

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 9:35:00 PM

#81477 Clay Lomax

Email: claylomax@gmail.com  19162762529

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: 23 Secs

City: RICHMOND

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 11 Mins

Clay Lomax	Hello, I am your Acebuddy	12 Sep, 9:35:01 PM
Acebuddy	Hello Clay Lomax, I'm your Ace Buddy. I'll be happy to assist you!	9:35:01 PM
	Whom Would You Like to Connect With?	9:35:01 PM
Clay Lomax	Technical Support (QB & App Hosting)	9:35:04 PM
Acebuddy	Welcome to Ace Support.	9:35:04 PM
	Please chose an option :	9:35:04 PM
Clay Lomax	I'd like to report an Issue	9:35:09 PM
Acebuddy	Please select an option!	9:35:09 PM
Clay Lomax	QuickBooks Issue	9:35:15 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:35:15 PM
Clay Lomax	Other QB related issue	9:35:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:35:22 PM
Clay Lomax	I am trying to create an accountant file and I can not	9:35:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:35:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:35:52 PM

	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:37:06 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:37:10 PM
	Hello Clay	9:37:15 PM
Clay Lomax	At this point I can not even get into files as it says something went wrong while creating backup	9:38:02 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	9:38:22 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:38:25 PM
Clay Lomax	Lomax_2.NPRE1	9:38:51 PM
	Admin	9:39:07 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	9:39:24 PM
	Are you encountering any errors when trying to access it?	9:39:53 PM
Clay Lomax	Yes I can not open file at all now	9:40:18 PM
Sujeet Kumar Suman	Could you please share a screenshot of the prompt that appears when you click on it?	9:40:25 PM
Clay Lomax	I can't screen shot cloud pages	9:41:53 PM
Sujeet Kumar Suman	When was the last time you were able to access it?	9:42:07 PM
	It's okay.	9:42:16 PM
Clay Lomax	about 30 minutes ago	9:42:32 PM
	I tried to create accountant file, it said there was too much data, then I tried to condense and it told me to make a backup, I tried to make a backup and now I'm stuck	9:43:52 PM
	It would probably be easier to remote view	9:44:08 PM
Sujeet Kumar Suman	Thank you for answering all the questions. This will really help us understand your issue.	9:44:17 PM
	May I take the remote access of your server?	9:44:22 PM
Clay Lomax	Yes	9:44:35 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:44:40 PM
	Kinldy approve.	9:44:44 PM
Clay Lomax	Is there a link?	9:45:41 PM
Sujeet Kumar Suman	Prior providing the access, I would suggest you to close any important documents at your end.	9:45:59 PM
Clay Lomax	closed	9:46:18 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/7482864679	9:46:29 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.	9:47:30 PM
	Thank you for your patience.	10:06:48 PM

Please stay connected; we are working on this from the backend.
Thank you in advance for your patience.

10:06:48 PM

Please stay connected; we are working on this from the backend.
Thank you in advance for your patience.

10:34:01 PM

Thank you for your patience.

10:45:38 PM

We tried to resolve your issue over the remote session, but unfortunately, the solution was not successful. We will restore the company file and notify you via email once it is done.

10:45:47 PM

Is there anything else I may help you with ?

10:45:53 PM

Clay Lomax No I'll be looking for the email

10:46:14 PM

Sujeet Kumar Suman Sure, we will informed you shortly.

10:46:29 PM

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

10:46:37 PM

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

10:46:42 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!

10:46:45 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/>)

Sujeet Kumar Suman has ended this chat session

10:46:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 12:00:47 AM

#81286 Kim

Email: kimberly@southernspc.com ☎ 13524464434

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 49 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Duration : 22 Mins 33 Secs

Chat Transcript

Kim	Hello, I am your Acebuddy	9 Sep, 12:00:48 AM
Acebuddy	Hello Kimberly, I'm your Ace Buddy. I'll be happy to assist you!	12:00:49 AM
	Whom Would You Like to Connect With?	12:00:49 AM
Kim	Technical Support (QB & App Hosting)	12:00:53 AM
Acebuddy	Welcome to Ace Support.	12:00:53 AM
	Please chose an option :	12:00:53 AM
Kim	I'd like to report an Issue	12:01:03 AM
Acebuddy	Please select an option!	12:01:03 AM
Kim	QuickBooks Issue	12:01:12 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:01:12 AM
Kim	QuickBooks is Frozen	12:01:31 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:01:31 AM
	Was that helpful?	12:01:31 AM
Kim	No	12:01:36 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:01:36 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:01:36 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:01:44 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:01:47 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:01:50 AM
Kim	Kimberly	12:01:55 AM
	there was an update and i was told it was done	12:02:03 AM
	and it still wont let me in	12:02:12 AM
Yash Kalra	Kimberly, kindly help me with your server name and user name? I will make sure to provide a permanent resolution to your problem.	12:03:17 AM

Kim	kimberly	12:04:11 AM
Yash Kalra	Please confirm if your account name is: Kimberly M. Garcia LLC	12:05:23 AM
Kim	no	12:05:28 AM
	southern site & Power Construction	12:05:41 AM
	user name is kimberly	12:05:45 AM
Yash Kalra	Kindly allow me two minutes to check the same.	12:06:28 AM
	Kimberly, thank you for staying connected As I can check you have reached to us earlier as well and I would like to inform you that the Update is taking more than expected.	12:10:17 AM
	<i>12:10:21 AM Yash Kalra is sharing a file with you image.png - (Size:35.65 KB)</i>	12:10:21 AM
	Your QuickBooks application is under process. I can understand your concern	12:11:21 AM
	But believe me we are here to provide a permanent resolution to your problem	12:12:18 AM
Kim	ok well i cant do anything until its done	12:14:04 AM
Yash Kalra	Kimberly, the update is already 85% complete. It should not take much longer now. Our team will update you once the application updates are fully completed. (Edited)	12:15:04 AM
	Is there anything else I may help you with ?	12:16:34 AM
Kim	ok	12:16:44 AM
	ty'	12:16:46 AM
Yash Kalra	Shall I proceed to end this chat now?	12:17:08 AM
	Are we still connected here?	12:18:49 AM
	Are we still connected here?	12:20:49 AM
	Are we still connected here?	12:23:17 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:23:20 AM
	<i>Yash Kalra has ended this chat session</i>	12:23:22 AM



Chat Transcript

Hello, I am your Acebuddy

3 Sep, 10:26:03 PM

Visitor Details

#81129 Dan Segawa

Email: dsegawa@armdynamics.com  3102935861

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: REDONDO BEACH

State: California

Country: UNITED STATES

Chat Duration : 2 Mins 2 Secs

Chat Transcript

Dan Segawa	Hello, I am your Acebuddy	3 Sep, 10:26:04 PM
Acebuddy	Hello Dan Segawa, I'm your Ace Buddy. I'll be happy to assist you!	10:26:05 PM
	Whom Would You Like to Connect With?	10:26:05 PM
Dan Segawa	Technical Support (QB & App Hosting)	10:26:10 PM
Acebuddy	Welcome to Ace Support.	10:26:10 PM
	Please chose an option :	10:26:10 PM
Dan Segawa	I'd like to report an Issue	10:26:17 PM
Acebuddy	Please select an option!	10:26:17 PM
Dan Segawa	Password Reset	10:26:20 PM
Acebuddy	Please select an option below	10:26:20 PM
Dan Segawa	Not Enrolled to Selfcare Portal	10:26:25 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	10:26:25 PM
	Do you need any further assistance on the topic?	10:26:25 PM
Dan Segawa	No	10:28:06 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:28:06 PM
	<i>Acebuddy has ended this chat session</i>	10:28:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 11:44:58 AM

#81935 Rhonda Tanuvasa

Email: rhonda.tanuvasa@jftaa.com 8084006155

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 24 Secs

City: HONOLULU

State: Hawaii

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 23 Secs

Rhonda Tanuvasa	Hello, I am your Acebuddy	25 Sep, 11:44:59 AM
Acebuddy	Hello Rhonda Tanuvasa, I'm your Ace Buddy. I'll be happy to assist you!	11:45:00 AM
	Whom Would You Like to Connect With?	11:45:00 AM
Rhonda Tanuvasa	Technical Support (QB & App Hosting)	11:45:08 AM
Acebuddy	Welcome to Ace Support.	11:45:08 AM
	Please chose an option :	11:45:08 AM
Rhonda Tanuvasa	I'd like to report an Issue	11:45:15 AM
Acebuddy	Please select an option!	11:45:15 AM
Rhonda Tanuvasa	QuickBooks Issue	11:45:20 AM
Acebuddy	What type of QuickBooks Issue are you facing?	11:45:20 AM
Rhonda Tanuvasa	Other QB related issue	11:45:37 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:45:38 AM
Rhonda Tanuvasa	Trying to open QB Premier Accountant 2023 & am getting the following error: Error 3371 Status Code - 1 Quickbooks could not load the license data.	11:47:11 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:47:12 AM

Acebuddy (bot) forwarded the chat request

11:47:13 AM

Rohan accepted the chat transfer request.

11:47:17 AM

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

11:47:26 AM

Hello Rhonda, how are you doing today ?

11:47:42 AM

Rhonda Tanuvasa Doing good! How about you?

11:47:59 AM

Rohan That's Great. I'm good too, thanks for asking

11:48:18 AM

I will surely help you with this issue.

11:48:23 AM

Kindly allow me 3-4 minutes to check the same.

11:48:29 AM

Rhonda Tanuvasa No worries. If it's easier to talk on the phone, you can call me at 808-548-1805.

11:49:01 AM

Rohan Rhonda, I just checked with the team and found that we are currently updating QuickBooks 2024 for you. That is the reason you are unable to log in to the QuickBooks application. Please try again after 20-25 minutes, and the issue should be resolved.

11:50:22 AM

Rhonda Tanuvasa Ok, thank you!

11:50:37 AM

Rohan Yes Rhonda

11:50:43 AM

Is there anything else I may help you with ?

11:50:45 AM

Rhonda Tanuvasa Nope, you guys are awesome!!!

11:51:09 AM

Rohan Thanks for the confirmation !

11:51:15 AM

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

11:51:18 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!

11:51:20 AM

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

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

Rohan has ended this chat session

11:51:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 11:13:33 PM

#81697 ayiana

Email: ayiana@franklinassociates.com  2257689060

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: 22 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 40 Secs

ayiana	Hello, I am your Acebuddy	18 Sep, 11:13:34 PM
Acebuddy	Hello Ayiana, I'm your Ace Buddy. I'll be happy to assist you!	11:13:34 PM
	Whom Would You Like to Connect With?	11:13:34 PM
ayiana	Technical Support (QB & App Hosting)	11:13:40 PM
Acebuddy	Welcome to Ace Support.	11:13:40 PM
	Please chose an option :	11:13:40 PM
ayiana	I'd like to report an Issue	11:13:56 PM
Acebuddy	Please select an option!	11:13:57 PM
ayiana	QuickBooks Issue	11:14:04 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:14:05 PM
ayiana	QuickBooks Login Issue	11:14:12 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	11:14:12 PM
	Was that helpful?	11:14:12 PM
ayiana	No	11:14:16 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:14:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:14:16 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:14:35 PM

Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:14:39 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:14:42 PM
ayiana	Hi there! I believe the server name is Franklin Associates. The username? I suppose it would be Ayiana Givens (My name). Currently we are having issues Logging in to QBs. It is stating that a QB administrator is editing user info but no one is logged in to QBs. Even when they try to log in they get the same pop up	11:15:59 PM
	<i>11:16:07 PM Mayiana is sharing a file with you problem.png - (Size:14.05 KB)</i>	11:16:07 PM
Yash Kalra	Kindly allow me two minutes to check the same.	11:16:32 PM
	Ayiana, we please request you to reach out to the person who manages QuickBooks (the admin) and ask if they are currently editing your user account?	11:20:52 PM
	Kindly check when they expect to be finished. Once they close the User Setup window, you'll be able to log in again.	11:20:59 PM
ayiana	they are not	11:21:09 PM
	they are not in QBs at all	11:21:24 PM
Yash Kalra	Is this issue occurring for all the users on the server or is it just occurring for you?	11:21:43 PM
ayiana	This is occurring for all users on the server	11:22:07 PM
Yash Kalra	Ayiana, could you please confirm when it was last working as expected?	11:23:23 PM
	This message has been deleted	11:23:43 PM
ayiana	a rough estimate is around 12:00-12:30?	11:24:01 PM
Yash Kalra	May I take the remote access of your server?	11:24:10 PM
ayiana	sure	11:24:22 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	11:24:37 PM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/6862802553	11:24:41 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:26:12 PM
ayiana	No I haven't had this issue before	11:28:44 PM
Yash Kalra	Ayiana, we assisted you with the QuickBooks login issue. Is there anything else I may help you with ?	11:28:54 PM
ayiana	nope! Thank you so much :)	11:29:05 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:29:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:29:10 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

11:29:12 PM

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

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

Yash Kalra has ended this chat session

11:29:14 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 6:22:34 PM

#81065 Maricel

Email: admin@taxwisecorp.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 24 Secs

City: SANTA RITA

State: Zambales

Country: PHILIPPINES

Chat Transcript

Chat Duration : 33 Mins 9 Secs

Maricel	Hello, I am your Acebuddy	2 Sep, 6:22:35 PM
Acebuddy	Hello Liza Joy Jimenez, I'm your Ace Buddy. I'll be happy to assist you!	6:22:36 PM
	Whom Would You Like to Connect With?	6:22:36 PM
Maricel	Technical Support (QB & App Hosting)	6:22:41 PM
Acebuddy	Welcome to Ace Support.	6:22:41 PM

	Please chose an option :	6:22:41 PM
Maricel	I'd like to report an Issue	6:22:55 PM
Acebuddy	Please select an option!	6:22:55 PM
Maricel	Other Issue	6:22:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:22:59 PM
Maricel	cannot connect to rdp	6:23:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:23:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:23:12 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:24:07 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:24:23 PM
	<i>6:25:24 PM Maricel is sharing a file with you <u>1_image.png</u> - (Size:34.96 KB)</i>	6:25:24 PM
Maricel	Hello, this is my static IP address I've requested from my ISP. Please include in whitelist, thank you	6:25:33 PM
Shubham Maurya	Thanks for sharing details Liza, please hold one let me process the request.	6:27:57 PM
Maricel	Thank you	6:28:14 PM
Shubham Maurya	Please stay connected once done I will let you know, Good to see that we have a static IP Liza.	6:37:37 PM
	Alright, we have forwarded the details to the team. Once done we will share a confirmation over the mail.	6:41:53 PM
Maricel	Thank you so much	6:42:04 PM
Shubham Maurya	You are most welcome and finally you can continue your work without any of these additional steps now on. (Edited)	6:43:29 PM
	Is there anything else I may help you with ?	6:43:32 PM
	Are we still connected here?	6:50:45 PM
	Are we still connected here?	6:51:22 PM
	Are we still connected here?	6:52:33 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.	6:55:42 PM
	<i>Shubham Maurya has ended this chat session</i>	6:55:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 4:27:00 PM

#81195 Albert Rodriguez

Email: albert@ar-ut.com ☎ 2103107890

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: 3 Mins 17 Secs

City: MARION

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 3 Mins

Albert Rodriguez	Hello, I am your Acebuddy	5 Sep, 4:27:01 PM
Acebuddy	Hello Albert Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!	4:27:02 PM
	Whom Would You Like to Connect With?	4:27:02 PM
Albert Rodriguez	Technical Support (QB & App Hosting)	4:27:12 PM
Acebuddy	Welcome to Ace Support.	4:27:12 PM
	Please chose an option :	4:27:12 PM
Albert Rodriguez	I'd like to report an Issue	4:27:19 PM
Acebuddy	Please select an option!	4:27:19 PM
Albert Rodriguez	QuickBooks Issue	4:27:25 PM
Acebuddy	What type of QuickBooks Issue are you facing?	4:27:25 PM
Albert Rodriguez	Other QB related issue	4:27:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:27:35 PM
Albert Rodriguez	I can not email employee pay stubs	4:28:05 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:28:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:28:06 PM

Shubham Maurya accepted the chat transfer request.

4:28:13 PM

Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	4:28:32 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:28:54 PM
Albert Rodriguez	okay	4:29:03 PM
	AR Utilities & Excavation LLC	4:29:35 PM
	Albert Rodriguez	4:29:39 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	4:30:46 PM
	Could you please help me with the below questions to isolate the issue.	
	Are you receiving any specific error message when trying to email the pay stubs? If so, what does it say?	4:33:40 PM
	Have you been able to email pay stubs in the past, or is this the first time trying?	
	Is the issue happening for all employees or just specific ones?	
Albert Rodriguez	We have been emailing pay stubs for the past 18 years. About three months ago every pay day when I try to email them I get the warning on my screen and it logs me out. Last Friday one of your agents was able to remote log in to our computer and seemed to have fixed it.	4:36:20 PM
	Error QuickBooks-Unrecoverable Error, Code:1407052075 33930	4:37:03 PM
Shubham Maurya	Alright, thanks for the explanation.	4:39:03 PM
	May I take the remote access of your local computer?	4:39:13 PM
Albert Rodriguez	yes	4:39:19 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/4752479793	4:39:46 PM
	Kindly paste this link in the browser of local computer and join the session.	4:40:06 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:40:13 PM
Albert Rodriguez	okay	4:41:35 PM
Shubham Maurya	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.	4:52:52 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.	5:30:33 PM
	<i>Ended due to chat idle timeout</i>	5:30:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 11:56:49 PM

#81214 Kathy Burlison

Email: kathy@smartspotkc.com  19139050452

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 : 47 Secs

Kathy Burlison	Hello, I am your Acebuddy	5 Sep, 11:56:50 PM
Acebuddy	Hello Kathy Burlison, I'm your Ace Buddy. I'll be happy to assist you!	11:56:51 PM
	Whom Would You Like to Connect With?	11:56:51 PM
Kathy Burlison	Technical Support (QB & App Hosting)	11:57:13 PM
Acebuddy	Welcome to Ace Support.	11:57:13 PM
	Please chose an option :	11:57:13 PM
Kathy Burlison	I'd like to raise a Request	11:57:20 PM
Acebuddy	Please select your request type.	11:57:20 PM
Kathy Burlison	Reboot your Server	11:57:24 PM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	11:57:25 PM
	Do you need any further assistance on the topic?	11:57:25 PM
Kathy Burlison	No	11:57:37 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	11:57:37 PM
	<i>Acebuddy has ended this chat session</i>	11:57:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 3:43:57 AM

#81567 accountant

Email: accountant@silversfs.com ☎ 7472192947

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: 31 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 8 Secs

accountant	Hello, I am your Acebuddy	16 Sep, 3:43:58 AM
Acebuddy	Hello Accountant, I'm your Ace Buddy. I'll be happy to assist you!	3:43:59 AM
	Whom Would You Like to Connect With?	3:43:59 AM
accountant	Technical Support (QB & App Hosting)	3:44:03 AM
Acebuddy	Welcome to Ace Support.	3:44:03 AM
	Please chose an option :	3:44:03 AM
accountant	I'd like to report an Issue	3:46:11 AM
Acebuddy	Please select an option!	3:46:11 AM
accountant	QuickBooks Issue	3:46:18 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:46:18 AM
accountant	QuickBooks Login Issue	3:46:26 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	3:46:26 AM
	Was that helpful?	3:46:26 AM

accountant	No	3:46:43 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:46:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:46:43 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	3:47:01 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	3:47:05 AM
	Hello	3:47:07 AM
accountant	Hello Sujeet	3:48:33 AM
Sujeet Kumar Suman	How are you doing?	3:48:42 AM
accountant	I am trying to log in to QuickBooks but it shows error code (-6073, -99001) saying the file may be opened by another user. I think it was not closed fully by mistake. Can you please help me close the QuickBooks file for the company George Aldrich so I can log in.	3:49:32 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	3:49:51 AM
	Are you the only one experiencing this issue, or are others affected as well?	3:50:00 AM
accountant	We are all affected	3:50:35 AM
Sujeet Kumar Suman	Is it a particular company file or all company files?	3:51:14 AM
accountant	Particular company name is George Aldrich	3:51:45 AM
Sujeet Kumar Suman	No worries, I will surely assist you with this.	3:52:41 AM
	Kindly help me with your server name and user name?	3:52:49 AM
accountant	Benny Smith	3:53:04 AM
	BennySM	3:53:07 AM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	3:53:55 AM
accountant	Take your time	3:54:05 AM
Sujeet Kumar Suman	Thank you for your understanding.	3:54:20 AM
	Thank you for your patience.	3:56:28 AM
accountant	Welcome	3:56:42 AM
Sujeet Kumar Suman	Would you like me to close all the company files from the backend? (Edited)	3:56:49 AM
accountant	No not all	3:57:07 AM
	Only that one particular file	3:57:19 AM
Sujeet Kumar Suman	May I take the remote access of your server?	3:58:35 AM
accountant	Sure	3:58:45 AM
Sujeet Kumar Suman	Thanks	3:58:59 AM
	Let me check now	3:59:05 AM

	The file is open now	4:01:33 AM
	Can you please have a look?	4:01:40 AM
accountant	Thanks for help and could you please confirm who was login last time ?	4:02:53 AM
Sujeet Kumar Suman	This is not possible. However, upon checking, it appears that you tried to open the company file directly without first launching the QuickBooks application. We recommend that you first open the QuickBooks application, and then select the company file from the list to access it.	4:04:25 AM
	Opening the file directly without launching QuickBooks first may cause the error you are seeing	4:04:51 AM
accountant	Alright, thanks for help	4:05:16 AM
Sujeet Kumar Suman	Most welcome Smith.	4:05:26 AM
	Is there anything else I may help you with ?	4:05:29 AM
accountant	No all good now, thanks again	4:05:46 AM
Sujeet Kumar Suman	Thanks for the confirmation !	4:05:48 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	4:05:51 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:05:56 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:06:00 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/)	
accountant	sure	4:06:01 AM
	<i>Sujeet Kumar Suman has ended this chat session</i>	4:06:07 AM



Chat Transcript

Hello, I am your Acebuddy

#82057 parker**Email:** parker@yourgolfpackage.com  18436282839**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:** MYRTLE BEACH**State:** South Carolina**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 28 Secs

parker	Hello, I am your Acebuddy	30 Sep, 1:55:16 AM
Acebuddy	Hello Parker, I'm your Ace Buddy. I'll be happy to assist you!	1:55:16 AM
	Whom Would You Like to Connect With?	1:55:16 AM
parker	Technical Support (QB & App Hosting)	1:55:19 AM
Acebuddy	Welcome to Ace Support.	1:55:19 AM
	Please chose an option :	1:55:19 AM
parker	I'd like to report an Issue	1:55:25 AM
Acebuddy	Please select an option!	1:55:26 AM
parker	Password Reset	1:55:29 AM
Acebuddy	Please select an option below	1:55:29 AM
parker	Not Enrolled to Selfcare Portal	1:55:34 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	1:55:34 AM
	Do you need any further assistance on the topic?	1:55:34 AM
parker	No	1:55:44 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	1:55:44 AM
	<i>Acebuddy has ended this chat session</i>	1:55:44 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 1:25:26 AM

#81924 William Mays

Email: it@grafbro.com 17404643070

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 33 Secs

City: SOUTH SHORE

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 34 Secs

William Mays	Hello, I am your Acebuddy	25 Sep, 1:25:27 AM
Acebuddy	Hello It, I'm your Ace Buddy. I'll be happy to assist you!	1:25:27 AM
	Whom Would You Like to Connect With?	1:25:27 AM
William Mays	Technical Support (QB & App Hosting)	1:25:30 AM
Acebuddy	Welcome to Ace Support.	1:25:30 AM
	Please chose an option :	1:25:30 AM
William Mays	I'd like to report an Issue	1:25:36 AM
Acebuddy	Please select an option!	1:25:36 AM
William Mays	Other Issue	1:25:39 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:25:39 AM
William Mays	Our quickbooks license number was given out over the phone and I want to see if any action needs to be taken by us.	1:26:16 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:26:17 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:26:17 AM
	<i>Dharmendra Kumar declined the transfer request.</i>	1:26:20 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:27:21 AM

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:27:24 AM
	Hello	1:27:26 AM
William Mays	Hello Shashwat	1:27:38 AM
Shashwat Verma	Could you please elaborate on your issue?	1:28:33 AM
William Mays	Yes, it appears we were targeted via a scam and our quickbooks license number was given out. From everything we understand it was ONLY the license number and nothing else. Do we need to take any further action such as changing our license number?	1:29:30 AM
Shashwat Verma	I will surely help you with this issue.	1:30:07 AM
	Let me know the medium through which you get the license details delivered?	1:30:46 AM
	Or the instance you have faced? however license number alone can't make any breach issue	1:31:23 AM
William Mays	I believe it was over the phone but we are not 100% sure. It was only the license number, no other information.	1:31:44 AM
Shashwat Verma	Okay, we recommend not to share any validation code ever asked other than us or intuit	1:32:36 AM
	As combination of license, product number and the registered email address can lead to any data breach	1:33:12 AM
	Moreover, we appreciate your efforts to keep the system and server secured.	1:33:51 AM
William Mays	Okay, thank you. That is the big thing we needed to know. We will likely report our license number as compromised to intuit so I would assume we may have a change in the coming days but I'll reach out to you with any further information I receive.	1:35:24 AM
Shashwat Verma	We assure you that you are using one of the safest servers, moreover, will get this updated in your records for any future instance.	1:36:19 AM
William Mays	Thank you!	1:36:48 AM
Shashwat Verma	Is there anything else I may help you with ?	1:37:13 AM
William Mays	Nope, that's it. Thank you Shashwat	1:37:51 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	1:37:57 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:37:59 AM
	<i>Shashwat Verma has ended this chat session</i>	1:38:01 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 2:10:11 AM

#81658 julie lillars

Email: ja@ampacrc.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Apple iPhone

Browser: Microsoft Edge

Device: Mobile

Average Response Time: 24 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Duration : 4 Mins 35 Secs

Chat Transcript

julie lillars	Hello, I am your Acebuddy	18 Sep, 2:10:12 AM
Acebuddy	Hello Julie Lillars, I'm your Ace Buddy. I'll be happy to assist you!	2:10:13 AM
	Whom Would You Like to Connect With?	2:10:13 AM
julie lillars	Technical Support (QB & App Hosting)	2:10:25 AM
Acebuddy	Welcome to Ace Support.	2:10:25 AM
	Please chose an option :	2:10:25 AM
julie lillars	I'd like to raise a Request	2:10:31 AM
Acebuddy	Please select your request type.	2:10:31 AM
julie lillars	Setup Ace Server	2:10:49 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	2:10:49 AM
julie lillars	Microsoft Windows	2:10:57 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	2:10:57 AM
	Do you need any further assistance on the topic?	2:10:57 AM
julie lillars	Yes	2:11:12 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:11:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:11:12 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:11:14 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:11:23 AM

julie lillars	need to set up additional user	2:11:23 AM
Anjainay Singh	Hello Julie , how are you?	2:11:40 AM
julie lillars	Could you email me a fresh link to my server	2:12:34 AM
Anjainay Singh	Sure ,Julie I will send you the fresh RDP file over an email.	2:13:54 AM
	Is there anything else I may help you with ?	2:14:07 AM
julie lillars	thank you	2:14:07 AM
	no thats all	2:14:15 AM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	2:14:17 AM
julie lillars	ok	2:14:28 AM
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.	2:14:35 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:14:39 AM
<i>Anjainay Singh has ended this chat session</i>		2:14:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 10:14:38 PM

#81599 dana

Email: dana@ameristarroofing.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: MARCELINE

State: Missouri

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 8 Secs

dana	Hello, I am your Acebuddy	16 Sep, 10:14:39 PM
Acebuddy	Hello Dana, I'm your Ace Buddy. I'll be happy to assist you!	10:14:40 PM
	Whom Would You Like to Connect With?	10:14:40 PM
dana	Technical Support (QB & App Hosting)	10:14:54 PM
Acebuddy	Welcome to Ace Support.	10:14:54 PM
	Please chose an option :	10:14:54 PM
dana	I'd like to report an Issue	10:15:12 PM
Acebuddy	Please select an option!	10:15:12 PM
dana	Other Issue	10:15:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:15:17 PM
dana	I am having a hard time getting on to the server. It just goes to a blue screen that says "please wait," and nothing ever happens.	10:15:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:15:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:15:52 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:16:09 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:16:17 PM
dana	thank you.	10:16:34 PM
Ashutosh Mishra	Hello Dana, I will be surely assisting you with this. Kindly help me with your server name and user name?	10:16:46 PM
dana	Dana and my user name is ddavis	10:17:02 PM
Ashutosh Mishra	Please also let me know the account name registered with Ace or the server name.	10:18:33 PM
dana	not sure on the server name?	10:19:15 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	10:19:46 PM
dana	no	10:20:28 PM
	but it hasnt happened in quite a while	10:20:35 PM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	10:21:34 PM
dana	other people were having the same issue this morning	10:21:59 PM
	Heather was one of them	10:22:03 PM
Ashutosh Mishra	Your server session was in disconnected state.	10:23:05 PM
	Please try login again.	10:23:12 PM
dana	i got to put in the passcode on ace but then it went back to the power button screen again.	10:25:10 PM
Ashutosh Mishra	May I take the remote access of your local computer to identify root cause and assist further?	10:25:31 PM

dana	yes, sure can!	10:26:10 PM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	10:26:23 PM
	https://assist.acecloudhosting.com/join/7882275173	10:26:25 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:26:29 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:28:19 PM
	As per discussion over the remote session, The issue was not reproducible, we will keep the ticket open for this concern to monitor for reoccurrence. As of now you were able to access server without any issues.	10:34:14 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:34:32 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!	10:34:37 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/)	

Ashutosh Mishra has ended this chat session

10:34:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 3:18:57 AM

#81812 Sayr Jamil

Email: midnightzonevi@gmail.com ☎ 340-998-1171

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 35 Secs

City: ST THOMAS

State: Us Virgin Islands

Country: US VIRGIN ISLANDS

Chat Transcript

Chat Duration : 20 Mins 23 Secs

Sayr Jamil	Hello, I am your Acebuddy	23 Sep, 3:18:58 AM
Acebuddy	Hello Sayr Jaml, I'm your Ace Buddy. I'll be happy to assist you!	3:18:59 AM
	Whom Would You Like to Connect With?	3:18:59 AM
Sayr Jamil	Technical Support (QB & App Hosting)	3:19:04 AM
Acebuddy	Welcome to Ace Support.	3:19:04 AM
	Please chose an option :	3:19:04 AM
Sayr Jamil	I'd like to report an Issue	3:19:12 AM
Acebuddy	Please select an option!	3:19:12 AM
Sayr Jamil	QuickBooks Issue	3:19:18 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:19:18 AM
Sayr Jamil	QuickBooks is Frozen	3:19:23 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	3:19:23 AM
	Was that helpful?	3:19:23 AM
Sayr Jamil	No	3:20:25 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:20:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:20:25 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	3:21:22 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Yash Kalra.</i>	3:21:34 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:21:44 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	3:21:48 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:21:53 AM
Sayr Jamil	My QB is frozen. PLease help	3:21:55 AM
Yash Kalra	Sayr, I will be surely assisting you with this. Kindly help me with your server name and user name?	3:22:11 AM
Sayr Jamil	SayrJEnterprises	3:22:12 AM
	Midnight Zone Convenience Store Inc.	3:22:39 AM
Yash Kalra	Kindly allow me two minutes to check the same.	3:23:06 AM

Sayr Jamil	ok	3:23:12 AM
Yash Kalra	Sayr, to help me assist you better, please answer the following questions:	
	1. Is this issue affecting a single user or all users accessing the file? 2. At what specific point does the file freeze? (e.g., while using a particular functionality or accessing a specific document)	3:25:53 AM
Sayr Jamil	I was using QB and just froze. It wouldn't go to any other page. Do you want to come in remote access to see?	3:27:11 AM
Yash Kalra	Sayr, please stay connected while we make some changes on our end. If the issue persists after these adjustments, we may need to request remote access to investigate the problem further	3:29:34 AM
Sayr Jamil	It is affecting the SayrJEnterprise not the Carol B	3:30:01 AM
	I got it up and running myself. Thank you	3:31:20 AM
Yash Kalra	Please stay connected as we are still in the process of providing a permanent solution. (Edited)	3:32:52 AM
	Are we still connected here?	3:34:12 AM
	Are we still connected here?	3:37:35 AM
	Are we still connected here?	3:39:16 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:39:19 AM
	<i>Yash Kalra has ended this chat session</i>	3:39:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 4:20:35 PM

#81673 eric

Email: eric@totalfeeds.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: WEATHERFORD

State: Texas

Country: UNITED STATES

Chat Duration : 44 Mins 35 Secs

Chat Transcript

eric	Hello, I am your Acebuddy	18 Sep, 4:20:37 PM
Acebuddy	Hello Eric Anderson, I'm your Ace Buddy. I'll be happy to assist you!	4:20:38 PM
	Whom Would You Like to Connect With?	4:20:38 PM
eric	Technical Support (QB & App Hosting)	4:20:42 PM
Acebuddy	Welcome to Ace Support.	4:20:42 PM
	Please chose an option :	4:20:42 PM
eric	I'd like to report an Issue	4:20:47 PM
Acebuddy	Please select an option!	4:20:48 PM
eric	QuickBooks Issue	4:20:52 PM
Acebuddy	What type of QuickBooks Issue are you facing?	4:20:52 PM
eric	Other QB related issue	4:20:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:20:59 PM
eric	Application update: SPS Commerce Adapter	4:21:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:21:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:21:20 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	4:21:28 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	4:21:45 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:22:01 PM
eric	Total Feeds Eric Anderson	4:22:19 PM
	22.0.1220.73_Autofy_SPS_QBD	4:22:31 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	4:23:03 PM
	Thanks for the patience, I checked but I'm unable to check for any account with these details, please share any server name or business name?	4:25:26 PM
eric	Total Feeds, Inc. How do I find server name?	4:26:02 PM
Shubham Maurya	It's in your Invoice or RDP file configuration.	4:26:59 PM
eric	TotalFeeds.myrealdatal.net	4:27:01 PM

Shubham Maurya	Thanks for the details please hold on.	4:27:12 PM
	Thanks for the patience Eric, we can see that there is not update available at backend for this app SPS Commerce Adapter .	4:31:19 PM
	Let me check the same at your end to proceed.	4:31:33 PM
	Only you are getting this update option or other users are also getting it?	4:31:50 PM
eric	The adapter crashes every time I run it. The new version 22 is not installed.	4:31:58 PM
	Others	4:32:09 PM
	I primarily use it.	4:32:45 PM
Shubham Maurya	Okay, so is there any auto update popup happening at your end or you want to update the app to 22 due to app crash issue?	4:33:04 PM
eric	I want the latest version, 220.1220.73 installed please.	4:33:40 PM
	It was recommended by SPS.	4:33:54 PM
Shubham Maurya	Thanks for confirming, please do let me know if you have the application installer with you so that we can access and proceed with the installation.	4:34:50 PM
eric	When I try to run it, it says an admin has to install. It is in the Client Data folder	4:35:21 PM
	<i>4:35:47 PMeric is sharing a file with you</i> <u>Screenshot 2025-09-18 at 6.05.33 AM.png</u> - (Size:187.89 KB)	4:35:47 PM
	<i>4:36:29 PMeric is sharing a file with you</i> <u>Screenshot 2025-09-18 at 6.06.18 AM.png</u> - (Size:26.8 KB)	4:36:29 PM
Shubham Maurya	Thanks for sharing the details of this setup file. Eric I can see that this is new version Installation considered as upgrade not update and for this we need an email validation from POC of your account.	4:39:31 PM
	In this case it's cory@totalfeeds.com	4:39:41 PM
eric	OK	4:39:51 PM
Shubham Maurya	Please can you ask them to draft a direct mail to us so that we can proceed, I will note down your file location in notes to proceed once we do have an email approval from POC mail. (Edited)	4:40:40 PM
eric	To what address?	4:41:25 PM
Shubham Maurya	Sure, please note down Email: [support@acecloudhosting.com] (mailto:support@acecloudhosting.com)	4:41:53 PM
	Please let me know once the mail is shared so that I can check it at my end.	4:51:05 PM
	Are we still connected here?	4:58:56 PM
	Are we still connected here?	5:04:00 PM
	Are we still connected here?	5:05:04 PM
	<i>Eric Anderson has ended this chat session</i>	5:05:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 11:30:32 AM

#81820 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 46 Secs

City: ANAND

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 13 Mins 27 Secs

krisika	Hello, I am your Acebuddy	23 Sep, 11:30:33 AM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	11:30:34 AM
	Whom Would You Like to Connect With?	11:30:34 AM
krisika	Technical Support (QB & App Hosting)	11:30:49 AM
Acebuddy	Welcome to Ace Support.	11:30:49 AM
	Please chose an option :	11:30:49 AM
krisika	I'd like to report an Issue	11:30:55 AM
Acebuddy	Please select an option!	11:30:55 AM
krisika	Other Issue	11:30:59 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:30:59 AM
krisika	Hi	11:31:23 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:31:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:31:24 AM

Shubham Kataria accepted the chat transfer request.

11:31:29 AM

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:31:36 AM
	Hello Krisika	11:31:52 AM
	How are you doing today?	11:32:01 AM
krisika	Quickbook slowness issue baroda location in all users	11:32:55 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:33:06 AM
krisika	Priorware.myrealdatal.net	11:33:55 AM
	TrupalM	11:34:08 AM
Shubham Kataria	Thank you for the information. Kindly confirm if QuickBooks working fine on other location apart from Baroda	11:35:01 AM
krisika	Only baroda location	11:35:58 AM
	Can u proceed the server reboot	11:36:07 AM
Shubham Kataria	Alright, let me reboot the server first for you	11:36:26 AM
krisika	Ok	11:37:08 AM
Shubham Kataria	Server is up and running now. you may check	11:38:20 AM
krisika	Ok	11:38:36 AM
Shubham Kataria	I can also see that there is an ongoing ticket with our escalation team, and they have proposed setting up a new server for India based users. Kindly ask Nilay to respond via email so that this issue can be resolved permanently.	11:39:59 AM
krisika	Ok	11:41:30 AM
	Quickbook working fine all users	11:41:47 AM
	Thank you	11:42:15 AM
Shubham Kataria	That's great for now, but we want to resolve this issue permanently. Kindly ask the account owners to respond regarding the next steps so our escalation team can proceed with the resolution.	11:43:11 AM
	Is there anything else I may help you with ?	11:43:14 AM
krisika	No	11:43:51 AM
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:43:55 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!	11:43:57 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/>)

krisika Thank you 11:43:57 AM

Shubham Kataria has ended this chat session 11:44:00 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 11 Sep, 9:28:48 PM

#81432 vince

Email: vince@chicagomarinecanvas.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: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript Chat Duration : 35 Mins 14 Secs

vince	Hello, I am your Acebuddy	11 Sep, 9:28:50 PM
Acebuddy	Hello Vincen Innocenzi, I'm your Ace Buddy. I'll be happy to assist you!	9:28:50 PM
	Whom Would You Like to Connect With?	9:28:50 PM
vince	Technical Support (QB & App Hosting)	9:28:56 PM
Acebuddy	Welcome to Ace Support.	9:28:56 PM
	Please chose an option :	9:28:56 PM
vince	I'd like to raise a Request	9:29:03 PM
Acebuddy	Please select your request type.	9:29:03 PM
vince	Other Request	9:29:12 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. 9:29:12 PM

If you are facing any issue/problem with your server, Please select the appropriate option below : 9:29:12 PM

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. 10:04:04 PM

Ended due to chat idle timeout 10:04:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 19 Sep, 4:59:35 PM

#81716 office

Email: office@pricecontracting.com **Phone:** 14062743064

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: MISSOULA

State: Montana

Country: UNITED STATES

Chat Transcript Chat Duration : 11 Mins 57 Secs

office	Hello, I am your Acebuddy	19 Sep, 4:59:36 PM
Acebuddy	Hello Mae Foresta, I'm your Ace Buddy. I'll be happy to assist you!	4:59:37 PM
	Whom Would You Like to Connect With?	4:59:37 PM
office	Technical Support (QB & App Hosting)	4:59:43 PM
Acebuddy	Welcome to Ace Support.	4:59:43 PM
	Please chose an option :	4:59:43 PM
office	I'd like to report an Issue	4:59:50 PM

Acebuddy	Please select an option!	4:59:50 PM
office	QuickBooks Issue	4:59:55 PM
Acebuddy	What type of QuickBooks Issue are you facing?	4:59:55 PM
office	QuickBooks Login Issue	5:00:01 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	5:00:01 PM
	Was that helpful?	5:00:01 PM
office	No	5:00:28 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	5:00:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:00:28 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:00:36 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:00:47 PM
office	Hello - when I am trying to log in, it says I am not authorized.	5:01:13 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:02:10 PM
office	I am unsure of my server name, but I believe my user name is MaeF. NENT	5:03:27 PM
Shubham Maurya	Thanks for the details Mae, We do understand the trouble this may have caused, please allow me few minutes to check the server and your account status so that I can help you accordingly.	5:04:25 PM
office	thank you!	5:04:39 PM
Shubham Maurya	You are using QbNXTENT.myrealdata.net Correct?	5:06:51 PM
office	yes	5:07:06 PM
Shubham Maurya	Thanks for your patience Mae, As I have checked that there is some update going on with this server so that's the reason you are unable to login right now, No need to worry everything is fine at your end it's just the server is under maintenance for a while.	5:10:08 PM
	You can try to login back after 10-15 minutes and it should work without any issue.	
office	thank you!	5:10:39 PM
Shubham Maurya	You are most welcome ! We do apologize for the trouble Mae and appreciate your understanding with us.	5:11:03 PM
	Is there anything else I may help you with ?	
office	no thank you!	5:11:16 PM
Shubham Maurya	Have a good one !	5:11:24 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!

5:11:27 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.

5:11:30 PM

Shubham Maurya has ended this chat session

5:11:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 2:24:12 PM

#81671 Arvind Kumar

Email: arvind@advancefinserv.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 59 Secs

City: LUCKNOW

State: Uttar Pradesh

Country: INDIA

Chat Transcript

Chat Duration : 55 Mins 54 Secs

Arvind Kumar	Hello, I am your Acebuddy	18 Sep, 2:24:14 PM
Acebuddy	Hello Arvind Kumar, I'm your Ace Buddy. I'll be happy to assist you!	2:24:15 PM
	Whom Would You Like to Connect With?	2:24:15 PM
Arvind Kumar	Technical Support (QB & App Hosting)	2:24:34 PM
Acebuddy	Welcome to Ace Support.	2:24:34 PM

	Please chose an option :	2:24:34 PM
Arvind Kumar	I'd like to report an Issue	2:24:44 PM
Acebuddy	Please select an option!	2:24:44 PM
Arvind Kumar	Other Issue	2:24:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:24:49 PM
Arvind Kumar	we are not able to connect RDP	2:25:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:25:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:25:14 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	2:25:27 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	2:25:36 PM
Arvind Kumar	Hi Shubham	2:25:38 PM
	we are not able to connect to RDP. Please help	2:25:57 PM
	<i>2:26:35 PMArvind Kumar is sharing a file with you image.png - (Size:16.88 KB)</i>	2:26:35 PM
	<i>Please see attached SS for your reference</i>	
Shubham Maurya	I will surely help you with this issue. Kindly help me with your server name and user name?	2:26:41 PM
Arvind Kumar	Advance Finserv	2:26:57 PM
Shubham Maurya	How many users are facing this issue? Any major changes made to system or network before getting this error?	2:27:35 PM
Arvind Kumar	all the user	2:27:57 PM
	right now, I am using the Arvind.K	2:28:18 PM
Shubham Maurya	Thanks for the confirmation ! Please hold on let me check the server and account status.	2:28:21 PM
	Okay, that will help to narrow down the troubleshooting. Please wait Arvind let me check if I'm able to access the server or not.	2:29:22 PM
	Can you also confirm the server name which you are using right now? Is it AdvanceFin or AdvanceFin1	2:32:14 PM
Arvind Kumar	AdvanceFin	2:32:33 PM
Shubham Maurya	Alright, I can see that two users are already logged into this server and your account is also showing over there please check.	2:33:44 PM
	<i>2:33:48 PMShubham Maurya is sharing a file with you image.png - (Size:7.45 KB)</i>	2:33:48 PM
	Can we make you logout from server manually if you are not using it right now?	2:34:41 PM
Arvind Kumar	Let me check	2:34:49 PM
Shubham Maurya	Sure, please take your time.	2:34:59 PM

	Please also reboot your local system once and then try to login back.	2:36:19 PM
Arvind Kumar	It's working find now but working little bit slow	2:36:46 PM 2:36:57 PM
Shubham Maurya	Good to hear that it's working right now, for slowness we need to check the system usage might be local system is getting over utilized or network issue could be there. (Edited) Let me check that.	2:38:12 PM 2:38:19 PM
	May I take the remote access of your local computer?	2:38:23 PM
Arvind Kumar	Yes" sure...	2:38:39 PM 2:38:46 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/8512583757 Kindly paste this link in the browser of local computer and join the session.	2:39:27 PM 2:39:37 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:39:41 PM
Arvind Kumar	are you in/	2:42:36 PM
Shubham Maurya	Yes, please locate your RDP file.	2:43:23 PM
Arvind Kumar	QBD file?	2:43:58 PM
Shubham Maurya	No, we need RDP file using which you connect with server. I think you pasted that link in server not on local system browser.	2:44:37 PM 2:45:22 PM
Arvind Kumar	Yes	2:45:48 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/1022070380 Please use this new link and connect using local system browser this time.	2:46:13 PM 2:46:29 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:46:37 PM
Arvind Kumar	Okay are you in?	2:47:04 PM 2:48:37 PM
Shubham Maurya	yes. 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.	2:49:46 PM 2:49:49 PM
Arvind Kumar	sure...	2:52:08 PM
Shubham Maurya	We have switched your RDP file gateway to best working right now, this will bypass all the other gateways which might be slower for your location. Also we have tuned RDP file to reduce data which is getting transferred over the connection to speed up the available connection.	3:10:57 PM 3:12:37 PM
Arvind Kumar	Thanks — appreciated. Switching the RDP gateway to the fastest available option should help reduce latency and avoid slower gateways in my region. Please confirm whether any action is required on my	3:13:13 PM

side, otherwise I'll test the connection and report back if I encounter any issues. Thanks again.

Okay

3:13:37 PM

so we can face any issue after switching the RDP gateway

3:14:23 PM

Shubham Maurya

Also want to inform about this issue which is recently faced due to cable damage.

This is to inform you that, as of September 6-7, major undersea internet cables have been cut in the Red Sea region. These cuts have disrupted connectivity across Asia, the Middle East, India, and Pakistan. Critical cable systems (SMW4 and IMEWE) were affected near Jeddah, **resulting in degraded internet performance, higher latency, and slower speeds for cloud services, streaming, and global communications.**

3:14:26 PM

Key Points:

Temporary slowdown in cloud and internet services.

Yes you won't be facing any issue now as RDG gateway will bypass your connection to any available gateways which could be slower, but now we have manually selected the fastest available at your region.

3:15:52 PM

You don't have to do any further action Arvind, just test the server and please do let us know in case if you face any such issue again. We are always here to help you out. (Edited)

3:16:28 PM

Arvind Kumar

Thank you again

3:16:56 PM

it's working fine now

3:17:03 PM

Shubham Maurya

You are most welcome and thanks for your patience and understanding with us while working on this.

3:17:21 PM

We will keep the ticket open for few more days in case if you want you can get back to us.

3:17:53 PM

765894

This is your ticket number for reference.

3:18:03 PM

Is there anything else I may help you with ?

3:18:06 PM

Arvind Kumar

Thank you, Shubham

3:18:44 PM

I will let you know if we are facing any other issues

3:19:27 PM

Shubham Maurya

Sure, Have a good one Arvind !

3:19:52 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!

3:19:55 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.

3:20:03 PM

Shubham Maurya has ended this chat session

3:20:09 PM



Chat Transcript

Hello, I am your Acebuddy

10 Sep, 7:52:48 PM

Visitor Details

#81385 nhassan

Email: nhassan@columbiataxservice.com 4436357970

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 2 Mins

City: OXON HILL

State: Maryland

Country: UNITED STATES

Chat Duration : 1 Hour 22 Mins

Chat Transcript

nhassan	Hello, I am your Acebuddy	10 Sep, 7:52:49 PM
Acebuddy	Hello Nhassan, I'm your Ace Buddy. I'll be happy to assist you!	7:52:50 PM
	Whom Would You Like to Connect With?	7:52:50 PM
nhassan	Technical Support (QB & App Hosting)	7:52:54 PM
Acebuddy	Welcome to Ace Support.	7:52:54 PM
	Please chose an option :	7:52:54 PM
nhassan	I'd like to report an Issue	7:53:03 PM
Acebuddy	Please select an option!	7:53:03 PM
nhassan	Other Issue	7:53:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:53:08 PM
nhassan	i need to remove a software completely and reinstall it	7:53:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:53:30 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	7:53:30 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:54:55 PM
nhassan	hi subham	7:55:03 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:55:10 PM
nhassan	i need to remove the BPA software completeley from our server and then remove the folder from c drive	7:55:52 PM 7:56:02 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name?	7:56:17 PM
nhassan	CTAS.myreldata.net	7:57:05 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	7:57:36 PM
nhassan	ok	7:57:42 PM
Shubham Maurya	Thank you for the patience, Please can you also share full application name which you want to remove and we might be needing an email from registered email ID [nhassan@columbiataxservice.com] (mailto:nhassan@columbiataxservice.com) for the same to proceed with the app removal.	8:00:56 PM
nhassan	BPAplication ok. i am sending the email now check your email pls	8:01:51 PM 8:02:07 PM 8:03:59 PM
Shubham Maurya	Sure, thank you for the confirmation. Please can you share any screen shot of this application as we are unable to find it on server or if you can show the application over remote session so that we can proceed.	8:05:46 PM
nhassan	ok.	8:05:58 PM
Shubham Maurya	May I take the remote access of your server?	8:07:10 PM
	<i>8:07:17 PM nhassan is sharing a file with you bpa.jpg - (Size:47.08 KB)</i>	8:07:17 PM
nhassan	yes yes	8:07:25 PM 8:07:58 PM
	let me know what to do from my side	8:09:01 PM
Shubham Maurya	Sure, let me login to server and kindly accept the remote access prompt.	8:09:29 PM
	Which username you are logged in with?	8:10:30 PM
nhassan	nasimul_ctas	8:10:59 PM
	hi, are you logging in?	8:13:43 PM
Shubham Maurya	Okay, please show me the file location.	8:14:07 PM
nhassan	i gave you access yes, this is the app	8:14:16 PM 8:14:46 PM

Shubham Maurya	It's EFTPS batch provider.	8:15:05 PM
nhassan	yes	8:15:14 PM
Shubham Maurya	Do you have setup file for this app?	8:15:15 PM
nhassan	yes, on download folder	8:15:47 PM
Shubham Maurya	Okay, please let me remove it first.	8:15:50 PM
	We have successfully uninstalled the app, we need to perform reboot.	8:18:50 PM
	Please ask other users to logoff for now.	8:19:03 PM
nhassan	pls remove the folder from c drive as well.	8:19:15 PM
Shubham Maurya	Okay, we will remove folder as well to perform clean install.	8:19:47 PM
nhassan	yes, otherwise the app will not reinstall properly	8:20:07 PM
	also this folder from c: drive	8:21:11 PM
Shubham Maurya	Please ask users to save there data, that folder is still in use by some other app.	8:22:03 PM
nhassan	everyone is logged off. so go ahead	8:22:36 PM
Shubham Maurya	Server reboot is performed to close other apps, please wait.	8:24:02 PM
nhassan	ok	8:24:33 PM
Shubham Maurya	Okay complete folder is removed now.	8:25:46 PM
	Performing re installation of it.	8:26:50 PM
	Okay, it's done. Please check and let me know if it's working for you now.	8:29:54 PM
nhassan	ok	8:30:32 PM
	wait pls	8:30:51 PM
Shubham Maurya	Sure, take your time.	8:31:03 PM
nhassan	the app should be available to all user of the server	8:31:19 PM
Shubham Maurya	Yes, we selected "Network" mode in users option.	8:31:57 PM
nhassan	what is the username and password you set for admin?	8:32:09 PM
Shubham Maurya	User ID: Alpha1 Password: Alpha@123456789	8:32:15 PM
nhassan	its not working	8:34:04 PM
	can you reconnect on the server and try to login?	8:34:29 PM
Shubham Maurya	Okay, let me check.	8:34:41 PM
	Please perform the same workflow.	8:35:05 PM
	Wait let me do the same at backend and check if it works.	8:36:21 PM
nhassan	ok	8:36:41 PM

	Can you try this: Username : Rita PW: Dhaka*12\$3456#	8:37:21 PM
Shubham Maurya	Okay, let me check both. (Edited)	8:37:47 PM
nhassan	just to make sure that the old data is not present	8:37:57 PM
Shubham Maurya	Okay, we tried using both the password but it's not working.	8:43:41 PM
nhassan	ok	8:43:50 PM
Shubham Maurya	Let me check and remove any other leftover folders from other location as well to make sure no previous data is saved.	8:44:15 PM
nhassan	ok	8:45:02 PM
Shubham Maurya	Thanks for your patience.	9:07:16 PM
	We performed clean installation twice with different user ID and Password but it's still not working.	9:08:03 PM
	We are going to escalate your issue to our team, they will be providing you restrict admin access and will ask you to perform the complete setup from your end to check if it works.	9:09:59 PM
nhassan	ok	9:10:15 PM
Shubham Maurya	Please share your call back number and a good time to reach you along with time zone.	9:10:17 PM
nhassan	4436357970	9:10:27 PM
	us eastern time	9:10:46 PM
Shubham Maurya	Okay and when they can call you please confirm the availability.	9:11:29 PM
nhassan	anytime between 12:00 pm to 8:00 pm	9:12:45 PM
Shubham Maurya	Noted well, Thanks for your patience and understanding with us while working on this issue.	9:13:14 PM
	Is there anything else I may help you with ?	9:13:16 PM
nhassan	no thanks. pls solve this	9:13:48 PM
Shubham Maurya	Sure, I will share your request on priority with the team.	9:14:15 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:14:20 PM
	<i>Shubham Maurya has ended this chat session</i>	9:15:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#81638 Joey Briggs****Email:** joey.briggs@otcompliance.com  19857277400**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:** COVINGTON**State:** Louisiana**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 43 Mins 10 Secs

Joey Briggs	Hello, I am your Acebuddy	17 Sep, 8:38:39 PM
Acebuddy	Hello Joey Briggs, I'm your Ace Buddy. I'll be happy to assist you!	8:38:40 PM
	Whom Would You Like to Connect With?	8:38:40 PM
Joey Briggs	Technical Support (QB & App Hosting)	8:38:54 PM
Acebuddy	Welcome to Ace Support.	8:38:54 PM
	Please chose an option :	8:38:54 PM
Joey Briggs	I'd like to raise a Request	8:39:15 PM
Acebuddy	Please select your request type.	8:39:15 PM
Joey Briggs	Other Request	8:39:23 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:39:23 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:39:23 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:21:49 PM
<i>Ended due to chat idle timeout</i>		9:21:49 PM

**Chat Transcript**

Hello, I am your Acebuddy

Visitor Details

2 Sep, 11:13:42 PM

#81090 info

Email: info@brkimcpa.com  9729724930

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: 9 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 40 Secs

info	Hello, I am your Acebuddy	2 Sep, 11:13:43 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	11:13:44 PM
	Whom Would You Like to Connect With?	11:13:44 PM
info	Technical Support (QB & App Hosting)	11:13:52 PM
Acebuddy	Welcome to Ace Support.	11:13:52 PM
	Please chose an option :	11:13:52 PM
info	I'd like to raise a Request	11:13:57 PM
Acebuddy	Please select your request type.	11:13:58 PM
info	Other Request	11:14:04 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:14:04 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:14:04 PM
info	Yes, I'm facing issues with my server	11:14:10 PM
Acebuddy	Please select an option!	11:14:10 PM
info	Other Issue	11:14:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:14:14 PM
info	QB update	11:14:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:14:19 PM

Acebuddy (bot) forwarded the chat request

11:14:19 PM

Sujeet Kumar Suman accepted the chat transfer request.

11:14:51 PM

info Bongryong.myrealdata.net. User name : Donna_BK Could you update QB midnight if it is not fully updated?

11:14:54 PM

Sujeet Kumar Suman Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.

11:14:56 PM

Sure, I can help with that. Let me look into it for you.

11:15:11 PM

Once we update the QuickBooks application, we will inform you via email.

11:16:51 PM

Is there anything else I may help you with ?

11:16:54 PM

info okay. thank you.

11:16:59 PM

Sujeet Kumar Suman Most welcome.

11:17:13 PM

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

11:17:19 PM

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

11:17:23 PM

info has ended this chat session

11:17:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 11:48:02 PM

#81651 Leslee Masoero

Email: lmasoero@regionalcapital.com 18569792903

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: MARLTON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Leslee Masoero	Hello, I am your Acebuddy	17 Sep, 11:48:03 PM
Acebuddy	Hello Leslee Masoero, I'm your Ace Buddy. I'll be happy to assist you!	11:48:04 PM
	Whom Would You Like to Connect With?	11:48:04 PM
Leslee Masoero	Technical Support (QB & App Hosting)	11:48:29 PM
Acebuddy	Welcome to Ace Support.	11:48:29 PM
	Please chose an option :	11:48:29 PM
Leslee Masoero	I'd like to report an Issue	11:48:48 PM
Acebuddy	Please select an option!	11:48:48 PM
Leslee Masoero	Password Reset	11:48:52 PM
Acebuddy	Please select an option below	11:48:52 PM
Leslee Masoero	Not Enrolled to Selfcare Portal	11:49:00 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:49:00 PM
	Do you need any further assistance on the topic?	11:49:00 PM
	<i>The visitor's phone number was changed from 8569792903 to 18569792903.</i>	11:55:52 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	18 Sep, 12:27:10 AM
	<i>Ended due to chat idle timeout</i>	12:27:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 5:38:25 AM

#81152 Wendy Weissman**Email:** wendy@weissman.com 14064548988**Department:** Support(QB & App Hosting)**Operator:** Abhay Kumar Saraswat**Website:** <https://www.acecloudhosting.com/support-chat.php>

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 13 Secs

City: GREAT FALLS

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins

Wendy Weissman	Hello, I am your Acebuddy	4 Sep, 5:38:26 AM
Acebuddy	Hello Wendy Weissman, I'm your Ace Buddy. I'll be happy to assist you!	5:38:27 AM
	Whom Would You Like to Connect With?	5:38:27 AM
Wendy Weissman	Technical Support (QB & App Hosting)	5:38:30 AM
Acebuddy	Welcome to Ace Support.	5:38:30 AM
	Please chose an option :	5:38:30 AM
Wendy Weissman	I'd like to report an Issue	5:38:36 AM
Acebuddy	Please select an option!	5:38:36 AM
Wendy Weissman	QuickBooks Issue	5:38:40 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:38:40 AM
Wendy Weissman	QuickBooks Update	5:38:45 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.	5:38:45 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.	5:38:45 AM
	Do you need any further assistance on the topic?	5:38:45 AM
Wendy Weissman	Yes	5:39:00 AM
Acebuddy	Please wait while we connect you to our Support Representative	5:39:00 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:39:00 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	5:39:20 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	5:39:25 AM
Wendy Weissman	Thank you! I just did a Quickbooks update but I need to restart my computer. Can you restart the server for me?	5:39:46 AM
Abhay Kumar	Sure.	

Saraswat		5:40:02 AM
	Kindly allow me two minutes.	5:40:28 AM
Wendy Weissman	No problem. Thank you.	5:40:37 AM
Abhay Kumar Saraswat	Is this for account: Wendy J Weissman CPA PC ?	5:40:41 AM
Wendy Weissman	Yes	5:40:45 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	5:40:54 AM
Wendy Weissman	And I am Wendy Weissman	5:41:01 AM
Abhay Kumar Saraswat	Please stay online with me.	5:41:06 AM
Wendy Weissman	sure.	5:41:10 AM
Abhay Kumar Saraswat	Thank you for confirming your name.	5:41:24 AM
	Thank you for your patience.	5:44:32 AM
	Before restarting the server, I recommend that you save any important open documents on your end.	5:44:35 AM
Wendy Weissman	I don't have anything open and I don't think anyone else is in right now	5:44:53 AM
Abhay Kumar Saraswat	Okay.	5:45:07 AM
	The server has been successfully restarted.	5:46:25 AM
	Is there anything else I may help you with ?	5:46:30 AM
Wendy Weissman	I am going to try to open Quickbooks before I get off the phone.	5:46:36 AM
Abhay Kumar Saraswat	Sure.	5:46:42 AM
	Please take your time.	5:46:47 AM
Wendy Weissman	It is not letting me into the server right now. Let me keep trying	5:48:03 AM
Abhay Kumar Saraswat	Okay.	5:48:14 AM
Wendy Weissman	We couldn't connect to the Remote Desktop Gateway because the connection to the remote PC failed. If this keeps happening, contact your network administrator for assistance. Error code: 0x5000004	5:48:27 AM
	This is the error I am getting	5:48:38 AM
	now it is working...	5:49:00 AM
Abhay Kumar Saraswat	I apologize for the inconvenience caused to you.	5:49:07 AM
	May I take the remote access of your local computer?	5:49:11 AM
Wendy Weissman	Sure. But the server is still saying that I can't open quickbooks until I reboot.	5:49:38 AM
	It just went. I am in Quickbooks now.	5:50:08 AM
Abhay Kumar	No worries.	5:50:15 AM

Saraswat

Please open QB and confirm if it is working properly.

5:50:41 AM

Wendy Weissman

I am into my file. Thank you!!! have a nice evening (or morning or whatever time zone you are in)

5:51:09 AM

Abhay Kumar
Saraswat

Great.

5:51:13 AM

Yes, it's morning here.

5:51:28 AM

Is there anything else I may help you with ?

5:51:31 AM

Wendy Weissman

I am good for now. Thank you!

5:51:53 AM

Abhay Kumar
Saraswat

My pleasure to assist you.

5:52:04 AM

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

5:52:11 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!

5:52:19 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.

5:52:22 AM

Abhay Kumar Saraswat has ended this chat session

5:52:26 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Sep, 2:26:54 AM

#82005 angel sparks

Email: angel@agean.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: WEST CHESTER

State: Ohio

Country: UNITED STATES

Chat Duration : 44 Mins 38 Secs

Chat Transcript

angel sparks	Hello, I am your Acebuddy	27 Sep, 2:26:55 AM
Acebuddy	Hello Angel Sparks, I'm your Ace Buddy. I'll be happy to assist you!	2:26:55 AM
	Whom Would You Like to Connect With?	2:26:55 AM
angel sparks	Technical Support (QB & App Hosting)	2:27:04 AM
Acebuddy	Welcome to Ace Support.	2:27:05 AM
	Please chose an option :	2:27:05 AM
angel sparks	I'd like to raise a Request	2:27:11 AM
Acebuddy	Please select your request type.	2:27:11 AM
angel sparks	Password Reset	2:28:24 AM
Acebuddy	Please select an option below	2:28:24 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:11:33 AM
	<i>Ended due to chat idle timeout</i>	3:11:33 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 10:08:55 PM

#82091 Walton Ward

Email: walton@sidekickpartners.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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 11 Secs

Walton Ward	Hello, I am your Acebuddy	30 Sep, 10:08:55 PM
Acebuddy	Hello Walton Ward, I'm your Ace Buddy. I'll be happy to assist you!	10:08:56 PM
	Whom Would You Like to Connect With?	10:08:56 PM
Walton Ward	Technical Support (QB & App Hosting)	10:09:03 PM
Acebuddy	Welcome to Ace Support.	10:09:03 PM
	Please chose an option :	10:09:03 PM
Walton Ward	I'd like to raise a Request	10:09:09 PM
Acebuddy	Please select your request type.	10:09:09 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:46:06 PM
	<i>Ended due to chat idle timeout</i>	10:46:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 7:55:41 PM

#81069 Kerry Durkin

Email: kerrydurkincpa@lynndurkincpa.com **Phone:** 7813781845

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 23 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 22 Secs

Kerry Durkin	Hello, I am your Acebuddy	2 Sep, 7:55:42 PM
Acebuddy	Hello Kerry Durkin, I'm your Ace Buddy. I'll be happy to assist you!	7:55:43 PM
	Whom Would You Like to Connect With?	7:55:43 PM
Kerry Durkin	Technical Support (QB & App Hosting)	7:57:21 PM
Acebuddy	Welcome to Ace Support.	7:57:21 PM
	Please chose an option :	7:57:21 PM
Kerry Durkin	I'd like to report an Issue	7:57:26 PM
Acebuddy	Please select an option!	7:57:26 PM
Kerry Durkin	QuickBooks Issue	7:57:34 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:57:34 PM
Kerry Durkin	Other QB related issue	7:57:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:57:39 PM
	<i>7:57:52 PMKerry Durkin is sharing a file with you image.png - (Size:9.64 KB)</i>	7:57:52 PM
	Please wait while we connect you to a Support Representative	7:57:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:57:52 PM
Kerry Durkin	i'm receiving this error message	7:57:59 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:58:07 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:58:17 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:58:30 PM
Kerry Durkin	Lynn Durkin CPA	7:58:44 PM
	Kerry Durkin	7:58:49 PM
	I've been having this issue for a couple of weeks	7:59:05 PM
Shubham Maurya	Thank you for the information, please do let me know if you are facing this issue while working on a particular project file or with every QB project file?	8:00:17 PM
Kerry Durkin	every QB file	8:00:26 PM

Shubham Maurya	Okay and for every user this issue is happening or just for you at the moment?	8:02:54 PM
	<i>8:06:53 PM Shubham Maurya is sharing a file with you image.png - (Size:3.44 KB)</i>	8:06:53 PM
	<i>Right now multiple users are logged in and active on the server, please can you ask them to close the</i>	
	Are we still connected here?	8:13:53 PM
	Are we still connected here?	8:16:19 PM
	Are we still connected here?	8:18:13 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:25:20 PM
	<i>Shubham Maurya has ended this chat session</i>	8:27:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 19 Sep, 10:06:27 PM

#81729 Alexis Woodford Demko

Email: alexis@sandiegodemolition.com **Phone:** 16199772652
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: SAN DIEGO
State: California
Country: UNITED STATES

Chat Transcript Chat Duration : 35 Mins 20 Secs

Alexis Woodford Demko	Hello, I am your Acebuddy	19 Sep, 10:06:28 PM
Acebuddy	Hello Alexis Woodford Demko, I'm your Ace Buddy. I'll be happy to assist you!	10:06:29 PM
	Whom Would You Like to Connect With?	10:06:29 PM

Alexis Woodford Demko	Technical Support (QB & App Hosting)	10:06:35 PM
Acebuddy	Welcome to Ace Support.	10:06:35 PM
	Please chose an option :	10:06:35 PM
Alexis Woodford Demko	I'd like to raise a Request	10:06:44 PM
Acebuddy	Please select your request type.	10:06:44 PM
Alexis Woodford Demko	Other Request	10:06:50 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:06:50 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:06:50 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:41:49 PM
	<i>Ended due to chat idle timeout</i>	10:41:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 2:08:58 AM

#81564 krystina velez

Email: krystina@southernspc.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 35 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 4 Secs

krystina velez	Hello, I am your Acebuddy	16 Sep, 2:08:59 AM
Acebuddy	Hello Krystina Velez, I'm your Ace Buddy. I'll be happy to assist you!	2:08:59 AM
	Whom Would You Like to Connect With?	2:08:59 AM
krystina velez	Technical Support (QB & App Hosting)	2:09:04 AM
Acebuddy	Welcome to Ace Support.	2:09:04 AM
	Please chose an option :	2:09:04 AM
krystina velez	I'd like to report an Issue	2:09:09 AM
Acebuddy	Please select an option!	2:09:09 AM
krystina velez	QuickBooks Issue	2:09:15 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:09:15 AM
krystina velez	Other QB related issue	2:09:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:09:42 AM
krystina velez	pop up keeps saying unrecoverable error	2:10:01 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:10:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:10:01 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:10:26 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:10:34 AM
krystina velez	hi	2:10:38 AM
Ashutosh Mishra	Hello Krystina, I will be surely assisting you with this. Kindly help me with your server name and user name?	2:11:04 AM
krystina velez	everytime I login into admin on qb it gives me error message unrecoverable error	2:11:20 AM
Ashutosh Mishra	Is this the first time you are facing this issue?	2:12:03 AM
krystina velez	yes	2:13:28 AM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	2:13:45 AM
krystina velez	just for me	2:14:04 AM
Ashutosh Mishra	Is the error only on one company file or on multiple files?	2:14:45 AM
krystina velez	company	2:15:16 AM
Ashutosh Mishra	Please let me know the name of the company file.	2:16:01 AM
krystina velez	southern site and power construction	2:17:24 AM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	2:18:58 AM
	May I take the remote access of your server?	2:19:22 AM
krystina velez	yes	2:19:28 AM

Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	2:19:38 AM
	Please enter password	2:20:54 AM
	Are we still connected here?	2:22:18 AM
	Are we still connected here?	2:24:07 AM
	<i>Ashutosh Mishra has ended this chat session</i>	2:25:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 4:59:49 PM

#81321 allison

Email: allison@cowestlandtrust.org 19702635443

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 40 Secs

City: PROVO

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 11 Secs

allison	Hello, I am your Acebuddy	9 Sep, 4:59:50 PM
Acebuddy	Hello Allison Rehor, I'm your Ace Buddy. I'll be happy to assist you!	4:59:51 PM
	Whom Would You Like to Connect With?	4:59:51 PM
allison	Technical Support (QB & App Hosting)	4:59:58 PM
Acebuddy	Welcome to Ace Support.	4:59:58 PM
	Please chose an option :	4:59:58 PM
allison	I'd like to report an Issue	5:00:02 PM

Acebuddy	Please select an option!	5:00:02 PM
allison	QuickBooks Issue	5:00:06 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:00:06 PM
allison	QuickBooks Login Issue	5:00:10 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	5:00:10 PM
	Was that helpful?	5:00:10 PM
allison	No	5:00:29 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	5:00:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:00:29 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	5:01:06 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	5:01:21 PM
	I deeply apologize for the inconvenience caused to you.	5:01:38 PM
allison	Good morning, I am unable to access the server this morning. I have a screenshot with an error message	5:02:01 PM
	<i>5:02:11 PM allison is sharing a file with you</i>	5:02:11 PM
	<i>Screenshot 2025-09-09 at 5.29.08 AM.png - (Size:44.35 KB)</i>	
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:02:30 PM
allison	myreldata\AllisonR.Pre1	5:02:41 PM
	QBLivePre1.myreldata.net	5:03:03 PM
Vikas Singh Chauhan	Thanks for the confirmation !	5:03:49 PM
	Are you still getting the same error ?	5:04:01 PM
allison	Let me try again	5:04:17 PM
	Yes, same error	5:04:34 PM
Vikas Singh Chauhan	Okay, allow me 2-3 minutes, let me connect to the server once.	5:04:58 PM
allison	Thank you	5:05:07 PM
Vikas Singh Chauhan	Your account name is Colorado West Land Trust ?	5:05:11 PM
allison	Either than or Mesa County Land Conservancy. MCLC is our legal name, CWLT is a DBA	5:05:38 PM
Vikas Singh Chauhan	Okay	5:06:00 PM
	Kindly allow me few minutes to check the same.	5:09:34 PM
	Few services are not running on the server. We are working on it from backend, please stay connected.	5:15:16 PM
allison	Great, thank you	5:15:22 PM

Vikas Singh Chauhan	Please try to reconnect to the server now.	5:18:08 PM
allison	Yes, I am able to access now. Thank you!	5:19:12 PM
Vikas Singh Chauhan	Great !!	5:19:17 PM
	Is there anything else I may help you with ?	5:19:23 PM
allison	That's it, I appreciate your help	5:19:37 PM
Vikas Singh Chauhan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:19:51 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:19:55 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!	5:20:00 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Vikas Singh Chauhan has ended this chat session</i>	5:20:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Sep, 1:14:41 AM

#81220 TEst

Email: teset@teset.net

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Chat Transcript

Chat Duration : 6 Mins 3 Secs

TEst	Hello, I am your Acebuddy	6 Sep, 1:14:42 AM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	1:14:42 AM
	Whom Would You Like to Connect With?	1:14:42 AM
TEst	Technical Support (QB & App Hosting)	1:14:54 AM
Acebuddy	Welcome to Ace Support.	1:14:54 AM
	Please chose an option :	1:14:54 AM
TEst	I'd like to raise a Request	1:15:02 AM
Acebuddy	Please select your request type.	1:15:02 AM
TEst	Office 365 Addition	1:15:08 AM
Acebuddy	Please specify if you already have an Office365 subscription	1:15:08 AM
TEst	I already have O365 license	1:15:15 AM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	1:15:15 AM
	<ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise	1:15:15 AM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	1:15:15 AM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	1:15:15 AM
	Do you need any further assistance on the topic?	1:15:15 AM
TEst	No	1:20:45 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	1:20:45 AM
	<i>Acebuddy has ended this chat session</i>	1:20:45 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 10:53:41 PM

#82095 Carl Gomez

Email: cgomez@ameripharma.us

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: CULVER CITY

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 36 Secs

Carl Gomez	Hello, I am your Acebuddy	30 Sep, 10:53:42 PM
Acebuddy	Hello Carl Gomez, I'm your Ace Buddy. I'll be happy to assist you!	10:53:42 PM
	Whom Would You Like to Connect With?	10:53:42 PM
Carl Gomez	Technical Support (QB & App Hosting)	10:53:46 PM
Acebuddy	Welcome to Ace Support.	10:53:46 PM
	Please chose an option :	10:53:46 PM
Carl Gomez	I'd like to raise a Request	10:53:53 PM
Acebuddy	Please select your request type.	10:53:53 PM
Carl Gomez	Other Request	10:54:05 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:54:05 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:54:05 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.	11:32:19 PM
	<i>Ended due to chat idle timeout</i>	11:32:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 2:03:45 AM

#81608 Zachary Jensen

Email: zack@taxwisecorp.com 18584371723

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 26 Secs

City: CARLSBAD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 25 Secs

Zachary Jensen	Hello, I am your Acebuddy	17 Sep, 2:03:46 AM
Acebuddy	Hello Zachary Jensen, I'm your Ace Buddy. I'll be happy to assist you!	2:03:47 AM
	Whom Would You Like to Connect With?	2:03:47 AM
Zachary Jensen	Managed Security	2:03:54 AM
Acebuddy	Please wait while we connect you to an available Representative.	2:03:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:03:54 AM
	<i>Shubham declined the transfer request.</i>	2:03:59 AM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	2:04:08 AM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	2:04:49 AM
Zachary Jensen	hello pradeep	2:04:54 AM
	my staff told me she saw someone using her server when she was logged in this was for Lilly	2:05:06 AM
	she said she saw someone moving her mouse opening files etc	2:05:15 AM
	please confirm there is not a security breach and explain how this happened	2:05:27 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:05:34 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:05:46 AM

Zachary Jensen	my staff told me she saw someone using her server when she was logged in this was for Lilly she said she saw someone moving her mouse opening files etc please confirm there is not a security breach and explain how this happened	2:05:57 AM
Abhay Kumar Saraswat	I understand your concern and I'm here to help.	2:06:59 AM
	Kindly allow me two minutes to check the same.	2:07:31 AM
	Thank you for your patience.	2:10:41 AM
Zachary Jensen	ok	2:10:51 AM
Abhay Kumar Saraswat	Could you please confirm when this incident occurred with the user TW_Lilly ?	2:11:33 AM
Zachary Jensen	yes it did	2:13:32 AM
Abhay Kumar Saraswat	Okay but could you please confirm the exact timestamp of when this incident occurred so that I can share it with our SOC/security team?	2:15:14 AM
Zachary Jensen	it was earlier today at 12:40 PST	2:16:03 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	2:19:36 AM
Zachary Jensen	ok	2:21:42 AM
Abhay Kumar Saraswat	Thank you for your patience.	2:26:20 AM
Zachary Jensen	your welcome	2:26:37 AM
Abhay Kumar Saraswat	I completely understand your concern and take the security of your environment very seriously.	2:26:44 AM
	As I checked on server there has been no security breach on your server. At Ace Cloud Hosting, all servers are protected with strict access controls, multi-layer security protocols, and continuous monitoring.	2:27:22 AM
	And only ACE server technicians can connect to your environment with your permission, and any activity is logged and audited to maintain compliance with our security standards.	2:28:08 AM
Zachary Jensen	any IP connected during that time window out of the ordinary? please send the log	2:28:12 AM
	please connect and conduct the audit	2:28:21 AM
Abhay Kumar Saraswat	Sure.	2:28:50 AM
Zachary Jensen	thanks	2:28:58 AM
Abhay Kumar Saraswat	To provide you with complete clarity, we would like to escalate this matter to our *Security Operations Center (SOC)*so they can review the detailed access logs for the time the incident was observed.	2:29:18 AM
	We will keep you updated on email as soon as we have findings from our security team.	2:29:39 AM
Zachary Jensen	ok ty	2:30:01 AM
Abhay Kumar Saraswat	Please rest assured that your data and applications remain protected under our enterprise-grade security policies.	2:30:03 AM
	Is there anything else I may help you with ?	2:30:13 AM

Are we still connected here? 2:31:10 AM

Are we still connected here? 2:32:37 AM

Are we still connected here? 2:33:09 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. 2:34:08 AM

Abhay Kumar Saraswat has ended this chat session 2:34:11 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 6 Sep, 1:03:38 AM

#81218 Christopher Gore

Email: chris@c3energypartners.com ☎ 14063660622

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: WALLA WALLA

State: Idaho

Country: UNITED STATES

Chat Transcript Chat Duration : 39 Mins 15 Secs

Christopher Gore	Hello, I am your Acebuddy	6 Sep, 1:03:39 AM
Acebuddy	Hello Chris Gore, I'm your Ace Buddy. I'll be happy to assist you!	1:03:40 AM
	Whom Would You Like to Connect With?	1:03:40 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:42:54 AM
	<i>Ended due to chat idle timeout</i>	1:42:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 2:00:02 AM

#81142 Alexander Perdomo

Email: alex@sunriseplumbing.com ☎ 12538744083

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: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 20 Secs

Alexander Perdomo	Hello, I am your Acebuddy	4 Sep, 2:00:03 AM
Acebuddy	Hello Alexander Perdomo, I'm your Ace Buddy. I'll be happy to assist you!	2:00:04 AM
	Whom Would You Like to Connect With?	2:00:04 AM
Alexander Perdomo	Technical Support (QB & App Hosting)	2:00:14 AM
Acebuddy	Welcome to Ace Support.	2:00:14 AM
	Please chose an option :	2:00:14 AM
Alexander Perdomo	I'd like to report an Issue	2:00:24 AM
Acebuddy	Please select an option!	2:00:24 AM
Alexander Perdomo	Password Reset	2:00:31 AM
Acebuddy	Please select an option below	2:00:31 AM
Alexander Perdomo	Not Enrolled to Selfcare Portal	2:00:40 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	2:00:40 AM
	Do you need any further assistance on the topic?	2:00:40 AM

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

2:35:23 AM

Ended due to chat idle timeout

2:35:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 3:47:36 AM

#81611 Ali Wynn

Email: ali.wynn@montesanogroup.com 18056981608

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: 50 Secs

City: SANTA BARBARA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 50 Mins 3 Secs

Ali Wynn	Hello, I am your Acebuddy	17 Sep, 3:47:38 AM
Acebuddy	Hello Ali Wynn, I'm your Ace Buddy. I'll be happy to assist you!	3:47:39 AM
	Whom Would You Like to Connect With?	3:47:39 AM
Ali Wynn	Technical Support (QB & App Hosting)	3:47:42 AM
Acebuddy	Welcome to Ace Support.	3:47:42 AM
	Please chose an option :	3:47:42 AM
Ali Wynn	I'd like to raise a Request	3:47:47 AM
Acebuddy	Please select your request type.	3:47:47 AM
Ali Wynn	Other Request	3:47:53 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.	3:47:53 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:47:53 AM
Ali Wynn	Yes, I'm facing issues with my server	3:48:01 AM
Acebuddy	Please select an option!	3:48:01 AM
Ali Wynn	QuickBooks Issue	3:48:04 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:48:04 AM
Ali Wynn	Other QB related issue	3:48:09 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:48:09 AM
Ali Wynn	I am having difficulty setting up my online payments for customers	3:49:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:49:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:49:52 AM
	<i>Dushyant accepted the chat transfer request.</i>	3:50:19 AM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	3:50:25 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:50:48 AM
	Are we still connected here?	3:52:11 AM
Ali Wynn	yes sorry! server name: MontesanoGroup.myreldata.net	3:54:11 AM
	username: myreldata\AliWy	3:54:19 AM
Dushyant	Kindly allow me two minutes to check the same.	3:54:33 AM
Ali Wynn	thank you	3:54:42 AM
Dushyant	Ali, have you faced this issue earlier as well?	3:55:10 AM
	Also, please let us know when the last time it was working as expected?	3:56:21 AM
Ali Wynn	no, this is the first time we're trying to set this up	3:56:22 AM
	<i>3:56:37 AMAli Wynn is sharing a file with you image.png - (Size:103.62 KB)</i>	3:56:37 AM
	<i>I'm getting this error?</i>	
	I've already closed and updated but am getting the same message	3:56:55 AM
Dushyant	Thank you for sharing the error message. Please stay connected while we are making some changes from the backend.	3:58:06 AM
Ali Wynn	thank you	3:58:13 AM
Dushyant	May I take the remote access of your server?	4:01:13 AM
Ali Wynn	yes	4:01:25 AM
Dushyant	Prior providing the access, I would suggest you to close any important documents at your end.	4:01:31 AM

Kindly Click on the link and open the downloaded file.
<https://assist.acecloudhosting.com/join/6882288474>

4:01:37 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.

4:03:02 AM

Ali, as discussed, our team will reach back to you soon for a 3-way call back in order to resolve this payment issue.

4:37:12 AM

Ali Wynn ok great. thanks again!

4:37:29 AM

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

4:37:35 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!

4:37:38 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/>)

Dushyant has ended this chat session

4:37:41 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 6:52:26 AM

#81931 rhernandez

Email: rhernandez@docomopacific.com 16716864566

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 47 Secs

City: YIGO

State: Guam

Country: GUAM

Chat Transcript

Chat Duration : 43 Mins 5 Secs

rhenandez	Hello, I am your Acebuddy	25 Sep, 6:52:27 AM
Acebuddy	Hello Rhenandez, I'm your Ace Buddy. I'll be happy to assist you!	6:52:28 AM
	Whom Would You Like to Connect With?	6:52:28 AM
rhenandez	Technical Support (QB & App Hosting)	6:52:33 AM
Acebuddy	Welcome to Ace Support.	6:52:33 AM
	Please chose an option :	6:52:33 AM
rhenandez	I'd like to report an Issue	6:52:39 AM
Acebuddy	Please select an option!	6:52:39 AM
rhenandez	QuickBooks Issue	6:52:48 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:52:48 AM
rhenandez	QuickBooks is Frozen	6:52:52 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	6:52:52 AM
	Was that helpful?	6:52:52 AM
rhenandez	No	6:53:33 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:53:34 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:53:34 AM
	<i>Gaurav kumar declined the transfer request.</i>	6:53:53 AM
	<i>Rohan accepted the chat transfer request.</i>	6:53:56 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	6:54:01 AM
rhenandez	hey rohan i have ticket open for slowness	6:54:11 AM
Rohan	Hello Rhenandez, how are you doing today ?	6:54:20 AM
rhenandez	i just want to see if you can check the updates	6:54:20 AM
Rohan	Okay Let me check the same	6:54:34 AM
	Sure, Kindly allow me 3-4 minutes to check the same	6:55:13 AM
	I'm still going through the ticket, please allow me few more minutes	6:58:14 AM
	Thank you for your patience.	
	As per your recent email, multiple users are facing this issue, right?	7:02:00 AM
rhenandez	ok	7:02:09 AM

	yes	7:02:11 AM
	but also saw this morning it took 15 minutes for QB to load	7:02:25 AM
Rohan	Rherandez, currently more than 15 users are logged in. So, is it correct that QuickBooks took more than 15 minutes to load for all the users ? (Edited)	7:04:48 AM
rherandez	i only saw one instance this morning	7:05:24 AM
	i can see if others are reporting. but consensus is that it's slow	7:05:37 AM
Rohan	Rherandez, Could you please specify whether the QB Application itself took 15 minutes to load or QB Company file?	7:06:47 AM
rherandez	Company file	7:07:36 AM
Rohan	Is it happening with one particular file or all the files?	7:08:26 AM
rherandez	one file	7:08:37 AM
Rohan	Are all users facing this issue with the same company file, or are they experiencing it with different company files?	7:09:25 AM
	Additionally, may I take the remote access of your local computer?	7:10:09 AM
rherandez	theres only one company file	7:10:21 AM
	sure	7:10:29 AM
Rohan	Thanks for the confirmation !	7:10:33 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:10:41 AM
rherandez	i dont think any are open	7:11:16 AM
Rohan	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session	7:11:51 AM
	https://assist.aceclouddhosting.com/join/6612838661	
	Are you having any issue ?	7:17:58 AM
rherandez	im trying	7:18:03 AM
Rohan	Okay take your time	7:18:23 AM
rherandez	its asking to download	7:18:35 AM
Rohan	Yes Please download the file and double click on it once downloaded	7:19:10 AM
rherandez	it says initializing then it turns off	7:20:06 AM
Rohan	May I know which OS you are using ? Is it Mac OR Windows ?	7:20:38 AM
rherandez	windows	7:21:24 AM
	usually they are able to just log in	7:21:40 AM
Rohan	Are you the admin of this PC ?	7:21:57 AM
rherandez	yes	7:22:02 AM
Rohan	Okay Just delete the existing file and let me share a new one with you	7:22:23 AM

	Here is the new link: https://assist.acecloudhosting.com/join/8172242729	7:22:55 AM
	I just wanted to check a few things on your local machine, as QuickBooks is working fine on our end.	7:25:54 AM
rherandez	are you in	7:26:21 AM
	<i>7:26:57 AM Rohan is sharing a file with you image.png - (Size:93.32 KB)</i>	7:26:57 AM
	<i>No, It is still in progress</i>	
Rohan	May I know if all the users who are facing this issue are accessing the server from the same location?	7:28:37 AM
rherandez	ahh idk its not working	7:28:53 AM
	can you just check the updates are all good	7:28:58 AM
Rohan	Okay, let's take remote access of your session and observe the behavior of the QuickBooks file.. (Edited)	7:29:56 AM
rherandez	lets do another time	7:30:10 AM
	i'll check in later	7:30:14 AM
Rohan	Rherandez, it shouldn't take too much time. If we're able to narrow down the issue — whether it's related to the QuickBooks file or your network — it will be much easier for us to resolve it quickly. However, if you'd prefer to schedule this at a different time, please let us know a suitable time for a callback.	7:32:38 AM
	Are we still connected here?	7:35:15 AM
	Are we still connected here?	7:35:22 AM
	Are we still connected here?	7:35:28 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:35:30 AM
	<i>Rohan has ended this chat session</i>	7:35:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 2:28:11 AM

#81565 krystina velez

Email: krystina@southernspc.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 38 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 28 Secs

krystina velez	Hello, I am your Acebuddy	16 Sep, 2:28:11 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:28:44 AM
	Hello Krystina, we got disconnected from the chat and remote session earlier.	2:29:31 AM
krystina velez	yes im sorry	2:29:52 AM
Ashutosh Mishra	No worries, May I take the remote access of your server again?	2:30:50 AM
krystina velez	yes	2:31:12 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	2:31:20 AM
	Currently the QuickBooks company file is open, please show me when the error occurs.	2:32:06 AM
krystina velez	hi my manager is telling me that I need the same file that she has on her server for quickbooks to login	2:32:36 AM
	she says im in the wrong file	2:32:41 AM
	we had a file that was distorted and they had to do a back up and they put her in a new file and I dont have access to it yet	2:33:06 AM
Ashutosh Mishra	Please share the file path or location of the company file on the server.	2:34:03 AM
krystina velez	its in the D folder	2:34:54 AM
	open up the deep folder and shell tell me what the next folder was	2:35:13 AM
	ok hang on	2:36:23 AM
Ashutosh Mishra	Yes, i have opened the D drive please navigate to the company file.	2:36:50 AM
krystina velez	ok one second on the phone with her	2:37:03 AM
Ashutosh Mishra	Sure	2:37:10 AM
krystina velez	I hightlgted the one I need	2:37:57 AM
Ashutosh Mishra	I can create a shortcut for the particular folder on the desktop for easy access.	2:39:23 AM
krystina velez	ok yes please	2:39:42 AM

Ashutosh Mishra	The "New Folder "is on your desktop now.	2:39:55 AM
	You can open company file directly by going in the folder.	2:40:20 AM
krystina velez	"new folder" shortcut?	2:40:31 AM
Ashutosh Mishra	Yes	2:40:46 AM
krystina velez	ok let me make sure it works one second	2:40:56 AM
Ashutosh Mishra	Sure	2:41:28 AM
krystina velez	ok thank you! it worked	2:41:48 AM
Ashutosh Mishra	Great to see it is working now.	2:42:01 AM
	Is there anything else I may help you with ?	2:42:04 AM
krystina velez	thats it	2:42:40 AM
	thank you	2:42:41 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:42:49 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:42:54 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	2:42:56 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 7:45:14 PM

#81892 johnathon

Email: johnathon@islandentertainment.com ☎ (250) 746-9707

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 41 Secs

City: SLIDELL

State: Mississippi

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 7 Secs

johnathon	Hello, I am your Acebuddy	24 Sep, 7:45:15 PM
Acebuddy	Hello Johnathon, I'm your Ace Buddy. I'll be happy to assist you!	7:45:16 PM
	Whom Would You Like to Connect With?	7:45:16 PM
johnathon	Technical Support (QB & App Hosting)	7:45:22 PM
Acebuddy	Welcome to Ace Support.	7:45:22 PM
	Please chose an option :	7:45:22 PM
johnathon	I'd like to report an Issue	7:45:26 PM
Acebuddy	Please select an option!	7:45:26 PM
johnathon	Other Issue	7:45:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:45:33 PM
johnathon	Cannot get logged onto the server with username spare1.m	7:46:16 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:46:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:46:17 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:46:33 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:46:37 PM
	I will surely help you with this issue.	7:47:31 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?	7:47:55 PM
johnathon	Limited to this account at this time but has happened to other accounts before.	7:48:24 PM
	Do we have a certain amount of users that can only be connected at one time?	7:48:48 PM
Manish Singh	Alright, May I know what error you are getting?	7:48:50 PM
	No, all users can connect to the server at one time.	7:49:17 PM
johnathon	Cannot connect the the server at this time.	7:49:22 PM

	The password is stored in the RDP shortcut also	7:49:38 PM
Manish Singh	Yes, due to multiple passwords attempts your account was locked unlocked it now, Kindly check.	7:50:33 PM
johnathon	One second	7:50:44 PM
	<i>7:52:48 PM johnathon is sharing a file with you</i> <u>78041650836_99609E9A-6208-4598-932A-37E165A1B4E6.jpeg</u> - (Size:4.31 MB)	7:52:48 PM
	Didn't let us sign in.	7:52:58 PM
Manish Singh	May I take the remote access of your local computer?	7:53:11 PM
	Are we still connected here?	7:55:42 PM
johnathon	One second	7:56:19 PM
	How can I get you connected	7:57:55 PM
Manish Singh	https://assist.acecloudhosting.com/join/3212544895	7:58:07 PM
	Kindly paste this link in the browser of local computer and join the session.	7:58:12 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:58:19 PM
johnathon	You will be connecting to my coworkers computer. When you get connected you can continue communicating through notepad and let me know results please.	7:59:57 PM
Manish Singh	Sure	8:01:09 PM
johnathon	Let me know when you are able to connect	8:01:18 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.	8:01:20 PM
johnathon	Thank you	8:01:33 PM
Manish Singh	Johnathon, kindly ask Melody to enter her password.	8:04:54 PM
johnathon	Okay	8:05:19 PM
Manish Singh	Johnathon, Melody successfully able to login to the server.	8:10:03 PM
	Is there anything else I may help you with ?	8:10:12 PM
	Are we still connected here?	8:11:53 PM
	Are we still connected here?	8:12:48 PM
	Are we still connected here?	8:13:16 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.	8:13:21 PM
	<i>Manish Singh has ended this chat session</i>	8:13:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 11:28:33 PM

#81212 Daniel Neiman

Email: dneiman@healthcarestrategy.com ☎ 1000000

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: HIGHLAND PARK

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 14 Secs

Daniel Neiman	Hello, I am your Acebuddy	5 Sep, 11:28:34 PM
Acebuddy	Hello Daniel Neiman, I'm your Ace Buddy. I'll be happy to assist you!	11:28:34 PM
	Whom Would You Like to Connect With?	11:28:34 PM
Daniel Neiman	Technical Support (QB & App Hosting)	11:28:40 PM
Acebuddy	Welcome to Ace Support.	11:28:40 PM
	Please chose an option :	11:28:40 PM
Daniel Neiman	I'd like to raise a Request	11:28:48 PM
Acebuddy	Please select your request type.	11:28:48 PM
Daniel Neiman	Password Reset	11:29:02 PM
Acebuddy	Please select an option below	11:29:02 PM
Daniel Neiman	Not Enrolled to Selfcare Portal	11:29:14 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:29:14 PM
	Do you need any further assistance on the topic?	11:29:14 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6 Sep, 12:10:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 9:01:47 PM

#81785 Mari Leve

Email: maril@marprop.net 1206778655

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 53 Secs

Mari Leve	Hello, I am your Acebuddy	22 Sep, 9:01:48 PM
Acebuddy	Hello Mari Leve, I'm your Ace Buddy. I'll be happy to assist you!	9:01:49 PM
	Whom Would You Like to Connect With?	9:01:49 PM
Mari Leve	Technical Support (QB & App Hosting)	9:01:55 PM
Acebuddy	Welcome to Ace Support.	9:01:56 PM
	Please chose an option :	9:01:56 PM
Mari Leve	I'd like to raise a Request	9:02:08 PM
Acebuddy	Please select your request type.	9:02:08 PM
Mari Leve	Other Request	9:02:16 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.	9:02:16 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:02:16 PM

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

9:32:42 PM

Ended due to chat idle timeout

9:32:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 8:59:58 PM

#81844 Dinesh Dulal

Email: admin@ctaxllc.com ☎ 14438159975

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 15 Secs

Dinesh Dulal	Hello, I am your Acebuddy	23 Sep, 9:00:00 PM
Acebuddy	Hello Dinesh Dulal, I'm your Ace Buddy. I'll be happy to assist you!	9:00:01 PM
	Whom Would You Like to Connect With?	9:00:01 PM
Dinesh Dulal	Technical Support (QB & App Hosting)	9:00:17 PM
Acebuddy	Welcome to Ace Support.	9:00:17 PM
	Please chose an option :	9:00:17 PM
Dinesh Dulal	I'd like to report an Issue	9:00:39 PM
Acebuddy	Please select an option!	9:00:39 PM
Dinesh Dulal	Other Issue	9:00:45 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:00:45 PM
Dinesh Dulal	need to download app but system does not allow	9:01:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:01:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:01:23 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:01:40 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:01:46 PM
	Hello Dinesh, I will be surely assisting you with this. Kindly help me with your server name and user name?	9:02:02 PM
Dinesh Dulal	I need to download taxdome firm app but system does not allow me. can you help me to download	9:02:48 PM
Ashutosh Mishra	Sure we can help with the installation, may i know if the setup is downloaded on the server.	9:04:55 PM
	I see the setup is downloaded on the server.	9:06:32 PM
	We can surely help you with the installation of the application however we require a formal request over the email, please send the request to support@acecloudhosting.com and mention the license details (if applicable) and we will proceed with the request.	9:07:14 PM
	Are we still connected here?	9:09:05 PM
Dinesh Dulal	yes	9:09:34 PM
	ok	9:10:24 PM
Ashutosh Mishra	Is there anything else I may help you with ?	9:10:39 PM
Dinesh Dulal	I sent it	9:11:41 PM
Ashutosh Mishra	Thanks for the confirmation !	9:12:52 PM
	I have started installation.	9:13:17 PM
	TaxDome is installed now.	9:14:32 PM
	Is there anything else I may help you with ?	9:14:36 PM
	Are we still connected here?	9:16:05 PM
	Are we still connected here?	9:18:03 PM
	This message has been deleted	9:18:37 PM
	Are we still connected here?	9:20:21 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.	9:21:11 PM
	<i>Ashutosh Mishra has ended this chat session</i>	9:21:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 1:57:25 AM

#81524 Samantha Boothe

Email: sdrboothe@gmail.com  4802965758

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: MESA

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 56 Secs

Samantha Boothe	Hello, I am your Acebuddy	15 Sep, 1:57:25 AM
	How do we end screen sharing	1:57:41 AM
Ashutosh Mishra	The screen sharing has been ended.	1:58:34 AM
	If you see the chat box for remote session you can also click on the X button at top right to close the remote session.	1:59:25 AM
Samantha Boothe	Thank you	1:59:43 AM
Ashutosh Mishra	Is there anything else I may help you with ?	1:59:50 AM
Samantha Boothe	No thank you	1:59:57 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:00:05 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:00:11 AM
	<i>Ashutosh Mishra has ended this chat session</i>	2:00:14 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 11:55:38 PM

#82053 nancy

Email: nancy.wolinsky@sentien.ai ☎ 12032606995

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 47 Secs

City: FAIRFIELD

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 42 Secs

nancy	Hello, I am your Acebuddy	29 Sep, 11:55:38 PM
Acebuddy	Hello Nancy, I'm your Ace Buddy. I'll be happy to assist you!	11:55:39 PM
	Whom Would You Like to Connect With?	11:55:39 PM
nancy	Technical Support (QB & App Hosting)	11:55:47 PM
Acebuddy	Welcome to Ace Support.	11:55:47 PM
	Please chose an option :	11:55:47 PM
nancy	I'd like to report an Issue	11:55:55 PM
Acebuddy	Please select an option!	11:55:55 PM
nancy	Other Issue	11:56:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:56:05 PM
nancy	when I get into my ace cloud application - nothing comes up but a black screen - no icons	11:56:42 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:56:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:56:43 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:56:59 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:57:04 PM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:57:08 PM
nancy	wait it just populated after trying 3 times	11:57:58 PM
	it looks ok now, thanks	11:58:20 PM
Yash Kalra	Please wait	11:58:35 PM
	Kindly help me with your server name and user name so that check everything from backend as well?	11:59:02 PM
	Are we still connected here?	11:59:14 PM
nancy	I'm not sure	11:59:38 PM
	This is all I have CID 75147 and password Senior321!!	30 Sep, 12:00:23 AM
Yash Kalra	Okay thank you for the information.	12:01:23 AM
	Is everything working well on your end now?	
nancy	yes, all seems to be good, thank you	12:01:56 AM
Yash Kalra	Okay everything seems to be good from our end as well.	12:02:39 AM
	Is there anything else I may help you with ?	12:02:40 AM
	Are we still connected here?	12:03:39 AM
	Are we still connected here?	12:05:25 AM
	Are we still connected here?	12:07:15 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.	12:07:18 AM
	<i>Yash Kalra has ended this chat session</i>	12:07:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 5:16:02 PM

#81531 Heather Moore

Email: hmoore@genesisfire.com ☎ 19722879836

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: 28 Secs

City: SEAGOVILLE

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 33 Secs

Heather Moore	Hello, I am your Acebuddy	15 Sep, 5:16:03 PM
Acebuddy	Hello Heather Moore, I'm your Ace Buddy. I'll be happy to assist you!	5:16:04 PM
	Whom Would You Like to Connect With?	5:16:04 PM
Heather Moore	Technical Support (QB & App Hosting)	5:16:12 PM
Acebuddy	Welcome to Ace Support.	5:16:12 PM
	Please chose an option :	5:16:12 PM
Heather Moore	I'd like to report an Issue	5:16:25 PM
Acebuddy	Please select an option!	5:16:25 PM
Heather Moore	QuickBooks Issue	5:16:29 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:16:30 PM
Heather Moore	QuickBooks Login Issue	5:16:36 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	5:16:37 PM
	Was that helpful?	5:16:37 PM
Heather Moore	No	5:16:45 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	5:16:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:16:48 PM
	<i>Manish Singh accepted the chat transfer request.</i>	5:16:59 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	5:17:06 PM
	I will surely help you with this issue.	5:18:02 PM
	May I know what error you are getting while accessing QB?	5:18:19 PM
	<i>5:18:43 PM Heather Moore is sharing a file with you</i>	5:18:43 PM
	<i><u>1_image.png</u> - (Size:44.21 KB)</i>	
Heather Moore	the attached message	5:18:46 PM
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	5:18:55 PM
Heather Moore	yes, I have never seen this message before. right now it's only me with the issue	5:19:18 PM

Manish Singh	Kindly allow me two minutes to check the same.	5:19:19 PM
	We have restarted the QuickBooks services to resolve the issue, kindly check now.	5:20:48 PM
Heather Moore	ok give me a second	5:22:47 PM
	I'm still getting the same message	5:24:42 PM
	<i>5:25:03 PM Heather Moore is sharing a file with you <u>1_image.png</u> - (Size:51.15 KB)</i>	5:25:03 PM
Manish Singh	We have to reboot the server once.	5:25:15 PM
	Kindly log off from the server for 2 minutes.	5:25:48 PM
Heather Moore	ok	5:26:06 PM
Manish Singh	Rebooted the server kindly try to access the server after 2 minutes.	5:26:31 PM
	Try to access server now.	5:27:30 PM
	Is it working fine?	5:29:09 PM
Heather Moore	looks like that worked	5:29:14 PM
Manish Singh	Is there anything else I may help you with ?	5:29:17 PM
Heather Moore	no thank you	5:29:25 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	5:29:27 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:29:32 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!	5:29:35 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	5:29:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 4:02:33 AM

#81964 Alisha Vasso

Email: ali@msi-construct.com 8583443230

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: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 36 Secs

Alisha Vasso	Hello, I am your Acebuddy	26 Sep, 4:02:33 AM
Acebuddy	Hello Alisha Vasso, I'm your Ace Buddy. I'll be happy to assist you!	4:02:34 AM
	Whom Would You Like to Connect With?	4:02:34 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:45:10 AM
	<i>Ended due to chat idle timeout</i>	4:45:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 9:02:40 PM

#82037 johnathon

Email: johnathon@islandentertainment.com (250) 746-9707

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: PENSACOLA

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 31 Secs

johnathon	Hello, I am your Acebuddy	29 Sep, 9:02:41 PM
Acebuddy	Hello Johnathon Patty, I'm your Ace Buddy. I'll be happy to assist you!	9:02:42 PM
	Whom Would You Like to Connect With?	9:02:42 PM
johnathon	Technical Support (QB & App Hosting)	9:02:46 PM
Acebuddy	Welcome to Ace Support.	9:02:46 PM
	Please chose an option :	9:02:46 PM
johnathon	I'd like to raise a Request	9:02:58 PM
Acebuddy	Please select your request type.	9:02:58 PM
johnathon	Setup Ace Server	9:03:04 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	9:03:04 PM
johnathon	Restart	9:03:09 PM
Acebuddy	Hello Johnathon Patty, I'm your Ace Buddy. I'll be happy to assist you!	9:03:09 PM
	Whom Would You Like to Connect With?	9:03:09 PM
johnathon	Technical Support (QB & App Hosting)	9:03:14 PM
Acebuddy	Welcome to Ace Support.	9:03:14 PM
	Please chose an option :	9:03:14 PM
johnathon	I'd like to raise a Request	9:03:20 PM
Acebuddy	Please select your request type.	9:03:20 PM
johnathon	Change in Users	9:03:26 PM
Acebuddy	Please select your desired option!	9:03:26 PM
johnathon	User Replacement	9:03:32 PM
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal.	9:03:32 PM
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	9:03:32 PM
	Do you need any further assistance on the topic?	9:03:32 PM

johnathon	Yes	9:04:30 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:04:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:04:30 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	9:06:12 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	9:06:16 PM
johnathon	Thank you. I need to replace a current user with a new user.	9:06:42 PM
Sanyam Madan	Hello Johnathon , how are you doing	9:06:45 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:06:57 PM
johnathon	We only have one server with you guys, our account is CID68317	9:07:34 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	9:08:29 PM
johnathon	Need to remove accountantfb user information and add PattyB as a user	9:09:07 PM
	Her email is patty@florabama.com First name is Patty, last name is Brekke, and her phone number is 251-610-0836	9:10:44 PM
Sanyam Madan	Johnathon, We have two options from here: You can either reach out directly to Rod (rod@omazingmedia.com), as he has access to manage users in MyPortal	9:12:04 PM
	or let us know via email if you'd prefer us to handle it — and we'll take care of it right away.	9:12:14 PM
johnathon	Email is fine.	9:13:27 PM
Sanyam Madan	Okay	9:13:38 PM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	9:13:53 PM
	Is there anything else I may help you with ?	9:13:56 PM
johnathon	No thanks	9:14:22 PM
Sanyam Madan	Once we receive the email, we will update you accordingly	9:14:58 PM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:15:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:15:11 PM
	<i>Sanyam Madan has ended this chat session</i>	9:15:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 9:22:34 PM

#81953 Brittany Young

Email: admin@frpspro.com ☎ 13037262528

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 25 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 49 Secs

Brittany Young	Hello, I am your Acebuddy	25 Sep, 9:22:35 PM
Acebuddy	Hello Brittany Young, I'm your Ace Buddy. I'll be happy to assist you!	9:22:36 PM
	Whom Would You Like to Connect With?	9:22:36 PM
Brittany Young	Technical Support (QB & App Hosting)	9:22:48 PM
Acebuddy	Welcome to Ace Support.	9:22:48 PM
	Please chose an option :	9:22:48 PM
Brittany Young	I'd like to report an Issue	9:22:58 PM
Acebuddy	Please select an option!	9:22:58 PM
Brittany Young	Other Issue	9:23:06 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:23:06 PM
Brittany Young	The Ace Cloud Hosting software is not opening when I click the button in the middle and try to connect	9:23:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:23:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:23:56 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	9:24:39 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	9:24:46 PM
Brittany Young	thank you	9:24:54 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:25:03 PM

	Your business name is :Front Range Property Solutions Server name is : FrontRange.myreldata.net	9:27:09 PM
	please confirm	
Brittany Young	FrontRange.myreldata.net	9:27:12 PM
	BrittanyYoung	9:27:26 PM
Shubham Maurya	Thanks for confirming all the details Brittany, please hold on let me check server status.	9:29:20 PM
Brittany Young	Ok	9:29:56 PM
Shubham Maurya	Thanks for the patience, We have checked and we are also unable to access the server from our end, it looks like some issue from backend. Please stay connected meanwhile we are connecting with the concern team to fix this at earliest. We do apologize for the trouble this may have caused you. (Edited)	9:36:50 PM
Brittany Young	Thank you very much	9:37:18 PM
Shubham Maurya	#773616 This will be your primary ticket number on which we are working right now, please allow us 5-10 min. to share update over here or if you want we will update you over the mail once it's done in case if you want to disconnect for now.	9:39:54 PM
Brittany Young	I will stay connected at this time. I appreciate your help	9:40:16 PM
Shubham Maurya	Sure, once done we will update you here. Thanks for your understanding with us. This is taking a bit longer than expected we're currently waiting for an update from the concerned team. We appreciate your patience and request a few more minutes while we work on this.	9:46:21 PM 9:52:13 PM
	Thanks for your patience Brittany, Good to inform you it's working back and we are able to access it.	9:54:15 PM
	Kindly check at your end as well and please share confirmation.	9:54:39 PM
Brittany Young	Yes I was able to connect. Thank you!	9:55:16 PM
Shubham Maurya	You are most welcome ! The services were temporarily inaccessible due to cached files. We've rebooted the server, and everything is back online now. We apologize for the inconvenience caused.	9:56:23 PM
	Is there anything else I may help you with ?	9:56:26 PM
Brittany Young	No, that's perfect. I appreciate how quickly its been resolved	9:56:55 PM
Shubham Maurya	Thanks for the appreciation!	9:57:11 PM
	Have a good one !	9:57:16 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!	9:57:19 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.

9:57:22 PM

Shubham Maurya has ended this chat session

9:57:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 2:12:35 AM

#81609 office

Email: office@pricecontracting.com 14062743064

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 39 Secs

office	Hello, I am your Acebuddy	17 Sep, 2:12:36 AM
Acebuddy	Hello Carol Kuginskie, I'm your Ace Buddy. I'll be happy to assist you!	2:12:37 AM
	Whom Would You Like to Connect With?	2:12:37 AM
office	Technical Support (QB & App Hosting)	2:12:39 AM
Acebuddy	Welcome to Ace Support.	2:12:39 AM
	Please chose an option :	2:12:39 AM
office	I'd like to report an Issue	2:12:45 AM
Acebuddy	Please select an option!	2:12:45 AM
office	QuickBooks Issue	2:12:51 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:12:51 AM

office	QuickBooks is Frozen	2:12:55 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	2:12:56 AM
	Was that helpful?	2:12:56 AM
office	No	2:13:01 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:13:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:13:01 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:13:21 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:13:26 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:13:29 AM
office	CarolK.NENT@myrealdatal.net	2:13:59 AM
	Ironically our unfreeze quickbooks is frozen :)	2:14:28 AM
Yash Kalra	Kindly allow me two minutes to check the same.	2:14:41 AM
office	sounds good	2:15:07 AM
Yash Kalra	Carol, to help me assist you better, please answer the following questions:	
	<ol style="list-style-type: none">1. Is this issue affecting a single user or all users accessing the file?2. At what specific point does the file freeze? (e.g., while using a particular functionality or accessing a specific document).3. Does the freezing issue occur with one file or across multiple files? Server accessibility	2:16:00 AM
office	Both users have been frozen, but the other user is no longer logged in so we can't asses hers at the moment.	2:16:55 AM
	I clicked the "unfreeze qb" and it's been frozen ever since. I was trying to shut down because there was lots of lag time will entering payroll and it froze	2:17:36 AM
Yash Kalra	Carol, please try to log in and check if the issue is resolved.	2:20:12 AM
	Also, please let us know if you have experienced this issue earlier as well. (Edited)	2:20:20 AM
office	ok, logging in now. Yes, we have faced this issue before.	2:20:45 AM
Yash Kalra	When was the last time you faced this issue	2:21:14 AM
	Are we still connected here?	2:22:34 AM
office	yes,	2:22:50 AM
	still waiting for it to log in	2:22:59 AM
Yash Kalra	Sure, please take your time	2:23:13 AM
	Also, May I know when you last experienced this issue? Was it in the recent past?	2:25:05 AM
office	i believe it was last week. It was my coworker and she's not here right now	2:25:30 AM
	it says , "an empty QB window already exists so qb will use that window"	2:25:58 AM

	I was in just finishing typing in the password and it went away without me pressing ok or enter	2:27:08 AM
Yash Kalra	Please try now	2:27:22 AM
	We have made some changes from the backend it resolves this QuickBooks related Issue	2:28:06 AM
office	it's showing a message that the server will reboot in the next 5 minutes due to a critical update	2:28:24 AM
Yash Kalra	Carol, we apologies for this trouble but to permanently resolve this issue we need to reboot the server once as this issue has been reported by other users as well,	2:29:56 AM
	We really appreciate your patience and corporation in resolve the issue.	2:30:50 AM
	Carol, the issue will permanently resolve once the server reboots. Is there anything else I may help you with?	2:33:05 AM
office	that's it, thank you	2:33:41 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. (Edited)	2:34:45 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:35:07 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:35:12 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	2:35:15 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 10:11:28 PM

#81694 ricky pais

Email: ricky@brannanhessel.cpa

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: 20 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Duration : 8 Mins 10 Secs

Chat Transcript

ricky pais	Hello, I am your Acebuddy	18 Sep, 10:11:28 PM
Acebuddy	Hello Ricky Pais, I'm your Ace Buddy. I'll be happy to assist you!	10:11:29 PM
	Whom Would You Like to Connect With?	10:11:29 PM
ricky pais	Technical Support (QB & App Hosting)	10:11:39 PM
Acebuddy	Welcome to Ace Support.	10:11:39 PM
	Please chose an option :	10:11:39 PM
ricky pais	I'd like to report an Issue	10:11:45 PM
Acebuddy	Please select an option!	10:11:45 PM
ricky pais	Other Issue	10:11:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:11:55 PM
ricky pais	hello, for some reason QuickBooks is not letting us generate and send accountants change files. i wanted to see if you could please go through and update all the QuickBooks programs for 23 & 24 tonight after hours? hopefully that is the only issue.	10:13:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:13:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:13:56 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:14:20 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:14:23 PM
	I will surely help you with this issue.	10:14:43 PM
ricky pais	thank you	10:14:54 PM
Manish Singh	Let me check if there is any update available	10:15:01 PM
ricky pais	ok, it will be for enterprise and accountants desktop 23 and 24	10:17:09 PM
	HSProSeries.myrealdataserver	10:17:21 PM
Manish Singh	Alright, we have checked and found out that there are some pending updates as users are logged in right now, we will update all version of QuickBooks enterprise and accountant	10:18:31 PM

	desktop 23 and 24 in night hours and notify you via email.	
	Is there anything else I may help you with ?	10:18:43 PM
ricky pais	thank you very much for your assistance. only if these updates do not resolve the issue. i will check tomorrow after they run.	10:19:04 PM
Manish Singh	Sure, we would be happy to assist you.	10:19:14 PM
	Is there anything else I may help you with ?	10:19:16 PM
ricky pais	not this moment. thank you	10:19:25 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	10:19:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:19:34 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!	10:19:37 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/)	

Manish Singh has ended this chat session

10:19:39 PM



