local computer?	9:46:21 PM
	<i>9:47:12 PM backend is sharing a file with you</i>	
	<i><u>Screenshot_20251002-194104WhatsApp.jpg</u> - ( Size:157.51 KB )</i>	9:47:12 PM
	<i>When i am login system may be open in other user</i>	
	May I take the remote access of your local computer?	9:48:56 PM
backend	Yes	9:49:36 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/2372839669">https://assist.acecloudhosting.com/join/2372839669</a>	9:50:27 PM

	Kindly paste this link in the browser of local computer and join the session.	9:50:32 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:50:35 PM
backend	Ok	9:53:18 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:10:50 PM
	Is there anything else I may help you with ?	10:10:52 PM
backend	Yes	10:11:31 PM
	Yes	10:11:31 PM
Manish Singh	Is there anything else I may help you with ?	10:11:40 PM
	As the issue is resolved	10:11:45 PM
backend	No All error is solved	10:11:58 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	10:12:01 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:12:07 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:12:10 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	10:12:12 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 2:24:26 AM

#82194 Emily Cuellar

**Email:** ecuellar@starchase.com

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** OAK BROOK

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins 51 Secs

Emily Cuellar	Hello, I am your Acebuddy	3 Oct, 2:24:27 AM
Acebuddy	Hello Ecuellar, I'm your Ace Buddy. I'll be happy to assist you!	2:24:27 AM
	Whom Would You Like to Connect With?	2:24:27 AM
Emily Cuellar	Technical Support (QB & App Hosting)	2:24:42 AM
Acebuddy	Welcome to Ace Support.	2:24:42 AM
	Please chose an option :	2:24:42 AM
Emily Cuellar	I'd like to raise a Request	2:24:56 AM
Acebuddy	Please select your request type.	2:24:56 AM
Emily Cuellar	Other Request	2:25:19 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.	2:25:19 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:25:19 AM
Emily Cuellar	Restart	2:25:31 AM
Acebuddy	Hello Ecuellar, I'm your Ace Buddy. I'll be happy to assist you!	2:25:31 AM
	Whom Would You Like to Connect With?	2:25:31 AM
Emily Cuellar	Technical Support (QB & App Hosting)	2:25:37 AM
Acebuddy	Welcome to Ace Support.	2:25:37 AM
	Please chose an option :	2:25:37 AM
Emily Cuellar	I'd like to report an Issue	2:25:43 AM
Acebuddy	Please select an option!	2:25:43 AM
Emily Cuellar	Other Issue	2:25:50 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:25:50 AM

Emily Cuellar	Linking remote desktop folder to local desktop	2:26:12 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:26:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:26:12 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:27:18 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:27:23 AM
	I deeply apologize for the inconvenience caused to you.	2:27:34 AM
	Is this for account: <b>Star Chase LLC</b> ?	2:28:00 AM
Emily Cuellar	Yes	2:28:11 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	2:28:22 AM
	Could you please let me know since when you have been experiencing this issue?	2:28:42 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	2:28:46 AM
Emily Cuellar	First time issue, no other users experiencing	2:29:08 AM
Abhay Kumar Saraswat	Thank you for the information.	2:29:27 AM
	I will be surely assisting you with this.	2:29:33 AM
	May I take the remote access of your local computer?	2:29:44 AM
Emily Cuellar	Yes	2:29:48 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	2:29:54 AM
	<a href="https://assist.acecloudhosting.com/join/7072331916">https://assist.acecloudhosting.com/join/7072331916</a>	2:30:02 AM
	Kindly paste this link in the browser of local computer and join the session.	2:30:05 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:31:07 AM
	Thank you for your patience.	2:55:43 AM
	So, here is the folder details: D:\Shared Folder	2:55:56 AM
	This was created before and same has been mapped on your new computer.	2:56:24 AM
	Are we still connected here?	2:56:55 AM
	Are we still connected here?	2:57:45 AM
	Are we still connected here?	2:58:05 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.	2:59:14 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	2:59:18 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Oct, 6:45:45 AM

**#83098 Matthew Hofer**

**Email:** sec@meadowlanehb.com

**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:** 30 Secs

**City:** LOMA

**State:** Montana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 40 Secs

Matthew Hofer	Hello, I am your Acebuddy	30 Oct, 6:45:46 AM
Acebuddy	Hello Matthew Hofer, I'm your Ace Buddy. I'll be happy to assist you!	6:45:46 AM
	Whom Would You Like to Connect With?	6:45:46 AM
Matthew Hofer	Technical Support (QB & App Hosting)	6:45:51 AM
Acebuddy	Welcome to Ace Support.	6:45:51 AM
	Please chose an option :	6:45:51 AM
Matthew Hofer	I'd like to report an Issue	6:45:56 AM
Acebuddy	Please select an option!	6:45:56 AM
Matthew Hofer	QuickBooks Issue	6:46:00 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:46:00 AM
Matthew Hofer	QuickBooks Login Issue	6:46:04 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	6:46:04 AM

	Was that helpful?	6:46:04 AM
Matthew Hofer	No	6:46:10 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:46:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:46:10 AM
	<i>Gaurav kumar declined the transfer request.</i>	6:46:14 AM
Matthew Hofer	Can you please call me? i Cannot login to my quickbooks	6:46:48 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	6:46:48 AM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	6:47:01 AM
Matthew Hofer	Ticket 747949 is not resolved yet	6:47:27 AM
Ankit Kumar	Hello Matthew, How are you doing today?	6:47:33 AM
Matthew Hofer	Not to great. I am very very frustrated we cant get my problem solved. its been 2 weeks now, and now i cant even login to quickbooks	6:48:47 AM
Ankit Kumar	I deeply apologize for the inconvenience caused to you.	6:49:02 AM
	Kindly allow me 2-3 minutes to check the ticket.	6:49:23 AM
	Thank you for your time and patience. I have checked the ticket, and it has already been escalated. Our team is currently working on this issue.	
	This issue is on Intuit's end. It was previously resolved after connecting with Intuit; we tried the same approach again, but it appears that Intuit's escalation team is still working on it and investigating a resolution.	6:55:52 AM
	Our escalation team implemented a temporary workaround, which initially worked, but the issue has reoccurred. The team is now working to identify and implement a permanent fix.	
Matthew Hofer	can you log on my computer now? I cannot get into Quickbooks.	6:56:54 AM
Ankit Kumar	Yes, sure, allow me 1-2 min to send the remote request.	6:58:18 AM
	Matthew, May I know your username on the server?	7:00:09 AM
	So that I can send the request for remote session.	7:01:15 AM
Matthew Hofer	never mind I got it Working	7:01:50 AM
	Thanks	7:02:17 AM
Ankit Kumar	Awesome	7:02:28 AM
	Is there anything else I may help you with ?	7:03:06 AM
Matthew Hofer	no thanks	7:03:22 AM
	<i>Matthew Hofer has ended this chat session</i>	7:03:26 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

31 Oct, 3:18:38 AM

### #83150 Isabelle Reid

**Email:** sifinancial16@gmail.com 14789785345

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** MACON

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 12 Mins 36 Secs

Isabelle Reid	Hello, I am your Acebuddy	31 Oct, 3:18:39 AM
Acebuddy	Hello Sifinancial16, I'm your Ace Buddy. I'll be happy to assist you!	3:18:40 AM
	Whom Would You Like to Connect With?	3:18:40 AM
Isabelle Reid	Technical Support (QB & App Hosting)	3:19:03 AM
Acebuddy	Welcome to Ace Support.	3:19:03 AM
	Please chose an option :	3:19:03 AM
Isabelle Reid	Setback	3:19:11 AM
Acebuddy	Hello Sifinancial16, I'm your Ace Buddy. I'll be happy to assist you!	3:19:11 AM
	Whom Would You Like to Connect With?	3:19:11 AM
Isabelle Reid	Sales & Solutions	3:19:13 AM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	3:19:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:19:13 AM
	<i>Akash declined the transfer request.</i>	3:19:17 AM
	<i>Dev Dubey accepted the chat transfer request.</i>	3:19:19 AM
	<i>Dev Dubey is transferring the chat to Support(QB &amp; App Hosting).</i>	3:19:51 AM

Isabelle Reid	i have a case number already i was just trying to get in contact with someone to proceed to the next steps	3:19:57 AM
	793737	3:20:02 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:20:21 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	3:20:47 AM
	Kindly allow me two minutes to check the same.	3:20:53 AM
	Thank you for reaching out to us. We have expedited the process and, as requested, will be creating a server with two users and the desired applications.	3:25:25 AM
	Is there anything else I may help you with ?	3:25:55 AM
	Are we still connected here?	3:27:37 AM
Isabelle Reid	yes	3:27:49 AM
Yash Kalra	Sir, I have expedited the process and, as requested, will be creating a server with two users and the desired applications.	3:28:41 AM
Isabelle Reid	thank you so much	3:29:07 AM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:29:16 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!	3:29:19 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Yash Kalra has ended this chat session</i>	3:31:15 AM



# Chat Transcript

Hello, I am your Acebuddy

**#82851 steve**

**Email:** fbasel@yahoo.com  1614799994

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 8 Secs

**City:** BEY MAH.

**State:** Sırnak

**Country:** TURKEY

Chat Duration : 23 Mins 10 Secs

Chat Transcript

steve	Hello, I am your Acebuddy	23 Oct, 1:44:00 AM
Acebuddy	Hello Steven Basel, I'm your Ace Buddy. I'll be happy to assist you!	1:44:01 AM
	Whom Would You Like to Connect With?	1:44:01 AM
steve	Technical Support (QB & App Hosting)	1:44:05 AM
Acebuddy	Welcome to Ace Support.	1:44:05 AM
	Please chose an option :	1:44:05 AM
steve	I'd like to report an Issue	1:44:18 AM
Acebuddy	Please select an option!	1:44:19 AM
steve	QuickBooks Issue	1:44:25 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:44:25 AM
steve	QuickBooks Login Issue	1:44:33 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	1:44:33 AM
	Was that helpful?	1:44:33 AM
steve	No	1:44:48 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:44:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:44:48 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	1:45:04 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	1:45:08 AM
steve	i just request server name change from Baselent to superfilm . After this request, We noticed that we can no longer acess to our quick books files by login into QB	1:46:16 AM

Shubham Maurya	I will be surely assisting you with this. Kindly help me with your user name or CID?	1:47:24 AM
	Also is there any error message while trying to login?	1:47:49 AM
steve	CID 67686	1:48:19 AM
	i also chaged user neme	1:48:31 AM
	it says administarator permission	1:49:21 AM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	1:49:45 AM
steve	This action requires windows administraton permission	1:51:23 AM
Shubham Maurya	Thanks for the details, we are checking few things from backend making sure that are working properly.	1:55:02 AM
steve	ok	1:55:17 AM
Shubham Maurya	Thanks for the patience, are you logged into sever right now?	1:59:55 AM
steve	no	2:00:16 AM
	should i login in?	2:00:33 AM
	other user also have same problem	2:00:50 AM
Shubham Maurya	Okay, please login now and check if you are able to use the application. We have restarted QB services from backend.	2:02:56 AM
steve	ok	2:03:08 AM
	looks like working	2:05:28 AM
Shubham Maurya	Thanks for the confirmation Steven ! No need to worry this was due to services not rebooted after renaming server,	2:06:33 AM
	It's working good now.	2:06:42 AM
	Is there anything else I may help you with ?	2:06:44 AM
steve	Thks a lot	2:06:52 AM
	have a nice day	2:06:58 AM
Shubham Maurya	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!	2:07:04 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:07:08 AM
	<i>Shubham Maurya has ended this chat session</i>	2:07:10 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

1 Oct, 9:50:19 PM

### #82135 nhassan

**Email:** nhassan@columbiataxservice.com 4436357970

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

**Operator:** Dushyant

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 29 Mins 1 Sec

nhassan	Hello, I am your Acebuddy	1 Oct, 9:50:20 PM
Acebuddy	Hello Nasimul Hassan, I'm your Ace Buddy. I'll be happy to assist you!	9:50:21 PM
	Whom Would You Like to Connect With?	9:50:21 PM
nhassan	Technical Support (QB & App Hosting)	9:52:25 PM
Acebuddy	Welcome to Ace Support.	9:52:25 PM
	Please chose an option :	9:52:25 PM
nhassan	I'd like to report an Issue	9:52:29 PM
Acebuddy	Please select an option!	9:52:29 PM
nhassan	Other Issue	9:52:34 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:52:34 PM
nhassan	i can not start the BPAApplication software	9:53:01 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:53:01 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	9:53:02 PM
	<i>Dushyant accepted the chat transfer request.</i>	9:54:26 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	9:54:33 PM
nhassan	hi	9:54:44 PM
Dushyant	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:54:49 PM
nhassan	ctas	9:55:27 PM
	nasimulhassan	9:55:32 PM
	nasimul	9:55:57 PM
	<i>9:57:26 PM nhassan is sharing a file with you <a href="#">Capture.PNG</a> - ( Size:61.16 KB )</i>	9:57:26 PM
Dushyant	Thank you for the server name	9:57:29 PM
	Thank you for the screenshot, i will try my best to fix the issues.	9:57:54 PM
	May I take the remote access of your server?	9:58:00 PM
nhassan	sure	9:58:10 PM
Dushyant	Just to confirm, is the issue is with all users or with you only?	9:58:37 PM
nhassan	other users did not test it yet	9:59:02 PM
Dushyant	Okay.	9:59:18 PM
	May i know when was the last time it worked for you?	9:59:23 PM
nhassan	15 minutes ago. i was setting up the app and it crashed	9:59:59 PM
Dushyant	Thank you for elaborating the issues.	10:00:10 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:00:15 PM
nhassan	ok	10:00:23 PM
	done	10:00:30 PM
Dushyant	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.	10:01:10 PM
	thank you for the patience.	10:18:48 PM
	we have re-installed the application	10:18:55 PM
nhassan	Thank you. its done	10:18:55 PM
Dushyant	and it's working now.	10:18:58 PM
	Is there anything else I may help you with ?	10:19:01 PM
nhassan	No, thanks	10:19:10 PM
Dushyant	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:19:11 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!

10:19:15 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/>)

nhassan you can disconnect the server now

10:19:19 PM

*Dushyant has ended this chat session*

10:19:22 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

22 Oct, 10:08:43 PM

#### #82839 louispav

**Email:** louispav@dasystems.com 19495823908

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 8 Secs

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 2 Mins 59 Secs

louispav	Hello, I am your Acebuddy	22 Oct, 10:08:44 PM
Acebuddy	Hello LouisPav, I'm your Ace Buddy. I'll be happy to assist you!	10:08:45 PM
	Whom Would You Like to Connect With?	10:08:45 PM

	Welcome to Ace Support.	10:08:51 PM
	Please chose an option :	10:08:51 PM
louispav	Technical Support (QB & App Hosting)	10:08:51 PM
	I'd like to raise a Request	10:08:58 PM
Acebuddy	Please select your request type.	10:08:58 PM
louispav	Application Update	10:09:07 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.	10:09:07 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	10:09:07 PM
louispav	Yes	10:09:15 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:09:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:09:15 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	10:09:19 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:09:49 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:09:52 PM
louispav	I think I'm all set, thank you	10:10:16 PM
Manish Singh	Is there anything else I may help you with ?	10:10:28 PM
louispav	that is all for now, thank you	10:11:29 PM
Manish Singh	This message has been deleted	10:11:31 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:11:39 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:11:42 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	10:11:44 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Oct, 2:18:21 AM

#83095 christian.lopez

Email: christian.lopez@attorneyguss.com

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 59 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 2 Hours 44 Mins

christian.lopez	Hello, I am your Acebuddy	30 Oct, 2:18:21 AM
Acebuddy	Hello Christian Lopez, I'm your Ace Buddy. I'll be happy to assist you!	2:18:22 AM
	Whom Would You Like to Connect With?	2:18:22 AM
christian.lopez	Technical Support (QB & App Hosting)	2:18:28 AM
Acebuddy	Welcome to Ace Support.	2:18:28 AM
	Please chose an option :	2:18:28 AM
christian.lopez	I'd like to report an Issue	2:18:34 AM
Acebuddy	Please select an option!	2:18:34 AM
christian.lopez	Other Issue	2:18:41 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:18:41 AM
christian.lopez	I reached out earlier for assistance in getting OneDrive fixed on Lindsey Gill's RDP. 30 to 40 minutes have passed, and I got not replies.	2:19:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:19:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:19:54 AM
	<i>Gaurav kumar declined the transfer request.</i>	2:19:59 AM

	Karan Bhattacharya accepted the chat transfer request.	2:20:05 AM
christian.lopez	Hello I spoke with Shashwat in regards to the issue above earlier and wanted to know if a resolution has been found?	2:20:44 AM
Karan Bhattacharya	Hello Christian,	2:21:23 AM
	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	2:21:41 AM
christian.lopez	Hello Karan	2:22:28 AM
	I reached out earlier for assistance in getting OneDrive fixed on Lindsey Gill's RDP. 30 to 40 minutes have passed, and I got no replies.	2:22:43 AM
Karan Bhattacharya	ok, thank you for sharing the detail.	2:23:08 AM
	let me check the same	2:23:15 AM
	I got the information from Shashwat, he is currently working upon the same from backend.	2:25:24 AM
christian.lopez	Okay how is it coming along?	2:26:23 AM
Karan Bhattacharya	He is still working upon the same.	2:26:57 AM
	We will be updating you accordingly.	2:27:21 AM
	Is there anything else I can assist you with?	2:28:10 AM
christian.lopez	I just wanted an ETA on the program getting fixed.	2:28:36 AM
Karan Bhattacharya	let me check with him.	2:30:31 AM
christian.lopez	Thank you,	2:30:39 AM
Karan Bhattacharya	We have repaired the OneDrive, please check now.	2:32:06 AM
christian.lopez	I will	2:32:17 AM
	I checked and it is still giving a small window	2:36:18 AM
	It won't let me get to the sign in.	2:36:36 AM
Karan Bhattacharya	ok, thank you for the update.	2:36:52 AM
	<i>2:38:52 AM christian.lopez is sharing a file with you <a href="#">image.png</a> - (Size: 434.74 KB)</i>	2:38:52 AM
	What is the error you are receiving on the screen?	2:38:54 AM
christian.lopez	Not getting an error message just the window displaying in this small view.	2:39:54 AM
Karan Bhattacharya	ok	2:40:00 AM
	When did the issue start?	2:40:36 AM
christian.lopez	It started after we signed her out of OneDrive earlier today. We were trying to clear up issues with another account that is no longer being used.	2:41:28 AM
Karan Bhattacharya	So with this user only the issue is appearing or like for others also.	2:42:16 AM
christian.lopez	Just the user Lindsey Gill.	2:42:33 AM

	She was able to sign into Microsoft word then we tried OneDrive but kept getting the same small window.	2:43:17 AM
Karan Bhattacharya	ok,Is that user available at the moment?	2:44:13 AM
christian.lopez	I can get in contact with them. May I ask why?	2:45:16 AM
Karan Bhattacharya	Because she is the only user who is facing this issue so her credentials for access would be required to check in real time.	2:46:28 AM
christian.lopez	She is with me.	2:46:59 AM
Karan Bhattacharya	ok	2:47:12 AM
	I will be sharing remote access request,please allow me few minutes..	2:48:35 AM
	Can you please share the account name?	2:50:56 AM
	or CID?	2:51:05 AM
christian.lopez	Will this be through Screen Connect, Team Viewer, or will you be remoting into the RDP?	2:51:05 AM
	The account name for the myrealdata?	2:52:10 AM
Karan Bhattacharya	yes,Through zoho assist we will be taking remote,can you share the email id of the impacted user through which she access the server?	2:53:04 AM
christian.lopez	Her everyday email or the one for myrealdata?	2:54:30 AM
Karan Bhattacharya	myrealdata	2:54:45 AM
christian.lopez	LindseyGill@myrealdata.net	2:55:24 AM
Karan Bhattacharya	ok	2:55:31 AM
	I will be sharing the request to her,please ask her to access the server.	2:55:57 AM
christian.lopez	She is currently signed into the RDP.	2:56:20 AM
Karan Bhattacharya	and also if any document or data is currently opened on the server which is not related to this request then please close that all.	2:56:55 AM
christian.lopez	All the important documents have been saved and closed.	2:57:25 AM
Karan Bhattacharya	ok,sharing the request,allow me 3-4 minutes.	2:57:34 AM
	ok	2:57:39 AM
	invitation has already been reached,please accept that.	2:59:51 AM
christian.lopez	Where can I find it.	3:01:04 AM
Karan Bhattacharya	*[assist.aceclouddhosting.com/join](https://assist.aceclouddhosting.com/viewer-assist?viewer=html&x-com-zoho-assist-orgid=60000688324&key=8282165099#)*	3:01:38 AM
	use this and give the session id <b>828-216-5099</b>	3:02:03 AM
christian.lopez	joined	3:03:16 AM
Karan Bhattacharya	you have ended the session	3:04:22 AM
christian.lopez		

	Once more please.	3:04:32 AM
	Sorry	3:04:33 AM
Karan Bhattacharya	no issue,let me share again.	3:04:51 AM
	Invitation has been sent please check	3:05:34 AM
christian.lopez	Can i have the session ID please.	3:07:02 AM
Karan Bhattacharya	<a href="https://assist.acecloudhosting.com/join/9132701710">https://assist.acecloudhosting.com/join/9132701710</a>	3:07:04 AM
	9132701710	3:07:20 AM
christian.lopez	Are you able to uninstall then reinstall the application? Or will that create the same affect?	3:14:09 AM
Karan Bhattacharya	Please login	3:30:02 AM
christian.lopez	Done	3:30:39 AM
	A question. If you are still able to search the application on the desktop doesn't that mean that its still installed on RDP?	3:42:07 AM
Karan Bhattacharya	Hi Christian,we are logging lindsey off for a couple of minutes to perform some operation.	3:45:27 AM
christian.lopez	How long will it take?	3:46:54 AM
Karan Bhattacharya	can't say clearly,hopefully it should resolve the issue otherwise will let you know further course of action.	3:50:14 AM
christian.lopez	Let me know when to proceed.	3:53:34 AM
	Letting you know I am looking through it now.	3:56:47 AM
Karan Bhattacharya	Thank you for your patience Christian,during thr troubleshooting it seems there is some issue appearing over one drive application therefore further course action can be performed during off hours or night hours.	4:00:04 AM
christian.lopez	There is nothing that can be done now?	4:01:33 AM
Karan Bhattacharya	let me check once.	4:02:07 AM
christian.lopez	Letting you know I am going through things on my end.	4:02:46 AM
Karan Bhattacharya	I understand your point,just checked we can perform next steps during night hours or off production hours.	4:05:38 AM
christian.lopez	Can you explain to me these next steps?	4:06:02 AM
Karan Bhattacharya	It would be clean installation of 365 apps.	4:06:34 AM
christian.lopez	All 365 applications?	4:07:23 AM
Karan Bhattacharya	We will re-install office 365 suite once again and it doesn't affect your other applications.	4:09:04 AM
christian.lopez	Are you able to run that script now without signing me out.	4:10:17 AM
Karan Bhattacharya	The process will take some time and users shouldn't be logged into the server at that time.	4:12:29 AM
christian.lopez	Give me a moment to discuss the matter with them.	4:12:52 AM
Karan Bhattacharya	sure	4:13:00 AM

christian.lopez	I am still here	4:17:01 AM
Karan Bhattacharya	ok	4:17:15 AM
	Did you discuss the same?	4:17:32 AM
christian.lopez	They are currently thinking it over and is being discussed.	4:18:44 AM
Karan Bhattacharya	ok	4:18:54 AM
christian.lopez	We are still discussing it.	4:25:21 AM
Karan Bhattacharya	ok	4:25:37 AM
christian.lopez	We are still here and taking another look at it I am sorry for the delay.	4:31:46 AM
Karan Bhattacharya	no issue,actually my shift will get over in next half an hour,so please let me know the update accordingly.	4:33:44 AM
christian.lopez	If you need to send me to another support chat for help let me know.	4:34:18 AM
Karan Bhattacharya	Will it be possible that after discussion you can sent an email to us regarding that?	4:38:04 AM
	As well as I will also be sharing an email to you.	4:38:26 AM
	Are we still connected here?	4:44:08 AM
christian.lopez	I am	4:44:32 AM
	Can you just purge HER profile (NOT the qb files or anyone else's) so we can start from scratch for her? Is this within your power	4:44:55 AM
	Hello?	4:46:56 AM
Karan Bhattacharya	At the moment clean installation of 365 suite is the best possible action we can go for.	4:48:01 AM
christian.lopez	What would happen after this attempted and did not work?	4:50:34 AM
Karan Bhattacharya	We are having surity that it should resolve the issue.	4:52:32 AM
christian.lopez	Okay then do it!	4:53:36 AM
Karan Bhattacharya	ok,We have scheduled the operation for night hours therefore will go accordingly.	4:54:23 AM
christian.lopez	When will it begin?	4:54:48 AM
Karan Bhattacharya	1.5 hours from now.	4:56:39 AM
christian.lopez	I will take your word for it. I hope this resolves the issue. Also, you may want to remove the OneDrive that is still appearing on the RDP file explorer that also be causing an issue.	4:57:51 AM
Karan Bhattacharya	yes,whatever best actions will required,we will perform it.	4:58:49 AM
christian.lopez	Okay you may proceed and I hope the files she may have saved locally don't get deleted.	4:59:51 AM
Karan Bhattacharya	yes,that will be fine	5:01:22 AM
christian.lopez	Thank you for the assistance and sorry about the time.	5:01:53 AM
Karan Bhattacharya	Thank you for your cooperation,we will continue our troubleshooting accordingly.	5:02:40 AM

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

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

5:03:13 AM

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

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

*Karan Bhattacharya has ended this chat session*

5:03:21 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

28 Oct, 3:13:06 AM

**#82992 cristi**

**Email:** cristi@smartspotkc.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** KANSAS CITY

**State:** Kansas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 5 Mins 20 Secs

cristi	Hello, I am your Acebuddy	28 Oct, 3:13:06 AM
Acebuddy	Hello Cristi, I'm your Ace Buddy. I'll be happy to assist you!	3:13:07 AM
	Whom Would You Like to Connect With?	3:13:07 AM
cristi	Technical Support (QB & App Hosting)	3:13:16 AM
Acebuddy		

	Welcome to Ace Support.	3:13:16 AM
	Please chose an option :	3:13:16 AM
cristi	I'd like to raise a Request	3:13:27 AM
Acebuddy	Please select your request type.	3:13:27 AM
cristi	Other Request	3:13:41 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.	3:13:41 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:13:41 AM
cristi	No, That'll be all!	3:18:27 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	3:18:27 AM
	<i>Acebuddy has ended this chat session</i>	3:18:27 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Oct, 1:10:42 AM

**#82373 theo**

**Email:** theo@northernazit.com 19287197724

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 38 Secs

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 17 Mins 29 Secs

theo Hello, I am your Acebuddy

9 Oct, 1:10:43 AM

Acebuddy	Hello Theo, I'm your Ace Buddy. I'll be happy to assist you!	1:10:44 AM
	Whom Would You Like to Connect With?	1:10:44 AM
theo	Technical Support (QB & App Hosting)	1:10:48 AM
Acebuddy	Welcome to Ace Support.	1:10:48 AM
	Please chose an option :	1:10:48 AM
theo	I'd like to raise a Request	1:10:55 AM
Acebuddy	Please select your request type.	1:10:55 AM
theo	Application Update	1:11:02 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	1:11:02 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	1:11:02 AM
theo	Yes	1:11:08 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:11:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:11:08 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	1:11:20 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	1:11:25 AM
theo	Hello Sujeet	1:11:30 AM
Sujeet Kumar Suman	Hello Theo	1:11:30 AM
theo	I have a simple question	1:11:33 AM
	We are using the ACE Connect viewer	1:11:38 AM
	and we were wondering if it has multi monitor support	1:11:44 AM
	as our users want to have excel in 1 screen and quickbooks onthe other	1:11:56 AM
Sujeet Kumar Suman	Sure, I can help with that.	1:13:01 AM
theo	Thank you	1:13:51 AM
Sujeet Kumar Suman	Could you please confirm the username of the user who wants to change the settings in Ace Connect to view multiple screens? (Edited)	1:13:58 AM
theo	Janee Tower made the question but I am sure all users would like it	1:14:23 AM
	the server is southmountain.realdatal.net	1:14:30 AM
Sujeet Kumar Suman	Thank you for providing the details.	1:14:45 AM
	Could you please confirm whether the users are using RDP or Ace Connect?	1:15:19 AM
theo	as mentioned, they are using ace connect	1:15:30 AM

1:18:08 AMSujeet Kumar Suman is sharing a file with you  
[image.png](#) - ( Size:6.36 KB )

First, click on Ace Connect.  
Then click on Configuration.  
At the top corner, you'll see a Settings icon – click on it.  
Next, enable the Dual Monitor option and save the changes.  
After that, relaunch Ace Connect – the server will open on both screens.

1:18:08 AM

Perfect!

1:18:36 AM

Sujeet Kumar Suman Please follow the above steps and let us know if you face any difficulties.

1:18:52 AM

theo Thank you very much

1:19:18 AM

i really appreciate it

1:19:19 AM

Sujeet Kumar Suman Most welcome Theo

1:19:31 AM

Is there anything else I may help you with ?

1:19:34 AM

Hello Theo, did it work, or do you need assistance with enabling dual screen in Ace Connect?

1:22:41 AM

Are we still connected here?

1:24:21 AM

Are we still connected here?

1:26:12 AM

Are we still connected here?

1:28:06 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.

1:28:11 AM

*Sujeet Kumar Suman has ended this chat session*

1:28:13 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

21 Oct, 10:47:14 PM

#82802 tyler.laviale

Email: tyler.laviale@montesanogroup.com ☎ 18056981608

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:** SANTA BARBARA

**State:** California

**Country:** UNITED STATES

Chat Duration : 31 Mins 43 Secs

## Chat Transcript

tyler.laviale	Hello, I am your Acebuddy	21 Oct, 10:47:14 PM
Acebuddy	Hello Tyler.laviale, I'm your Ace Buddy. I'll be happy to assist you!	10:47:15 PM
	Whom Would You Like to Connect With?	10:47:15 PM
tyler.laviale	Technical Support (QB & App Hosting)	10:47:20 PM
Acebuddy	Welcome to Ace Support.	10:47:20 PM
	Please chose an option :	10:47:20 PM
tyler.laviale	I'd like to raise a Request	10:47:27 PM
Acebuddy	Please select your request type.	10:47:27 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:18:57 PM
	<i>Ended due to chat idle timeout</i>	11:18:58 PM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

28 Oct, 1:04:28 AM

**#82985 PAUL WEYMER**

**Email:** weymep@intentry.com

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 3 Mins 27 Secs

**City:** WARREN

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 28 Mins 44 Secs

PAUL WEYMER	Hello, I am your Acebuddy	28 Oct, 1:04:28 AM
Acebuddy	Hello Paul Weymer, I'm your Ace Buddy. I'll be happy to assist you!	1:04:29 AM
	Whom Would You Like to Connect With?	1:04:29 AM
PAUL WEYMER	Technical Support (QB & App Hosting)	1:04:41 AM
Acebuddy	Welcome to Ace Support.	1:04:41 AM
	Please chose an option :	1:04:41 AM
PAUL WEYMER	I'd like to raise a Request	1:04:48 AM
Acebuddy	Please select your request type.	1:04:49 AM
PAUL WEYMER	Printer/Scanner Addition	1:04:57 AM
Acebuddy	Please select your desired option :	1:04:58 AM
PAUL WEYMER	Printer Addition	1:05:01 AM
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge-base article attached below.	1:05:01 AM
	Once the local client has been installed, Please try printing from the server and select 'Uniprint' option from the printers list and select your desired printer when prompted.	1:05:01 AM
	Do you need any further assistance on the topic?	1:05:01 AM
PAUL WEYMER	Yes	1:05:11 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:05:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:05:11 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	1:05:29 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	1:05:35 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:05:46 AM
PAUL WEYMER	Goood afternoon	1:05:49 AM
	Paul weymer Integrated Entry	1:06:08 AM
	upgrade lost printers	1:06:13 AM
Shubham Maurya	Very good afternoon Paul and thanks for sharing Information, Please could you explain what is the exact issue you are facing with printers so that we can help you better on this.	1:08:02 AM
PAUL WEYMER	we upgrade to one drive, hosting thru ace. in the process we are adjusting to differences in processes.	

we had issues with printers, tried to simplify but lost some office printers during the transition. our pdf printer, no longer prints to pdf but wants to put in files no longer in our desktops our direct print to main office printer does not print at all. both the pdf pipeline print on pdf24 and the HPF6BC75(HP LASER JET PRO 4001) PRINTERS ARE NO LONGER ON THE 'EQUIPMENT LIST OF PRINTERS ON THE CONTROL PANEL. I'D LIKE THEM PUT BACK ON.

1:11:38 AM

I TRAVEL EEXTENSIVELY AND NEED TO BE ABLE TO PRINT PDF'S TO MY ONE DRIVE FOLDERS AND EMAIL QUOTES TO CLIENTS. NO TIME FOR WORK AROUNDS.. SIMILAR MULTISTEPS TO PRINT, REDIRECT, SAVE AND PRINT MANUALLY ARE NOT ACCEPTABLE, CHECK RUNS ARE COMPLICATED, AND DOCUMENTS FOR SIGNATURES TAKE FOREVER. PLEASE HELP

1:12:57 AM

Shubham Maurya Alright let me check on your system directly to help you at earliest on this, May I take the remote access of your local computer?

1:19:40 AM

Are we still connected here?

1:26:50 AM

Are we still connected here?

1:29:52 AM

Are we still connected here?

1:31:20 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.

1:32:09 AM

*Shubham Maurya has ended this chat session*

1:33:13 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

26 Oct, 2:57:05 AM

**#82941 Dimple Saraiya**

**Email:** saraiyaservices@gmail.com 8626862754

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 11 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Dimple Saraiya	Hello, I am your Acebuddy	26 Oct, 2:57:06 AM
Acebuddy	Hello Dimple Saraiya, I'm your Ace Buddy. I'll be happy to assist you!	2:57:07 AM
	Whom Would You Like to Connect With?	2:57:07 AM
Dimple Saraiya	Technical Support (QB & App Hosting)	2:57:16 AM
Acebuddy	Welcome to Ace Support.	2:57:16 AM
	Please chose an option :	2:57:16 AM
Dimple Saraiya	I'd like to report an Issue	2:57:22 AM
Acebuddy	Please select an option!	2:57:22 AM
Dimple Saraiya	QuickBooks Issue	2:57:30 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:57:30 AM
Dimple Saraiya	Other QB related issue	2:57:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:57:46 AM
Dimple Saraiya	Unable to log in	2:57:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:57:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:57:55 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:58:20 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:58:23 AM
	Hello Dimple	2:58:27 AM
Dimple Saraiya	Hello	2:58:39 AM
	server: SaraiyaMKT.myrealdatal.net	2:58:44 AM
Shashwat Verma	I will surely help you with this issue.	2:58:48 AM
Dimple Saraiya	unable to log in	2:58:50 AM
Shashwat Verma	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	2:58:57 AM
Dimple Saraiya	Yes	2:59:03 AM
	I'm the only one who is useing it	2:59:27 AM
Shashwat Verma	Thanks for the confirmation !	2:59:37 AM
	May I take the remote access of your local computer?	2:59:40 AM
Dimple Saraiya	sure	2:59:49 AM

Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	2:59:55 AM
	<a href="https://assist.acecloudhosting.com/join/6442581655">https://assist.acecloudhosting.com/join/6442581655</a>	2:59:55 AM
	Kindly Click on the link and open the downloaded file.	2:59:58 AM
	Issue resolved itself	3:05:50 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	3:05:53 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:05:55 AM
<i>Shashwat Verma has ended this chat session</i>		3:05:57 AM

