

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Oct, 11:28:49 PM

#83133 Aaron Byers
Email: aaron.j.byers4316@gmail.com 📞 (248) 789-6062
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 37 Secs
City: ROYAL OAK
State: Michigan
Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 53 Secs

Aaron Byers	Hello, I am your Acebuddy	30 Oct, 11:28:49 PM
Acebuddy	Hello Aaron Byers, I'm your Ace Buddy. I'll be happy to assist you!	11:28:50 PM
	Whom Would You Like to Connect With?	11:28:50 PM
Aaron Byers	Technical Support (QB & App Hosting)	11:28:57 PM
Acebuddy	Welcome to Ace Support.	11:28:57 PM
	Please chose an option :	11:28:57 PM
Aaron Byers	I'd like to report an Issue	11:29:06 PM
Acebuddy	Please select an option!	11:29:06 PM
Aaron Byers	QuickBooks Issue	11:29:12 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:29:12 PM
Aaron Byers	QuickBooks Login Issue	11:29:18 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	11:29:18 PM
	Was that helpful?	11:29:18 PM
Aaron Byers	No	11:29:25 PM
Acebuddy		

	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:29:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:29:25 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:29:40 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:29:44 PM
	Hello Aaron	11:29:55 PM
Aaron Byers	I have been trying to call your customer support for assistance in linking up my bookkeeper to my online account, but none of your telephone numbers listed work, which is making me very uncomfortable at the moment. What is going on, and why can't I call and get thru to your company and talk to a representative?	11:30:47 PM
	Why are all of the phone numbers for your company not presently working? I have been with you for years, and this is very odd to me.	11:31:22 PM
Shashwat Verma	I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this issue.	11:31:31 PM
	Have tried to call on 1-888-415-5240?	11:31:40 PM
Aaron Byers	This has been going on for over a week.	11:31:52 PM
	Yes, I just tried that number, and it didn't even ring, and sounded like a cell phone, and said my call cannot be completed as dialed. What in the world is going on?	11:32:40 PM
	I have been trying to resolve this issue for over a week, and I can't do my taxes until my bookkeeper can log in to my account online, and so this is very important and I'm very frustrated. What in the world is going on with your company's main phone #? This is beyond bizarre, and is really concerning to me.	11:34:04 PM
	How in the world can I not call and talk to someone who is hosting my company's books online? This seems absolutely bizarre, and more than a little concerning to me. How do I get a hold of a live person immediately?	11:34:59 PM
	Hello?!	11:35:12 PM
	I expect to talk to a live rep immediately. My books are currently not accessible, and this is totally unacceptable on all fronts.	11:36:42 PM
Shashwat Verma	Aaron, as it seems strange as we are getting all calls of the others cleints on the above mentioned number, however looks like there may be some technical issue with your case, although we can assist in the chat too, also will investigate your case for past week	11:37:09 PM
Aaron Byers	And I know that I am not the first person to reach out regarding what is going on.	11:37:14 PM
Shashwat Verma	I personally assure you that will get this fixed	11:37:28 PM
Aaron Byers	Great. Give me a phone number that I can call that actually works. I have...zero...issues with any other phone number, and can get thru to anyone and everyone. So it's definitely not on my end, and you and I both know I'm not the only one reaching out because of this problem. So what is a phone number that actually works that i can call right now?	11:38:25 PM
Shashwat Verma	Kindly try to call us 1-888-415-5240 for support, also we can assist you with any issue on chat also	11:38:26 PM
	For testing purpose you can try the phone number now	11:38:42 PM

Aaron Byers	I tried that phone number and it doesn't even ring/	11:38:52 PM
	What in the world is going on?!? Seriously. Is your company going under or something?!	11:39:08 PM
Shashwat Verma	Aaron, in that case kindly share me your phone will arrange a call from our end	11:39:17 PM
	Will check the call issue on the same	11:39:30 PM
Aaron Byers	(248) 789-6062	11:39:30 PM
	In 25 years of being a business owner, I have never experienced anything like this, and it's especially concerning because your company is linked to my company books. Not good. At all. And I'm absolutely not happy. At all.	11:40:20 PM
Shashwat Verma	Okay, also please let me know your main issue meanwhile, engineer will call you in next 20 mins	11:40:33 PM
	I deeply apologize for the inconvenience caused to you.	11:40:53 PM
Aaron Byers	To call the company hosting my online books and to not even have the phone ring for over a week, is beyond bizarre, and is unacceptable. And you all know that. And you are obviously aware of this issue, as I absolutely know I am one of probably thousands that are trying to get thru. I'm not naive.	11:41:24 PM
Shashwat Verma	We have noted your concern and assure you to investigate the same	11:42:08 PM
Aaron Byers	My main issue is I am not able to have my bookkeeper access my books online and I need to link her up to my account so she can access my books.	11:42:15 PM
Shashwat Verma	That the new user, right?	11:42:33 PM
Aaron Byers	Clearly something is very wrong with your company. This is insanity.	11:42:37 PM
	No. She has accessed it before.	11:42:46 PM
	But I'm confused on my current User ID and password. I have multiple on file and am not sure what combination works to get her on.	11:43:23 PM
Shashwat Verma	Currently under your company name Swartz Builders the only user registered is AaronB.Q6@myrealddata.net	11:43:30 PM
	Is that the username?	11:43:41 PM
Aaron Byers	Yes. That's my dba	11:43:42 PM
	I believe so.	11:43:49 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	11:44:19 PM
Aaron Byers	In my notes from the past, I have the following:	11:44:54 PM
	Online Host Computer Name: qblive06n.myrealddata.net	11:45:17 PM
Shashwat Verma	Got it	11:45:24 PM
	May I take the remote access of your local computer?	11:45:31 PM
	Will setup the same at your end	11:45:37 PM
Aaron Byers	username: myrealddata\aaronb.q6	11:45:44 PM
Shashwat Verma	Thanks for the confirmation !	11:45:51 PM

	Will also help you to reset the password at your end by our portal called selfcare portal	11:46:32 PM
Aaron Byers	So is myrealdata\aaaronb.q6 my current username?	11:47:15 PM
Shashwat Verma	Yes	11:47:27 PM
Aaron Byers	Ok. So what do I need to to do to get her in?	11:47:47 PM
Shashwat Verma	Kindly just share her the link https://assist.acecloudhosting.com/join/9072547991	11:47:55 PM
	Will take her remote access from our end	11:48:09 PM
	Ask her to paste the link in any browser and open the file	11:48:30 PM
	Have you shared the same ?	11:50:22 PM
	Are we still connected here?	11:52:58 PM
Aaron Byers	Yes	11:53:30 PM
	Trying to get her on	11:53:33 PM
Shashwat Verma	You can share her email address, will email the same	11:53:51 PM
Aaron Byers	pruitt@cribarcpa.com	11:54:13 PM
	Her name is Nancy Pruitt and that is her email	11:54:42 PM
Shashwat Verma	We have sent the email	11:54:45 PM
Aaron Byers	Ok. I'm on the phone with her right now	11:54:54 PM
Shashwat Verma	Sure	11:54:58 PM
Aaron Byers	Thank you.	11:55:56 PM
	I think I'm all set	11:56:01 PM
Shashwat Verma	Is she connected on the server?	11:56:22 PM
Aaron Byers	Yes. Thank you.	11:57:49 PM
Shashwat Verma	Great, let me engineer connect you on call for test	11:58:11 PM
	This message has been deleted	11:58:20 PM
Aaron Byers	I think I'm all set	11:59:29 PM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:59:33 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:59:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 5:46:31 AM


#82200 Alia Haygood
Email: acm_accounting@acmediainc.com 📞 718-637-1583
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: 50 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 26 Secs

Alia Haygood	Hello, I am your Acebuddy	3 Oct, 5:46:31 AM
Acebuddy	Hello Alia Haygood, I'm your Ace Buddy. I'll be happy to assist you!	5:46:32 AM
	Whom Would You Like to Connect With?	5:46:32 AM
Alia Haygood	Technical Support (QB & App Hosting)	5:46:41 AM
Acebuddy	Welcome to Ace Support.	5:46:41 AM
	Please chose an option :	5:46:41 AM
Alia Haygood	I'd like to report an Issue	5:46:48 AM
Acebuddy	Please select an option!	5:46:48 AM
Alia Haygood	QuickBooks Issue	5:46:53 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:46:53 AM
Alia Haygood	QuickBooks is Frozen	5:46:57 AM

Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	5:46:58 AM
	Was that helpful?	5:46:58 AM
Alia Haygood	No	5:53:20 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	5:53:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:53:20 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	5:53:50 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Yash Kalra.</i>	5:53:56 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	5:54:01 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	5:54:04 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:54:07 AM
Alia Haygood	Hello	5:54:15 AM
	having issues with Quickbooks	5:54:25 AM
	it says its frozen but its not even open	5:54:34 AM
	<i>5:55:01 AMAlia Haygood is sharing a file with you</i> <i>image.png - (Size:59.25 KB)</i>	5:55:01 AM
	I tried this feature and it doesn't work	5:55:13 AM
Yash Kalra	Thank you for sharing the snippet of the issue	5:55:34 AM
Alia Haygood	QBNXTPRO1.myrealdata.net - not sure if that's helpful for you	5:55:57 AM
Yash Kalra	We please recommend you click on the close(X) sign on the upper right conner of this pop up and continue you work without any issue.	5:56:55 AM
Alia Haygood	quickbooks does not open at all	5:57:26 AM
Yash Kalra	Alia this is pop up is occurring because of application installed on the server named "Unfreeze QuickBooks". Please be assured it is just normal pop up that can be ignored	5:59:24 AM
Alia Haygood	I don't think you understand, Quickbooks does NOT open	6:00:03 AM
Yash Kalra	May I take the remote access of your server to check this issue?	6:00:27 AM
	<i>6:00:27 AMAlia Haygood is sharing a file with you</i> <i>image.png - (Size:8.16 KB)</i>	6:00:27 AM
Alia Haygood	yes you may	6:00:33 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	6:00:38 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/2842992003	6:00:49 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:02:06 AM

	As we are still connected on the remote server and the chat has ended from your side, we will proceed to close this chat session here. The resolution will be provided through the remote session.	6:20:52 AM
	<i>Yash Kalra has ended this chat session</i>	6:20:58 AM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	29 Oct, 11:41:47 PM
<p>#83082 Tami Bowen</p> <p>Email: tami@cbsnuts.com</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Yash Kalra</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Mac OS</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>Average Response Time: 39 Secs</p> <p>City: POULSBO</p> <p>State: Washington</p> <p>Country: UNITED STATES</p>	

Chat Transcript

Chat Duration : 12 Mins 55 Secs

Tami Bowen	Hello, I am your Acebuddy	29 Oct, 11:41:47 PM
Acebuddy	Hello Tami Bowen, I'm your Ace Buddy. I'll be happy to assist you!	11:41:48 PM
	Whom Would You Like to Connect With?	11:41:48 PM
Tami Bowen	Technical Support (QB & App Hosting)	11:41:52 PM
Acebuddy	Welcome to Ace Support.	11:41:52 PM
	Please chose an option :	11:41:52 PM
Tami Bowen	I'd like to report an Issue	11:42:02 PM
Acebuddy	Please select an option!	11:42:02 PM
Tami Bowen	QuickBooks Issue	11:42:05 PM

Acebuddy	What type of QuickBooks Issue are you facing?	11:42:05 PM
Tami Bowen	QuickBooks Login Issue	11:42:10 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	11:42:10 PM
	Was that helpful?	11:42:10 PM
Tami Bowen	No	11:42:16 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:42:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:42:16 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:42:27 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:42:30 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:42:34 PM
Tami Bowen	<i>11:42:35 PM</i> Tami Bowen is sharing a file with you Screenshot 2025-10-29 at 11.11.14 AM.png - (Size:186.05 KB)	11:42:35 PM
	Getting this message again. Had to troubleshoot same issue 2 days last week.	11:42:49 PM
	I need to be able to log in to quickbooks	11:43:09 PM
Yash Kalra	Tami, I will be surely assisting you with this. Kindly help me with your server name and user name?	11:43:47 PM
	Are we still connected here?	11:45:57 PM
Tami Bowen	yes.	11:46:04 PM
	Don't know server name.	11:46:16 PM
	User name: Tbowen_CB@myrealdata.net	11:46:25 PM
Yash Kalra	Kindly allow me two minutes to check the same.	11:46:31 PM
	Tami, to resolve this issue we need to reinstall the QuickBooks application. we kindly request all users to log out from the server for a duration of 30-40 minutes.	11:50:03 PM
	Alternatively, if it's more convenient for everyone, we can schedule the update during the night hours. Please confirm your preference at your earliest convenience. Your cooperation in this matter is highly appreciated.	11:50:52 PM
Tami Bowen	This is what they did last week and it was not a long term fix. I am trying to work, as are my coworkers, and we need to be in QB for that.	11:51:38 PM
	I guess we can wait 'til tonight, but this is aggravating and keeps me from getting my job done.	11:52:36 PM
Yash Kalra	Tami, I understand your concern but believe me this time I will be fixing the issue and will make sure this must not hamper our work again.	11:53:08 PM
	Surely we will re-install the application during night hours.	11:54:04 PM
	Is there anything else I may help you with ?	11:54:15 PM
Tami Bowen	Nope	11:54:30 PM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:54:38 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!

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/>)

11:54:40 PM

Yash Kalra has ended this chat session

11:54:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 1:54:38 AM

#83041 Jessica

Email: allconstructionandframinginc@gmail.com 📞 18632550800

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: AUBURNDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 36 Secs

Jessica	Hello, I am your Acebuddy	29 Oct, 1:54:38 AM
Acebuddy	Hello Jessica, I'm your Ace Buddy. I'll be happy to assist you!	1:54:39 AM
	Whom Would You Like to Connect With?	1:54:39 AM
Jessica	Technical Support (QB & App Hosting)	1:54:46 AM

stevehomedr	Hello, I am your Acebuddy	2 Oct, 2:59:27 AM
Acebuddy	Hello Stevehomedr, I'm your Ace Buddy. I'll be happy to assist you!	2:59:27 AM
	Whom Would You Like to Connect With?	2:59:27 AM
stevehomedr	Technical Support (QB & App Hosting)	2:59:35 AM
Acebuddy	Welcome to Ace Support.	2:59:35 AM
	Please chose an option :	2:59:35 AM
stevehomedr	I'd like to report an Issue	2:59:44 AM
Acebuddy	Please select an option!	2:59:44 AM
stevehomedr	QuickBooks Issue	2:59:50 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:59:50 AM
stevehomedr	QuickBooks is Frozen	2:59:54 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	2:59:54 AM
	Was that helpful?	2:59:54 AM
stevehomedr	No	3:00:52 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:00:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:00:52 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	3:01:26 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	3:01:30 AM
	Hello Steve	3:01:35 AM
	Are we still connected here?	3:03:54 AM
stevehomedr	yes	3:05:03 AM
	My QB is frozen	3:05:17 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	3:05:22 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:05:29 AM
stevehomedr	Stephen KK	3:05:54 AM
Sujeet Kumar Suman	Thank you for the information.	3:06:25 AM
	Are you the only one experiencing this issue, or are others affected as well?	3:06:38 AM
stevehomedr	Me only. I did a update and its frozen on screen	3:07:01 AM
	I need to do a payroll now	3:07:13 AM
	ugh	3:07:18 AM
Sujeet Kumar Suman	Okay, this happened when you tried to update the QuickBooks application from your end. Did you	3:08:58 AM

	receive a notification to update the QuickBooks application (Edited)	
stevehomedr	Yes a payroll update	3:09:16 AM
	plz hurry	3:09:34 AM
Sujeet Kumar Suman	We have closed the application from the backend. Please let us know if you need any further assistance.	3:10:47 AM
stevehomedr	looks fixed	3:10:50 AM
Sujeet Kumar Suman	Thanks for the confirmation !	3:11:05 AM
	Have you faced this problem in the past?	3:11:34 AM
	Are we still connected here?	3:13:16 AM
	Are we still connected here?	3:15:18 AM
	Are we still connected here?	3:17:14 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.	3:17:19 AM
	<i>Sujeet Kumar Suman has ended this chat session</i>	3:17:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82302 melissa

Email: melissa@enfield-sod.com 📞 8047694545

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 10 Secs


City: RICHMOND

State: Virginia

Country: UNITED STATES

7 Oct, 6:08:22 PM

Chat Transcript		Chat Duration : 39 Mins 21 Secs
melissa	Hello, I am your Acebuddy	7 Oct, 6:08:23 PM
Acebuddy	Hello Melissa Parker, I'm your Ace Buddy. I'll be happy to assist you!	6:08:24 PM
	Whom Would You Like to Connect With?	6:08:24 PM
melissa	Technical Support (QB & App Hosting)	6:08:36 PM
Acebuddy	Welcome to Ace Support.	6:08:36 PM
	Please chose an option :	6:08:36 PM
melissa	I'd like to report an Issue	6:08:51 PM
Acebuddy	Please select an option!	6:08:51 PM
melissa	Other Issue	6:08:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:08:56 PM
melissa	Got a new laptop, and yesterday spoke with an ACE cloud support to have the server on my new laptop. He put the server on a desktop and said I could email it from the desktop	6:10:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:10:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:10:38 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:11:03 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:11:15 PM
melissa	I tried emailing and have the file but it is not working	6:11:27 PM
Manish Singh	I will surely help you with this issue.	6:11:32 PM
	May I know when the last time was you were able to access the server successfully.	6:12:49 PM
melissa	Yes, yesterday October 6 at 3:00 EST.	6:13:31 PM
Manish Singh	May I know what error you are getting while accessing the server?	6:13:54 PM
melissa	Well, it is not allowing me to sign in- it is a long script when I open the file. I think I did not attach the file correctly	6:14:57 PM
Manish Singh	May I take the remote access of your local computer?	6:15:08 PM
melissa	You can remote into my	6:15:13 PM
	yes! funny I was just typing that	6:15:25 PM
Manish Singh	https://assist.acecloudhosting.com/join/8682968890	6:15:35 PM
	Kindly paste this link in the browser of local computer and join the session.	6:15:37 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:15:40 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	6:18:02 PM

	give your confirmation on this chat.	
	As the issue is resolved.	6:46:42 PM
	Is there anything else I may help you with ?	6:46:44 PM
melissa	No thank you! have a good day	6:47:32 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:47:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:47:39 PM
melissa	will do	6:47:41 PM
Manish Singh	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	6:47:42 PM
	<i>Manish Singh has ended this chat session</i>	6:47:44 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83000 shari

Email: shari@jkservicesinc.com 📞 18054079440

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 35 Secs

City: MERIDIAN

State: Idaho

28 Oct, 9:23:52 AM

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 19 Secs

shari	Hello, I am your Acebuddy	28 Oct, 9:23:52 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	9:23:54 AM
	Whom Would You Like to Connect With?	9:23:54 AM
shari	Technical Support (QB & App Hosting)	9:24:02 AM
Acebuddy	Welcome to Ace Support.	9:24:02 AM
	Please chose an option :	9:24:02 AM
shari	I'd like to report an Issue	9:24:07 AM
Acebuddy	Please select an option!	9:24:07 AM
shari	QuickBooks Issue	9:24:13 AM
Acebuddy	What type of QuickBooks Issue are you facing?	9:24:13 AM
shari	Other QB related issue	9:24:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:24:17 AM
shari	When logged in as Aadmin or Joel.B on Enterprise server, the tsheets web connector does not work	9:24:45 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:24:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:24:46 AM
	<i>Abhishek Rakwal declined the transfer request.</i>	9:25:25 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:25:47 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:25:55 AM
	Hello shari	9:26:02 AM
shari	hi	9:26:05 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:26:09 AM
shari	i listed it aboce	9:26:39 AM
	above	9:26:41 AM
	JKS Enterprise	9:26:44 AM
	my user name is sbray - but the issue is with Joel.B and aadmin on the Beacon file. We had this issue a few months ago and you guys resolved it now it is happening again	9:27:21 AM
Shubham Kataria	Thank you for the information	9:27:27 AM
	Alright, let me check it	9:27:40 AM

	Kindly confirm if user Joel.B is the only one who is facing this issue	9:28:04 AM
shari	ok ... are my messages not going through	9:28:41 AM
	is there someone else that can assist me?	9:28:49 AM
Shubham Kataria	I apologize for this. I'm here to assist you. It seems that users Joel.B and aadmin are facing this issue. Please allow me two minutes to check and get back to you.	9:30:33 AM
shari	I am currently logged in as aadmin	9:30:47 AM
Shubham Kataria	Alright, let me open the server and check, will get back to you in two minutes.	9:31:08 AM
	May I take the remote access of your server?	9:33:31 AM
shari	yes	9:35:00 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	9:35:18 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.	9:35:40 AM
	Thank you for your patience. During the remote session, we found that we need to reinstall the Web Connector as part of the troubleshooting process. However, it seems you're unsure where to install it.	9:51:22 AM
	Kindly connect with the TSheets team to download the setup file for the software and check the connectivity. Based on our previous troubleshooting, this issue was found to be related to TSheets connectivity.	9:53:10 AM
	Are we still connected here?	9:53:58 AM
	Are we still connected here?	9:55:04 AM
	As you are disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:58:10 AM
Shubham Kataria has ended this chat session		9:58:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82894 Bryan Kochis

Email: webmaster@brewingscience.com ☎ 719-650-4602

Department: Support(QB & App Hosting)

24 Oct, 2:15:05 AM

Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 34 Secs
City: WOODLAND PARK
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 56 Mins 5 Secs

Bryan Kochis	Hello, I am your Acebuddy	24 Oct, 2:15:05 AM
Acebuddy	Hello Bryan Kochis, I'm your Ace Buddy. I'll be happy to assist you!	2:15:06 AM
	Whom Would You Like to Connect With?	2:15:06 AM
Bryan Kochis	Technical Support (QB & App Hosting)	2:15:09 AM
Acebuddy	Welcome to Ace Support.	2:15:09 AM
	Please chose an option :	2:15:09 AM
Bryan Kochis	I'd like to report an Issue	2:15:14 AM
Acebuddy	Please select an option!	2:15:14 AM
Bryan Kochis	Other Issue	2:15:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:15:18 AM
Bryan Kochis	Need a repair of Office (Outlook specifically) on our server BSI.myrealdata.net. We can NOT change our server settings in Outlook. We get a "something went wrong" error every time.	2:15:57 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:15:58 AM
	Acebuddy (bot) forwarded the chat request	2:15:58 AM
	Vikrant Arya declined the transfer request.	2:16:07 AM
	Yash Kalra accepted the chat transfer request.	2:16:29 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:16:33 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:16:39 AM
Bryan Kochis	server name is BSI.myrealdata.net. The two users that have Outlook are ChrisCor and TheresaT	2:17:10 AM
	Trying to change the Outgoing mail server settings to port 587 and security to STARTTLS.	2:17:52 AM
Yash Kalra	Bryan, as I can check from the backend you have reached out to us earlier as well regarding the similar issue.	2:19:54 AM
Bryan Kochis	Yes. None of our email is going out. We recently switched email providers so the SMTP server details have changed. But for some reason Outlook would only accept them on TheresaT. Not on ChrisCor.	2:21:27 AM

	Microsoft said to run a repair which we can't do.	
Yash Kalra	Okay Bryan, we have initiated the O365 repair process. It should complete shortly. (Edited)	2:24:08 AM
Bryan Kochis	Can you also reset the password for ChrisCor or send me updated instructions on how he can? I'm the IT support. ChrisCor is able to access the server, but doesn't know his password anymore so he needs to reset it.	2:25:16 AM
Yash Kalra	Bryan, to reset your password, please use MyPortal: https://myportal.acecloudhosting.com/ Alternatively, you can provide us an authorization email from bryan@mountainearth.org , and we will reset the password immediately.	2:30:23 AM
Bryan Kochis	I can do that. In that email I would also like to request that the email of record be changed FROM bryan@mountainearth.org TO webmaster@brewingscience.com as I am passing this client on to another IT company.	2:32:20 AM
	Email sent	2:33:51 AM
Yash Kalra	Sure, we will update the POC to webmaster@brewingscience.com as requested.	2:33:52 AM
Bryan Kochis	Thank you for your email. We are pleased to inform you that the O365 repair has been completed. Kindly log in to the server and verify if the issue has been resolved. (Edited)	2:35:33 AM
	Sorry to bother you. but can you keep bryan@mountainearth.org AND webmaster@brewingscience.com emails as administrative for now? I can log in once the ChrisCor password has been reset.	2:37:24 AM
Yash Kalra	Sure, we will keep both the mail as administrative as requested.	2:38:41 AM
Bryan Kochis	Thank you	2:39:10 AM
Yash Kalra	Also stay connected while we are resetting the password from the backend (Edited)	2:39:28 AM
	Bryan, we have reset your password and sent you an email containing the link to set your new password. (Edited)	2:46:35 AM
	Please use the new password to login to the server	2:47:01 AM
Bryan Kochis	Alright checking Outlook now	2:47:44 AM
Yash Kalra	Sure, please take your time	2:47:48 AM
Bryan Kochis	Same error ... ""Something went wrong and Outlook couldn't save your account settings. Please try again."	2:49:43 AM
Yash Kalra	May I take the remote access of your server?	2:50:30 AM
Bryan Kochis	Yes.	2:50:41 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	2:50:46 AM
Bryan Kochis	I'm logged in as ChrisCor	2:50:53 AM
Yash Kalra	Bryan , help us with the SMTP server details	2:56:27 AM
	Bryan, seems you have to reach out to your mail provider regarding this issue.	3:10:22 AM

Bryan Kochis	Yep. I think so as well. Ugh. Thanks for your help.	3:10:39 AM
Yash Kalra	Is there anything else I may help you with ?	3:10:59 AM
Bryan Kochis	No	3:11:03 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.	3:11:05 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:11:09 AM
	<i>Yash Kalra has ended this chat session</i>	3:11:11 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Oct, 10:06:26 PM

#82269 hannah
Email: hannah@carderconcreteco.com 📞 18177731527
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: 59 Secs
City: BURLESON
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 45 Secs

hannah	Hello, I am your Acebuddy	6 Oct, 10:06:27 PM
Acebuddy	Hello Hannah, I'm your Ace Buddy. I'll be happy to assist you!	10:06:28 PM
	Whom Would You Like to Connect With?	10:06:28 PM
hannah	Technical Support (QB & App Hosting)	10:06:34 PM
Acebuddy	Welcome to Ace Support.	10:06:34 PM

	Please chose an option :	10:06:34 PM
hannah	I'd like to report an Issue	10:06:38 PM
Acebuddy	Please select an option!	10:06:38 PM
hannah	QuickBooks Issue	10:06:43 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:06:43 PM
hannah	Other QB related issue	10:06:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:06:50 PM
hannah	My remote connection app disappeared from my desktop over the weekend	10:07:23 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:07:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:07:24 PM
	<i>Dushyant declined the transfer request.</i>	10:08:15 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:08:27 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:08:34 PM
	Hello Hannah, I will be surely assisting you with this. Kindly help me with your server name and user name?	10:08:57 PM
hannah	Someone else was helping me but we got disconnected.	10:09:08 PM
	How do I know my server name?	10:09:33 PM
Ashutosh Mishra	No need to give the server name, i have found the account. Kindly allow me two minutes to check the previous interaction and i will assist you further.	10:11:44 PM
hannah	ok, thank you.	10:12:26 PM
Ashutosh Mishra	I understand you do not have the RDP file (computer icon that you clicked on to access Ace Server) on your local computer, is that correct?	10:13:20 PM
hannah	I opened a web browser and pulled up Ace Cloud Hosting to access this chat.	10:14:05 PM
	I don't have the remote connection icon for quickbooks on my desktop anymore	10:14:47 PM
Ashutosh Mishra	Yes the chat can be accessed through the web browser however to access the Ace server an RDP file is required that is missing from your desktop. Please allow me to inform now you can download RDP file using My Portal.	10:16:37 PM
hannah	Will you walk me through how to do that?	10:17:20 PM
Ashutosh Mishra	Sure	10:17:27 PM
hannah	The last person I was chatting with said they were going to add the icon back on my desktop.	10:18:08 PM
Ashutosh Mishra	Login to the portal: Go to: https://myportal.acecloudhosting.com/login Username: CID71434 If you don't have the password, click " Forgot Password " . A verification code will be sent to the registered email address (***[hannah@carderconcreteco.com] (mailto:hannah@carderconcreteco.com)***). 	10:18:42 PM

	<p>Download RDP:</p> <p>After logging in, go to Manage → Users .</p> <p>Their is a Download RDP column, for the particular user row click on the computer icon</p> <p>Follow the prompts to download the RDP successfully.</p> <p>The icon should look as show below:</p>	
	<p><i>10:19:49 PM</i>Ashutosh Mishra is sharing a file with you</p> <p>image.png - (Size:3.43 KB)</p> <p><i>The icon should look like this. (Edited)</i></p>	10:19:49 PM
	<p><i>The visitor's name was changed from hannah to Tank Carder.</i></p>	10:21:14 PM
	<p>Are we still connected here?</p>	10:23:24 PM
hannah	<p>We are still connected. I downloaded the the RDP but I don't know where the icon is. Can you get into my computer and fix this for me?</p>	10:24:19 PM
Ashutosh Mishra	<p>Sure, Prior providing the access to your local computer, I would suggest you to close any important documents at your end.</p>	10:25:25 PM
hannah	<p>ok, I closed out of everything</p>	10:27:07 PM
Ashutosh Mishra	<p>Kindly paste this link in the browser of local computer and join the session.</p>	10:27:10 PM
	<p>https://assist.acecloudhosting.com/join/7302586299</p>	10:27:15 PM
	<p>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.</p>	10:30:25 PM
	<p>As per discussion over the remote session, The issue is resolved by assisting you to find the downloaded RDP file and adding it to your local desktop for easy accessibility and now you are able to login to server.</p>	10:33:49 PM
	<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>	10:34:01 PM
	<p>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.</p>	10:34:06 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	10:34:09 PM
	<p><i>Ashutosh Mishra has ended this chat session</i></p>	10:34:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Oct, 3:59:02 AM

#82495 maya

Email: maya@yourvirtualasset.biz ☎ 17708152465

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: LAWRENCEVILLE

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 11 Secs

maya	Hello, I am your Acebuddy	12 Oct, 3:59:03 AM
Acebuddy	Hello Maya Sims, I'm your Ace Buddy. I'll be happy to assist you!	3:59:04 AM
	Whom Would You Like to Connect With?	3:59:04 AM
maya	Technical Support (QB & App Hosting)	3:59:24 AM
Acebuddy	Welcome to Ace Support.	3:59:24 AM
	Please chose an option :	3:59:24 AM
maya	I'd like to report an Issue	3:59:32 AM
Acebuddy	Please select an option!	3:59:32 AM
maya	Other Issue	3:59:39 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:59:39 AM
	4:00:06 AMmaya is sharing a file with you image.png - (Size:51.54 KB)	4:00:06 AM
	Please wait while we connect you to a Support Representative	4:00:06 AM
	Acebuddy (bot) forwarded the chat request	4:00:06 AM
	Shashwat Verma accepted the chat transfer request.	4:00:40 AM

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	4:00:44 AM
	Hello Maya	4:00:51 AM
	I will surely help you with this issue.	4:01:00 AM
maya	thank you	4:01:17 AM
Shashwat Verma	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	4:01:21 AM
maya	yes	4:01:30 AM
	I'm not sure.	4:01:42 AM
Shashwat Verma	Okay	4:01:45 AM
maya	May I take the remote access of your local computer?	4:01:50 AM
	yes	4:02:18 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	4:02:24 AM
	https://assist.acecloudhosting.com/join/2102933976	4:02:25 AM
	Kindly Click on the link and open the downloaded file.	4:02:28 AM
maya	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.	4:04:30 AM
	sorry, are you in?	4:04:42 AM
Shashwat Verma	Yes	4:04:46 AM
maya	I have a short cut to my server here.	4:05:12 AM
Shashwat Verma	I can see your screen but unable to control it, looks like you have not allow the permission to do the same ?	4:06:06 AM
maya	I'm not sure how to fix it.	4:07:12 AM
Shashwat Verma	Let me share you the new link, kindly allow permission that might prompt you on the screen	4:07:50 AM
	https://assist.acecloudhosting.com/join/6402056350	4:07:59 AM
maya	is that better?	4:09:58 AM
Shashwat Verma	Still not able to control your screen	4:10:37 AM
maya	I don't know how to fix it.	4:11:39 AM
Shashwat Verma	Allow me 1 min	4:11:47 AM
maya	k	4:12:15 AM
Shashwat Verma	issue resolved on remote session by configuring the rdp file	4:21:10 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:21:12 AM
	<i>Shashwat Verma has ended this chat session</i>	4:21:14 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 7:54:39 PM


#82634 mary
Email: mary@infiniteaccountants.com 📞 2125440001
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 21 Secs
City: DITA
State: Laguna
Country: PHILIPPINES

Chat Transcript

Chat Duration : 58 Mins 14 Secs

mary	Hello, I am your Acebuddy	15 Oct, 7:54:39 PM
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!	7:54:40 PM
	Whom Would You Like to Connect With?	7:54:40 PM
mary	Technical Support (QB & App Hosting)	7:54:46 PM
Acebuddy	Welcome to Ace Support.	7:54:46 PM
	Please chose an option :	7:54:46 PM
mary	I'd like to raise a Request	7:54:52 PM
Acebuddy	Please select your request type.	7:54:52 PM
mary	Server Resource Addition	7:54:59 PM
Acebuddy	Please select the resource type you'd like to add	7:54:59 PM
mary	Disk Space	7:55:17 PM
Acebuddy	Please be informed that we have automated junk/temp cleaning and residual file erasing mechanism	7:55:17 PM

	enabled on all our servers by default.	
	This ensures that the disk space on the servers do not get used up by unnecessary temporary files and you won't have to manually do a cleanup.	7:55:17 PM
	If you wish to free up additional disk space or want to explore our Disk Space Plans & Pricing, Please refer to the below links :	7:55:17 PM
	Do you need any further assistance on the topic?	7:55:17 PM
mary	Yes	7:55:49 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:55:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:55:49 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:56:16 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:56:29 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:56:38 PM
mary	myrealdata\IASAdmin.NPRE	7:57:06 PM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	7:58:45 PM
mary	Sure	7:59:32 PM
Shubham Maurya	Thanks for the patience, please confirm your account details CID61322	8:03:40 PM
	Infinite Accounting Services	
mary	Correct	8:04:04 PM
Shubham Maurya	Thanks for the confirmation !	8:04:14 PM
	Please do let me know how much space you want to Increase on your server and on which drive?	8:04:46 PM
mary	We've selected the \$14.99 plan for Data Z.	8:06:17 PM
	The Plan 1 with 20 GB Additional Desk Space	8:06:39 PM
	Disk*	8:06:47 PM
Shubham Maurya	Alright, please let me check your server and Implement the changes, once done will update you over here.	8:08:31 PM
mary	Okay, thank you!	8:08:48 PM
Shubham Maurya	Thanks for the patience, can you please share an email for approval of the same at Email: support@acecloudhosting.com From allen@infiniteaccountants.com	8:20:10 PM
mary	Okay	8:21:11 PM
Shubham Maurya	Could you please send the email now so we can complete the process?	8:22:56 PM
mary	Okay, please bear with me sorry	8:23:38 PM
Shubham Maurya	No worries, please take your time.	8:24:46 PM

mary	Sorry, please hold on—I’m waiting to receive my employer’s email approval.	8:29:48 PM
Shubham Maurya	Sure, I'll stay connected here waiting for you update Mary.	8:30:29 PM
mary	Thank you!	8:31:09 PM
	Hi, email have been sent	8:47:37 PM
	Apologies for taking too long	8:47:49 PM
Shubham Maurya	Thanks for confirming and no issues we are happy to help you on this.	8:48:30 PM
	allen@infiniteaccountants.com	8:48:51 PM
	You have mailed us from same email ID right?	
mary	Yes	8:49:01 PM
Shubham Maurya	Alright, we have received your email. 20 GB successfully added to your account. Now total space is 60 GB and 66% utilized. Previously it was 40 GB 99% utilized.	8:51:26 PM
	We will share confirmation over the mail as well after this chat.	8:51:47 PM
mary	Thank you!	8:51:48 PM
Shubham Maurya	You are most welcome !	8:52:00 PM
	Hope that helped.	8:52:05 PM
	Is there anything else I may help you with ?	8:52:07 PM
mary	None, thank you again	8:52:25 PM
Shubham Maurya	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:52:41 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	8:52:47 PM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:52:52 PM
	<i>Shubham Maurya has ended this chat session</i>	8:52:54 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	9 Oct, 6:15:28 AM
#82385 patrickrigg	
Email: patrickrigg@pmrproperties.com 📞 14029689366	
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: 35 Secs	
City: ST JOSEPH	
State: Missouri	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 14 Mins 16 Secs
patrickrigg	Hello, I am your Acebuddy9 Oct, 6:15:28 AM
Acebuddy	Hello Patrickrigg, I'm your Ace Buddy. I'll be happy to assist you!6:15:29 AM
	Whom Would You Like to Connect With?6:15:29 AM
patrickrigg	Technical Support (QB & App Hosting)6:15:32 AM
Acebuddy	Welcome to Ace Support.6:15:32 AM
	Please chose an option :6:15:32 AM
patrickrigg	I'd like to report an Issue6:15:39 AM
Acebuddy	Please select an option!6:15:39 AM
patrickrigg	Other Issue6:15:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!6:15:44 AM
patrickrigg	I just set up a new user. she is not able to log in with the username and password provided6:16:06 AM
Acebuddy	Please wait while we connect you to a Support Representative6:16:07 AM
Acebuddy (bot) forwarded the chat request	
Shashwat Verma accepted the chat transfer request.	
Shashwat Verma is transferring the chat to Yash Kalra.	

	<i>Yash Kalra accepted the chat transfer request.</i>	6:17:23 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	6:17:26 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:17:29 AM
patrickrigg	my user name is PatrickRigg@myrealddata.net	6:18:53 AM
Yash Kalra	Kindly allow me two minutes to check the same.	6:19:29 AM
	Please confirm if the user having issue to login is: Yarikza Muro	6:20:03 AM
patrickrigg	yes	6:20:50 AM
Yash Kalra	To help me assist you better, please answer the following questions: <div><div>1. Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact message.</div><div>2. Are you using a Windows PC or a Mac?</div></div>	6:21:32 AM
patrickrigg	windows pc	6:21:56 AM
	I don't know error she is receiving because I'm not there.	6:22:14 AM
Yash Kalra	Patric, will she be able to provide us the remote access to her computer right now?	6:23:02 AM
patrickrigg	no. would you like to have her reach out tomorrow, and if so how should she contact you?	6:24:14 AM
Yash Kalra	Please ask her to contact us on our 24/7 helpline on 888-415-5240 (toll-free) or she may reach us on our instant chat support through Ace Cloud Hosting (Edited)	6:24:37 AM
	Is there anything else I may help you with ?	6:24:44 AM
	Are we still connected here?	6:25:25 AM
	Are we still connected here?	6:27:28 AM
	Are we still connected here?	6:29:38 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:29:42 AM
	<i>Yash Kalra has ended this chat session</i>	6:29:45 AM



21 Oct, 11:05:22 PM

Visitor Details

#82804 Tami Bowen

Email: tami@cbsnuts.com

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 50 Secs

City: POULSBO

State: Washington

Country: UNITED STATES

Chat Duration : 52 Mins 22 Secs

Chat Transcript

Tami Bowen	Hello, I am your Acebuddy	21 Oct, 11:05:22 PM
Acebuddy	Hello Tami Bowen, I'm your Ace Buddy. I'll be happy to assist you!	11:05:23 PM
	Whom Would You Like to Connect With?	11:05:23 PM
Tami Bowen	Technical Support (QB & App Hosting)	11:05:31 PM
Acebuddy	Welcome to Ace Support.	11:05:31 PM
	Please chose an option :	11:05:31 PM
Tami Bowen	I'd like to report an Issue	11:05:42 PM
Acebuddy	Please select an option!	11:05:42 PM
Tami Bowen	QuickBooks Issue	11:05:45 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:05:45 PM
Tami Bowen	QuickBooks Update	11:05:58 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	11:05:58 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	11:05:58 PM
	Do you need any further assistance on the topic?	11:05:58 PM
Tami Bowen	Yes	11:06:40 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:06:40 PM
	Acebuddy (bot) forwarded the chat request	11:06:40 PM

	<i>Dushyant accepted the chat transfer request.</i>	11:06:50 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	11:06:54 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:07:12 PM
	<i>11:07:42 PM</i> Tami Bowen is sharing a file with you Screenshot 2025-10-21 at 10.30.10 AM.png - (Size:214.27 KB)	11:07:42 PM
	<i>11:07:43 PM</i> Tami Bowen is sharing a file with you Screenshot 2025-10-21 at 10.34.22 AM.png - (Size:918.24 KB)	11:07:43 PM
Tami Bowen	I cannot log in	11:07:49 PM
	2nd day in a row	11:07:55 PM
	Hello	11:09:25 PM
Dushyant	Thank you for the screenshots	11:09:28 PM
	Kindly help me with your server name and user name	11:09:47 PM
Tami Bowen	I don't know server name but user is Tbowen_CB@myrealdata.net	11:10:36 PM
Dushyant	Thank you so much for the details	11:10:50 PM
	I can have your details at my end.	11:10:58 PM
	<p>We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server , your application is hosted on a server-based operating system.</p> <p>We assure you that:</p> <p>The version of the operating system installed on our servers is fully compatible with your QuickBooks application.</p> <p>We regularly apply all latest security patches and updates released by Microsoft without any delay.</p> <p>There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks.</p> <p>Your hosted environment remains fully secure, compliant, and optimized for performance.</p>	11:11:22 PM
	Are we still connected here?	11:15:09 PM
Tami Bowen	I still can't get into QB	11:15:24 PM
Dushyant	May I take the remote access of your local computer?	11:15:45 PM
Tami Bowen	yes	11:16:23 PM
Dushyant	Prior providing the access, I would suggest you to close any important documents at your end.	11:16:36 PM
Tami Bowen	ok	11:17:04 PM
Dushyant	https://assist.acecloudhosting.com/join/6622473761	11:17:10 PM
Tami Bowen	yesterday they said this would be fixed today.	11:17:26 PM
Dushyant	Regarding this windows 10 notifications? (Edited)	11:18:11 PM
Tami Bowen	Regarding my login. And I didn't have to use the app ZOHO Assist for them to log in.	11:18:36 PM
Dushyant	I can see, you are logged into the server, if you want i can remote in using the server too	11:20:15 PM

	If you allow i can do that too	11:20:19 PM
	Are we still connected here?	11:22:39 PM
Tami Bowen	yes please	11:22:54 PM
Dushyant	Thank you for the confirmation.	11:23:04 PM
	Please allow.	11:23:51 PM
	Please allow.	11:24:31 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.	11:27:54 PM
Tami Bowen	ok	11:28:22 PM
Dushyant	Thank you for the patience.	11:57:05 PM
	Issue got resolved.	11:57:12 PM
Tami Bowen	I have been able to log in. Thank you	11:57:19 PM
Dushyant	Is there anything else I may help you with ?	11:57:21 PM
Tami Bowen	I hope not	11:57:34 PM
Dushyant	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:57:40 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:57:43 PM
	<i>Dushyant has ended this chat session</i>	11:57:45 PM



Visitor Details

#82494 Gregory Fidlon
Email: greg@fidlonlegal.com ☎ 17708762847
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: ALPHARETTA
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 38 Secs

Gregory Fidlon	Hello, I am your Acebuddy	12 Oct, 2:56:50 AM
Acebuddy	Hello Gregory Fidlon, I'm your Ace Buddy. I'll be happy to assist you!	2:56:51 AM
	Whom Would You Like to Connect With?	2:56:51 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.	3:39:28 AM
Ended due to chat idle timeout		3:39:28 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 10:16:05 PM

#82646 Shipleyelectric87
Email: shipleyelectric87@gmail.com
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile

Average Response Time: 33 Secs

City: SPRINGVILLE


State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 13 Secs

Shipleyelectric87	Hello, I am your Acebuddy	15 Oct, 10:16:06 PM
Acebuddy	Hello Shipleyelectric87, I'm your Ace Buddy. I'll be happy to assist you!	10:16:07 PM
	Whom Would You Like to Connect With?	10:16:07 PM
Shipleyelectric87	Technical Support (QB & App Hosting)	10:16:14 PM
Acebuddy	Welcome to Ace Support.	10:16:14 PM
	Please chose an option :	10:16:14 PM
Shipleyelectric87	I'd like to report an Issue	10:16:23 PM
Acebuddy	Please select an option!	10:16:23 PM
Shipleyelectric87	QuickBooks Issue	10:16:27 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:16:27 PM
Shipleyelectric87	Other QB related issue	10:16:32 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:16:32 PM
Shipleyelectric87	I had a 10am appointment today and no one has called back	10:17:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:17:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:17:03 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:17:19 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:17:24 PM
	Hello Shipley , how are you?	10:18:16 PM
	Are we still connected here?	10:18:43 PM
Shipleyelectric87	Yes	10:18:46 PM
	I'm still waiting for my 10 am appointment	10:19:12 PM
Anjainay Singh	I understand your concern, could you please share me ticket ID or account name so that I can check it at my end? (Edited)	10:19:49 PM
	I have received your ticket ID and I am going to inform the agent who is going to call you back.	10:21:09 PM
	Are we still connected here?	10:21:29 PM
	Are we still connected here?	10:22:08 PM
	Are we still connected here?	10:22:50 PM

	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:23:15 PM
	Anjainay Singh has ended this chat session	10:23:20 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	30 Oct, 1:37:25 AM
<div>#83092 KEITH</div> <div>Email: ks.partsfast@gmail.com 📞 7133203009</div> <div>Department: Support(QB & App Hosting)</div> <div>Operator: Ashutosh Mishra</div> <div>Website: https://www.acecloudhosting.com/support-chat.php</div> <div>Operating System: Microsoft Windows</div> <div>Browser: Microsoft Edge</div> <div>Device: Desktop</div> <div>Average Response Time: 1 Min 17 Secs</div> <div>City: HOUSTON</div> <div>State: Texas</div> <div>Country: UNITED STATES</div>	


Chat Transcript

Chat Duration : 22 Mins 6 Secs

KEITH	Hello, I am your Acebuddy	30 Oct, 1:37:26 AM
Acebuddy	Hello Ks.partsfast, I'm your Ace Buddy. I'll be happy to assist you!	1:37:26 AM
	Whom Would You Like to Connect With?	1:37:26 AM
KEITH	Technical Support (QB & App Hosting)	1:37:33 AM
Acebuddy	Welcome to Ace Support.	1:37:33 AM
	Please chose an option :	1:37:33 AM
KEITH	I'd like to report an Issue	1:39:11 AM
Acebuddy	Please select an option!	1:39:11 AM
KEITH	QuickBooks Issue	1:39:17 AM

Acebuddy	What type of QuickBooks Issue are you facing?	1:39:17 AM
KEITH	Other QB related issue	1:39:24 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:39:24 AM
KEITH	WE HAVE HAD SEVERAL PEOPLE GETT KNOCKED OFF LINE TODAY. ALSO WHEN WE SEND AN EMAIL WITH OUTLOOK THERE IS A LAG BEFORE WE CAN CLOSE OUT THE QUICKBOOKS SCREEN, HAVE TO WAIT ABOUT 30 TO 45 SECONDS FOR EMAIL TO GET OUT. IN GENERAL THE WHOLE SYSTEM SEEMS FULL	1:41:31 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:41:31 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:41:31 AM
KEITH	OR LAGGY	1:41:38 AM
	PARTS.MYREALDATA.NET	1:41:53 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:42:23 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:42:48 AM
KEITH	SO MY QUESTION IS IS IT SPACE RAM DISK. SEEMS LIKE EVERY MONTH I HAVE TO REPORT THIS AND YOU GUYS CLEAR OUT SOMETHING	1:42:52 AM
Ashutosh Mishra	I will surely help you with this issue.	1:43:47 AM
	Kindly allow me two minutes to check the same.	1:44:01 AM
KEITH	IF YOUR CLEARING OUT SPACE CAN WE SET UP SOMETHING THAT WILL CLEAR IT AUTOMATICALLY EVERY SUNDAY OR SOPMETHING	1:45:31 AM
Ashutosh Mishra	I have checked on the server and 42GB space is free, so likely it is not storage related issue. It could be due to system memory however for that I am running some checks from the backend and will inform you in few minutes.	1:48:25 AM
KEITH	OK NO WORRIES. THANK YOU	1:49:08 AM
Ashutosh Mishra	Thank you for your patience. Please allow me to inform based on assessing the system memory required we would add 2GB RAM from the backend for testing purposes.	1:52:10 AM
KEITH	OK WELL LETS DO THIS TO TEST OUT AND SEE AND WE CAN GO FROM THERE AS SOON AS WEE CAN NARROW THAT DOWN.	1:53:13 AM
Ashutosh Mishra	We have added the RAM on the server we would suggest testing this out for at least one day and let us know if the issue persists.	1:54:36 AM
KEITH	OK SOUNDS GREAT. WHEN WILL THE RAM TAKE EFFECT	1:55:17 AM
Ashutosh Mishra	It is already added now.	1:55:28 AM
KEITH	OK WE DO NOT HAVE TO REBOOT OR ANYTHING WITH THE RAM. ITS WORKING NOW	1:56:13 AM
Ashutosh Mishra	It should help right now, I would also suggest rebooting in non-production hours to ensure that system reloads with the new RAM amount in place.	1:57:38 AM
KEITH	THANK YOU. OK THANK YOU. WILL BE IN TOUCH AFTER WE MONITOR	1:58:01 AM
Ashutosh Mishra	Sure	1:58:08 AM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day. (Edited)	1:58:10 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.	1:59:25 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:59:28 AM


Ashutosh Mishra has ended this chat session		1:59:32 AM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	15 Oct, 8:07:05 PM
<p>#82637 Rachel Agnew</p> <p>Email: rachel@securitylogisticsnm.com 📞 15054596918</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Acebuddy</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>City: SURPRISE</p> <p>State: Arizona</p> <p>Country: UNITED STATES</p>	

Chat Transcript	Chat Duration : 41 Mins 53 Secs
Rachel Agnew	Hello, I am your Acebuddy15 Oct, 8:07:05 PM
Acebuddy	Hello Rachel Agnew, I'm your Ace Buddy. I'll be happy to assist you!8:07:06 PM

	Whom Would You Like to Connect With?	8:07:06 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:48:59 PM
	Ended due to chat idle timeout	8:48:59 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Oct, 5:26:16 PM

#82241 rhernandez

Email: rhernandez@docomopacific.com ☎ 16716864566

Department: Support(QB & App Hosting)

Operator: Shubham Gupta

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: YIGO

State: Guam

Country: GUAM

Chat Transcript

Chat Duration : 40 Mins 57 Secs

rhernandez	Hello, I am your Acebuddy	5 Oct, 5:26:16 PM
Acebuddy	Hello Ricardo B Hernandez, I'm your Ace Buddy. I'll be happy to assist you!	5:26:18 PM
	Whom Would You Like to Connect With?	5:26:18 PM
rhernandez	Technical Support (QB & App Hosting)	5:26:20 PM
Acebuddy	Welcome to Ace Support.	5:26:20 PM
	Please chose an option :	5:26:20 PM
rhernandez	I'd like to report an Issue	5:26:26 PM
Acebuddy	Please select an option!	5:26:26 PM

rhernandez	QuickBooks Issue	5:26:30 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:26:30 PM
rhernandez	Other QB related issue	5:26:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:26:38 PM
	<i>5:26:51 PMrhernandez is sharing a file with you</i> {B2D3812F-EC11-483C-A2BA-6D91B00D2286}.png - (Size:19.13 KB)	5:26:51 PM
	Please wait while we connect you to a Support Representative	5:26:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:26:52 PM
	<i>Shubham Gupta accepted the chat transfer request.</i>	5:27:01 PM
Shubham Gupta	Thank you for contacting Ace Cloud Hosting. My name is Shubham Gupta. I will be assisting you today.	5:27:08 PM
rhernandez	hi shubham	5:27:08 PM
Shubham Gupta	Hi Ricardo, hope you are doing good today.	5:27:20 PM
rhernandez	thank you	5:27:26 PM
	need help	5:27:29 PM
	<i>5:27:46 PMrhernandez is sharing a file with you</i> image.png - (Size:99.98 KB)	5:27:46 PM
Shubham Gupta	I will surely help you with this issue.	5:27:52 PM
rhernandez	then the screenshot i sent earlier is what i got	5:27:53 PM
Shubham Gupta	Thank you for the snapshot, could you please confirm if there are multiple users getting this issue on their end?	5:28:23 PM
rhernandez	yes multiple users	5:28:37 PM
	no one can get in	5:28:41 PM
Shubham Gupta	May I know the Quickbooks version that the users are trying to log into?	5:28:59 PM
rhernandez	24.0	5:29:46 PM
Shubham Gupta	Thank you, May i Please get the remote access of any of the user's server desktop?	5:30:24 PM
rhernandez	yes	5:30:56 PM
	you can login to mine	5:31:30 PM
	im logged in now	5:31:33 PM
Shubham Gupta	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:31:49 PM
rhernandez	ok	5:31:57 PM
	is the recycle bin full?	5:39:18 PM
	we just purchased 40 gb recently	5:39:29 PM

	so should be an issue with space	5:39:36 PM
Shubham Gupta	let me check the server	5:40:03 PM
rhernandez	so looks like space issue	5:47:01 PM
	can you send me a breakdown of all the users	5:47:10 PM
	space?	5:47:17 PM
Shubham Gupta	Sure, but the user profiles are not present in the D drive, User's profiles are located within the C drive	5:47:48 PM
rhernandez	oh then i dont why its filled uo	5:48:07 PM
	can you give me breakdown for the d drive?	5:48:19 PM
Shubham Gupta	Yes, you have ample space around 100Gb in C drive that is free	5:48:41 PM
	Let me show you over the remote session	5:48:52 PM
rhernandez	ok.. so why is D drive full?	5:49:01 PM
Shubham Gupta	It could be due to the backups that are getting stored in the D drives in the Client data folder	5:54:05 PM
rhernandez	oh are those folders?	5:54:23 PM
	do you know what i can delete?	5:55:26 PM
	that won't affect the company file?	5:55:33 PM
Shubham Gupta	I have opened the breakdown, on your server session	5:56:10 PM
rhernandez	understood. i see	5:56:12 PM
Shubham Gupta	thank you	5:56:18 PM
rhernandez	but what can i delete? would deleting those temp folders affect my file?	5:56:28 PM
Shubham Gupta	Let me check.	5:56:36 PM
rhernandez	cause it looks like those folders are the reason. i just dont know why its being created	5:57:23 PM
Shubham Gupta	Yes, you may delete the folders , only those folder which host the actual company file which the users are working right now (that is the original location of the company file) shall be untouched.	5:59:22 PM
	Now that you have the space so that you can open the company file , you may take your time and review the Client data folders once	5:59:52 PM
	This D drive that is the Client data drive only has the Data that is generated from the QB app or any other client data	6:00:53 PM
	C drive is separate and hosts user profiles, operating system and application files.	
rhernandez	ok so the highlighted ones temp folders i can delete though?	6:01:23 PM
	correct?	6:01:25 PM
Shubham Gupta	Yes, But before you do that kindly confirm the location of your company files so that those folders are intact in D drive	6:03:02 PM
rhernandez	yes	6:03:11 PM

Shubham Gupta	the other temp backups can for sure be deleted	6:03:11 PM
rhernandez	the main files i wont touch	6:03:21 PM
	thanks so much i have more space now	6:03:25 PM
Shubham Gupta	You're welcome	6:03:32 PM
rhernandez	let me just try to log back in again	6:03:47 PM
Shubham Gupta	You may also review it as per your convenience later and may delte the unwanted folders	6:03:57 PM
	Sure, take your time	6:04:03 PM
rhernandez	ok we're good	6:06:13 PM
	thanks so much!	6:06:15 PM
Shubham Gupta	Thank you for the confimation	6:06:36 PM
	Is there anything else I may help you with ?	6:06:39 PM
rhernandez	all good	6:06:49 PM
	thanks so much	6:06:51 PM
Shubham Gupta	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:07:03 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	6:07:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:07:08 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	6:07:10 PM
	<i>Shubham Gupta has ended this chat session</i>	6:07:14 PM



Hello, I am your Acebuddy

Visitor Details

16 Oct, 9:33:38 PM

#82698 llewis
Email: llewis@taylorengineers.com
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 58 Secs
City: OAKLAND
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 40 Secs

Ilewis	Hello, I am your Acebuddy	16 Oct, 9:33:39 PM
Acebuddy	Hello Lea Lewis, I'm your Ace Buddy. I'll be happy to assist you!	9:33:39 PM
	Whom Would You Like to Connect With?	9:33:39 PM
Ilewis	Technical Support (QB & App Hosting)	9:33:48 PM
Acebuddy	Welcome to Ace Support.	9:33:48 PM
	Please chose an option :	9:33:48 PM
Ilewis	I'd like to report an Issue	9:33:56 PM
Acebuddy	Please select an option!	9:33:56 PM
Ilewis	QuickBooks Issue	9:34:00 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:34:00 PM
Ilewis	Other QB related issue	9:34:07 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:34:07 PM
Ilewis	Ticket 787362	9:34:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:34:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:34:25 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:35:06 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:35:35 PM

	Hello Lea	9:35:39 PM
Ilewis	Hi	9:35:45 PM
Sujeet Kumar Suman	How are your doing?	9:35:59 PM
Ilewis	good thanks	9:36:06 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	9:36:21 PM
Ilewis	ok	9:36:28 PM
Sujeet Kumar Suman	Thank you for your patience.	9:37:42 PM
	Are you the only one experiencing this issue, or are others affected as well?	9:37:44 PM
Ilewis	I don't know	9:38:13 PM
Sujeet Kumar Suman	Have you encountered this error before, or is this the first time?	9:39:27 PM
Ilewis	first time	9:39:41 PM
Sujeet Kumar Suman	Thanks for all of the information's.	9:40:00 PM
	No worries, I will surely assist you with this.	9:40:16 PM
	Kindly paste this link in the browser of local computer and join the session.	9:40:22 PM
Ilewis	what link	9:41:22 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	9:42:29 PM
	Once you confirm the all the document are closed, we will send the link.	9:42:59 PM
Ilewis	closed	9:43:09 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:43:29 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1552487497	9:43:37 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.	9:45:31 PM
Ilewis	ok	9:47:25 PM
Sujeet Kumar Suman	Thank you for your patience.	9:49:37 PM
	It seems your internet connection is unstable, causing intermittent disconnections and preventing the remote session from working properly	9:51:40 PM
Ilewis	ok	9:51:51 PM
	can you resolve this issue?	9:52:47 PM
Sujeet Kumar Suman	It seems this issue is related to your local environment, which we do not have access to.	9:53:58 PM
Ilewis	ok can you send me a transcript of the conversation so I can send to me IT department?	9:55:48 PM
Sujeet Kumar Suman	Sure, once the chat ends, we will send you the chat transcript via email	9:57:07 PM
Ilewis		9:57:29 PM

	thank you	
Sujeet Kumar Suman	Most welcome.	9:58:24 PM
	Is there anything else I may help you with ?	9:58:28 PM
	Are we still connected here?	10:00:11 PM
	Are we still connected here?	10:02:37 PM
	Are we still connected here?	10:04:15 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:04:18 PM

Sujeet Kumar Suman has ended this chat session

10:04:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Oct, 1:30:08 AM

#82340 eric.simon
Email: eric.simon@cosmobiousa.com ☎ 17604314600
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: 25 Secs
City: CARLSBAD
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 53 Secs

eric.simon	Hello, I am your Acebuddy	8 Oct, 1:30:09 AM
Acebuddy	Hello Eric Simon, I'm your Ace Buddy. I'll be happy to assist you!	1:30:10 AM
	Whom Would You Like to Connect With?	1:30:10 AM

eric.simon	Technical Support (QB & App Hosting)	1:30:18 AM
Acebuddy	Welcome to Ace Support.	1:30:18 AM
	Please chose an option :	1:30:18 AM
eric.simon	I'd like to report an Issue	1:30:23 AM
Acebuddy	Please select an option!	1:30:24 AM
eric.simon	Other Issue	1:30:28 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:30:28 AM
eric.simon	Cannot log into host, login screen says "please wait".	1:30:55 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:30:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:30:55 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:31:09 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:31:14 AM
	I deeply apologize for the inconvenience caused to you.	1:31:26 AM
	I will be surely assisting you with this.	1:31:31 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	1:31:38 AM
eric.simon	only for me	1:32:12 AM
Abhay Kumar Saraswat	And could you please let me know since when you have been facing this issue and when you last logged in to the server?	1:33:42 AM
eric.simon	It just started a few minutes ago. I lost internet connection and when I tried to log back in, it is stuck on the "please wait" blue screen	1:34:28 AM
Abhay Kumar Saraswat	Thank you for the information.	1:34:47 AM
	May I take the remote access of your local computer?	1:34:59 AM
eric.simon	yes	1:35:12 AM
Abhay Kumar Saraswat	Thank you.	1:35:25 AM
	Ans is this for account: Cosmo Bio USA?	1:35:32 AM
eric.simon	yes	1:35:37 AM
Abhay Kumar Saraswat	Okay.	1:35:50 AM
eric.simon	I think all you need to do is terminate my session on the host so I can log back in	1:36:00 AM
Abhay Kumar Saraswat	Sure, I can do this for you.	1:36:13 AM
	Kindly allow me two minutes.	1:36:18 AM
eric.simon	ok	1:36:22 AM

Abhay Kumar Saraswat	Thank you for your patience.	1:38:30 AM
	CBUS_Eric is your username, right?	1:38:39 AM
eric.simon	yes	1:38:43 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	1:38:51 AM
	Done.	1:39:34 AM
	Could you please try again?	1:39:41 AM
eric.simon	ok, one moment	1:39:47 AM
Abhay Kumar Saraswat	Sure, please take your time.	1:39:55 AM
eric.simon	Great, thank you. I can access it again	1:40:22 AM
Abhay Kumar Saraswat	That's great.	1:40:30 AM
	Is there anything else I may help you with ?	1:40:33 AM
eric.simon	the only other item is that Quickbooks is prompting us to update it. Can you guys schedule that for tonight	1:41:04 AM
Abhay Kumar Saraswat	Sure.	1:41:18 AM
eric.simon	great, than kyou	1:41:34 AM
Abhay Kumar Saraswat	We'll do it and will update you once it is done.	1:41:38 AM
eric.simon	that was it, thanks again	1:41:41 AM
Abhay Kumar Saraswat	No worries.	1:41:47 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:41:54 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:41:56 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:42:00 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	1:42:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Oct, 8:44:24 PM

#82264 tina
Email: tina@groundscapeconcepts.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 47 Secs
City: SODDY DAISY
State: Tennessee
Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 25 Secs

tina	Hello, I am your Acebuddy	6 Oct, 8:44:24 PM
Acebuddy	Hello Tina, I'm your Ace Buddy. I'll be happy to assist you!	8:44:25 PM
	Whom Would You Like to Connect With?	8:44:25 PM
tina	Technical Support (QB & App Hosting)	8:44:29 PM
Acebuddy	Welcome to Ace Support.	8:44:29 PM
	Please chose an option :	8:44:29 PM
tina	I'd like to report an Issue	8:44:35 PM
Acebuddy	Please select an option!	8:44:35 PM
tina	QuickBooks Issue	8:44:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:44:40 PM
tina	QuickBooks is Frozen	8:44:46 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:44:46 PM
	Was that helpful?	8:44:46 PM

tina	No	8:47:30 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:47:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:47:31 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:48:17 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:48:36 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:48:49 PM
tina	I'm not sure of the server name, user name is TinaBurkle	8:49:13 PM
	All employees here are frozen as well	8:49:25 PM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	8:50:54 PM
tina	Thank you	8:51:03 PM
Shubham Maurya	Please confirm your business name is : Groundscape Concepts LLC	8:52:08 PM
	Groundscape.myrealdata.net	
tina	Yes, that is correct	8:52:19 PM
Shubham Maurya	Okay, please do let me know is there any error message when application stopped working? Is it happening with any particular QB file or while performing any particular task?	8:53:56 PM
tina	No, I'm currently frozen in inventory. Jimmy Ballard is frozen in a payment and Kristi is also frozen in an invoice. No error message were given	8:54:45 PM
Shubham Maurya	Thanks for the confirmation ! Please let us know can we go ahead and close the application from backend?	8:58:12 PM
tina	Yes, you can	8:58:29 PM
Shubham Maurya	Alright, thanks for the patience, please try to use the application now and let me know if it's working fine Tina.	9:03:35 PM
tina	Ok give me a minute	9:03:49 PM
	I'm logged in and the system appears to be working correctly	9:05:31 PM
Shubham Maurya	We will also add QB-reset Icon on desktop so that all users can do this in case if application freezes in future, If it happen more frequently then please do let us know we will investigate this further. (Edited)	9:06:24 PM
tina	Thank you very much	9:06:50 PM
Shubham Maurya	You are most welcome !	9:07:03 PM
	Is there anything else I may help you with ?	9:07:06 PM
tina	No that is it. Have a good day :)	9:07:31 PM
Shubham Maurya	You too have a good one Tina.	9:07:42 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!	9:07:44 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.	9:07:47 PM
	<i>Shubham Maurya has ended this chat session</i>	9:07:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 1:28:26 AM

#82551 Morgan Hansow

Email: morgan@lgh.tv 📞 19706236464

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: 31 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 35 Secs


Morgan Hansow	Hello, I am your Acebuddy	14 Oct, 1:28:27 AM
Acebuddy	Hello Morgan, I'm your Ace Buddy. I'll be happy to assist you!	1:28:28 AM
	Whom Would You Like to Connect With?	1:28:28 AM
Morgan Hansow	Technical Support (QB & App Hosting)	1:28:34 AM
Acebuddy		

	Welcome to Ace Support.	1:28:34 AM
	Please chose an option :	1:28:34 AM
Morgan Hansow	I'd like to raise a Request	1:28:41 AM
Acebuddy	Please select your request type.	1:28:41 AM
Morgan Hansow	Setup Ace Server	1:28:57 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	1:28:57 AM
Morgan Hansow	MacOS	1:29:01 AM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	1:29:01 AM
	Do you need any further assistance on the topic?	1:29:01 AM
Morgan Hansow	Yes	1:32:05 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:32:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:32:05 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:32:12 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:32:20 AM
Morgan Hansow	Thank you!	1:32:32 AM
Abhay Kumar Saraswat	I will be surely assisting you with this.	1:32:45 AM
	Is this for account: Light Gives Heat ?	1:33:40 AM
	And would you like me to set up Remote Desktop Services on your macOS ?	1:35:03 AM
Morgan Hansow	Yes. I haven't done accounting for over a year. So I was trying to log in to my remote access.	1:35:23 AM
	I got a new laptop (MacOS) so I thought I would have to reinstall but it carried over from my transfer, but I cannot log-in	1:35:49 AM
	<i>1:36:05 AM</i> Morgan Hansow is sharing a file with you Screenshot 2025-10-13 at 1.06.01 PM.png - (Size:59.88 KB)	1:36:05 AM
	I'm getting this error message	1:36:15 AM
	Maybe I need to reset my password?	1:36:22 AM
Abhay Kumar Saraswat	Yes, it may be possible.	1:38:14 AM
	Let me check your user profile status first.	1:38:40 AM
	Kindly allow me two minutes to check the same.	1:38:44 AM
Morgan Hansow	okay, thanks	1:39:03 AM
Abhay Kumar Saraswat	I just checked, and your user profile is marked as inactive due to prolonged inactivity.	1:40:21 AM

	You can login into MyPortal tool and activate your user profile first.	1:40:53 AM
	And also, you can reset the password as well by your self from the same portal.	1:41:16 AM
Morgan Hansow	Okay, I did log in to MyPortal	1:41:28 AM
Abhay Kumar Saraswat	May I take the remote access of your local computer and check the same?	1:41:50 AM
Morgan Hansow	Do I have to go to 'Manage Account'?	1:41:52 AM
	Yes	1:41:55 AM
Abhay Kumar Saraswat	Yes	1:41:55 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:42:06 AM
	https://assist.acecloudhosting.com/join/8092884339	1:42:36 AM
Morgan Hansow	I activated the suer	1:42:39 AM
Abhay Kumar Saraswat	Kindly paste this link in the browser of local computer and join the session.	1:42:40 AM
Morgan Hansow	user	1:42:41 AM
Abhay Kumar Saraswat	Great.	1:42:45 AM
	Yes, I can see. You user profile has been activated now.	1:43:10 AM
	You can reset your password as well.	1:44:12 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:44:56 AM
	Thank you for your patience.	1:56:47 AM
Morgan Hansow	Thanks Abhay, appreciate your help!	1:56:54 AM
Abhay Kumar Saraswat	My pleasure to assist you.	1:57:04 AM
	Is there anything else I may help you with ?	1:57:09 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:57:28 AM
Morgan Hansow	Will do, thanks!	1:57:50 AM
Abhay Kumar Saraswat	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	1:57:52 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	

kim kroger	QuickBooks Issue	12:21:58 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:21:58 AM
kim kroger	QuickBooks Login Issue	12:22:10 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	12:22:10 AM
	Was that helpful?	12:22:10 AM
kim kroger	No	12:22:42 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:22:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:22:42 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:23:27 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	12:23:32 AM
	Hello Kim.	12:23:38 AM
kim kroger	hello	12:23:41 AM
Sujeet Kumar Suman	How are you doing?	12:23:48 AM
kim kroger	well. how are you?	12:23:56 AM
Sujeet Kumar Suman	I'm also doing well, thank you!	12:24:14 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:24:47 AM
kim kroger	user name = CID71426	12:25:52 AM
	not sure what server name is?	12:26:04 AM
Sujeet Kumar Suman	No issue, thank you for the information.	12:26:14 AM
kim kroger	myportal.acecloudhosting.com is that it?	12:26:25 AM
Sujeet Kumar Suman	Are you encountering any errors when trying to access it?	12:26:31 AM
kim kroger	Quickbooks won't open	12:26:41 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	12:27:27 AM
	When was the last time you were able to access it?	12:27:38 AM
kim kroger	yesterday	12:27:50 AM
Sujeet Kumar Suman	Could you please confirm if you are receiving an error while opening?	12:28:45 AM
kim kroger	no - just spinning blue circle	12:29:15 AM
Sujeet Kumar Suman	May I take the remote access of your server?	12:29:28 AM
kim kroger	yes	12:29:35 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	12:29:37 AM
	Kindly approve.	12:29:53 AM

kim kroger	approved	12:30:38 AM
Sujeet Kumar Suman	Thanks for the confirmation !	12:30:49 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:30:52 AM
	Thank you for your patience.	12:37:16 AM
	Please close and reopen the QuickBooks application, and also close any company file that is currently open, as we have made some changes from the backend.	12:38:33 AM
kim kroger	ok	12:39:02 AM
Sujeet Kumar Suman	Sure, please take your time.	12:39:59 AM
kim kroger	it did not work	12:40:31 AM
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.	12:41:05 AM
	Thank you for your patience.	12:45:33 AM
	Could you please log out from the server and then log back in?	12:45:34 AM
kim kroger	yes	12:46:06 AM
	should i try to open qb?	12:46:28 AM
Sujeet Kumar Suman	Please sign off from the server and log back in.	12:46:58 AM
kim kroger	ok - I have done that	12:47:23 AM
Sujeet Kumar Suman	But it looks like you're still logged into the server. Could you please sign off and log back in?	12:47:59 AM
kim kroger	ok	12:48:24 AM
	i have logged back in	12:48:43 AM
Sujeet Kumar Suman	Thanks for the confirmation !	12:48:56 AM
	Now, please try to open QuickBooks and then open the company file again.	12:50:19 AM
	Is it working now?	12:51:45 AM
kim kroger	,no - I got an error message	12:52:21 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	12:52:31 AM
	May I take the remote access of your server?	12:52:35 AM
kim kroger	yes	12:52:39 AM
Sujeet Kumar Suman	kindly approve.	12:53:06 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:58:46 AM
kim kroger	looks like it is working	1:08:18 AM
Sujeet Kumar Suman		1:08:25 AM

	Thanks for the confirmation !	
	Is there anything else I may help you with ?	1:08:28 AM
kim kroger	No - thank you!	1:08:35 AM
Sujeet Kumar Suman	Most Welcome Kim.	1:08:47 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.	1:08:51 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:08:55 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:08:59 AM
	<i>Sujeet Kumar Suman has ended this chat session</i>	1:09:01 AM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82584 R Harry Anderson

Email: harry@totalfeeds.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: HASLET

State: Texas

Country: UNITED STATES

14 Oct, 8:53:26 PM

R Harry Anderson	Hello, I am your Acebuddy	14 Oct, 8:53:26 PM
Acebuddy	Hello R Harry Anderson, I'm your Ace Buddy. I'll be happy to assist you!	8:53:27 PM
	Whom Would You Like to Connect With?	8:53:27 PM
R Harry Anderson	Technical Support (QB & App Hosting)	8:53:30 PM
Acebuddy	Welcome to Ace Support.	8:53:30 PM
	Please chose an option :	8:53:30 PM
R Harry Anderson	I'd like to raise a Request	8:53:35 PM
Acebuddy	Please select your request type.	8:53:35 PM
R Harry Anderson	Password Reset	8:53:39 PM
Acebuddy	Please select an option below	8:53:39 PM
R Harry Anderson	Not Enrolled to Selfcare Portal	8:53:43 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.	8:53:43 PM
	Do you need any further assistance on the topic?	8:53:43 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.	9:23:46 PM
Ended due to chat idle timeout		9:23:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82415 office

Email: office@mermanusa.com ☎ 12035701995

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge
Device: Desktop
Average Response Time: 59 Secs
City: SOMERVILLE
State: Massachusetts
Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 45 Secs

office	Hello, I am your Acebuddy	9 Oct, 9:25:27 PM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	9:25:28 PM
office	Whom Would You Like to Connect With?	9:25:28 PM
	Technical Support (QB & App Hosting)	9:25:31 PM
Acebuddy	Welcome to Ace Support.	9:25:31 PM
	Please chose an option :	9:25:31 PM
office	I'd like to raise a Request	9:25:37 PM
Acebuddy	Please select your request type.	9:25:37 PM
office	Change in Users	9:25:41 PM
Acebuddy	Please select your desired option!	9:25:41 PM
office	User Addition	9:25:45 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	9:25:46 PM
	Do you need any further assistance on the topic?	9:25:46 PM
office	Yes	9:25:57 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:25:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:25:57 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:26:57 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:27:01 PM
office	great	9:27:09 PM
	is it possible to set up a time later today to add a seat? I have their computer available.	9:27:51 PM
	in a couple of hours?	9:28:09 PM
Manish Singh	As I can check Elizabeth has access to Myportal for user management.	9:30:27 PM
office	we have three seats with our service	9:30:31 PM
	don't i have to add the ACE client to the physical computer?	9:31:07 PM

Browser: Google Chrome
Device: Desktop
Average Response Time: 27 Secs
City: ADELANTO
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 59 Secs

Ayana Spears	Hello, I am your Acebuddy	10 Oct, 10:38:40 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	10:38:41 PM
	Whom Would You Like to Connect With?	10:38:41 PM
Ayana Spears	Technical Support (QB & App Hosting)	10:39:06 PM
Acebuddy	Welcome to Ace Support.	10:39:06 PM
	Please chose an option :	10:39:06 PM
Ayana Spears	I'd like to report an Issue	10:39:23 PM
Acebuddy	Please select an option!	10:39:23 PM
Ayana Spears	Password Reset	10:39:39 PM
Acebuddy	Please select an option below	10:39:39 PM
Ayana Spears	Already Enrolled to Selfcare Portal	10:39:46 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:39:46 PM
	Do you need any further assistance on the topic?	10:39:46 PM
Ayana Spears	Yes	10:39:56 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:39:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:39:56 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:41:03 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:41:08 PM
Ayana Spears	i cant log in AyanaS.NPRO1@myrealddata.net	10:41:27 PM
	or reset my password	10:41:39 PM
Anjainay Singh	I understand your concern Ayana and assure you the proper resolution.	10:42:10 PM
Ayana Spears	self portal still says all services are blocked. please contact support team	10:42:11 PM
	I recently paid two outstanding invoices	10:42:33 PM
Anjainay Singh	I understand your situation and concern and I will provide you the proper resolution for it .	10:43:04 PM
	As I have checked at my end and found that your account is not enrolled in Self Care so you cannot	10:44:21 PM

	reset the password from it.	
Ayana Spears	Okay. thanks for the clarification. the myportal and self care are two different portals for self service	10:45:56 PM
	I'm not enrolled in Self Care	10:46:15 PM
Anjainay Singh	I will send you the complete instruction for enrolling into the Self Care over an email.	10:46:45 PM
	Ayana is My Portal admin and through it she can reset her password .	10:47:23 PM
	Through My Portal only admin can reset password and through self care users normal user can reset the password.	10:48:03 PM
Ayana Spears	I'm still having issues logging in my portal as well	10:48:31 PM
Anjainay Singh	May I take the remote access of your local computer?	10:48:43 PM
Ayana Spears	Okay	10:49:07 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	10:49:16 PM
	https://assist.acecloudhosting.com/join/1862039792	10:49:44 PM
	Please download the remote access file and click on accept and continue.	10:50:07 PM
	We are connected.	10:51:14 PM
	Please verify your password for My Portal and it should not be server password Ayana	10:52:30 PM
	Please note that password for logging into server and logging into My Portal is different.	10:53:53 PM
Ayana Spears	it does not work. It was disabled and billing said they activated but I'm still having issues with log in	10:54:21 PM
Anjainay Singh	Lets reset your password for My Portal.	10:55:15 PM
	Please enter the code	10:55:43 PM
	Ayana , have you received any email for resetting the password for My Portal?	10:57:56 PM
Ayana Spears	yes	10:59:04 PM
	resetting	10:59:13 PM
Anjainay Singh	Please reset your password through link and log in with the new password.	10:59:35 PM
	Sure	10:59:47 PM
	<i>The visitor's name was changed from info to Ayana Spears.</i>	11:01:38 PM
	Please go to Manage accounts	11:01:57 PM
Ayana Spears	looks like it works. Thanks	11:03:22 PM
Anjainay Singh	Is there anything else I may help you with ?	11:03:34 PM
Ayana Spears	Not Today	11:03:40 PM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	11:03:45 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	11:04:06 PM
	Please provide your positive feedback.	11:04:19 PM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:04:24 PM
	Anjainay Singh has ended this chat session	11:04:40 PM
<div><div></div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 7:33:31 PM

#82918 Christy Sanders
Email: csanders@greenteegolfinc.com ☎ (270) 442-9723
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: 15 Secs
City: HARLEM
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 10 Secs

Christy Sanders	Hello, I am your Acebuddy	24 Oct, 7:33:32 PM
Acebuddy	Hello Christy Sanders, I'm your Ace Buddy. I'll be happy to assist you!	7:33:33 PM
	Whom Would You Like to Connect With?	7:33:33 PM
Christy Sanders	Technical Support (QB & App Hosting)	7:33:39 PM
Acebuddy	Welcome to Ace Support.	7:33:39 PM
	Please chose an option :	7:33:39 PM
Christy Sanders	I'd like to raise a Request	7:33:51 PM
Acebuddy	Please select your request type.	7:33:51 PM
Christy Sanders	Change in Users	7:34:03 PM
Acebuddy	Please select your desired option!	7:34:03 PM

Christy Sanders	User Addition	7:34:10 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	7:34:10 PM
	Do you need any further assistance on the topic?	7:34:10 PM
Christy Sanders	Yes	7:34:21 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:34:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:34:21 PM
	<i>Abhishek Rakwal declined the transfer request.</i>	7:34:29 PM
Christy Sanders	I added a new user to our account yesterday. She is connected to the server but QuickBooks is not installing. The link to download microsoft remote desktop is not working	7:35:28 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:35:37 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:35:43 PM
	I will surely help you with this issue.	7:36:36 PM
Christy Sanders	we have someone on the phone. Thank you.	7:36:41 PM
Manish Singh	Alright, you want me to end this chat?	7:37:06 PM
	As you are on call with Shubham, He will assist you from here on.	7:38:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:38:33 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	7:38:40 PM
	<i>Manish Singh has ended this chat session</i>	7:38:42 PM



Chat Transcript

Hello, I am your Acebuddy

#82502 howard

Email: howard@trulyfreehome.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: TRAVERSE CITY

State: Michigan

Country: UNITED STATES

howard	Hello, I am your Acebuddy	12 Oct, 8:59:58 PM
Acebuddy	Hello Howard, I'm your Ace Buddy. I'll be happy to assist you!	8:59:59 PM
	Whom Would You Like to Connect With?	8:59:59 PM
howard	Technical Support (QB & App Hosting)	9:00:09 PM
Acebuddy	Welcome to Ace Support.	9:00:09 PM
	Please chose an option :	9:00:09 PM
howard	I'd like to report an Issue	9:00:17 PM
Acebuddy	Please select an option!	9:00:17 PM
howard	Other Issue	9:00:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:00:27 PM
	<i>9:01:03 PMhoward is sharing a file with you</i> ACE error.png - (Size:13.81 KB)	9:01:03 PM
	Please wait while we connect you to a Support Representative	9:01:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:01:04 PM
howard	I cannot access ACE Coud Hosting	9:01:05 PM
	<i>Shubham Gupta accepted the chat transfer request.</i>	9:02:58 PM
Shubham Gupta	Thank you for contacting Ace Cloud Hosting. My name is Shubham Gupta. I will be assisting you today.	9:03:06 PM
	Hello Howard, Hope you are doing good today.	9:03:18 PM
howard	Hello Shubham.	9:03:33 PM
Shubham Gupta		

	I will surely help you with this issue.	9:04:03 PM
	Howard please confirm your business name that is registered with ACE.	9:04:08 PM
howard	Truly Free Home	9:04:24 PM
Shubham Gupta	Thanks for the confirmation !	9:04:42 PM
	Kindly allow me 2 minutes to check the same.	9:04:49 PM
howard	Ok	9:05:28 PM
Shubham Gupta	Howard, could you please confirm when was the last time you signed in on the server?	9:06:04 PM
howard	I believe that I signed in on 10/10/25 but I am not certain.	9:06:57 PM
Shubham Gupta	May I take the remote access of your local computer?	9:07:34 PM
howard	Yes	9:07:41 PM
Shubham Gupta	Prior providing the access, I would suggest you to close any important documents at your end.	9:08:01 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8672175320	9:08:11 PM
	<i>Shubham Gupta is transferring the chat to Shashwat Verma.</i>	9:10:01 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:10:04 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:10:14 PM
	Looks like issue resolved?	9:12:14 PM
howard	Seems so	9:12:25 PM
Shashwat Verma	Yes	9:12:34 PM
	Is there anything else I may help you with ?	9:12:36 PM
howard	No, thank you	9:13:00 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	9:13:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:13:08 PM
	<i>Shashwat Verma has ended this chat session</i>	9:13:11 PM



Chat Transcript

Hello, I am your Acebuddy

#82289 Jude Rush
Email: jude@polaristaxes.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
City: DENVER
State: Colorado
Country: UNITED STATES

Jude Rush	Hello, I am your Acebuddy	7 Oct, 2:10:12 AM
Acebuddy	Hello Jude, I'm your Ace Buddy. I'll be happy to assist you!	2:10:12 AM
	Whom Would You Like to Connect With?	2:10:12 AM
Jude Rush	Technical Support (QB & App Hosting)	2:10:17 AM
Acebuddy	Welcome to Ace Support.	2:10:17 AM
	Please chose an option :	2:10:17 AM
Jude Rush	Setback	2:10:31 AM
Acebuddy	Hello Jude, I'm your Ace Buddy. I'll be happy to assist you!	2:10:31 AM
	Whom Would You Like to Connect With?	2:10:31 AM
Jude Rush	Technical Support (QB & App Hosting)	2:10:39 AM
Acebuddy	Welcome to Ace Support.	2:10:39 AM
	Please chose an option :	2:10:39 AM
Jude Rush	I'd like to raise a Request	2:10:44 AM
Acebuddy	Please select your request type.	2:10:44 AM
Jude Rush	Setup Ace Server	2:11:07 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	2:11:07 AM
Jude Rush	Setback	2:11:15 AM
Acebuddy	Please select your request type.	2:11:15 AM
Jude Rush	Other Request	2:11:19 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our	2:11:19 AM

	technicians will connect with you for further assistance.	
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:11:19 AM
	<i>jude has ended this chat session</i>	2:11:35 AM
<div></div>		



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Oct, 2:39:54 AM

#82477 ELAINE BRAGA REGO
Email: tax@timeprotax.com 📞 +15613444422
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: FT LAUDERDALE
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 54 Secs

ELAINE BRAGA REGO	Hello, I am your Acebuddy	11 Oct, 2:39:55 AM
Acebuddy	Hello Elaine Braga Rego, I'm your Ace Buddy. I'll be happy to assist you!	2:39:56 AM
	Whom Would You Like to Connect With?	2:39:56 AM
ELAINE BRAGA REGO	Technical Support (QB & App Hosting)	2:40:43 AM
Acebuddy	Welcome to Ace Support.	2:40:43 AM
	Please chose an option :	2:40:43 AM
ELAINE BRAGA REGO	I'd like to raise a Request	2:40:48 AM
Acebuddy	Please select your request type.	2:40:49 AM
ELAINE BRAGA REGO	Office 365 Addition	2:40:53 AM
Acebuddy		

	Please specify if you already have an Office365 subscription	2:40:53 AM
ELAINE BRAGA REGO	I already have O365 license	2:40:58 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 :	2:40:58 AM
	<ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise	2:40:58 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.	2:40:58 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.	2:40:58 AM
	Do you need any further assistance on the topic?	2:40:58 AM
ELAINE BRAGA REGO	No	3:11:50 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	3:11:50 AM
	<i>Acebuddy has ended this chat session</i>	3:11:50 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82854 Onerrira Montalvan

Email: info@documentplanetinc.com ☎ 7862779199

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: HIALEAH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 15 Secs

Onerrira Montalvan	Hello, I am your Acebuddy	23 Oct, 1:54:32 AM
Acebuddy	Hello Onerrira Montalvan, I'm your Ace Buddy. I'll be happy to assist you!	1:54:33 AM
	Whom Would You Like to Connect With?	1:54:33 AM
Onerrira Montalvan	Technical Support (QB & App Hosting)	1:54:51 AM
Acebuddy	Welcome to Ace Support.	1:54:51 AM
	Please chose an option :	1:54:51 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.	2:33:48 AM

Ended due to chat idle timeout2:33:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Oct, 12:04:07 AM

#82471 Kyle

Email: accounts@seniorcare-homes.com ☎ 9134248344

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: PRAIRIE VILLAGE

State: Kansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 1 Sec

Kyle	Hello, I am your Acebuddy	11 Oct, 12:04:08 AM
Acebuddy	Hello Kyle, I'm your Ace Buddy. I'll be happy to assist you!	12:04:09 AM
	Whom Would You Like to Connect With?	12:04:09 AM

Kyle	Technical Support (QB & App Hosting)	12:04:12 AM
Acebuddy	Welcome to Ace Support.	12:04:12 AM
	Please chose an option :	12:04:12 AM
Kyle	I'd like to report an Issue	12:04:20 AM
Acebuddy	Please select an option!	12:04:20 AM
Kyle	QuickBooks Issue	12:04:25 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:04:25 AM
Kyle	QuickBooks Login Issue	12:04:36 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	12:04:36 AM
	Was that helpful?	12:04:36 AM
Kyle	No	12:04:44 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:04:44 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:04:44 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:04:59 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:05:06 AM
	I deeply apologize for the inconvenience caused to you.	12:05:27 AM
	Is this for account: SeniorCare-Homes ?	12:05:42 AM
Kyle	yes	12:05:46 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	12:06:00 AM
	I can see that there are two users on this account. Are both of you experiencing issues with QuickBooks? Could you please specify what issue you're facing?	12:07:22 AM
Kyle	I am unable to login to one of our company files. It says to download the latest file doctor. Other company files open ok	12:07:55 AM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced.	12:08:44 AM
	I will be surely assisting you with this.	12:08:50 AM
	Are you both unable to open that specific QB file?	12:09:23 AM
Kyle	I can try logging in the other remote server but it automatically connects to mine. Not sure how to get to the login page?	12:10:07 AM
Abhay Kumar Saraswat	Let me have a look.	12:10:30 AM
	May I take the remote access of your local computer?	12:10:40 AM

Kyle	yes	12:10:45 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	12:11:23 AM
Kyle	ok I am ready	12:12:11 AM
Abhay Kumar Saraswat	Please make sure to open and download the link I’m going to send you on your local PC , not on the server .	12:13:16 AM
	https://assist.acecloudhosting.com/join/8042590612	12:13:28 AM
	Kindly paste this link in the browser of local computer and join the session.	12:13:33 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:14:50 AM
	<i>12:20:32 AMAbhay Kumar Saraswat is sharing a file with you</i> <i>image.png - (Size:38.73 KB)</i>	12:20:32 AM
	<i>So, I've started the updates on QuickBooks.</i>	
	I'll update you once it is completed.	12:20:42 AM
	Thank you for your patience.	12:32:23 AM
	Updates has been completed.	12:32:33 AM
	<i>12:32:36 AMAbhay Kumar Saraswat is sharing a file with you</i> <i>image.png - (Size:38.74 KB)</i>	12:32:36 AM
	Thank you for your patience.	12:36:50 AM
	As we discussed on remote, your issue has been resolved.	12:37:22 AM
	Is there anything else I may help you with ?	12:37:26 AM
Kyle	That should do it. thanks!	12:37:56 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:38:00 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	12:38:03 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.	12:38:08 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:38:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 11:16:57 AM

#82786 steve
Email: fbasel@yahoo.com 📞 16147999994
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 20 Secs
City: BEY MAH.
State: Sirnak
Country: TURKEY

Chat Transcript

Chat Duration : 24 Mins 38 Secs

steve	Hello, I am your Acebuddy	21 Oct, 11:16:58 AM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	11:16:59 AM
	Whom Would You Like to Connect With?	11:16:59 AM
steve	Technical Support (QB & App Hosting)	11:17:04 AM
Acebuddy	Welcome to Ace Support.	11:17:04 AM
	Please chose an option :	11:17:04 AM
steve	I'd like to raise a Request	11:17:12 AM
Acebuddy	Please select your request type.	11:17:12 AM
steve	Other Request	11:17:25 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.	11:17:25 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:17:25 AM
steve	Yes, I'm facing issues with my server	11:17:44 AM

Acebuddy	Please select an option!	11:17:44 AM
steve	Other Issue	11:17:50 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:17:50 AM
steve	i can not login to server	11:18:10 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:18:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:18:10 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:18:54 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:19:00 AM
steve	ok	11:19:14 AM
Shubham Kataria	Hello steven	11:19:19 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:19:33 AM
steve	superfilm or basel enterprises	11:19:53 AM
	fbasel@yahoo.com	11:20:09 AM
	steven	11:20:15 AM
Shubham Kataria	Could you please also confirm your server login username or Server name or the CID number	11:21:04 AM
steve	Baselent	11:21:35 AM
	superfilm	11:21:39 AM
Shubham Kataria	As per the record we could not find any account associated with these names.	11:22:23 AM
steve	I have been using it for years	11:22:55 AM
Shubham Kataria	I apologize, I found it	11:23:08 AM
	Kindly confirm if you're receiving any error while accessing server or if you're the only user who is facing this issue	11:23:36 AM
steve	1 min pls	11:24:19 AM
Shubham Kataria	No problem, take your time	11:24:42 AM
steve	now it does not take my password	11:25:22 AM
Shubham Kataria	I will surely help you with this issue.	11:25:30 AM
	May I take the remote access of your local computer?	11:25:35 AM
steve	yes	11:25:40 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	11:25:46 AM
steve	ok	11:26:02 AM
Shubham Kataria	https://assist.acecloudhosting.com/join/6572339276	11:26:05 AM
	Kindly paste this link in the browser of local computer and join the session.	11:26:23 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.	11:30:09 AM
	Thank you for your patience.	11:37:48 AM
	Hi steven its seems our remote session is disconnected	11:38:05 AM
	Since you're already logged into the server, as we were discussing regarding the password reset, please note that you can reset your password using the portal tool.	11:39:51 AM
	Are we still connected here?	11:39:56 AM
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:41:34 AM
	<i>Shubham Kataria has ended this chat session</i>	11:41:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Oct, 7:13:36 PM


#82717 Catherine Kim
Email: ckim@cdt.org
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: 39 Secs
City: CENTREVILLE
State: Virginia
Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 49 Secs

Catherine Kim	Hello, I am your Acebuddy	17 Oct, 7:13:36 PM
Acebuddy	Hello Ckim, I'm your Ace Buddy. I'll be happy to assist you!	7:13:37 PM

	Whom Would You Like to Connect With?	7:13:37 PM
Catherine Kim	Technical Support (QB & App Hosting)	7:13:44 PM
Acebuddy	Welcome to Ace Support.	7:13:44 PM
	Please chose an option :	7:13:44 PM
Catherine Kim	I'd like to raise a Request	7:13:50 PM
Acebuddy	Please select your request type.	7:13:50 PM
Catherine Kim	Other Request	7:13:58 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:13:58 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:13:58 PM
Catherine Kim	Yes, I'm facing issues with my server	7:14:05 PM
Acebuddy	Please select an option!	7:14:05 PM
Catherine Kim	Other Issue	7:14:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:14:11 PM
Catherine Kim	cannot access server	7:14:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:14:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:14:21 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:15:11 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:15:15 PM
Catherine Kim	Okay	7:15:44 PM
Manish Singh	I will surely help you with this issue.	7:15:50 PM
Catherine Kim	I cannot access my remote desktop	7:15:50 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?	7:15:54 PM
Catherine Kim	This happens quite frequently.'	7:17:53 PM
	My colleague can getin	7:18:25 PM
Manish Singh	Alright!	7:18:50 PM
	May I take the remote access of your local computer?	7:19:00 PM
Catherine Kim	Sure	7:19:09 PM
	How are you sending me that invite?	7:20:42 PM
Manish Singh	https://assist.acecloudhosting.com/join/4392019515	7:21:40 PM
	Kindly paste this link in the browser of local computer and join the session.	7:21:45 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:21:48 PM

	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:23:01 PM
	Is there anything else I may help you with ?	7:30:43 PM
Catherine Kim	not hat is it thank you	7:31:01 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	7:31:17 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:31:21 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	7:31:24 PM
	<i>Manish Singh has ended this chat session</i>	7:31:25 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82436 Hannah Distributor LLC

Email: nverteccasv@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SAN SALVADOR

State: San Salvador

Country: EL SALVADOR

10 Oct, 2:05:20 AM

Hannah Distributor LLC	Hello, I am your Acebuddy	10 Oct, 2:05:21 AM
Acebuddy	Hello Hannah Distributor Llc, I'm your Ace Buddy. I'll be happy to assist you!	2:05:21 AM
	Whom Would You Like to Connect With?	2:05:22 AM
Hannah Distributor LLC	Technical Support (QB & App Hosting)	2:06:53 AM
Acebuddy	Welcome to Ace Support.	2:06:53 AM
	Please chose an option :	2:06:53 AM
Hannah Distributor LLC	I'd like to raise a Request	2:07:02 AM
Acebuddy	Please select your request type.	2:07:02 AM
Hannah Distributor LLC	Other Request	2:07:18 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:07:18 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:07:18 AM
Hannah Distributor LLC	No, That'll be all!	2:08:08 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	2:08:08 AM
	Acebuddy has ended this chat session	2:08:08 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82240 Pamela Carroll
Email: allybookkeepingpam@gmail.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome


5 Oct, 1:24:19 AM

Device: Desktop
Average Response Time: 1 Min 3 Secs
City: SAN DIEGO
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 12 Secs

Pamela Carroll	Hello, I am your Acebuddy	5 Oct, 1:24:20 AM
Acebuddy	Hello Pamela Carroll, I'm your Ace Buddy. I'll be happy to assist you!	1:24:21 AM
	Whom Would You Like to Connect With?	1:24:21 AM
Pamela Carroll	Technical Support (QB & App Hosting)	1:24:26 AM
Acebuddy	Welcome to Ace Support.	1:24:26 AM
	Please chose an option :	1:24:26 AM
Pamela Carroll	I'd like to raise a Request	1:24:35 AM
Acebuddy	Please select your request type.	1:24:35 AM
Pamela Carroll	Password Reset	1:24:47 AM
Acebuddy	Please select an option below	1:24:47 AM
Pamela Carroll	Not Enrolled to Selfcare Portal	1:24:58 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	1:24:58 AM
	Do you need any further assistance on the topic?	1:24:58 AM
Pamela Carroll	Yes	1:26:07 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:26:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:26:07 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:26:16 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:26:26 AM
Pamela Carroll	Thank you Ashutosh	1:27:09 AM
Ashutosh Mishra	I will surely help you with this issue.	1:28:36 AM
Pamela Carroll	I'm reaching out because of Re:[## 779504 ##] wherein I requested a password reset. But was given the same instructions to use my exixting password but it isn't working. Can you reset it for me please	1:28:40 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	1:29:53 AM
Pamela Carroll	Of course! t	1:30:03 AM
	Thank you	1:30:12 AM
Ashutosh Mishra		

	Sure	1:31:48 AM
	May i knows if you are facing any issue with resetting password through Self Care Portal.	1:37:00 AM
Pamela Carroll	I'm not sure what that is....	1:37:22 AM
Ashutosh Mishra	<p>Please allow me to inform you can reset the password using Selfcare Portal, please follow the simple steps outlined below:</p> <p>1. Visit Selfcare Portal https://selfcare.acecloudhosting.com Click "*Forgot your password*".</p> <p>2. Enter your Server Username i.e. PamCa</p> <p>3. Enter the CAPTCHA verification and Click Continue .</p> <p>4. In the window that opens, choose an authentication method from the list.</p> <p>5. Enter your new password and click Reset to finish.</p>	1:38:32 AM
Pamela Carroll	I will try that, thank you	1:39:07 AM
Ashutosh Mishra	Is there anything else I may help you with ?	1:40:11 AM
	Are we still connected here?	1:42:15 AM
Pamela Carroll	Hello	1:44:24 AM
	Yes, it worked this time! Just so you know, I tried this before but my email address was not an option, this time it came up though! Thank you Ashutosh :)	1:45:13 AM
Ashutosh Mishra	Great to see this is working now.	1:45:47 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.	1:45:53 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:46:00 AM
Pamela Carroll	Yes! Me too! Thank you for your help. You have a wonderful day as well :))	1:46:17 AM
Ashutosh Mishra	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:46:30 AM
	<i>Ashutosh Mishra has ended this chat session</i>	1:46:33 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 12:11:44 PM

#82620 Marshall Madamba

Email: mmadamba@gmail.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: OLYMPIA

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 56 Mins 36 Secs

Marshall Madamba	Hello, I am your Acebuddy	15 Oct, 12:11:45 PM
Acebuddy	Hello Marshall Madamba, I'm your Ace Buddy. I'll be happy to assist you!	12:11:46 PM
	Whom Would You Like to Connect With?	12:11:46 PM
Marshall Madamba	Technical Support (QB & App Hosting)	12:11:49 PM
Acebuddy	Welcome to Ace Support.	12:11:49 PM
	Please chose an option :	12:11:49 PM
Marshall Madamba	I'd like to raise a Request	12:11:57 PM
Acebuddy	Please select your request type.	12:11:57 PM
Marshall Madamba	Application Version Upgrade	12:12:03 PM
Acebuddy	Please select the application you would like to upgrade :	12:12:03 PM
Marshall Madamba	Other Application	12:12:07 PM
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server desktop.	12:12:07 PM
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.	12:12:07 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please	12:12:07 PM

	do specify if you need the request processed at a specific time.	
	Do you need any further assistance on the topic?	12:12:07 PM
Marshall Madamba	Yes	12:12:16 PM
Acebuddy	Please wait while we connect you to our Support Representative	12:12:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:12:16 PM
	<i>Rohan accepted the chat transfer request.</i>	12:12:19 PM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	12:12:26 PM
	Hello Marshall, how are you doing today ?	12:12:40 PM
Marshall Madamba	Hi Rohan, I need the pin for the Filemaker Server app installed today. This is on ticket 786225.	12:13:13 PM
Rohan	I will surely help you with this.	12:14:56 PM
Marshall Madamba	I also need to know if all remote desktop accounts have had the FM 2024 client app installed and the Filemaker databases served by the Filemaker Server host set up as favorites in the launch window.	12:14:58 PM
Rohan	Marshall. We would like to inform you that we have run both the Setup files and installed the Trial Version of FilMaker Pro since we didn't have the License Key.	12:16:33 PM
Marshall Madamba	I provided the license certificate file in the AGL1_Guest user in the Filemaker 2024 Install Files folder which is on the desktop.	12:17:49 PM
Rohan	Okay Marshall, Let me check that	12:18:04 PM
	Yes Marhsall, this has been activated now	12:20:31 PM
	And it didn't ask us to create any PIN while installing it	12:20:56 PM
Marshall Madamba	Filemaker Server should have.	12:21:46 PM
Rohan	Also, please note that FileMaker Pro Shortcut is available for all the user who are added on the server	12:22:10 PM
	Can you please share any screenshot where it is asking for PIN ? (Edited)	12:22:38 PM
Marshall Madamba	Give me a couple minutes to get that info.	12:24:15 PM
Rohan	Sure take your time	12:26:09 PM
Marshall Madamba	Rohan, apparently the only way to reset the PIN is to reinstall FileMaker Server. This will reset the Admin Console username, password, and PIN to their default settings.	12:29:05 PM
	We need this done because Bob has no record of the previous pin.	12:29:54 PM
Rohan	Marshall, I understand your concern. I just checked and was able to launch the application without entering any PIN. Could you please share a screenshot showing where it's asking for the PIN? As far as I know, it didn't prompt me to set a PIN during installation.	12:31:54 PM
Marshall Madamba	Did ACE to an upgrade to Filemaker Server or a clean install of the new FMS app?	12:34:21 PM
	correction: Did ACE do an upgrade...	12:34:45 PM
Rohan	We performed the upgrade by simply running the executable files you provided.	12:35:36 PM
	If you'd like, I can uninstall and reinstall it for you.	12:36:58 PM

Marshall Madamba	Yes, please uninstall and reinstall Filemaker Server. When asked, set the pin to 9174.	12:38:00 PM
	<i>12:39:08 PMRohan is sharing a file with you</i> <i>image.png - (Size:5.29 KB)</i>	12:39:08 PM
	<i>I will proceed with uninstalling the two highlighted applications from the server, and then install t</i>	
Rohan	Shall I proceed with the same ?	12:39:15 PM
Marshall Madamba	No need to reinstall the Filemaker Pro (x64).	12:40:00 PM
Rohan	Okay I will proceed with other application	12:40:14 PM
Marshall Madamba	Correct	12:40:30 PM
Rohan	Could you please confirm the setup file location for FilmMaker Server 21 again?	12:40:58 PM
Marshall Madamba	In the Filemaker 2024 Install Files folder on the desktop of the AGL1_Guest account.	12:41:41 PM
Rohan	Thanks for the confirmation !	12:41:47 PM
	Please stay connected here until the installation is completed	12:42:37 PM
Marshall Madamba	Will do	12:43:08 PM
	<i>12:46:00 PMRohan is sharing a file with you</i> <i>image.png - (Size:48.05 KB)</i>	12:46:00 PM
	<i>Could you please advise the next step here?</i>	
	Select yes for previous configuration (primary machine)	12:47:18 PM
Rohan	Thanks for the confirmation !	12:47:30 PM
	I have re-installed it again and it didn't ask the PIN	12:52:15 PM
Marshall Madamba	Are you able to access the Filemaker Server Console?	12:52:55 PM
	<i>12:55:23 PMRohan is sharing a file with you</i> <i>image.png - (Size:27.74 KB)</i>	12:55:23 PM
	<i>No Marhsall as it didn't ask for the PIN However there is an option to reset it</i>	
	If you do a Google search for Filemaker CLI reset password, you will get a result that requires the PIN. Which is what we do not have.	12:57:04 PM
	I'm sorry, but I'm guessing that I need you to do another reinstall but create a new configuration. Still using the primary machine setting.	12:58:26 PM
Rohan	Marshall, I think you might need to connect with the support team of this application and I'm sure that they would be able to assist you with this setup.	12:58:38 PM
Marshall Madamba	Can I do the reinstall myself from the AGL1_Guest user account?	12:59:24 PM
Rohan	Marshall, you won't be able to do this as it requires admin rights. However, if you can get approval from the account owner, Robert Hultman, we can provide you with temporary access.	1:01:12 PM
	I will send the disclaimer to the account owner, and they will need to accept it in order for us to provide you with restricted temporary admin rights on the server.	1:02:09 PM
Marshall Madamba	Bob Hultman explicitly asked that I be given admin access in his approval email from yesterday	1:02:48 PM

Rohan	<p>Yes I can see that However we woud need the approval on below disclaimer since it is about the Admin rights on the server</p> <p>This disclaimer outlines the risks associated with providing local administrative rights to a user on a ACE Server. By providing local administrative rights, you acknowledge that you understand the risks and are willing to accept them.</p> <p>1. You acknowledge and agree that providing local administrative rights to a user on ACE Server could potentially lead to misuse of the system, including but not limited to unauthorized access and manipulation of data.</p> <p>2. You acknowledge and agree that providing local administrative rights to a user on ACE Server could potentially lead to security risks, including but not limited to viruses, malware, and other malicious software.</p> <p>3. You acknowledge and agree that providing local administrative rights to a user on ACE Server could potentially lead to system instability, including but not limited to decreased performance, unexpected reboots, and data corruption.</p> <p>4. You acknowledge and agree that providing local administrative rights to a user on ACE Server could potentially lead to legal risks, including but not limited to copyright infringement and/or violations of local and international laws.</p> <p>5. You acknowledge and agree that providing local administrative rights to a user on ACE Server could potentially lead to financial losses, including but not limited to financial losses due to decreased productivity and/or data corruption.</p>	1:03:42 PM
	Shall I proceed with sharing the disclaimer with account owner ?	1:04:13 PM
Marshall Madamba	<p>OK. Given that it's late, please send the disclaimer email to Bob asap. He will likely approve and I will need access tomorrow evening after 8pm PT.</p> <p>Of course, he will not reply until after 9am PT.</p>	<p>1:05:50 PM</p> <p>1:06:32 PM</p>
Rohan	Sure, Marshall. We will immediately provide you with restricted admin rights once we receive the approval. We really appreciate your understanding and cooperation on this matter.	1:07:13 PM
	Is there anything else I may help you with ?	1:07:28 PM
Marshall Madamba	Not at this moment. I appreciate your patience Rohan. Have a good night.	1:08:02 PM
Rohan	Anytime Marshall. We are always here to assist you.	1:08:07 PM
	Thanks for the confirmation !	1:08:11 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:08:13 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:08:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 4:20:24 AM

#82384 shari
Email: shari@jkservicesinc.com 📞 18054079440
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 16 Secs
City: MERIDIAN
State: Idaho
Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 54 Secs

shari	Hello, I am your Acebuddy	9 Oct, 4:20:25 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	4:20:25 AM
	Whom Would You Like to Connect With?	4:20:25 AM
shari	Technical Support (QB & App Hosting)	4:20:31 AM
Acebuddy	Welcome to Ace Support.	4:20:31 AM
	Please chose an option :	4:20:31 AM
shari	I'd like to report an Issue	4:20:35 AM
Acebuddy	Please select an option!	4:20:35 AM
shari	Other Issue	4:20:40 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:20:40 AM
shari	I can no longer connect from my desktop	4:20:51 AM

Acebuddy	Please wait while we connect you to a Support Representative	4:20:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:20:51 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	4:21:46 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	4:21:57 AM
	Hello Shari.	4:22:15 AM
	As we are still connected to the previous session, please allow me a moment to end it so that we can assist you here.	4:23:46 AM
shari	hi	4:23:47 AM
	ok	4:23:56 AM
	I ended it on my computer and tried to restart and I am still dead on the desktop	4:24:09 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	4:24:17 AM
	May I take the remote access of your local computer?	4:24:21 AM
shari	yes	4:26:40 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	4:26:49 AM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/3092331803	4:27:02 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.	4:28:27 AM
shari	ok	4:29:36 AM
Sujeet Kumar Suman	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.	5:01:19 AM
	<i>Ended due to chat idle timeout</i>	5:01:19 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83123 office

30 Oct, 8:46:40 PM

Email: office@mermanusa.com 📞 12035701995

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 40 Secs

City: EASTHAMPTON


State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 42 Secs

office	Hello, I am your Acebuddy	30 Oct, 8:46:40 PM
Acebuddy	Hello Elizabeth Tarbell, I'm your Ace Buddy. I'll be happy to assist you!	8:46:41 PM
	Whom Would You Like to Connect With?	8:46:41 PM
office	Technical Support (QB & App Hosting)	8:46:44 PM
Acebuddy	Welcome to Ace Support.	8:46:44 PM
	Please chose an option :	8:46:44 PM
office	I'd like to report an Issue	8:46:49 PM
Acebuddy	Please select an option!	8:46:49 PM
office	QuickBooks Issue	8:46:54 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:46:54 PM
office	Other QB related issue	8:47:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:47:01 PM
office	Switching from Multi to Single mode (and back) is problematic. We have two seats. The second seat (non admin) closes company and still I (admin) cannot switch to single user mode.	8:48:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:48:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:48:41 PM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	8:48:48 PM
Karan Bhattacharya	Hello Elizabeth	8:49:32 PM
	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	8:49:43 PM
office	hello	8:49:47 PM
Karan Bhattacharya	Please let us know the issue you are facing.	8:50:24 PM

office	We have two seats. When the second person (non-admin) closes/logs out of QB Company, I (admin) still cannot switch to single user mode.	8:51:35 PM
	This is a problem because I need to be in single user mode to use SaasAnt.	8:52:10 PM
Karan Bhattacharya	ok,let me check	8:52:43 PM
	allow me few minutes as I am checking few details at backend.	8:53:28 PM
office	great	8:53:53 PM
Karan Bhattacharya	working on it	8:58:05 PM
	May I take the remote access of your server?	8:58:42 PM
	Are we still connected?	9:00:09 PM
	Are we still connected?	9:01:19 PM
	Are we still connected?	9:02:56 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.	9:06:06 PM
Karan Bhattacharya has ended this chat session		9:06:23 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82253 Lexi Whittenburg

Email: lexi@pratersflooring.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 16 Secs

City: ROSSVILLE

State: Georgia

Country: UNITED STATES

Lexi Whittenburg	Hello, I am your Acebuddy	6 Oct, 6:45:35 PM
Acebuddy	Hello Lexi Whittenburg, I'm your Ace Buddy. I'll be happy to assist you!	6:45:36 PM
	Whom Would You Like to Connect With?	6:45:36 PM
Lexi Whittenburg	Technical Support (QB & App Hosting)	6:45:43 PM
Acebuddy	Welcome to Ace Support.	6:45:43 PM
	Please chose an option :	6:45:43 PM
Lexi Whittenburg	I'd like to report an Issue	6:45:49 PM
Acebuddy	Please select an option!	6:45:49 PM
Lexi Whittenburg	Other Issue	6:45:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:46:00 PM
Lexi Whittenburg	The password given to me to launch Ace Hosting Cloud is not working. I am not sure what to do to fix this issue.	6:46:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:46:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:46:25 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:46:33 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:47:37 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:48:35 PM
Lexi Whittenburg	I	6:49:43 PM
	I'm not sure what the server name is, but my user name is myrealdata\Lexi_PI	6:50:06 PM
	I think the server name is rdg.myrealdata.net?	6:50:22 PM
	Or it may be Praters.myrealdata.net	6:51:29 PM
Shubham Maurya	That's the username and gateway which you confirmed, please check is it correct business name: Praters Incorporated	6:52:14 PM
	That's server name thanks for confirming.	6:52:29 PM
	Please let me know the exact error message which you are getting when trying to server login?	6:53:08 PM
	<i>6:54:09 PMLexi Whittenburg is sharing a file with you</i> ACE Cloud Issues.png - (Size:342.34 KB)	6:54:09 PM
	<i>Here is a screenshot of the error message.</i>	
	<i>6:54:23 PMLexi Whittenburg is sharing a file with you</i> ACE Cloud Issues.png - (Size:342.34 KB)	6:54:23 PM
Lexi Whittenburg	I am using the same password I use every time, though, so I am not sure why the login has failed.	6:55:08 PM

Device: Desktop
Average Response Time: 23 Secs
City: WICHITA
State: Kansas
Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 19 Secs

Todd Koerner	Hello, I am your Acebuddy	8 Oct, 8:53:23 PM
Acebuddy	Hello Todd Koerner, I'm your Ace Buddy. I'll be happy to assist you!	8:53:23 PM
	Whom Would You Like to Connect With?	8:53:23 PM
Todd Koerner	Sales & Solutions	8:53:31 PM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	8:53:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:53:31 PM
	<i>Aayush Verma accepted the chat transfer request.</i>	8:53:35 PM
Todd Koerner	Hello Aayush	8:53:48 PM
Aayush Verma	Hello Todd	8:53:58 PM
	How can I assist you?	8:54:02 PM
Todd Koerner	I have three monitors, how can I get my remote login to utilize all three monitors?	8:54:33 PM
	Can you help me with that?	8:54:41 PM
Aayush Verma	I am forwarding the chat to the support team. They will be assisting you.	8:55:26 PM
	<i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i>	8:55:34 PM
Todd Koerner	Thank You!	8:55:38 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:55:59 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:56:05 PM
	I will surely help you with this issue.	8:56:14 PM
Todd Koerner	Hello Manish	8:56:14 PM
Manish Singh	May I know if you are using RDP connection or Ace connect application for accessing server?	8:56:39 PM
Todd Koerner	RDP	8:56:54 PM
	the remote site	8:57:07 PM
	I do believe	8:57:11 PM
Manish Singh	Kindly right-click on the RDP connection, select Edit, go to the Display tab, and check the option “Use all my monitors for the remote session.	8:57:26 PM
Todd Koerner	I am not doing something correctly	8:59:06 PM

Manish Singh	May I take the remote access of your local computer?	8:59:13 PM
Todd Koerner	Yes please	8:59:18 PM
Manish Singh	https://assist.acecloudhosting.com/join/5992279223	8:59:38 PM
	Kindly paste this link in the browser of local computer and join the session.	8:59:41 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:59:44 PM
Todd Koerner	do you have control now?	9:01:02 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:01:21 PM
	Is there anything else I may help you with ?	9:03:10 PM
Todd Koerner	That is it. I thank you for your help.	9:03:26 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:03:32 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:03:38 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	9:03:41 PM
	<i>Manish Singh has ended this chat session</i>	9:03:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 10:40:06 PM

#82422 Jude Rush

Email: jude@polaristaxes.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 21 Secs
City: ELDORADO
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 12 Secs

Jude Rush	Hello, I am your Acebuddy	9 Oct, 10:40:06 PM
Acebuddy	Hello Jude Rush, I'm your Ace Buddy. I'll be happy to assist you!	10:40:07 PM
	Whom Would You Like to Connect With?	10:40:07 PM
Jude Rush	Technical Support (QB & App Hosting)	10:40:13 PM
Acebuddy	Welcome to Ace Support.	10:40:13 PM
	Please chose an option :	10:40:13 PM
Jude Rush	I'd like to raise a Request	10:40:18 PM
Acebuddy	Please select your request type.	10:40:18 PM
Jude Rush	Setup Ace Server	10:40:23 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	10:40:23 PM
Jude Rush	MacOS	10:40:28 PM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	10:40:28 PM
	Do you need any further assistance on the topic?	10:40:28 PM
Jude Rush	Yes	10:40:57 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:40:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:40:57 PM
	<i>Sujeet Kumar Suman declined the transfer request.</i>	10:41:20 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:41:26 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:41:29 PM
	Hello Jude	10:41:32 PM
	How are you?	10:41:37 PM
Jude Rush	Hi Shashwat... I'm well, thanks!	10:41:48 PM

Shashwat Verma	I will surely help you with this issue.	10:42:13 PM
	Would like to setup the remote access on macos right?	10:42:32 PM
Jude Rush	Yes, that's right. I already have the remote access set up on my Windows machine, but want to set it up on my Mac as well. I have the doc to walk me through it, but it mentions .rdp files, etc.	10:43:30 PM
Shashwat Verma	Shall I share you the steps or you would like me to do the same for you?	10:43:38 PM
Jude Rush	Can you email me whatever i'll need for the install on Mac for Polaris?	10:43:51 PM
	I think I can manage this alone but will reach out if I hit a snag	10:44:05 PM
Shashwat Verma	Got it	10:44:12 PM
	Allow me 2 mins	10:44:16 PM
Jude Rush	of course... thanks Shashwat	10:44:28 PM
Shashwat Verma	<p>How to Connect via Microsoft Remote Desktop on Mac</p> <p>*Install the App*</p> <p>Open *App Store → Search “Microsoft Remote Desktop” → Install* (blue icon).</p> <p>*Add the Connection*</p> <p>Open the app → Click *+ → Add PC*</p> <p>*PC Name:* PolarisTax.myrealdata.net</p> <p>*User Account → Add User Account:*</p> <p>*Username:* JudeRush@myrealdata.net</p> <p>*Password:* <i>(enter your password)</i></p> <p>*Save & Connect*</p> <p>Name it (e.g. _EquitableAS_) → *Save → Double-click to connect*</p> <p>If prompted with a certificate warning, click *Continue / Trust*</p>	10:45:47 PM
	If you're unsure at any step, kindly share the *best time and direct number of the user*, and we’ll set it up remotely for you.	
	Here are the steps for the same	10:45:55 PM
	Is there anything else I may help you with ?	10:45:57 PM
Jude Rush	Only other thing - email me a copy of this transcript so I have the above in writing? I'm on my Windows machine right now and will need to access the info on my Mac when I switch over (they share a monitor/keyboard).	10:47:15 PM
	Please and thank you!	10:47:19 PM
Shashwat Verma	Sure, will share you the details on email too	10:47:42 PM
Jude Rush	Thanks so much, Shashwat... I appreciate your help!	10:48:02 PM
Shashwat Verma	No problem	10:48:09 PM
Jude Rush	That should be all I need for now.	10:48:10 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	10:48:13 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:48:15 PM
	<i>Shashwat Verma has ended this chat session</i>	10:48:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 10:28:11 PM

#83078 kandersen
Email: kandersen@blwireless.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: EAST WENATCHEE
State: Washington
Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 21 Secs

kandersen	Hello, I am your Acebuddy	29 Oct, 10:28:12 PM
Acebuddy	Hello Kandersen, I'm your Ace Buddy. I'll be happy to assist you!	10:28:12 PM
	Whom Would You Like to Connect With?	10:28:12 PM
kandersen	Technical Support (QB & App Hosting)	10:28:19 PM
Acebuddy	Welcome to Ace Support.	10:28:19 PM
	Please chose an option :	10:28:19 PM
kandersen	I'd like to raise a Request	10:28:31 PM
Acebuddy	Please select your request type.	10:28:31 PM
kandersen	Reboot your Server	10:28:39 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.	10:28:39 PM
	Do you need any further assistance on the topic?	10:28:39 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance,	11:06:34 PM

Kindly re-initiate the chat.

Ended due to chat idle timeout

11:06:34 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 3:11:37 AM

#83051 ANASTASIA GAINA

Email: mdmotorsfinance@gmail.com 📞 18023554030

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: COLCHESTER


State: Vermont

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 5 Secs

ANASTASIA GAINA	Hello, I am your Acebuddy	29 Oct, 3:11:37 AM
Acebuddy	Hello Anastasia Gaina, I'm your Ace Buddy. I'll be happy to assist you!	3:11:38 AM
	Whom Would You Like to Connect With?	3:11:38 AM
ANASTASIA GAINA	Technical Support (QB & App Hosting)	3:11:56 AM
Acebuddy	Welcome to Ace Support.	3:11:56 AM
	Please chose an option :	3:11:56 AM
ANASTASIA GAINA	I'd like to raise a Request	3:12:12 AM
Acebuddy	Please select your request type.	3:12:12 AM
ANASTASIA GAINA	Other Request	3:12:46 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.	3:12:46 AM

	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:12:46 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.	3:44:43 AM
	Ended due to chat idle timeout	3:44:43 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 11:09:32 PM

#82805 allison

Email: allison@cowestlandtrust.org 📞 19702635443

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: 10 Secs

City: PROVO

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 48 Secs

allison	Hello, I am your Acebuddy	21 Oct, 11:09:33 PM
Acebuddy	Hello Allison, I'm your Ace Buddy. I'll be happy to assist you!	11:09:34 PM
	Whom Would You Like to Connect With?	11:09:34 PM
allison	Technical Support (QB & App Hosting)	11:10:37 PM
Acebuddy	Welcome to Ace Support.	11:10:37 PM
	Please chose an option :	11:10:37 PM
allison	I'd like to report an Issue	11:10:41 PM
Acebuddy	Please select an option!	11:10:41 PM

allison	Password Reset	11:10:46 PM
Acebuddy	Please select an option below	11:10:46 PM
allison	Already Enrolled to Selfcare Portal	11:10:51 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:10:51 PM
	Do you need any further assistance on the topic?	11:10:51 PM
allison	Yes	11:10:56 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:10:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:10:57 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:11:05 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:11:16 PM
allison	Thanks, my problem is actually accessing the self-care portal. it's not accepting my password and when I try to do a password reset the email address is wrong (completely not mine0	11:11:47 PM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	11:11:57 PM
	I will be surely assisting you with this.	11:12:03 PM
	Is this for account: Colorado West Land Trust ?	11:12:42 PM
allison	Yes	11:12:47 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:13:00 PM
	Kindly allow me two minutes to check the same.	11:13:03 PM
	Thank you for your patience.	11:15:15 PM
	As I checked, you are enrolled on Selfcare portal with this email address: allison@cowestlandtrust.org	11:15:39 PM
	Is this belongs to you?	11:15:46 PM
	Are we connected?	11:17:10 PM
allison	Ugh. I figured it out. I was entering my username without the initial on the last name. I'm sorry, I'm a bozo	11:17:20 PM
Abhay Kumar Saraswat	No worries.	11:17:31 PM
	Is there anything else I may help you with ?	11:17:34 PM
allison	No, but I appreciate your patience :)	11:17:44 PM
Abhay Kumar Saraswat	My pleasure to assist you.	11:18:00 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:18:05 PM
allison	Have a great day!	11:18:08 PM

Abhay Kumar Saraswat	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:18:11 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:18:18 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	11:18:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Oct, 10:43:00 PM

#82273 Ashlee Swenson
Email: ashlee@equitablecpa.com
Department: Support(QB & App Hosting)
Operator: Dushyant
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 45 Secs
City: SPANISH FORK
State: Utah
Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 15 Secs

Ashlee Swenson	Hello, I am your Acebuddy	6 Oct, 10:43:00 PM
Acebuddy	Hello Ashlee Swenson, I'm your Ace Buddy. I'll be happy to assist you!	10:43:01 PM
	Whom Would You Like to Connect With?	10:43:01 PM

Ashlee Swenson	Technical Support (QB & App Hosting)	10:43:52 PM
Acebuddy	Welcome to Ace Support.	10:43:52 PM
	Please chose an option :	10:43:52 PM
Ashlee Swenson	I'd like to report an Issue	10:43:56 PM
Acebuddy	Please select an option!	10:43:56 PM
Ashlee Swenson	QuickBooks Issue	10:43:59 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:43:59 PM
Ashlee Swenson	QuickBooks Update	10:44:03 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	10:44:03 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	10:44:03 PM
	Do you need any further assistance on the topic?	10:44:03 PM
Ashlee Swenson	Yes	10:44:13 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:44:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:44:13 PM
	<i>Dushyant accepted the chat transfer request.</i>	10:44:45 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	10:44:52 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:45:18 PM
Ashlee Swenson	EquitableAS.myrealddata.net	10:45:39 PM
	myrealddata\AshleeSwe	10:45:47 PM
Dushyant	Thank you for the details,	10:46:12 PM
	Could you elaborate more about the quickbooks update, so that i will try my best to fix the issues?	10:46:50 PM
Ashlee Swenson	I've had to contact support every morning for the past 3 mornings to have them update our server so it would update QB so I could access it and they've had to restart the server. I had them do it again this morning and so far it's been working ok but I'm wondering why I'm the only one using our server that's having this recurring issue? Also, they said they could grant me admin access so I can manage future updates independently, is that still a possibility?	10:48:41 PM
Dushyant	Thank you for elaborating the issues, please allow me 2-3 minutes to check on this.	10:51:23 PM
	Thank you for the patience, I can see you are reaching for the third time for the same quickbooks update issues, i will escalate your concern with the next level team,	10:57:03 PM
	Team will reach you back ASAP.	10:57:16 PM
Ashlee Swenson	OK	10:58:28 PM

Dushyant	Is there anything else I may help you with ?	10:58:42 PM
Ashlee Swenson	No, that's all, thank you	10:58:54 PM
Dushyant	you're welcome.	10:59:04 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:59:08 PM
	Dushyant has ended this chat session	10:59:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Oct, 8:39:55 PM

#82938 Howard Goodman
Email: howard@hgoodmancpa.com 📞 469-500-8461
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 36 Secs
City: MCKINNEY
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 35 Secs

Howard Goodman	Hello, I am your Acebuddy	25 Oct, 8:39:56 PM
Acebuddy	Hello Howard Goodman, I'm your Ace Buddy. I'll be happy to assist you!	8:39:57 PM
	Whom Would You Like to Connect With?	8:39:57 PM
Howard Goodman	Technical Support (QB & App Hosting)	8:40:01 PM
Acebuddy	Welcome to Ace Support.	8:40:01 PM
	Please chose an option :	8:40:01 PM
Howard Goodman	I'd like to raise a Request	8:40:07 PM

Acebuddy	Please select your request type.	8:40:08 PM
Howard Goodman	Setup Ace Server	8:40:12 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:40:12 PM
Howard Goodman	MacOS	8:40:19 PM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	8:40:19 PM
	Do you need any further assistance on the topic?	8:40:19 PM
Howard Goodman	Yes	8:41:13 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:41:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:41:13 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:41:20 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:41:28 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:41:44 PM
Howard Goodman	Hello. I'm trying to access my remote server after setting everything up on a new Macbook but I seem to have forgotten my password.	8:42:18 PM
	My server is HowardMGCPA.Myrealdata.net	8:42:48 PM
	I believe my username is HowardG	8:42:55 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	8:43:40 PM
	Thank you for your patience. Kindly try login now with your existing password.	8:46:15 PM
Howard Goodman	I don't remember the password - that's my problem.	8:46:58 PM
	I tried what I thought was correct but it's not correct	8:47:15 PM
Ashutosh Mishra	I see, please allow me to inform you can now reset password through My Portal by following the steps below: Login to the portal: Go to: https://myportal.acecloudhosting.com/login Username: CID61676 If you don't have the password, click " Forgot Password " . A verification code will be sent to the registered email address [howard@hgoodmancpa.com] (mailto:howard@hgoodmancpa.com) Select the username for which you want to reset the password. Click on Select an Action → Reset Password . Follow the prompts to complete the reset. (Edited)	8:48:52 PM
Howard Goodman	That seemed to work. Thank you	8:53:31 PM
Ashutosh Mishra	Great to see it is working now, You can also reset password for other users through My Portal if required.	8:53:46 PM
	Is there anything else I may help you with ?	8:53:49 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 9:23:57 PM

#83074 btessman

Email: btessman@exp-logistics.com 📞 +1

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: URBANDALE

State: Iowa

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 2 Secs

btessman	Hello, I am your Acebuddy	29 Oct, 9:23:58 PM
Acebuddy	Hello Btessman, I'm your Ace Buddy. I'll be happy to assist you!	9:23:59 PM
	Whom Would You Like to Connect With?	9:23:59 PM
btessman	Technical Support (QB & App Hosting)	9:24:08 PM
Acebuddy	Welcome to Ace Support.	9:24:08 PM
	Please chose an option :	9:24:08 PM
btessman	I'd like to report an Issue	9:24:16 PM
Acebuddy	Please select an option!	9:24:16 PM
btessman	QuickBooks Issue	9:24:20 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:24:20 PM
btessman	Other QB related issue	9:24:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:24:26 PM
btessman	Unsupported Windows 10 warning now requiring new acknowledgement	9:24:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:24:52 PM
	Acebuddy (bot) forwarded the chat request	9:24:52 PM

	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:25:35 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:25:41 PM
btessman	I know Ace Support states we are safe on our version of OS but now QB is putting up a new warning requiring us to type yes to continue to QuickBooks in a box that says: "I'm aware of the risks associated with using QuickBooks on Windows 10 and I want to install it anyway."	9:26:17 PM
	Thank you Ashutosh	9:26:23 PM
Ashutosh Mishra	Yes, rest assured you can proceed with acknowledging it since the server environment is completely different from a general client environment. The server environments require different Windows OS specifically created for server roles that is different from Windows 10 or 11.	9:28:27 PM
btessman	Why does it make you say yes to "I want to install it anyway." It is vague as to what is being installed. (Why are we installing something to just use QB)?	9:29:13 PM
	I'm asking all this to avoid an unnecessary complication	9:29:23 PM
Ashutosh Mishra	Since QuickBooks roll out frequent minor updates it is just a general reminder, please allow me to inform your hosted environment remains fully secure, compliant, and optimized for performance.	9:31:21 PM
btessman	OK so answer YES to anything that is mentioning continue to install	9:31:56 PM
Ashutosh Mishra	Yes you can proceed.	9:32:47 PM
btessman	ok thank you for confirming once again. I wish there was a way to bypass these alerts.	9:33:14 PM
Ashutosh Mishra	Thank you for your cooperation. If we have any update from Intuit regarding these messages, we will also inform you for the same.	9:34:17 PM
	Is there anything else I may help you with ?	9:34:20 PM
btessman	Thanks, that is all for today	9:34:35 PM
	Take care Ashutosh	9:34:38 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:34:50 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:34:54 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	9:34:57 PM
	<i>Ashutosh Mishra has ended this chat session</i>	9:35:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Oct, 1:32:19 AM

#82940 Kim Gama
Email: gamak@1cbs.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: MARTINGANCA
State: Leiria
Country: PORTUGAL

Chat Transcript

Chat Duration : 34 Mins 10 Secs

Kim Gama	Hello, I am your Acebuddy	26 Oct, 1:32:20 AM
Acebuddy	Hello Kim Gama, I'm your Ace Buddy. I'll be happy to assist you!	1:32:21 AM
	Whom Would You Like to Connect With?	1:32:21 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.	2:06:30 AM
	Ended due to chat idle timeout	2:06:30 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82366 Andrew Lane
Email: andrew.lane@dnalogistix.com 📞 13057425647
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: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 53 Secs

Andrew Lane	Hello, I am your Acebuddy	8 Oct, 10:15:11 PM
Acebuddy	Hello Andrew Lane, I'm your Ace Buddy. I'll be happy to assist you!	10:15:12 PM
	Whom Would You Like to Connect With?	10:15:12 PM
Andrew Lane	Technical Support (QB & App Hosting)	10:17:24 PM
Acebuddy	Welcome to Ace Support.	10:17:24 PM
	Please chose an option :	10:17:24 PM
Andrew Lane	I'd like to raise a Request	10:17:51 PM
Acebuddy	Please select your request type.	10:17:51 PM
Andrew Lane	Other Request	10:18:03 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.	10:18:03 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:18:03 PM
Andrew Lane	Setback	10:18:22 PM
Acebuddy	Please select your request type.	10:18:22 PM
Andrew Lane	Server Resource Addition	10:18:30 PM
Acebuddy	Please select the resource type you'd like to add	10:18:30 PM
Andrew Lane	Restart	10:18:49 PM
Acebuddy	Hello Andrew Lane, I'm your Ace Buddy. I'll be happy to assist you!	10:18:49 PM
	Whom Would You Like to Connect With?	10:18:49 PM
Andrew Lane	Technical Support (QB & App Hosting)	10:18:55 PM

Acebuddy	Welcome to Ace Support.	10:18:55 PM
	Please chose an option :	10:18:55 PM
Andrew Lane	I'd like to raise a Request	10:19:00 PM
Acebuddy	Please select your request type.	10:19:00 PM
Andrew Lane	Server Resource Addition	10:19:07 PM
Acebuddy	Please select the resource type you'd like to add	10:19:07 PM
Andrew Lane	Setback	10:19:11 PM
Acebuddy	Please select your request type.	10:19:11 PM
Andrew Lane	Application Update	10:19:14 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	10:19:14 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	10:19:14 PM
Andrew Lane	No	10:20:04 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:20:04 PM
	<i>Acebuddy has ended this chat session</i>	10:20:05 PM



