

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 3:37:36 AM

#83252 Mike Healey
Email: mike@haamail.com
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 17 Secs
City: RENO
State: Nevada
Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 7 Secs

Mike Healey	Hello, I am your Acebuddy	4 Nov, 3:37:36 AM
Acebuddy	Hello Mike Healey, I'm your Ace Buddy. I'll be happy to assist you!	3:37:37 AM
	Whom Would You Like to Connect With?	3:37:37 AM
Mike Healey	Technical Support (QB & App Hosting)	3:37:41 AM
Acebuddy	Welcome to Ace Support.	3:37:41 AM
	Please chose an option :	3:37:41 AM
Mike Healey	I'd like to report an Issue	3:37:47 AM
Acebuddy	Please select an option!	3:37:47 AM
Mike Healey	Other Issue	3:37:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:37:53 AM
Mike Healey	Need Firm 360 Adobe tool installed	3:38:12 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:38:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:38:13 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	3:38:25 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you	3:38:30 AM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Nov, 10:54:27 PM

#83560 mark

Email: mark@ritepainting.com 📞 12064064844

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 2 Secs

mark	Hello, I am your Acebuddy	12 Nov, 10:54:28 PM
Acebuddy	Hello Mark Lane, I'm your Ace Buddy. I'll be happy to assist you!	10:54:29 PM
	Whom Would You Like to Connect With?	10:54:29 PM
mark	Technical Support (QB & App Hosting)	10:54:39 PM
Acebuddy	Welcome to Ace Support.	10:54:39 PM
	Please chose an option :	10:54:39 PM
mark	I'd like to raise a Request	10:54:45 PM
Acebuddy	Please select your request type.	10:54:46 PM
mark	Other Request	10:54:57 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:54:57 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:54:57 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:35:30 PM
	Ended due to chat idle timeout	11:35:30 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Nov, 12:12:42 AM

#83421 Pam Peterson
Email: accounting@aquasox.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 13 Secs
City: EVERETT
State: Washington
Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 23 Secs

Pam Peterson	Hello, I am your Acebuddy	8 Nov, 12:12:43 AM
Acebuddy	Hello Pam Peterson, I'm your Ace Buddy. I'll be happy to assist you!	12:12:43 AM
	Whom Would You Like to Connect With?	12:12:43 AM
Pam Peterson	Technical Support (QB & App Hosting)	12:12:47 AM
Acebuddy	Welcome to Ace Support.	12:12:47 AM
	Please chose an option :	12:12:47 AM
Pam Peterson	I'd like to report an Issue	12:12:53 AM
Acebuddy	Please select an option!	12:12:54 AM
Pam Peterson	QuickBooks Issue	12:12:57 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:12:57 AM
Pam Peterson	QuickBooks is Frozen	12:13:01 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:13:01 AM
	Was that helpful?	12:13:01 AM

Pam Peterson	No	12:13:29 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:13:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:13:29 AM
	<i>Adarsh.Shukla declined the transfer request.</i>	12:13:36 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:14:33 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:14:39 AM
	Hello Pam, I will be surely assisting you with this. Kindly help me with your server name and user name?	12:14:58 AM
Pam Peterson	When switching to single user, QB froze. I don't have the icon to close it. Can you help me get the icon and help me unfreeze QB?	12:15:12 AM
	Let me look those up.	12:15:23 AM
	ID is Danny.Tetzlaff I don't know server name.	12:16:25 AM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	12:17:10 AM
	Is this the first time you are facing this issue?	12:17:27 AM
Pam Peterson	No. Third time QB has frozen this week.	12:17:45 AM
	Should I try reopening now?	12:19:05 AM
Ashutosh Mishra	Yes, please reopen QuickBooks.	12:19:18 AM
	May I know if this issue is occurring only for you, or are other users on the server also experiencing it?	12:20:33 AM
Pam Peterson	I'm usually the only one that uses it.	12:21:32 AM
Ashutosh Mishra	Please perform the same task and let me know if the QuickBooks is freezing again.	12:22:18 AM
Pam Peterson	It worked fine this time.	12:22:56 AM
Ashutosh Mishra	Great to see it is working, we would also assign your QuickBooks application to be updated over night to ensure the issue is not due to any pending updates.	12:25:40 AM
Pam Peterson	OK, thank you. Are you able to get me the icon that it shows when I first start the chat and it says I can click on that icon to close out? I don't have it on my task bar.	12:26:23 AM
Ashutosh Mishra	Please allow me a minute I will share the icon over your desktop.	12:26:57 AM
	I have pasted the shortcut on your desktop for QBReset.	12:33:13 AM
Pam Peterson	I don't see it. can you please direct me?	12:33:39 AM
	OK, thank you. Now I see it. Can I get it down on the tool bar? If QB is frozen it blocks the screen and then I couldn' t see it.	12:34:33 AM
Ashutosh Mishra	Sure, just right click on the icon and select "Pin to taskbar"	12:35:10 AM
Pam Peterson	It doesn't give me that option but did say pin to start and I should be able to see that and hopefully access. I can try that the next time. Thank you.	12:36:04 AM
Ashutosh Mishra	Sure if further assistance is required, we will be glad to assist.	12:36:41 AM

	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:36:48 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:36:53 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	12:37:02 AM
	<i>Ashutosh Mishra has ended this chat session</i>	12:37:06 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	15 Nov, 12:39:48 AM
<p>#83668 Vidhya Sajith</p> <p>Email: sales@epitexas.com</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Sourav Chhikara</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Microsoft Edge</p> <p>Device: Desktop</p> <p>Average Response Time: 40 Secs</p> <p>City: TOMBALL</p> <p>State: Texas</p> <p>Country: UNITED STATES</p>	

Chat Transcript	Chat Duration : 25 Mins 38 Secs
Vidhya Sajith	Hello, I am your Acebuddy
	15 Nov, 12:39:48 AM

Acebuddy	Hello Vidhya Sajith, I'm your Ace Buddy. I'll be happy to assist you!	12:39:49 AM
	Whom Would You Like to Connect With?	12:39:49 AM
Vidhya Sajith	Technical Support (QB & App Hosting)	12:40:00 AM
Acebuddy	Welcome to Ace Support.	12:40:00 AM
	Please chose an option :	12:40:00 AM
Vidhya Sajith	I'd like to report an Issue	12:40:10 AM
Acebuddy	Please select an option!	12:40:10 AM
Vidhya Sajith	Other Issue	12:40:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:40:18 AM
Vidhya Sajith	I'm facing an issue with logging in after being locked out. Even when using the correct password, I'm unable to access my account. I had raised a ticket a few minutes ago and the issue was resolved, but the same problem is occurring again.	12:42:42 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:42:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:42:43 AM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	12:42:53 AM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	12:42:59 AM
Vidhya Sajith	Hello, I'm facing an issue with logging in after being locked out. Even when using the correct password, I'm unable to access my account. I had raised a ticket a few minutes ago and the issue was resolved, but the same problem is occurring again.	12:43:13 AM
Sourav Chhikara	Thank you for sharing details, could you please share ticket number for my reference?	12:43:52 AM
Vidhya Sajith	Ticket ID: 802592	12:44:39 AM
Sourav Chhikara	Thank you for sharing information with me. I will be surely assisting you with this.	12:45:42 AM
	Kindly allow me two minutes to check the same.	12:45:55 AM
	Thank you for your patience.	12:48:05 AM
	Is this for account: EPI Valves Texas ?	12:48:26 AM
Vidhya Sajith	Yes	12:48:38 AM
Sourav Chhikara	Thanks for the confirmation !	12:48:39 AM
	Could you please share your username with me?	12:48:57 AM
Vidhya Sajith	Assistant	12:49:21 AM
Sourav Chhikara	I have unlocked the account, could you please check if you are able to login now?	12:50:28 AM
Vidhya Sajith	Let me check and let you know	12:51:06 AM
	No it is not working	12:51:59 AM
Sourav Chhikara	May I take the remote access of your local computer?	12:52:07 AM
Vidhya Sajith		12:52:13 AM

	sure	
Sourav Chhikara	Prior providing the access, I would suggest you to close any important documents at your end.	12:52:25 AM
	https://assist.acecloudhosting.com/join/6822942610	12:52:36 AM
	Kindly paste this link in the browser of local computer and join the session.	12:52:45 AM
	Are you able to download Remote support session?	12:55:10 AM
	Are we connected?	12:57:05 AM
Vidhya Sajith	Downloading	12:57:51 AM
	I think it is connected	12:58:29 AM
	Hello	12:59:44 AM
Sourav Chhikara	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.	12:59:49 AM
	Could you confirm here Vidhya, if your issue has been resolved?	1:04:49 AM
Vidhya Sajith	Yes it is resolved	1:05:15 AM
Sourav Chhikara	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:05:17 AM
	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!	1:05:24 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/)	
Vidhya Sajith	Thank you	1:05:26 AM
	<i>Sourav Chhikara has ended this chat session</i>	1:05:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83765 Heather Fuemmeler

Email: heather@ameristarroofing.com 📞 8164015606

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 17 Secs

City: ARMSTRONG

State: Missouri

Country: UNITED STATES

Chat Duration : 2 Hours 39 Mins

Chat Transcript

Heather Fuemmeler	Hello, I am your Acebuddy	18 Nov, 9:34:39 PM
Acebuddy	Hello Heather Fuemmeler, I'm your Ace Buddy. I'll be happy to assist you!	9:34:40 PM
	Whom Would You Like to Connect With?	9:34:40 PM
Heather Fuemmeler	Technical Support (QB & App Hosting)	9:34:43 PM
Acebuddy	Welcome to Ace Support.	9:34:43 PM
	Please chose an option :	9:34:43 PM
Heather Fuemmeler	I'd like to report an Issue	9:34:56 PM
Acebuddy	Please select an option!	9:34:56 PM
Heather Fuemmeler	QuickBooks Issue	9:35:00 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:35:00 PM
Heather Fuemmeler	QuickBooks Login Issue	9:35:06 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:35:06 PM
	Was that helpful?	9:35:06 PM
Heather Fuemmeler	No	9:35:10 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:35:10 PM
	Acebuddy (bot) forwarded the chat request	9:35:10 PM
	Adarsh Singh accepted the chat transfer request.	9:35:50 PM
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.	9:36:01 PM
Heather Fuemmeler	Sounds good. Company name is Ameristar Roofing, my name is Heather Fuemmeler	9:36:22 PM

	I am trying to open my quickbooks file and it doesn't show any opens to click on to open the file	9:36:43 PM
Adarsh Singh	I understand that you are facing QB login issue. I will surely assist you with that please allow me 2-3 minutes while i check the details for you.	9:38:23 PM
	Could you please try to open QuickBooks Only and let me know if you are getting any prompt ?	9:40:03 PM
Heather Fuemmeler	one sec	9:43:05 PM
	<i>9:44:16 PM</i> Heather Fuemmeler is sharing a file with you Screenshot 2025-11-18 101357.png - (Size:142.37 KB)	9:44:16 PM
	no	9:44:18 PM
Adarsh Singh	Could you please try to open company file from here.	9:45:43 PM
Heather Fuemmeler	I dont know what you mean	9:46:00 PM
	I tried to call earlier your number is disconnected, I have had nothing but problems with ace since the beginning	9:47:11 PM
Adarsh Singh	Apologies for the experience you had heather. I will make sure that the issue is resolved. Could you please confirm if all the users are affected ? When was the last time your were able to open company file?	9:48:44 PM
Heather Fuemmeler	Dana and I have both been affected. Yesterday I was able to open it	9:50:06 PM
	I'm not sure if Dez is working today. Dana finally was able to search for a file	9:51:31 PM
Adarsh Singh	As checked a update is pending for QuickBooks. It will take 25-30 minutes to update it please let me know if you would like me to schedule a QB update in off hours ? If you would like to do it right away we need all users to be logged off from the server. Please let me know your preference i would love to assist you with that.	9:53:17 PM
Heather Fuemmeler	I have been sending a quickbooks update notification everyday for the last 2 weeks and everyday you all say you are updating in the off hours. Please update now.	9:55:12 PM
Adarsh Singh	This is not the experience we wanted you to have. Let me do it for you.	9:57:45 PM
	Update is in progress thanks for your patience, Heather.	10:02:59 PM
	Thanks for your patience Heather, We have updated the QuickBooks and rest assured you won't be facing any issues in coming days.	10:11:57 PM
	Please check and let me know if you need any additional assistance i would love to assist you with that.	10:12:28 PM
Heather Fuemmeler	Let me see if it shows the qb files that i can open	10:12:55 PM
Adarsh Singh	Yes please.	10:13:43 PM
Heather Fuemmeler	Well so far I have attempted 3 times to get into the server. It sends the code to my email. I go back to the screen to input and the application restarts and makes me do it all over again.	10:16:17 PM
Adarsh Singh	May I take the remote access of your local computer to assist you further?	10:17:30 PM
Heather Fuemmeler	Sure	10:18:46 PM
Adarsh Singh	Prior providing the access, I would suggest you to close any important documents at your end.	10:19:07 PM

	https://assist.acecloudhosting.com/join/5972504694	10:19:22 PM
Heather Fuemmeler	It just let me in the server finally one sec i'll see if qb has the files ot open	10:19:42 PM
Adarsh Singh	Glad to know that i can check from the backend as well. Please see if you are able to open QB file.	10:20:17 PM
Heather Fuemmeler	Ok you're on. no files to open	10:21:33 PM
Adarsh Singh	Could you please close QB from your end. We will make the required changes to fix prompt showing critical update pending after QB update also.	10:25:05 PM
Heather Fuemmeler	THats fine you have control of my computer correct	10:25:28 PM
	the update is not my problem currently im trying to login to qb and i have no qb file to select to login	10:26:11 PM
Adarsh Singh	Could you please open the QuickBooks now.	10:27:31 PM
	We would need your help to select the path of the company file that you wanted to open as once you will open that file it will start reflecting under recently opened files.	10:29:37 PM
Heather Fuemmeler	I do not know what company files are used. it always populates	10:30:16 PM
	ok now need the tx file	10:32:44 PM
Adarsh Singh	Now these files will show up in recent. Please check and let me know.	10:35:09 PM
Heather Fuemmeler	Yes this is what it normally looks like. I'm having dana login now to see if it shows up on her end	10:36:03 PM
	Shes having trouble like i did accessing the server. once she gets in i'll have her check quickbooks	10:36:49 PM
Adarsh Singh	Rest assured you won't be facing any issue in coming future. These file are not there as we updated QB.	10:37:25 PM
	Dana just need to open server and go to D drive client data and open both the file and you will be good to go.	
	Please let me know if you do have any additional queries. I would be more than happy to answer it for you.	10:37:59 PM
Heather Fuemmeler	Its saying it requires window administrator positions on her end. Can you send access to get on her computer	10:40:41 PM
Adarsh Singh	Sure, Could you please ask her to open remote link https://assist.acecloudhosting.com/join/2722557096 on local computer.	10:41:32 PM
	Prior providing the access, Please ask Dana to close personal files and folders.	10:42:00 PM
Heather Fuemmeler	I did that and you didn't use it. you can just remote onto her server and she can click yes	10:42:13 PM
Adarsh Singh	Sure please ask Dana to allow the prompt.	10:42:51 PM
Heather Fuemmeler	will do	10:43:24 PM
Adarsh Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:45:50 PM
	We are able to open the Company file could you please ask Dana. If this is the file we are looking for.	10:46:46 PM
Heather Fuemmeler	she has missouri but needs tx	10:47:23 PM
Adarsh Singh	I am checking the details with her.	10:51:03 PM

Heather Fuemmeler	ok	10:51:27 PM
	So my Tx file won't open now either it says i need to download the latest file doctor	10:55:35 PM
	We have had some issues with this one in the past but not any issues with the actual quickbooks files for a while now	10:56:20 PM
Adarsh Singh	Yes it seems to be issue with the user profile in QB could you please create a new user profile in Texas company file for Dana to check if she is able to open.	10:56:36 PM
Heather Fuemmeler	I can't get it tx file now either so its not just her profile is what i'm saying	10:57:31 PM
	and no we can't make a new profile that will be a huge hiccup.	10:58:16 PM
	<i>10:59:19 PMHeather Fuemmeler is sharing a file with you</i> Screenshot 2025-11-18 112908.png - (Size:37.29 KB)	10:59:19 PM
	Not sure if you can do this on your end so that it fixes whatever needs fixed	10:59:40 PM
Adarsh Singh	Sure, could you please open Texas QB file from your end or if you could share Dana credentials so i can check from my end. I will look to the File doctor update prompt.	11:02:19 PM
Heather Fuemmeler	It says it needs switched to multi-user	11:03:00 PM
	<i>11:03:38 PMHeather Fuemmeler is sharing a file with you</i> Screenshot 2025-11-18 113327.png - (Size:85.28 KB)	11:03:38 PM
Adarsh Singh	Could you please do that for me as in single user mode only one person can access the company file.	11:03:41 PM
Heather Fuemmeler	I can not get in the file	11:03:58 PM
	This is so frustrating we literally can't do any work	11:04:56 PM
Adarsh Singh	I can understand your frustration. If I could be your place i could be frustrated too.	11:06:10 PM
Heather Fuemmeler	Dezerea has the same issue and she only needs the tx file on her quickbooks	11:08:28 PM
	are you done on dana's computer for now?	11:08:56 PM
Adarsh Singh	Yes i can see her screen.	11:10:11 PM
	Could you please switch the file from single user to multi user mode so all users can open the file.	11:10:44 PM
Heather Fuemmeler	you have to login to the file to switch it and we cant open the file to do so	11:11:39 PM
Adarsh Singh	Kindly enter your password to check if we are able to open the file.	11:13:44 PM
Heather Fuemmeler	Is it still open but not really open on Dana's computer? She sent me a picture of it. We may need to get out of it there	11:14:57 PM
Adarsh Singh	We need to log off the company file from Dana computer. I am requesting a remote session please ask her to accept the invitation.	11:16:39 PM
Heather Fuemmeler	It might be letting me in	11:20:55 PM
	oh dang it it acted like it was going to then closed my quickbooks	11:21:14 PM
Adarsh Singh	Yes, you are correct. I will run the Quickbooks Tool hub now. I will need 5 min to do this.	11:21:51 PM
Heather Fuemmeler	One sec it just let me in	11:22:08 PM

	but then closes immediately	11:22:15 PM
	go ahead and do what you need to do	11:22:23 PM
Adarsh Singh	Alright, lets try again.	11:27:25 PM
Heather Fuemmeler	That is what it did before lets me login then closes quickbooks	11:30:56 PM
Adarsh Singh	I have restarted the service could you please try to sign in now thanks for your patience while working with me.	11:31:46 PM
Heather Fuemmeler	So it will open the missouri file, its just the texas file that wont open	11:34:04 PM
	Ok looks like i'm in. Can I try to go out and get back in again to make sure then see if dana can log in?	11:35:58 PM
Adarsh Singh	We have got a workaround for you. First, we have to open sample file and then open the required QB file which needs to be opened. Please try to close QB and open as requested as well as please ask Dana to follow the same.	11:37:30 PM
Heather Fuemmeler	It is letting me in can you fix on Dana's computer? Then I need to have you fix on Dezerea's as well	11:40:28 PM
Adarsh Singh	We are able to open on Dana's end please ask her to verify. Now i will take the remote session for Dezerea's as well.	11:43:36 PM
Heather Fuemmeler	Ok sounds good I told Dezerea	11:44:00 PM
Adarsh Singh	It seems the request was declined. Please ask to accept the prompt so i can connect remotely to assist further.	11:45:36 PM
Heather Fuemmeler	She didn't have anything pop up	11:48:20 PM
	shes in the server now can you send the request to take her computer	11:48:32 PM
Adarsh Singh	Sure we are connected now	11:52:48 PM
Heather Fuemmeler	she cannot operate the file in a secondary file. So I told her to close the secondary file and go to previous company to select tx. She only needs access to the TX company file	11:58:33 PM
	make sure you don't have other files open	19 Nov, 12:01:22 AM
	She said its already open	12:01:30 AM
Adarsh Singh	Sure, we are able to open the file now could you please check and verify.	12:03:01 AM
Heather Fuemmeler	She said it opened then crashed	12:04:36 AM
Adarsh Singh	As suggested, when we open QB, it will ask you to sign in so we have to cancel the sign in prompt open sample file and then Go to File > Open previous company file.	12:06:53 AM
Heather Fuemmeler	ok sounds good she said it works	12:08:51 AM
Adarsh Singh	Glad to know that. As of now you can continue your work and we will request our team for clean reinstallation of the QB as this seems to issue with the installed package once done we will update via email.	12:10:25 AM
	Please let me know if you do have an additional question for me ?	12:10:47 AM
Heather Fuemmeler	no other questions	12:11:45 AM
Adarsh Singh	Thanks for your patience for working with me Heather and i will make sure you get a permanent fix.	12:12:30 AM

	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	12:12:38 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	12:13:45 AM
	<i>Adarsh Singh has ended this chat session</i>	12:13:46 AM



Chat Transcript


Hello, I am your Acebuddy

Visitor Details	5 Nov, 6:02:23 PM
<p>#83317 Shital Thube</p> <p>Email: shitalthube30@gmail.com 📞 9637812192</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: Android</p> <p>Browser: Google Chrome</p> <p>Device: Mobile</p> <p>City: DEOKALIA</p> <p>State: Uttar Pradesh</p> <p>Country: INDIA</p>	

Chat Transcript

Chat Duration : 36 Mins 31 Secs

Shital Thube	Hello, I am your Acebuddy	5 Nov, 6:02:23 PM
Acebuddy	Hello Shital Thube, I'm your Ace Buddy. I'll be happy to assist you!	6:02:24 PM
	Whom Would You Like to Connect With?	6:02:24 PM

	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:38:55 PM
	Ended due to chat idle timeout	6:38:55 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Nov, 12:26:56 AM

#83436 Terra Watkins
Email: terrawatkins@terrawatkinstaxaccounting.com ☎ 15029744572
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: LOUISVILLE
State: Kentucky
Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Secs

Terra Watkins	Hello, I am your Acebuddy	9 Nov, 12:26:56 AM
Acebuddy	Hello Terra Watkins, I'm your Ace Buddy. I'll be happy to assist you!	12:26:58 AM
	Whom Would You Like to Connect With?	12:26:58 AM
Terra Watkins	Technical Support (QB & App Hosting)	12:27:07 AM
Acebuddy	Welcome to Ace Support.	12:27:07 AM
	Please chose an option :	12:27:07 AM
Terra Watkins	I'd like to raise a Request	12:27:16 AM
Acebuddy	Please select your request type.	12:27:16 AM
Terra Watkins	Other Request	12:27:30 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our	

	technicians will connect with you for further assistance.	12:27:30 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:27:30 AM
Terra Watkins	No, That'll be all!	12:27:40 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	12:27:40 AM
Acebuddy has ended this chat session		12:27:41 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83558 Cody McDaniel

Email: cody@groupcci.com

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 55 Secs


City: ATLANTA

State: Georgia

Country: UNITED STATES

12 Nov, 10:47:01 PM

Chat Transcript		Chat Duration : 13 Mins 9 Secs
Cody McDaniel	Hello, I am your Acebuddy	12 Nov, 10:47:02 PM
Acebuddy	Hello Cody Mcdaniel, I'm your Ace Buddy. I'll be happy to assist you!	10:47:02 PM
	Whom Would You Like to Connect With?	10:47:02 PM
Cody McDaniel	Technical Support (QB & App Hosting)	10:47:06 PM
Acebuddy	Welcome to Ace Support.	10:47:06 PM
	Please chose an option :	10:47:06 PM
Cody McDaniel	I'd like to report an Issue	10:47:16 PM

Acebuddy	Please select an option!	10:47:16 PM
Cody McDaniel	QuickBooks Issue	10:47:20 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:47:20 PM
Cody McDaniel	Other QB related issue	10:47:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:47:36 PM
Cody McDaniel	unable to export report to excel	10:47:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:47:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:47:49 PM
	<i>Gaurav kumar declined the transfer request.</i>	10:47:53 PM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	10:47:53 PM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	10:48:05 PM
Cody McDaniel	This is 3rd time reaching out about same issue - user Eunice on LLManagement.myrealdata.net is having this issue, she needs a remote session with someone to troubleshoot	10:49:03 PM
	<i>10:49:57 PMCody McDaniel is sharing a file with you</i> image.png - (Size:17.46 KB)	10:49:57 PM
Sourav Chhikara	I deeply apologize for the inconvenience caused to you. I will surely assist you with that.	10:50:18 PM
	Please allow me a moment to check things from backend.	10:50:32 PM
	Please bear with me I am still checking.	10:55:08 PM
Cody McDaniel	She has a meeting in about 5min she needs to leave for	10:55:14 PM
Sourav Chhikara	Please ask user to logoff the server and login again and check if issue still persist.	10:56:48 PM
	I understand the urgency Cody.	10:57:03 PM
Cody McDaniel	She will have to do this when she gets back in an hour - can I let you know via email?	10:57:23 PM
Sourav Chhikara	Sure Cody you can confirm us over the email if the issue is resolved. If the issue still persist please ask the user to callback on this number: - 888-415-5240 (toll-free) (Edited)	10:58:46 PM
	Is there anything else I may help you with ?	10:59:35 PM
Cody McDaniel	That is all I will reach back out to you if needed	10:59:51 PM
Sourav Chhikara	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:00:02 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:00:08 PM
	<i>Sourav Chhikara has ended this chat session</i>	11:00:11 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Nov, 11:16:25 PM

#83624 Christian Blocker

Email: cblocker@allstarservices.us 📞 15044278795

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: MANDEVILLE

State: Louisiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 28 Secs

Christian Blocker	Hello, I am your Acebuddy	13 Nov, 11:16:25 PM
Acebuddy	Hello Christian Blocker, I'm your Ace Buddy. I'll be happy to assist you!	11:16:26 PM
	Whom Would You Like to Connect With?	11:16:26 PM
Christian Blocker	Technical Support (QB & App Hosting)	11:16:35 PM
Acebuddy	Welcome to Ace Support.	11:16:35 PM
	Please chose an option :	11:16:35 PM
Christian Blocker	I'd like to raise a Request	11:16:45 PM
Acebuddy	Please select your request type.	11:16:45 PM
Christian Blocker	Setup Ace Server	11:16:53 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	11:16:53 PM
Christian Blocker	Microsoft Windows	11:17:01 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	11:17:01 PM
	Do you need any further assistance on the topic?	11:17:01 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:50:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Nov, 2:06:13 AM

#83795 Hannah Long
Email: admin@wimberly.homes 📞 4798793819
Department: Support(QB & App Hosting)
Operator: Luv
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 38 Secs
City: ROGERS
State: Arkansas
Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 21 Secs

Hannah Long	Hello, I am your Acebuddy	19 Nov, 2:06:13 AM
Acebuddy	Hello Hannah Long, I'm your Ace Buddy. I'll be happy to assist you!	2:06:14 AM
	Whom Would You Like to Connect With?	2:06:14 AM
Hannah Long	Technical Support (QB & App Hosting)	2:06:24 AM
Acebuddy	Welcome to Ace Support.	2:06:24 AM
	Please chose an option :	2:06:24 AM
Hannah Long	I'd like to raise a Request	2:06:32 AM
Acebuddy	Please select your request type.	2:06:32 AM
Hannah Long	Server Resource Addition	2:06:49 AM
Acebuddy	Please select the resource type you'd like to add	2:06:49 AM
Hannah Long	Restart	2:06:57 AM

Acebuddy	Hello Hannah Long, I'm your Ace Buddy. I'll be happy to assist you!	2:06:57 AM
	Whom Would You Like to Connect With?	2:06:57 AM
Hannah Long	Technical Support (QB & App Hosting)	2:07:01 AM
Acebuddy	Welcome to Ace Support.	2:07:01 AM
	Please chose an option :	2:07:01 AM
Hannah Long	I'd like to report an Issue	2:07:08 AM
Acebuddy	Please select an option!	2:07:08 AM
Hannah Long	QuickBooks Issue	2:07:15 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:07:15 AM
Hannah Long	QuickBooks Login Issue	2:07:20 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	2:07:20 AM
	Was that helpful?	2:07:20 AM
Hannah Long	No	2:07:30 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:07:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:07:30 AM
	<i>Luv accepted the chat transfer request.</i>	2:08:20 AM
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.	2:08:31 AM
Hannah Long	I am needing help with 2 users being able to access out quickbooks accounts through ACE. Currently we have ACE and Staff Chris on our computer desktop to access our quickbooks, but it will not allow both of us to be in at the same time.	2:09:34 AM
	We are logged in to different accounts, I am using Mary and he is using Admin, but it kicks the other out when they attemp to access quickbooks as well	2:10:18 AM
Luv	Oh, May I know the server name? I will shadow your session and check what is the issue. (Edited)	2:10:48 AM
Hannah Long	Ace logged in as Chris Wimberly I believe	2:11:37 AM
	he is logged in to the ADMIN account currently, but if i click into ACE on my desktop to go into the server it will kick him out and let me in, not allow both of us in at the same time as different users	2:12:39 AM
Luv	Okay, so you are not able to access the server at the same time? Is that correct?	2:13:42 AM
Hannah Long	that is correct	2:14:07 AM
Luv	Kindly allow me two minutes to check the same.	2:14:34 AM
Hannah Long	we have two different access points on our desktops one labeled Ace and one labeled Staff_Chris_WC@myrealdata.net	2:15:21 AM
Luv	Are you both using the same device or different?	2:15:43 AM
Hannah Long	Different Computers	2:15:50 AM

Luv	I am going to remote into your session bare with me	2:16:03 AM
	Can you go ahead and connect yours	2:16:36 AM
Hannah Long	I am not currently logged in, Chris is on his computer	2:16:44 AM
	is there a way for me to download a new server access point onto my computer and login under myself instead of chris as the user on the sever and then access the quickbooks app?	2:17:43 AM
Luv	Yes.	2:17:55 AM
Hannah Long	He is currently working on invoicing and I dont want to kick him out	2:18:21 AM
	<i>2:18:39 AMLuv is sharing a file with you</i> MyPortal-v2.pdf - (Size:1.39 MB)	2:18:39 AM
	<i>Give me your email that you are using on the local computer, I will send the RDP file, or chris can do</i>	
	admin@wimberly.homes	2:18:55 AM
Luv	Okay wait	2:19:18 AM
	allow me few minutes to send the file to you.	2:19:28 AM
	Can you tell me what user is Chris using to access the server?	2:22:36 AM
	Staff_Chris_WC@myrealddata.net I am sending you the RDP file for this user, do you remember the password for this?	2:23:18 AM
Hannah Long	He is using Chris Wimberly on the ace desktop, logged into quickbooks as Admin	2:23:41 AM
	I do not have the password for Staff	2:24:00 AM
Luv	Okay, Can you send an email from the [admin@wimberly.homes] (mailto:admin@wimberly.homes)	2:24:15 AM
	to Support@acecloudhosting.com and ask us to reset the password for this account.	2:24:33 AM
	I will send you the password and RDP file both at the same time.	2:24:45 AM
Hannah Long	I just got that sent	2:26:02 AM
Luv	Sure, let me check please stay connected.	2:26:13 AM
	Please check I sent the password link and RDP file, let me know if you need anything else.	2:29:25 AM
	Are you there?	2:34:45 AM
	Are you there?	2:36:30 AM
	Are you there?	2:37:51 AM
	Due to no response, will be disconnecting this chat, please reach out over email if you have any questions or concerns	2:38:20 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:38:23 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:38:30 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

conversation, along with a ticket number and survey feedback form.

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

Thanks!


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

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

2:38:33 AM

Luv has ended this chat session

2:38:35 AM



Chat Transcript

Hello, I am your Acebuddy

8 Nov, 12:28:19 AM

Visitor Details

#83422 Monique Hale

Email: mhale@routreeconsulting.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: SANTA ANA


State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 26 Secs

Monique Hale	Hello, I am your Acebuddy	8 Nov, 12:28:19 AM
Acebuddy	Hello Monique Hale, I'm your Ace Buddy. I'll be happy to assist you!	12:28:20 AM
	Whom Would You Like to Connect With?	12:28:20 AM
Monique Hale	Technical Support (QB & App Hosting)	12:28:25 AM
Acebuddy	Welcome to Ace Support.	12:28:25 AM

	Please chose an option :	12:28:25 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:12:46 AM
	Ended due to chat idle timeout	1:12:46 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	3 Nov, 11:35:43 PM
<div>#83228 jon</div> <div>Email: jon@sundackcpa.com 📞 6314999437</div> <div>Department: Support(QB & App Hosting)</div> <div>Operator: Shashwat Verma</div> <div>Website: https://www.acecloudhosting.com/support-chat.php</div> <div>Operating System: Microsoft Windows</div> <div>Browser: Google Chrome</div> <div>Device: Desktop</div> <div>Average Response Time: 2 Mins 10 Secs</div> <div>City: FARMINGDALE</div> <div>State: New York</div> <div>Country: UNITED STATES</div>	

Chat Transcript

Chat Duration : 43 Mins 27 Secs

jon	Hello, I am your Acebuddy	3 Nov, 11:35:44 PM
Acebuddy	Hello Jon, I'm your Ace Buddy. I'll be happy to assist you!	11:35:45 PM
	Whom Would You Like to Connect With?	11:35:45 PM
jon	Technical Support (QB & App Hosting)	11:35:55 PM
Acebuddy	Welcome to Ace Support.	11:35:55 PM
	Please chose an option :	11:35:55 PM
jon	I'd like to report an Issue	11:36:12 PM
Acebuddy	Please select an option!	11:36:12 PM

jon	Other Issue	11:36:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:36:18 PM
jon	can not connect to server	11:36:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:36:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:36:37 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:37:46 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:37:49 PM
	Hello Jon	11:37:52 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	11:38:02 PM
jon	al users	11:40:10 PM
	been going on all morning	11:40:13 PM
Shashwat Verma	I will surely help you with this issue.	11:40:24 PM
	Kindly allow me two minutes to check the same.	11:40:27 PM
jon	ok	11:41:27 PM
Shashwat Verma	I deeply apologize for the inconvenience caused to you.	11:46:22 PM
	We are currently working, kindly stay connected.	11:46:37 PM
jon	surely	11:46:42 PM
	are you still with me	11:54:16 PM
Shashwat Verma	YEs	11:54:35 PM
	It is taking more than usual time, we apologies for the inconvenience, Kindly allow me 8-10 mins.	11:55:13 PM
	Kindly stay connected, we really appreciate your patience.	4 Nov, 12:01:30 AM
jon	yes still here	12:01:48 AM
Shashwat Verma	Thanks	12:01:54 AM
	Jon , we apologize for the inconvenience caused. Our team is continuously working on your issue, and it may take approximately 30 minutes to get everything back on track. We will update you via email or call if needed and will also share the reason behind the issue once it's resolved.	12:11:55 AM
	Is that work for you?	12:12:00 AM
jon	how long have we been down and do you know why?	12:12:24 AM
Shashwat Verma	We understand your concern, it might take approx. 30mins and will also mention the issue in the future email.	12:14:05 AM
jon	ok	12:14:14 AM

Shashwat Verma	I apologize for any delay. Thank you for your patience.	12:14:34 AM
	I'll surely update you in 25-30 mins.	12:14:55 AM
	We are disconnecting this chat for time-being.	12:18:51 AM
	We'll get this sorted in 30 mins	12:19:04 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:19:06 AM
	<i>Shashwat Verma has ended this chat session</i>	12:19:12 AM



Chat Transcript

problems accessing QuickBooks

Visitor Details

17 Nov, 9:40:59 PM

#83707 inverteccasv
Email: inverteccasv@gmail.com 📞 78566846
Department: Support(QB & App Hosting)
Operator: Adarsh Singh
Website: <https://www.acecloudhosting.com/account-login/>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 18 Secs
City: COLONIA SAN BENITO
State: San Salvador
Country: EL SALVADOR

Chat Transcript

Chat Duration : 41 Mins 15 Secs

inverteccasv	problems accessing QuickBooks	17 Nov, 9:40:59 PM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	9:41:04 PM
	<i>Siddhant is transferring the chat to Support(QB & App Hosting).</i>	9:41:14 PM
	<i>Adarsh Singh accepted the chat transfer request.</i>	9:41:28 PM
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.	9:41:36 PM

inverteccasv	thank you	9:42:31 PM
Adarsh Singh	I understand that you are having issue accessing QuickBooks. Could you please confirm me your Server username or business name ?	9:43:11 PM
inverteccasv	Hannah Distributor LLC, customer ID: CID73235	9:44:54 PM
	We have several companies within, but I can't access one of them with the user sdiaz	9:45:35 PM
Adarsh Singh	Got you could you please let me know server full email? and the error which you are getting?	9:46:58 PM
	<i>9:48:14 PM</i> inverteccasv is sharing a file with you <i>Imagen de WhatsApp 2025-11-17 a las 09.29.55_75f13fda.jpg</i> - (Size:71.72 KB)	9:48:14 PM
	You are able to open QuickBooks however it wont let you in as you are entering either wrong username or password.	9:51:38 PM
	Could you please let me know when was the last time you were able to sign in ?	9:51:59 PM
inverteccasv	Where do I change my password?	9:52:52 PM
Adarsh Singh	Could you please let me know if you are the admin or this is a regular user account? So, i can assist you accordingly.	9:54:28 PM
inverteccasv	i am	9:56:35 PM
	admin	9:56:37 PM
	i have access to the admin user	9:57:30 PM
Adarsh Singh	Are you able to sign in as admin so i can guide to the reset the password for sdiaz ?	10:00:12 PM
inverteccasv	yes	10:02:59 PM
Adarsh Singh	Thanks for the information to reset the password please follow below steps: - Log in as Admin (Single-User Mode) You’re already logged in as Admin — now switch to single-user mode: File → Switch to Single-User Mode -Open the User Management Window The menu path is: Company → Users → Set Up Users and Roles -Choose the User That Needs a New Password In the Users and Roles window, click Users (left side). Find the user whose password needs to be reset. Select the user → click Edit. -Reset the Password Inside the Edit User window: Enter a new password Confirm the password Click OK QuickBooks will save the new password immediately.	10:07:17 PM
	Please let me know if you need any assistance in between i would love to assist you.	10:10:29 PM

	Are we connected?	10:15:13 PM
	As there is no response from your side chat will be disconnected due to inactivity. Please let us know if we are connected so we can assist you accordingly.	10:18:40 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. We would be more than happy to assist you with.	10:22:16 PM

Adarsh Singh has ended this chat session

10:22:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Nov, 10:42:18 PM

#83474 Brian Jarvis
Email: bjarvis@jarvcpa.com 📞 2816469088 X 102
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 CLEMENTE
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 9 Secs

Brian Jarvis	Hello, I am your Acebuddy	10 Nov, 10:42:19 PM
Acebuddy	Hello Brian Jarvis, I'm your Ace Buddy. I'll be happy to assist you!	10:42:19 PM
	Whom Would You Like to Connect With?	10:42:19 PM
Brian Jarvis	Technical Support (QB & App Hosting)	10:42:28 PM
Acebuddy	Welcome to Ace Support.	10:42:29 PM
	Please chose an option :	10:42:29 PM
Brian Jarvis	I'd like to raise a Request	10:42:41 PM

Acebuddy	Please select your request type.	10:42:41 PM
Brian Jarvis	Setup Ace Server	10:42:55 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	10:42:55 PM
Brian Jarvis	Microsoft Windows	10:43:02 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	10:43:02 PM
	Do you need any further assistance on the topic?	10:43:02 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:18:28 PM
	<i>Ended due to chat idle timeout</i>	11:18:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Nov, 3:44:56 PM


#83454 Sam
Email: clientrelations@fintaxcpas.com
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 15 Secs
City: SURAT
State: Gujarat
Country: INDIA

Chat Transcript

Chat Duration : 7 Mins 46 Secs

Sam	Hello, I am your Acebuddy	10 Nov, 3:44:57 PM
Acebuddy	Hello Sam, I'm your Ace Buddy. I'll be happy to assist you!	3:44:58 PM

	Whom Would You Like to Connect With?	3:44:58 PM
Sam	Technical Support (QB & App Hosting)	3:45:01 PM
Acebuddy	Welcome to Ace Support.	3:45:01 PM
	Please chose an option :	3:45:01 PM
Sam	I'd like to report an Issue	3:45:08 PM
Acebuddy	Please select an option!	3:45:08 PM
Sam	Other Issue	3:45:20 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:45:21 PM
Sam	Ticket ID - 793988	3:45:26 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:45:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:45:27 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	3:45:33 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	3:45:44 PM
	Hi Sam. How are you doing today?	3:45:52 PM
	So as I can see, you want to disable the user profile and create a new one.	3:46:41 PM
	Am I right?	3:46:56 PM
Sam	Yes, that is correct! Please go ahead and create the profile and send the instructions in the email direct along with the shortcut for RDC.	3:47:53 PM
Yash Ahi	Well Sam, we need to inform you that this needs to be done by the Primary Contact person Angie using the myportal.	3:48:23 PM
	As I can see, another agent already sent SOP for myportal to manage users.	3:49:01 PM
Sam	Yash, I do understand that but Angie is unable to do that due to not that tech savy and we request Ace over email to create the profile.	3:49:33 PM
	Angie tried doing that and then this issue occured.	3:49:42 PM
	That is the reason, we are requesting Ace to get ahead and help us resolve the issue without any error.	3:50:00 PM
Yash Ahi	Alright Sam. I understand.	3:50:24 PM
	No problem. I will disable the existing user and will create a new one.	3:50:58 PM
Sam	Thanks a lot! That really means a lot to us. I need to start my work and it would be really great if you could please initiate the process at the earliest.	3:51:24 PM
Yash Ahi	Once the user is created, I will send all the instructions with the RDP icon on the same ticket.	3:51:28 PM
	Absolutely, you will receive the user within 40-50 minutes.	3:51:55 PM
Sam	Sounds good!	3:52:04 PM
Yash Ahi	Is there anything else I may help you with ?	3:52:06 PM

Sam	No that's all.	3:52:17 PM
Yash Ahi	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:52:22 PM
Sam	Thank you for all your assistance.	3:52:22 PM
Yash Ahi	You are welcome.	3:52:27 PM
	After this chat you will get the reference ticket ID	3:52:36 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:52:38 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>	3:52:40 PM
	<i>Yash Ahi has ended this chat session</i>	3:52:43 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83880 dritz

Email: dritz@saratogaconstruction.net 📞 5185870100

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: SARATOGA SPRINGS

State: New York

Country: UNITED STATES

20 Nov, 9:40:38 PM

dritz	Hello, I am your Acebuddy	20 Nov, 9:40:39 PM
Acebuddy	Hello Dritz, I'm your Ace Buddy. I'll be happy to assist you!	9:40:40 PM
	Whom Would You Like to Connect With?	9:40:40 PM
dritz	Technical Support (QB & App Hosting)	9:40:46 PM
Acebuddy	Welcome to Ace Support.	9:40:46 PM
	Please chose an option :	9:40:46 PM
dritz	I'd like to report an Issue	9:40:51 PM
Acebuddy	Please select an option!	9:40:51 PM
dritz	Other Issue	9:40:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:40:58 PM
dritz	I have some kind of Microsoft Edge pop up I can't get rid of, no place to close it	9:41:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:41:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:41:48 PM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	9:41:52 PM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	9:41:57 PM
dritz	ok	9:42:05 PM
Sourav Chhikara	Sure, I can help with that. Let me look into it for you. Could you please help me with your username.	9:43:04 PM
dritz	DebbieR.real data	9:44:04 PM
Sourav Chhikara	Allow me a moment to check the details.	9:44:28 PM
dritz	ok, I clicked on this in a help by mistake	9:45:05 PM
Sourav Chhikara	May I take the remote access of your local computer?	9:45:11 PM
dritz	yes	9:45:19 PM
Sourav Chhikara	Prior providing the access, I would suggest you to close any important documents at your end.	9:45:26 PM
dritz	done	9:45:35 PM
Sourav Chhikara	https://assist.acecloudhosting.com/join/3522747333	9:45:35 PM
	Kindly paste this link in the browser of local computer and join the session.	9:45:42 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.	9:46:40 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:19:24 PM

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/>)

10:19:30 PM

Sourav Chhikara has ended this chat session

10:19:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Nov, 8:22:44 PM

#83821 Prakhar Bhardwaj
Email: pbhardwaj@hmgroupllp.com
Department: Support(QB & App Hosting)
Operator: Luv
Website: <https://www.acecloudhosting.com/support-chat-mail.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 54 Secs
City: DUNDAHERA
State: Uttar Pradesh
Country: INDIA

Chat Transcript

Chat Duration : 21 Mins 16 Secs

Prakhar Bhardwaj	Hello, I am your Acebuddy	19 Nov, 8:22:45 PM
Acebuddy	Hello Prakhar Bhardwaj, I'm your Ace Buddy. I'll be happy to assist you!	8:22:46 PM
	Whom Would You Like to Connect With?	8:22:46 PM
Prakhar Bhardwaj	VDI/DaaS Support	8:22:51 PM

Acebuddy	Please wait while we connect you to an available Representative.	8:22:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:22:51 PM
	<i>Shubham accepted the chat transfer request.</i>	8:24:34 PM
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>	8:25:08 PM
	<i>Luv accepted the chat transfer request.</i>	8:25:15 PM
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.	8:25:25 PM
	How are you?	8:25:33 PM
Prakhar Bhardwaj	hi	8:25:40 PM
	I am getting blasnk screen while logging into vdi	8:25:57 PM
Luv	Oh okay, May i know what is your server name?	8:26:22 PM
Prakhar Bhardwaj	Prakhar.B@myrealddata.net	8:26:59 PM
Luv	Kindly allow me two minutes to check the same.	8:27:20 PM
Prakhar Bhardwaj	ok	8:27:25 PM
Luv	I am logging into the server, stay connected.	8:30:07 PM
	May I know if its only you who is having this issue or is someone else in the team also affected?	8:31:07 PM
Prakhar Bhardwaj	My Teammate as well is affected	8:31:48 PM
Luv	Okay, I am going to sign off your session from the server, and when i tell you please try logging in again.	8:32:31 PM
	Try signing in now.	8:32:58 PM
	Are you there?	8:35:37 PM
Prakhar Bhardwaj	checking	8:36:15 PM
Luv	Okay.	8:36:20 PM
	It should work fine now, please try using the log off shortcut when you disconnect from the server, because if you disconnect it using the cross icon the session gets stuck, hence the black screen. I can see you logged in just fine now, is there anything else I can help you with at the moment?	8:37:52 PM
	Are you there?	8:39:34 PM
	Are you there?	8:41:44 PM
	Are you there?	8:43:06 PM
	Due to no response, I will be disconnecting the chat, please feel free to reach out again if you have any questions or concerns	8:43:36 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:43:41 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.	8:43:50 PM
	<i>Luv has ended this chat session</i>	8:44:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Nov, 4:37:04 AM

#83360 Terry Wade
Email: terry@forsail.com
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 22 Secs
City: ALPINE
State: Utah
Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 40 Secs

Terry Wade	Hello, I am your Acebuddy	6 Nov, 4:37:05 AM
Acebuddy	Hello Terry Wade, I'm your Ace Buddy. I'll be happy to assist you!	4:37:06 AM
	Whom Would You Like to Connect With?	4:37:06 AM
Terry Wade	Technical Support (QB & App Hosting)	4:38:16 AM
Acebuddy	Welcome to Ace Support.	4:38:16 AM
	Please chose an option :	4:38:16 AM
Terry Wade	I'd like to report an Issue	4:39:42 AM
Acebuddy	Please select an option!	4:39:42 AM
Terry Wade	Password Reset	4:39:56 AM
Acebuddy	Please select an option below	4:39:56 AM
Terry Wade	Not Enrolled to Selfcare Portal	4:44:05 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the	

	password needs to be reset and we'll share an update once the request is processed.	4:44:05 AM
	Do you need any further assistance on the topic?	4:44:05 AM
Terry Wade	Yes	4:46:02 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:46:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:46:02 AM
Terry Wade	I need to reset my password	4:46:21 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:46:36 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:46:39 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:46:42 AM
Terry Wade	Everest Excavation	4:48:24 AM
	Terry	4:48:25 AM
Yash Kalra	Kindly allow me two minutes to check the same.	4:49:05 AM
	<p>Terry, we please request you to reach out to the account owner having mail id mike@everest-x.com to reset your account password using the Myportal</p> <p>Link: https://myportal.acecloudhosting.com/</p>	4:55:45 AM
	Alternatively, you can ask your account owner to send us an approval mail for the password reset using the mail idmike@everest-x.com and we will reset the password immediately	
	Is there anything else I may help you with ? (Edited)	4:57:40 AM
	Are we still connected here?	4:59:04 AM
	Are we still connected here?	5:00:28 AM
	Are we still connected here?	5:03:41 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.	5:03:43 AM

Yash Kalra has ended this chat session

5:03:45 AM



#83414 inverteccasv

Email: inverteccasv@gmail.com 📞 78566846

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: COLONIA SAN BENITO

State: San Salvador

Country: EL SALVADOR

Chat Transcript

Chat Duration : 49 Mins 9 Secs

inverteccasv	Hello, I am your Acebuddy	7 Nov, 10:22:08 PM
Acebuddy	Hello Inverteccasv, I'm your Ace Buddy. I'll be happy to assist you!	10:22:09 PM
	Whom Would You Like to Connect With?	10:22:09 PM
inverteccasv	Technical Support (QB & App Hosting)	10:23:23 PM
Acebuddy	Welcome to Ace Support.	10:23:23 PM
	Please chose an option :	10:23:23 PM
inverteccasv	I'd like to report an Issue	10:23:39 PM
Acebuddy	Please select an option!	10:23:39 PM
inverteccasv	QuickBooks Issue	10:23:52 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:23:52 PM
inverteccasv	Other QB related issue	10:23:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:23:59 PM
inverteccasv	I want to know how many accounts we have in the company	10:28:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:28:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:28:37 PM
inverteccasv	ok	10:28:44 PM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	10:29:12 PM
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	10:29:25 PM
inverteccasv	thanks	10:30:09 PM
Karan Bhattacharya	please let us know the issue you are facing.	10:30:40 PM
inverteccasv		

	I want to know how many accounts we have in the company	10:31:13 PM
Karan Bhattacharya	ok,Do you want to know the number of active user id associated with account?	10:32:22 PM
inverteccasv	660305	10:34:16 PM
Karan Bhattacharya	I didn't understood this.	10:35:56 PM
	Do you have the CID number?	10:37:08 PM
	Are we still connected?	10:38:32 PM
inverteccasv	Sorry, I want to know all the accounts I have active.	10:38:36 PM
Karan Bhattacharya	ok	10:38:52 PM
	let me check the details at backend	10:39:05 PM
	allow me few minutes.	10:39:12 PM
	Also is it possible for you if you can share CID number?	10:39:29 PM
	Are we still connected?	10:42:07 PM
inverteccasv	What is that ID number?	10:43:18 PM
Karan Bhattacharya	Can you share your account email id?	10:43:59 PM
inverteccasv	inverteccasv@gmail.com	10:45:51 PM
	We have always reported this.	10:46:17 PM
Karan Bhattacharya	ok,let me check	10:46:31 PM
inverteccasv	manager@blufoodgroup.com	10:47:52 PM
Karan Bhattacharya	ok	10:48:02 PM
	checking the same	10:48:32 PM
inverteccasv	ok	10:49:03 PM
Karan Bhattacharya	I see total 9 users are active over this account Hannah Distributor LLC (Edited)	10:50:04 PM
inverteccasv	Okay, I'll tell you that we only need 7	10:51:24 PM
	Can you tell me which ones they are so I can tell you which ones we'll discard?	10:52:46 PM
Karan Bhattacharya	ok,I see that your account manager@blufoodgroup.com is registered with Myportal as owner therefore you have the authority to disable those users by yourself through Myportal. (Edited)	10:54:14 PM
inverteccasv	Can you tell me how to do it?	10:55:34 PM
Karan Bhattacharya	ok,shall I share you the steps over email?	10:56:15 PM
	Are you only using this account manager@blufoodgroup.com?	10:57:17 PM
inverteccasv	inverteccasv@gmail.com	10:58:39 PM
	here	10:58:54 PM
		10:58:56 PM

	pleace	
Karan Bhattacharya	I will not be able to share that here because we need first email confirmation or approval regarding this from registered contact owner due to security compliance.	11:02:19 PM
	Then I can share the email over that.	11:02:36 PM
inverteccasv	Okay, then next time	11:04:51 PM
	manager	11:04:53 PM
Karan Bhattacharya	Also let me check if I can share you the attachment here for Myportal.	11:04:55 PM
inverteccasv	pleace	11:04:59 PM
	Just tell me which one to send it to either email address	11:05:34 PM
	<i>11:05:59 PMKaran Bhattacharya is sharing a file with you</i> How to Manage ACE Server Users.pdf - (Size:1.33 MB)	11:05:59 PM
Karan Bhattacharya	I have attached it here,however as I mentioned earlier only the person who is using this account manager@blufoodgroup.com will able to make changes through myportal.	11:07:19 PM
	Is there anything else I can help you with?	11:07:57 PM
	Are we still connected?	11:10:01 PM
inverteccasv	thaks	11:10:23 PM
	That's all, thank you very much	11:10:43 PM
Karan Bhattacharya	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:11:06 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:11:13 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Karan Bhattacharya has ended this chat session</i>	11:11:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 18 Nov, 11:27:03 PM

Visitor Details

18 Nov, 11:27:03 PM

Visitor Details

18 Nov, 11:27:03 PM

#83783 Ali Wynn

Email: ali.wynn@montesanogroup.com ☎ 18056981608

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: SANTA BARBARA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 21 Secs


Chat Transcript

Chat Duration : 9 Mins 21 Secs

Ali Wynn	Hello, I am your Acebuddy	18 Nov, 11:27:04 PM
Acebuddy	Hello Ali Wynn, I'm your Ace Buddy. I'll be happy to assist you!	11:27:04 PM
	Whom Would You Like to Connect With?	11:27:04 PM
Ali Wynn	Technical Support (QB & App Hosting)	11:27:07 PM
Acebuddy	Welcome to Ace Support.	11:27:07 PM
	Please chose an option :	11:27:07 PM
Ali Wynn	I'd like to raise a Request	11:27:15 PM
Acebuddy	Please select your request type.	11:27:15 PM
Ali Wynn	Other Request	11:27:26 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:27:26 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:27:26 PM
Ali Wynn	Yes, I'm facing issues with my server	11:27:33 PM
Acebuddy	Please select an option!	11:27:33 PM
Ali Wynn	QuickBooks Issue	11:27:35 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:27:36 PM
Ali Wynn	Other QB related issue	11:27:41 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:27:41 PM

Ali Wynn	I would like to add a new user to our account and set them up with a remote desktop. I tried to on our portal but our admin email is no longer in use because that employee is no longer with the company	11:28:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:28:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:28:13 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:29:27 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:29:34 PM
	Hello Ali	11:29:39 PM
Ali Wynn	thank you!	11:30:12 PM
Shashwat Verma	In that case, we have to first change your admin email as that email only have the authorization power/legitimate to request	11:30:51 PM
	ali.wynn@montesanogroup.com, is that the email? (Edited)	11:31:18 PM
Ali Wynn	yes	11:31:26 PM
	That's what I would like to change it to	11:31:41 PM
Shashwat Verma	Just to reconfirm, you don't have any access of this email?	11:32:02 PM
Ali Wynn	I have access to ali.wynn@montesanogroup.com but the email tied to our portal is jeni@montesanogroup.com	11:32:24 PM
Shashwat Verma	Got it	11:32:32 PM
	Kindly allow me two minutes to check the same.	11:32:46 PM
Ali Wynn	thank you!	11:32:52 PM
Shashwat Verma	We have checked your records, to change the email, kindly email us from ali.wynn@montesanogroup.com to support@acecloudhosting, mentioning request of changing myportal email	11:34:06 PM
	Rest will be assured by us.	11:34:16 PM
	Also as the process may take 12 hrs, hence kindly mention the request of user addition in the same	11:34:52 PM
	Will add the same for you	11:35:04 PM
Ali Wynn	okay will do. For now, are you able to send me a remote desktop set up for our new user? We'd like to get her set up today	11:35:12 PM
Shashwat Verma	Kindly share the full name, email address and phn number of the new users over email from ali.wynn@montesanogroup.com (Edited)	11:35:24 PM
	Will get this done	11:35:29 PM
Ali Wynn	Thank you so much for your help!	11:35:42 PM
Shashwat Verma	No problem	11:35:53 PM
	Is there anything else I may help you with ?	11:35:54 PM
Ali Wynn	no, thanks again	11:36:15 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	11:36:20 PM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:36:21 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.</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>	11:36:23 PM

	<i>Shashwat Verma has ended this chat session</i>	11:36:25 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	6 Nov, 2:53:13 AM
<p>#83356 Lori Young</p> <p>Email: lori@legacyremodelingteam.com 📞 13306717445</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Abhay Kumar Saraswat</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>Average Response Time: 37 Secs</p> <p>City: STOW</p> <p>State: Ohio</p> <p>Country: UNITED STATES</p>	

Chat Transcript

Chat Duration : 23 Mins 13 Secs

Lori Young	Hello, I am your Acebuddy	6 Nov, 2:53:13 AM
Acebuddy	Hello Lori Young, I'm your Ace Buddy. I'll be happy to assist you!	2:53:14 AM

	Whom Would You Like to Connect With?	2:53:14 AM
Lori Young	Technical Support (QB & App Hosting)	2:53:19 AM
Acebuddy	Welcome to Ace Support.	2:53:19 AM
	Please chose an option :	2:53:19 AM
Lori Young	I'd like to raise a Request	2:53:33 AM
Acebuddy	Please select your request type.	2:53:33 AM
Lori Young	Password Reset	2:53:42 AM
Acebuddy	Please select an option below	2:53:42 AM
Lori Young	Not Enrolled to Selfcare Portal	2:53:47 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	2:53:47 AM
	Do you need any further assistance on the topic?	2:53:47 AM
Lori Young	Yes	2:53:57 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:53:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:53:57 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:54:11 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:54:17 AM
	I will be surely assisting you with this.	2:54:54 AM
	Is this for account: Legacy Builders ?	2:55:20 AM
	Are we still connected here?	2:57:35 AM
Lori Young	yes	2:57:40 AM
Abhay Kumar Saraswat	Please confirm.	2:57:49 AM
Lori Young	what is the CID number	2:57:50 AM
	yes Legacy Builders	2:58:06 AM
Abhay Kumar Saraswat	CID number is: CID64145	2:58:07 AM
Lori Young	great thanks	2:58:19 AM
Abhay Kumar Saraswat	So, are you looking to reset your password to login into the server?	3:03:34 AM
	Are we still connected here?	3:04:57 AM
	Are we still connected here?	3:08:24 AM
	Are we still connected here?	3:10:43 AM
Lori Young	I can't get my password to reset	3:11:09 AM

Abhay Kumar Saraswat	I can assist you in this.	3:11:21 AM
	Is this your email: lori@legacyremodelingteam.com ?	3:11:46 AM
Lori Young	yes	3:12:08 AM
Abhay Kumar Saraswat	Please open this link on local PC browser: MyPortal - Ace Cloud Hosting - Login	3:12:22 AM
	Your username will be your CID number i.e.: CID64145	3:13:16 AM
	Have you ever logged in into MyPortal tool?	3:13:32 AM
Lori Young	yes	3:13:49 AM
Abhay Kumar Saraswat	Then you know your password, right?	3:13:58 AM
Lori Young	is it the CID number	3:14:20 AM
Abhay Kumar Saraswat	If not then click on "Forgot Password"	3:14:22 AM
	Username will be the CID number: CID64145	3:14:39 AM
	Or you can give me your remote, so I could assist you directly.	3:15:25 AM
Lori Young	What is the password	3:15:31 AM
Abhay Kumar Saraswat	Please confirm.	3:15:46 AM
Lori Young	ok I will try that and then call back	3:15:50 AM
Abhay Kumar Saraswat	Sure.	3:16:00 AM
	Is there anything else I may help you with ?	3:16:04 AM
Lori Young	no thank you	3:16:13 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.	3:16:18 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>	3:16:21 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:16:24 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	3:16:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Nov, 12:57:26 AM

#83669 lisa
Email: lisa@cortextax.com 📞 4802258447
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: NORTH BEND
State: Washington
Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 15 Secs

lisa	Hello, I am your Acebuddy	15 Nov, 12:57:27 AM
Acebuddy	Hello Lisa, I'm your Ace Buddy. I'll be happy to assist you!	12:57:28 AM
	Whom Would You Like to Connect With?	12:57:28 AM
lisa	Technical Support (QB & App Hosting)	12:57:32 AM
Acebuddy	Welcome to Ace Support.	12:57:32 AM
	Please chose an option :	12:57:32 AM
lisa	I'd like to raise a Request	12:57:37 AM
Acebuddy	Please select your request type.	12:57:37 AM
lisa	Change in Applications	12:57:51 AM
Acebuddy	Please select your desired option!	12:57:51 AM
lisa	Application Addition	12:57:56 AM
Acebuddy	Please select your Application	12:57:56 AM
lisa	QuickBooks	12:57:59 AM

Acebuddy	Request you to kindly share the following information with us via email on support@acecloudhosting.com so we can proceed with the installation.	12:57:59 AM
	<ul style="list-style-type: none">• QuickBooks Version (Pro/Premier/Enterprise) with year• License Number and Product Code	12:57:59 AM
	An email update will be shared once the request is completed.	12:57:59 AM
	Do you need any further assistance on the topic?	12:57:59 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:36:43 AM
Ended due to chat idle timeout		1:36:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83399 Deena Genz

Email: deena@glacierstate.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: FAIRBANKS

State: Alaska

Country: UNITED STATES

Chat Transcript		Chat Duration : 42 Mins 41 Secs
Deena Genz	Hello, I am your Acebuddy	7 Nov, 4:52:34 AM
Acebuddy	Hello Deena Genz, I'm your Ace Buddy. I'll be happy to assist you!	4:52:35 AM
	Whom Would You Like to Connect With?	4:52:35 AM
Deena Genz	Technical Support (QB & App Hosting)	4:52:43 AM
Acebuddy	Welcome to Ace Support.	4:52:43 AM

	Please chose an option :	4:52:43 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:35:15 AM
Ended due to chat idle timeout		5:35:15 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	13 Nov, 12:58:24 PM
<p>#83595 erin</p> <p>Email: erin@advocate-accounting.com 📞 12062164629</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: BELLEVUE</p> <p>State: Washington</p> <p>Country: UNITED STATES</p>	

Chat Transcript

Chat Duration : 1 Min 13 Secs

erin	Hello, I am your Acebuddy	13 Nov, 12:58:24 PM
Acebuddy	Hello Erin, I'm your Ace Buddy. I'll be happy to assist you!	12:58:25 PM
	Whom Would You Like to Connect With?	12:58:25 PM
erin	Technical Support (QB & App Hosting)	12:58:58 PM
Acebuddy	Welcome to Ace Support.	12:58:58 PM
	Please chose an option :	12:58:58 PM
erin	I'd like to raise a Request	12:59:09 PM
Acebuddy	Please select your request type.	12:59:09 PM
erin	Password Reset	12:59:23 PM

Acebuddy	Please select an option below	12:59:23 PM
erin	Already Enrolled to Selfcare Portal	12:59:30 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	12:59:30 PM
	Do you need any further assistance on the topic?	12:59:30 PM
erin	No	12:59:37 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:59:37 PM
	<i>Acebuddy has ended this chat session</i>	12:59:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 1:16:05 AM

#83484 Aaron Park

Email: aaron@syscon.llc 📞 7706344759

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: DULUTH

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 2 Secs

Aaron Park	Hello, I am your Acebuddy	11 Nov, 1:16:05 AM
Acebuddy	Hello Aaron Park, I'm your Ace Buddy. I'll be happy to assist you!	1:16:06 AM
	Whom Would You Like to Connect With?	1:16:06 AM
Aaron Park	Technical Support (QB & App Hosting)	1:16:13 AM
Acebuddy	Welcome to Ace Support.	1:16:13 AM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 12:19:30 AM

#83236 shylesh viswanathan
Email: shylesh@rockstarbookkeeping.com ☎ 13108506091
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: REDONDO BEACH
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Secs

shylesh viswanathan	Hello, I am your Acebuddy	4 Nov, 12:19:31 AM
Acebuddy	Hello Shylesh Viswanathan, I'm your Ace Buddy. I'll be happy to assist you!	12:19:32 AM
	Whom Would You Like to Connect With?	12:19:32 AM
shylesh viswanathan	Technical Support (QB & App Hosting)	12:19:35 AM
Acebuddy	Welcome to Ace Support.	12:19:35 AM
	Please chose an option :	12:19:35 AM
shylesh viswanathan	I'd like to raise a Request	12:19:44 AM
Acebuddy	Please select your request type.	12:19:44 AM
shylesh viswanathan	Other Request	12:19:56 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:19:56 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:19:56 AM
shylesh viswanathan	No, That'll be all!	12:20:13 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	12:20:13 AM
	<i>Acebuddy has ended this chat session</i>	12:20:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Nov, 2:47:55 AM

#83852 Michelle L Stenger
Email: shawgo76@gmail.com
Department: Support(QB & App Hosting)
Operator: Adarsh Singh
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 28 Secs
City: SCHWENKSVILLE
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 53 Secs

Michelle L Stenger	Hello, I am your Acebuddy	20 Nov, 2:47:56 AM
Acebuddy	Hello Michelle L Stenger, I'm your Ace Buddy. I'll be happy to assist you!	2:47:56 AM
	Whom Would You Like to Connect With?	2:47:56 AM
Michelle L Stenger	Technical Support (QB & App Hosting)	2:47:59 AM
Acebuddy	Welcome to Ace Support.	2:47:59 AM
	Please chose an option :	2:47:59 AM
Michelle L Stenger	I'd like to report an Issue	2:48:13 AM
Acebuddy	Please select an option!	2:48:13 AM
Michelle L Stenger	QuickBooks Issue	2:48:17 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:48:17 AM
Michelle L Stenger	QuickBooks is Frozen	2:48:24 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	2:48:24 AM
	Was that helpful?	2:48:24 AM

Michelle L Stenger	No	2:48:28 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:48:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:48:28 AM
	<i>Adarsh Singh accepted the chat transfer request.</i>	2:49:08 AM
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.	2:49:23 AM
Michelle L Stenger	HI Adarsh - I am trying to login to my QB - but keep getting an error "can't load licensing information"	2:50:03 AM
Adarsh Singh	I understand that you are trying to login to my QB - but keep getting an error "can't load licensing information"	2:50:40 AM
	I will surely assist you with this could you please share the error snapshot with us ?	2:51:12 AM
Michelle L Stenger	sure - let me get one	2:51:21 AM
	<i>2:53:14 AMMichelle L Stenger is sharing a file with you</i> Error.docx - (Size:938.09 KB)	2:53:14 AM
	<i>2:53:49 AMMichelle L Stenger is sharing a file with you</i> image.png - (Size:1002.77 KB)	2:53:49 AM
Adarsh Singh	Thanks for sharing the snapshot please allow me 2-3 minutes while i check the details for you.	2:55:18 AM
Michelle L Stenger	ok	2:55:23 AM
Adarsh Singh	We are looking into this as it is taking longer than expected. Thanks for your patience.	3:00:08 AM
Michelle L Stenger	I unfortunately need to get my daughter from school.....Are you able to send me an email when you have found something out?	3:04:18 AM
	michelle@stengerlandscaping.com	3:04:23 AM
Adarsh Singh	Sure.	3:07:07 AM
	We will update you over an email.	3:07:28 AM
	Are we still connected here?	3:12:42 AM
	Are we connected Michelle ?	3:16:03 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.	3:19:47 AM
	<i>Adarsh Singh has ended this chat session</i>	3:19:49 AM



Hello, I am your Acebuddy

Visitor Details

6 Nov, 11:53:21 PM

#83387 jasmin

Email: jasmina@focusmc.com 📞 12014455858

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: WYCKOFF

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 35 Secs

jasmin	Hello, I am your Acebuddy	6 Nov, 11:53:22 PM
Acebuddy	Hello Jasmin, I'm your Ace Buddy. I'll be happy to assist you!	11:53:23 PM
	Whom Would You Like to Connect With?	11:53:23 PM
jasmin	Technical Support (QB & App Hosting)	11:53:29 PM
Acebuddy	Welcome to Ace Support.	11:53:29 PM
	Please chose an option :	11:53:29 PM
jasmin	I'd like to raise a Request	11:53:34 PM
Acebuddy	Please select your request type.	11:53:34 PM
jasmin	Password Reset	11:53:42 PM
Acebuddy	Please select an option below	11:53:42 PM
jasmin	Not Enrolled to Selfcare Portal	11:53:47 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:53:48 PM
	Do you need any further assistance on the topic?	11:53:48 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7 Nov, 12:29:57 AM
	Ended due to chat idle timeout	12:29:58 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Nov, 4:31:26 AM

#83585 Ken KLeinsasser
Email: ken.hilldale@gmail.com 📞 4063985391
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 52 Secs
City: HAVRE
State: Montana
Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins

Ken KLeinsasser	Hello, I am your Acebuddy	13 Nov, 4:31:26 AM
Acebuddy	Hello Ken Kleinsasser, I'm your Ace Buddy. I'll be happy to assist you!	4:31:27 AM
	Whom Would You Like to Connect With?	4:31:27 AM
Ken KLeinsasser	Technical Support (QB & App Hosting)	4:31:40 AM
Acebuddy	Welcome to Ace Support.	4:31:40 AM
	Please chose an option :	4:31:40 AM
Ken KLeinsasser	I'd like to raise a Request	4:31:46 AM
Acebuddy	Please select your request type.	4:31:46 AM
Ken KLeinsasser	Password Reset	4:31:52 AM
Acebuddy	Please select an option below	4:31:52 AM
Ken KLeinsasser	Not Enrolled to Selfcare Portal	4:31:58 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.	4:31:58 AM
	Do you need any further assistance on the topic?	4:31:58 AM
Ken KLeinsasser	Yes	4:34:20 AM

Acebuddy	Please wait while we connect you to our Support Representative	4:34:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:34:20 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	4:34:59 AM
Ken KLeinsasser	<i>4:35:00 AM</i> Ken KLeinsasser is sharing a file with you locked out.jpg - (Size:36.73 KB)	4:35:00 AM
	Hello, Hilldale account. I am Ken Kleinsasser	4:35:11 AM
	<i>Ashutosh Mishra is transferring the chat to Support(QB & App Hosting).</i>	4:35:20 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:35:22 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:35:25 AM
Ken KLeinsasser	password doesnt work, cant reset, cant do anything. How do I fix this? Bob Thennis is admin, and is on standby	4:35:42 AM
Yash Kalra	Kindly allow me two minutes to check these details from the backend.	4:36:11 AM
	Ken, as I can check from the backend you have send us for the mail for password reset as well to help me assist you better, please share us your username. (Edited)	4:40:47 AM
Ken KLeinsasser	Hilldale	4:42:27 AM
	this goes through Anderson Zurmuehlen	4:42:40 AM
Yash Kalra	Ken, the mentioned user Hilldale was previously disabled using my portal and this action was performed by Bob Thennis.	4:44:46 AM
	Please confirm if you would like to re-enable this user account	4:45:25 AM
	Ken, just to confirm are you on call with one of our representatives ? (Edited)	4:48:38 AM
Ken KLeinsasser	thank you	4:48:51 AM
Yash Kalra	Is there anything else I may help you with ?	4:49:06 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	4:49:15 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	4:49:21 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	4:49:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 11:05:56 PM

#83532 Kimberly Mallard
Email: kim@mallardcpa.com ☎ 2524122533
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: GREENVILLE
State: North Carolina
Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 29 Secs

Kimberly Mallard	Hello, I am your Acebuddy	11 Nov, 11:05:57 PM
Acebuddy	Hello Kimberly Mallard, I'm your Ace Buddy. I'll be happy to assist you!	11:05:59 PM
	Whom Would You Like to Connect With?	11:05:59 PM
Kimberly Mallard	Technical Support (QB & App Hosting)	11:06:06 PM
Acebuddy	Welcome to Ace Support.	11:06:06 PM
	Please chose an option :	11:06:06 PM
Kimberly Mallard	I'd like to report an Issue	11:06:11 PM
Acebuddy	Please select an option!	11:06:11 PM
Kimberly Mallard	Other Issue	11:06:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:06:18 PM
Kimberly Mallard	unable to access server	11:06:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:06:29 PM
Acebuddy (bot) forwarded the chat request		11:06:29 PM

	<i>Shashwat Verma accepted the chat transfer request.</i>	11:07:17 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:07:20 PM
	<i>Shashwat Verma is transferring the chat to Yash Kalra.</i>	11:07:32 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:07:33 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:07:37 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:07:40 PM
	<i>11:08:16 PM</i> Kimberly Mallard is sharing a file with you image.png - (Size:19.0 KB)	11:08:16 PM
	Kindly allow me two minutes to check the same.	11:08:37 PM
	To help me assist you better, please answer the following questions: <div>1. Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact message. 2. Were you able to connect to the server before, or is this your first time trying? 3. Are you using a Windows PC or a Mac?</div>	11:10:32 PM
	<i>11:12:14 PM</i> Kimberly Mallard is sharing a file with you image.png - (Size:24.71 KB)	11:12:14 PM
Kimberly Mallard	I was able to connect just fine yesterday, and I'm on a Windows PC	11:12:42 PM
Yash Kalra	Kim, we have made some changes from the backend please try to login now.	11:14:09 PM
Kimberly Mallard	okay. will do. give me just a minute and ill let you know	11:15:09 PM
Yash Kalra	Sure, please take your time	11:15:18 PM
Kimberly Mallard	that worked! thank you so much!!	11:16:03 PM
Yash Kalra	Is there anything else I may help you with ?	11:16:11 PM
Kimberly Mallard	No. that's it!	11:16:19 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:16:20 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:16:24 PM
	<i>Yash Kalra has ended this chat session</i>	11:16:27 PM



Chat Transcript

Acebuddy	Please wait while we connect you to our Support Representative	9:12:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:12:25 PM
	<i>Luv accepted the chat transfer request.</i>	9:12:32 PM
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.	9:12:43 PM
	How are you, douglas?	9:12:57 PM
	Are you there? (Edited)	9:14:07 PM
Douglas Moini	yes	9:14:26 PM
Luv	May I know what application you need to upgrade and version?	9:14:49 PM
Douglas Moini	Lacerte for 15, 16 and 2025	9:15:07 PM
	I provided the install files for these applications and now I'm being told they are the wrong files.	9:15:26 PM
Luv	So there is already a ticket ongoing for this?	9:15:31 PM
Douglas Moini	yes	9:15:35 PM
Luv	may I know the ticket number?	9:15:41 PM
Douglas Moini	802093	9:15:53 PM
Luv	Kindly allow me two minutes to check the same.	9:16:03 PM
Douglas Moini	okay	9:16:09 PM
Luv	I do see the ongoing trail, they sent you the email about the wrong files, let me login into the server to check them myself.	9:17:21 PM
Douglas Moini	Thank you	9:17:36 PM
Luv	please stay connected, I am working on it.	9:19:13 PM
	I do see the web setup for 2016 and 2025	9:21:25 PM
	also the zip for, 15.	9:21:45 PM
	are those the ones?	9:21:54 PM
Douglas Moini	for 2015, there is no web file. I had to download the whole setup file.	9:22:16 PM
	Do you need me to unzip it?	9:22:25 PM
Luv	No its fine, the prep files attached in the ticket, are they correct as well?	9:22:58 PM
Douglas Moini	Yes	9:23:51 PM
Luv	Okay, I do see the users logged into the server, what I am going to do now Is attach the location of the installer files on the ongoing ticket, they might have not checked the desktop folder for the setup files hence the email, do you want me to schedule this for after hours?	9:25:28 PM
Douglas Moini	yes, please	9:25:48 PM
Luv	Sure, I will go ahead and update the ticket with screenshot of the installation file location and put notes on it, is there anything else I can assist you with?	9:26:24 PM
		9:28:36 PM

Catlett	We are unable to log in to the server. It says our password is incorrect. We have not changed our password recently. Please advise.	7 Nov, 12:10:58 AM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	12:11:01 AM
	Hi Dana, could you please confirm me your business name associated with Ace Cloud Hosting?	12:12:19 AM
Catlett	Authentic Knitting Board	12:12:28 AM
Siddhant	Got it. I am transferring this chat to the support team. They will assist you further.	12:13:01 AM
Catlett	Thank you.	12:13:09 AM
	<i>Siddhant is transferring the chat to Support(QB & App Hosting).</i>	12:13:10 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:13:24 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:13:33 AM
	Hello Catlett, I will be surely assisting you with this.	12:14:10 AM
	Please let me know, Is this issue occurring only for you, or are other users on the server also experiencing it?	12:14:37 AM
Catlett	Other users are having the same issue.	12:14:48 AM
Ashutosh Mishra	Thanks for the confirmation !	12:16:38 AM
	Kindly allow me to inform your account has been disabled due to non-payment issue.	12:17:24 AM
Catlett	Are you able to send me a copy of our account statement that shows the balance due?	12:17:53 AM
Ashutosh Mishra	We have noted your request I will inform the dedicated team to reach out to you for further assistance regarding this. They will reach out to you within one to two hours.	12:19:52 AM
Catlett	Thank you. Should we expect an email? phone call?	12:20:10 AM
Ashutosh Mishra	They will reach out over the email as well as call.	12:20:39 AM
Catlett	Thank you.	12:20:46 AM
Ashutosh Mishra	Thank you for your patience.	12:20:53 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:21:01 AM
Catlett	You too.	12:21:17 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>	12:21:24 AM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Nov, 2:41:23 PM

#83185 Steve Frisbie
Email: sfrisbie@ifsgroupusa.com 📞 18165478338
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 37 Secs
City: PUNTA GORDA
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 5 Secs

Steve Frisbie	Hello, I am your Acebuddy	1 Nov, 2:41:23 PM
Acebuddy	Hello Steve Frisbie, I'm your Ace Buddy. I'll be happy to assist you!	2:41:24 PM
	Whom Would You Like to Connect With?	2:41:24 PM
Steve Frisbie	Technical Support (QB & App Hosting)	2:41:34 PM
Acebuddy	Welcome to Ace Support.	2:41:34 PM
	Please chose an option :	2:41:34 PM
Steve Frisbie	I'd like to raise a Request	2:41:38 PM
Acebuddy	Please select your request type.	2:41:38 PM
Steve Frisbie	Setup Ace Server	2:41:51 PM

Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	2:41:51 PM
Steve Frisbie	Microsoft Windows	2:42:00 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	2:42:00 PM
	Do you need any further assistance on the topic?	2:42:00 PM
Steve Frisbie	Yes	2:42:12 PM
Acebuddy	Please wait while we connect you to our Support Representative	2:42:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:42:12 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	2:42:16 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	2:42:32 PM
Steve Frisbie	Ticket #792613 didn't work yesterday. My Method CRM didn't sync. So this morning I tried logging into autologoon and the restarted the sync connector and it finally synced. But, it said I was already logged in so I'm not sure what's going but I think this idea isn't working for us.	2:45:04 PM
Shubham Maurya	Thanks for the details please allow me some time to go through ticket #792613, so that we can help you better.	2:47:14 PM
Steve Frisbie	ok, thanks	2:47:21 PM
Shubham Maurya	Thanks for the patience, We’ve disconnected Autologon. Please try logging in manually. Note that once you log in manually, Autologon will no longer function automatically until the server has been rebooted.	2:56:02 PM
Steve Frisbie	Ok thanks. let me try it now.	2:57:10 PM
	ok it's working thanks. see ya later	3:03:41 PM
Shubham Maurya	Thanks for the confirmation Steve !	3:04:10 PM
	Is there anything else I may help you with ?	3:04:12 PM
Steve Frisbie	no thanks bye	3:04:21 PM
Shubham Maurya	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks! 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/)	3:04:24 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:04:27 PM
	<i>Shubham Maurya has ended this chat session</i>	3:04:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Nov, 5:58:04 PM

#83315 Corne Hugo
Email: corne@pribio.co.za 📞 0810190672
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 31 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 50 Mins 59 Secs

Corne Hugo	Hello, I am your Acebuddy	5 Nov, 5:58:05 PM
Acebuddy	Hello Corne Hugo, I'm your Ace Buddy. I'll be happy to assist you!	5:58:06 PM
	Whom Would You Like to Connect With?	5:58:06 PM
Corne Hugo	Technical Support (QB & App Hosting)	5:58:10 PM
Acebuddy	Welcome to Ace Support.	5:58:11 PM
	Please chose an option :	5:58:11 PM
Corne Hugo	I'd like to report an Issue	5:58:18 PM
Acebuddy	Please select an option!	5:58:18 PM
Corne Hugo	QuickBooks Issue	5:58:23 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:58:23 PM
Corne Hugo	Other QB related issue	5:58:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:58:30 PM

Corne Hugo	I need help with sending a quicbooks file to another existing second user.	5:59:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:59:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:59:22 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:59:26 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:59:38 PM
Corne Hugo	Good day. Our user Mechiel copied the second company file named Pribio Commissions but the transactions that he did do not show in the same file on my side.	6:00:46 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:01:41 PM
Corne Hugo	Mine is Pribio.myrealdata. My username is Corne	6:02:08 PM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	6:02:54 PM
Corne Hugo	Thank you.	6:03:31 PM
Shubham Maurya	<p>Thank you for your patience, Corne. As you mentioned, the second user copied the company file, it means they are working from a different file location while you are using the original one. Therefore, both files are currently not in sync. In such cases, you may need to contact Intuit for assistance in syncing the two files.</p> <p>We recommend that all users access and work on the company file from the same shared location to avoid such issues in the future.</p>	6:08:11 PM
Corne Hugo	Will you be able to help sync the file? Please?	6:09:08 PM
Shubham Maurya	<p>We would be happy to assist with this if possible. however, we currently do not have a tool available to merge company files. Intuit may have a solution or tool that can help with this process.</p> <p>The best option, if not much work has been completed, would be to resume working on the same company file again.</p>	6:11:32 PM
Corne Hugo	Ok, will you able then to send him the correct file?	6:12:33 PM
Shubham Maurya	You mean you want them to share file from correct location, same which you are using right?	6:13:31 PM
Corne Hugo	Yes please as he need to also now work on the company file on his coo	6:14:26 PM
	computer	6:14:36 PM
Shubham Maurya	Sure, let me check at your end what is the correct location of the file, which we can share with the second user.	6:15:21 PM
	May I take the remote access of your server?	6:15:29 PM
Corne Hugo	Thanks	6:15:30 PM
	Yes please	6:15:35 PM
Shubham Maurya	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:16:43 PM
Corne Hugo	Ok	6:16:55 PM

Shubham Maurya	Please open QB and share the company file name on which you are working right now.	6:17:11 PM
	This is the file location of your company file where you are working right now.	6:21:15 PM
	Make sure other user is able to access this folder, you can share it with them right now and get a confirmation.	6:21:44 PM
	<i>6:34:33 PMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:159.02 KB)</i> <i>File which second user is using is outside the folder</i>	6:34:33 PM
	Drive is same E drive but to make the sync happen, complete file location and name should be same. (Edited)	6:35:08 PM
	Aks him to check if he is able to open Pribio BK folder and then open the same file from there or not.	6:36:48 PM
Corne Hugo	Ok	6:37:17 PM
Shubham Maurya	If you want you can open the same file which he is using and check the transaction data over there.	6:41:35 PM
Corne Hugo	He is busy checking	6:41:47 PM
Shubham Maurya	But then keeping using this same file to make the sync happen.	6:41:55 PM
	Thanks for your patience with us as we can see that your issue is resolved now and no further assistance required.	6:48:53 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:48:56 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	6:49:00 PM
	<i>Shubham Maurya has ended this chat session</i>	6:49:04 PM



Chat Transcript

Hello, I am your Acebuddy

#83758 Test Account

Email: test@test.com 📞 +917878787878

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Test Account	Hello, I am your Acebuddy	18 Nov, 9:08:15 PM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	9:08:16 PM
	Whom Would You Like to Connect With?	9:08:16 PM
Test Account	Technical Support (QB & App Hosting)	9:08:18 PM
Acebuddy	Welcome to Ace Support.	9:08:18 PM
	Please chose an option :	9:08:18 PM
Test Account	I'd like to report an Issue	9:08:36 PM
Acebuddy	Please select an option!	9:08:36 PM
Test Account	Other Issue	9:08:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:08:39 PM
Test Account	test	9:08:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:08:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:08:49 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:09:03 PM
	<i>test has ended this chat session</i>	9:09:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Nov, 12:37:41 PM

#83591 Ganesh Kumar
Email: aaribari34@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: 41 Secs
City: BOKARO STEEL CITY
State: Bihar
Country: INDIA

Chat Transcript

Chat Duration : 28 Mins 8 Secs

Ganesh Kumar	Hello, I am your Acebuddy	13 Nov, 12:37:42 PM
Acebuddy	Hello Ganesh Kumar, I'm your Ace Buddy. I'll be happy to assist you!	12:37:43 PM
	Whom Would You Like to Connect With?	12:37:43 PM
	Welcome to Ace Support.	12:37:54 PM
	Please chose an option :	12:37:54 PM
Ganesh Kumar	Technical Support (QB & App Hosting)	12:37:54 PM
	I'd like to raise a Request	12:38:06 PM
Acebuddy	Please select your request type.	12:38:06 PM
Ganesh Kumar	Setup Ace Server	12:38:15 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	12:38:15 PM
Ganesh Kumar	Microsoft Windows	12:38:21 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	12:38:21 PM
	Do you need any further assistance on the topic?	12:38:21 PM
Ganesh Kumar	Yes	12:38:33 PM

Acebuddy	Please wait while we connect you to our Support Representative	12:38:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:38:33 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	12:40:21 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	12:40:37 PM
Ganesh Kumar	Windows server is not connecting in my pc	12:41:04 PM
Anjainay Singh	I understand your concern and assure you the best resolution for it.	12:41:39 PM
	Could you please confirm what error you are getting at your end while setting up the remote connection?	12:42:10 PM
Ganesh Kumar	Windows rdp set-up is well but SERVER not connected in my pc	12:43:09 PM
Anjainay Singh	I understand your concern.	12:43:27 PM
	Could you please confirm your server name?	12:43:35 PM
Ganesh Kumar	Raha	12:43:45 PM
Anjainay Singh	Could you please provide your complete business name or CID number associated linked with your account as I am not able to locate your account details?	12:45:07 PM
	<i>12:45:29 PMGanesh Kumar is sharing a file with you</i> 17630180983951651047233301621433.jpg - (Size:2.09 MB)	12:45:29 PM
	May I take the remote access of your local computer?	12:46:50 PM
Ganesh Kumar	Yes	12:47:23 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	12:47:32 PM
Ganesh Kumar	8e9809aa-01b7-4449-b997-76a372892532	12:47:52 PM
	Instance id	12:48:02 PM
	Please check	12:48:08 PM
Anjainay Singh	Could you please confirm your username through which you login into the server?	12:48:41 PM
	https://assist.acecloudhosting.com/join/8532749960	12:48:52 PM
	Please copy the above URL at your local machine browser.	12:49:11 PM
	Please download the remote setup file through shared URL.	12:49:38 PM
	Please click on remote file and select accept and continue.	12:49:59 PM
	Are we still connected here?	12:50:42 PM
	Are we still connected here?	12:51:13 PM
	. (Edited)	12:51:50 PM
	We are connected.	12:52:14 PM
	As issue has been resolved over remote session , we are disconnecting the chat.	1:05:49 PM
	<i>Anjainay Singh has ended this chat session</i>	1:05:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Nov, 3:44:38 AM

#83398 Carlos
Email: carlos@neotechnetworks.com 📞 8887268138
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: MARACAIBO
State: Zulia
Country: VENEZUELA

Chat Transcript

Chat Duration : 46 Secs

Carlos	Hello, I am your Acebuddy	7 Nov, 3:44:38 AM
Acebuddy	Hello Carlos, I'm your Ace Buddy. I'll be happy to assist you!	3:44:39 AM
	Whom Would You Like to Connect With?	3:44:39 AM
Carlos	Technical Support (QB & App Hosting)	3:44:46 AM
Acebuddy	Welcome to Ace Support.	3:44:46 AM
	Please chose an option :	3:44:46 AM
Carlos	I'd like to raise a Request	3:44:52 AM
Acebuddy	Please select your request type.	3:44:52 AM
Carlos	Other Request	3:45:08 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:45:08 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:45:08 AM
Carlos	No, That'll be all!	3:45:24 AM

Acebuddy	Thank you for contacting Ace Support, Have a nice day!	3:45:24 AM
	<i>Acebuddy has ended this chat session</i>	3:45:24 AM
<div></div>		



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Nov, 10:24:45 PM

#83885 Raymond Crump
Email: ray@raycrumpcpa.com ☎ 8045982500
Department: Support(QB & App Hosting)
Operator: Luv
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 57 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 5 Secs

Raymond Crump	Hello, I am your Acebuddy	20 Nov, 10:24:46 PM
Acebuddy	Hello Raymond Crump, I'm your Ace Buddy. I'll be happy to assist you!	10:24:46 PM
	Whom Would You Like to Connect With?	10:24:46 PM
Raymond Crump	Technical Support (QB & App Hosting)	10:24:49 PM
Acebuddy	Welcome to Ace Support.	10:24:49 PM
	Please chose an option :	10:24:49 PM
Raymond Crump	I'd like to report an Issue	10:24:54 PM
Acebuddy	Please select an option!	10:24:54 PM
Raymond Crump	Other Issue	10:25:00 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:25:00 PM

Raymond Crump	system seems sluggish when multiple users are using PRACTICE CS application (which uses SQL Server)	10:25:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:25:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:25:36 PM
	<i>Luv accepted the chat transfer request.</i>	10:25:41 PM
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.	10:25:54 PM
	Okay, can you please share your server name?	10:26:15 PM
Raymond Crump	RWCCP1	10:26:21 PM
Luv	Kindly allow me two minutes to check the same.	10:26:30 PM
	I am working on it please stay connected.	10:28:29 PM
	I just checked the parameters on your server, the ram usage is above 90% and both harddrives have less than 15 percent space at the moment, I can try to clean up some files but performance mainly depends on Ram when more users are logged in at the same time. Please let me know what files i can delete?	10:31:35 PM
	<i>10:32:02 PMLuv is sharing a file with you</i> 7.PNG - (Size:38.43 KB)	10:32:02 PM
Raymond Crump	i need to add more storage, can we speak regarding account changes or do i need a diffferent rep?	10:32:21 PM
	and you feel it is a storage issue and not a RAM issue?	10:32:51 PM
Luv	Id suggest increasing space on both drives, since all programs fetch the data from C: drive while they are running and Ram is used in the moment. I can send you plans over the email for both you can choose them and let me know, thanks.	10:34:16 PM
Raymond Crump	sounds great, thank you.	10:34:39 PM
	is there a suggestion for a certain percent to be free memory?	10:35:09 PM
	free available storage?	10:35:30 PM
Luv	Okay Since you are running Sql database 20-25% free is safer, especially for databases (e.g., QuickBooks, SQL runtimes) for both hard drives and for Ram but sustained usage above 85-90% can cause slowness.	10:37:27 PM
	For ram its not fixed but I would suggest the usage should be around 70 percent when all users are logged in and working on the server, currently its above 90 percent constant hence the bottleneck.	10:38:30 PM
Raymond Crump	should i increase RAM?	10:39:12 PM
Luv	Yes definitely that will ensure that all programs work smoothly in real time and storage depends on you but definitely increase it on the C: drive to be on safe side as the data is going to increase nonetheless.	10:40:38 PM
Raymond Crump	you will send me RAM option by email too please?	10:41:04 PM
Luv	I can send the quotation for both and suggested increase for storage at about 20 percent from current over the email, after you choose we can adjust on the server accordingly.	10:41:47 PM
Raymond Crump	thank you	10:42:04 PM

Luv	No worries, is there anything else I can help you with?	10:42:22 PM
Raymond Crump	no thank you	10:43:31 PM
Luv	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:43:40 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:43:46 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>	10:43:50 PM
	<i>Luv has ended this chat session</i>	10:43:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83689 GOPAL V GOPALAKRISHNAN

Email: avg_shekhar@hotmail.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: CENTREVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 22 Secs

GOPAL V GOPALAKRISHNAN	Hello, I am your Acebuddy	16 Nov, 9:37:50 PM
Acebuddy	Hello Gopal V Gopalakrishnan, I'm your Ace Buddy. I'll be happy to assist you!	9:37:51 PM
	Whom Would You Like to Connect With?	9:37:51 PM
GOPAL V GOPALAKRISHNAN	Technical Support (QB & App Hosting)	9:38:00 PM
Acebuddy	Welcome to Ace Support.	9:38:00 PM
	Please chose an option :	9:38:00 PM
GOPAL V GOPALAKRISHNAN	I'd like to report an Issue	9:38:13 PM
Acebuddy	Please select an option!	9:38:13 PM
GOPAL V GOPALAKRISHNAN	Other Issue	9:38:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:38:19 PM
GOPAL V GOPALAKRISHNAN	Unable to log in to the billing and user portal	9:39:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:39:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:39:05 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	9:41:01 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	9:41:19 PM
	Hi Gopal. how are you doing? (Edited)	9:41:28 PM
GOPAL V GOPALAKRISHNAN	great	9:41:33 PM
Yash Ahi	I will surely help you with this issue.	9:42:08 PM
	Could you please help me with your server name or business name?	9:42:10 PM
GOPAL V GOPALAKRISHNAN	vee gee consulting	9:42:20 PM
Yash Ahi	Thank you for the information and allow 2 minutes to check the same.	9:43:03 PM
GOPAL V GOPALAKRISHNAN	I get the message invalid credentials....I believe the email associated is accounting@vgcpa.us	9:43:43 PM
	<i>Yash Ahi is transferring the chat to Ashutosh Mishra.</i>	9:43:59 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:44:11 PM
Ashutosh Mishra	I will surely help you with this issue.	9:44:28 PM
	I understand you just onboarded to Ace server, I will be transferring you to the relevant team who will be able to assist further.	9:46:39 PM
	<i>Ashutosh Mishra is transferring the chat to Onboarding.</i>	9:46:53 PM
GOPAL V GOPALAKRISHNAN	I clicked on the button in the center to connect....	9:47:29 PM

Device: Desktop
Average Response Time: 27 Secs
City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 6 Secs

Brian Jarvis	Hello, I am your Acebuddy	6 Nov, 2:27:29 AM
Acebuddy	Hello Brian Jarvis, I'm your Ace Buddy. I'll be happy to assist you!	2:27:30 AM
	Whom Would You Like to Connect With?	2:27:30 AM
Brian Jarvis	Technical Support (QB & App Hosting)	2:27:41 AM
Acebuddy	Welcome to Ace Support.	2:27:41 AM
	Please chose an option :	2:27:41 AM
Brian Jarvis	I'd like to raise a Request	2:27:47 AM
Acebuddy	Please select your request type.	2:27:47 AM
Brian Jarvis	Password Reset	2:28:00 AM
Acebuddy	Please select an option below	2:28:00 AM
Brian Jarvis	Already Enrolled to Selfcare Portal	2:37:19 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	2:37:19 AM
	Do you need any further assistance on the topic?	2:37:19 AM
Brian Jarvis	Yes	2:38:42 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:38:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:38:42 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:39:03 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:39:09 AM
Brian Jarvis	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:39:15 AM
	BrianAssocaites.myrealdata.net	2:39:46 AM
	Brian Jarvis	2:39:52 AM
Yash Kalra	Kindly allow me two minutes to check the same.	2:40:03 AM
	Brian as I can check you are account owner to this account, please use My portal to manage user password.	2:43:50 AM
	https://myportal.acecloudhosting.com/	2:44:12 AM
Brian Jarvis	I need new initial password links for my 4 other users because 5 days has elapsed since the initial links	2:44:43 AM

	were emailed to me	
Yash Kalra	Brian, if you want, I can assist you with the password reset for all the desired users using My portal. (Edited)	2:45:36 AM
	May I take the remote access of your local computer?	2:45:39 AM
Brian Jarvis	Are you saying that I can reset their initial passwords with MyPortal myself?	2:46:12 AM
Yash Kalra	Yes, you got me right as you are the account manager you can manage the users and their password	2:47:01 AM
	Please confirm if you are having access to the mail id bjarvis@jarvcpa.com	2:47:21 AM
Brian Jarvis	Yes confirmed	2:47:32 AM
Yash Kalra	May I take the remote access of your local computer to assist you with this issue?	2:47:58 AM
Brian Jarvis	yes	2:48:04 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	2:48:18 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/9672572744	2:48:23 AM
	Brian, we assisted you with the Myportal	2:55:52 AM
	Is there anything else I may help you with ?	2:55:55 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:57:32 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	2:57:34 AM
	<i>Yash Kalra has ended this chat session</i>	2:57:36 AM



Visitor Details

#83268 Zachary Hartshorn

Email: zhartshorn@earlebmoshers.com 📞 5088083241

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: BELMONT

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 19 Secs

Zachary Hartshorn	Hello, I am your Acebuddy	4 Nov, 5:19:02 PM
Acebuddy	Hello Zachary Hartshorn, I'm your Ace Buddy. I'll be happy to assist you!	5:19:03 PM
	Whom Would You Like to Connect With?	5:19:03 PM
Zachary Hartshorn	Technical Support (QB & App Hosting)	5:19:08 PM
Acebuddy	Welcome to Ace Support.	5:19:08 PM
	Please chose an option :	5:19:08 PM
Zachary Hartshorn	I'd like to report an Issue	5:19:14 PM
Acebuddy	Please select an option!	5:19:14 PM
Zachary Hartshorn	Password Reset	5:19:18 PM
Acebuddy	Please select an option below	5:19:18 PM
Zachary Hartshorn	Not Enrolled to Selfcare Portal	5:19:24 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.	5:19:24 PM
	Do you need any further assistance on the topic?	5:19:24 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:53:21 PM
	Ended due to chat idle timeout	5:53:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Nov, 10:01:19 PM

#83690 Carmen vansuilichem
Email: c.vansuilichem@btmindustrial.com ☎ 16162599121
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: MUSKEGON
State: Michigan
Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Secs

Carmen vansuilichem	Hello, I am your Acebuddy	16 Nov, 10:01:20 PM
Acebuddy	Hello Carmen Vansuilichem, I'm your Ace Buddy. I'll be happy to assist you!	10:01:21 PM
	Whom Would You Like to Connect With?	10:01:21 PM
Carmen vansuilichem	Technical Support (QB & App Hosting)	10:01:26 PM
Acebuddy	Welcome to Ace Support.	10:01:26 PM
	Please chose an option :	10:01:26 PM
Carmen vansuilichem	I'd like to raise a Request	10:01:38 PM
Acebuddy	Please select your request type.	10:01:38 PM
Carmen vansuilichem	Password Reset	10:01:43 PM
Acebuddy	Please select an option below	10:01:43 PM
Carmen vansuilichem	Already Enrolled to Selfcare Portal	10:01:49 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:01:49 PM
	Do you need any further assistance on the topic?	10:01:49 PM
Carmen vansuilichem	No	10:01:53 PM

Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:01:54 PM
	Acebuddy has ended this chat session	10:01:54 PM
<div></div>		



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	1 Nov, 11:44:35 AM
<p>#83183 itsupport</p> <p>Email: itsupport@advancefinserv.com ☎ 918887771848</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Shubham Kataria</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Android</p> <p>Browser: Google Chrome</p> <p>Device: Mobile</p> <p>Average Response Time: 1 Min 10 Secs</p> <p>City: DADSIA</p> <p>State: Delhi</p> <p>Country: INDIA</p>	

Chat Transcript

Chat Duration : 21 Mins 45 Secs

itsupport	Hello, I am your Acebuddy	1 Nov, 11:44:36 AM
Acebuddy	Hello Shashi Kumar Thakur, I'm your Ace Buddy. I'll be happy to assist you!	11:44:37 AM
	Whom Would You Like to Connect With?	11:44:37 AM
itsupport	Technical Support (QB & App Hosting)	11:44:40 AM
Acebuddy	Welcome to Ace Support.	11:44:40 AM
	Please chose an option :	11:44:40 AM
itsupport	I'd like to raise a Request	11:44:45 AM
Acebuddy	Please select your request type.	11:44:45 AM
itsupport	Application Version Upgrade	11:45:03 AM
Acebuddy	Please select the application you would like to upgrade :	11:45:03 AM

itsupport	ProSeries	11:45:16 AM
Acebuddy	Kindly download the ProSeries setup file from your application portal and save it on your server desktop.	11:45:16 AM
	Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email.	11:45:16 AM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	11:45:16 AM
	Do you need any further assistance on the topic?	11:45:16 AM
itsupport	Yes	11:45:25 AM
Acebuddy	Please wait while we connect you to our Support Representative	11:45:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:45:25 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:45:36 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:45:43 AM
itsupport	Hi I'm shashi	11:45:53 AM
Shubham Kataria	Hi Shashi	11:46:05 AM
	How may I assist you today?	11:46:14 AM
itsupport	I have faced an issue with quickbooks 2024 pro plus	11:46:20 AM
Shubham Kataria	Kindly elaborate which kind of issue you're facing	11:47:05 AM
itsupport	I am unable to edit and it is only open view mode...	11:47:46 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:48:06 AM
	<i>11:48:16 AMitsupport is sharing a file with you</i> Screenshot_2025-11-01-11-46-43-624_com.whatsapp-edit.jpg - (Size:540.98 KB) <i>Like that</i>	11:48:16 AM
itsupport	Advance Finserv	11:48:37 AM
Shubham Kataria	Please allow me two minutes to check the same.	11:48:48 AM
itsupport	I have already discussion regarding this issue with Shubham maurya	11:49:15 AM
	Yesterday I have to done the payment for the license to use QB pro	11:49:54 AM
	But now the same issue has occurred...	11:50:14 AM
Shubham Kataria	Please allow me two minutes to check your previous ticket	11:52:33 AM
itsupport	Sure	11:52:46 AM
	Please take your time	11:52:58 AM
Shubham Kataria	Upon checking, I found that your QuickBooks license was procured directly through the Intuit team, as we do not sell QuickBooks Pro 2024. The renewal for this license can be handled by Intuit Support.	11:54:46 AM

	For this renewal, you require to connect with intuit support team, they will assist you on this.	11:55:14 AM
itsupport	I have connect with him yesterday but the conclusion is that the payment issue, but I have done the payment so, why I'm unable to use QB please assist me	11:57:04 AM
Shubham Kataria	If you’ve already spoken with the Intuit support team and the issue is related to payment, please note that any payments would be made directly to Intuit. Since Intuit is a separate company, Ace Cloud Hosting provides only the server where you can access and use QuickBooks.	11:59:13 AM
	Once intuit will get the payment from you, they will renew the QB subscription	12:00:07 PM
	and you will able to access QB without any issue	12:00:24 PM
	As I checked, one of our engineers attempted to arrange a three-way call with Intuit Support on your behalf, but the call could not be connected. He then advised you to contact them directly by following the steps below: Please click on the Help tab in QuickBooks, then select Contact Us to start a chat with Intuit Support regarding your license or subscription issue.	12:03:02 PM
	Are we still connected here?	12:04:26 PM
	Are we still connected here?	12:05:23 PM
	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.	12:06:19 PM
	<i>Shubham Kataria has ended this chat session</i>	12:06:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83816 TINA SCOTT

Email: uneekstuf@aol.com 📞 18149417777

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 45 Secs

City: ALTOONA

State: Pennsylvania

19 Nov, 6:40:25 PM

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 3 Secs

TINA SCOTT	Hello, I am your Acebuddy	19 Nov, 6:40:26 PM
Acebuddy	Hello Tina Scott, I'm your Ace Buddy. I'll be happy to assist you!	6:40:27 PM
	Whom Would You Like to Connect With?	6:40:27 PM
TINA SCOTT	Technical Support (QB & App Hosting)	6:40:33 PM
Acebuddy	Welcome to Ace Support.	6:40:33 PM
	Please chose an option :	6:40:33 PM
TINA SCOTT	I'd like to report an Issue	6:40:40 PM
Acebuddy	Please select an option!	6:40:40 PM
TINA SCOTT	Other Issue	6:40:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:40:44 PM
TINA SCOTT	ticket 804269	6:42:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:42:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:42:56 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:43:08 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:43:12 PM
	Hello Tina	6:43:16 PM
	Kindly allow me two minutes to check the same.	6:43:21 PM
TINA SCOTT	hi, can you check the status of my ticket?	6:43:26 PM
	I need a password reset	6:43:52 PM
Shashwat Verma	I will surely help you with this issue.	6:45:10 PM
	We have checked your issue and the POC updating for the account is in process.	6:46:07 PM
	Let me check for the solution	6:46:18 PM
	Allow me 2 mins	6:46:22 PM
TINA SCOTT	ok thanks	6:46:31 PM
Shashwat Verma	Tina, as checked we have found that email for the myportal has been updated but the email updating for our record is in process	6:48:16 PM
	We request to change the password by myportal itself	6:48:44 PM
	We can mock you the same on the remote, shall we?	6:49:08 PM
TINA SCOTT	I will try to do the reset in a few minutes	6:50:54 PM

	and get back to you	6:51:00 PM
Shashwat Verma	You can simply go to link and try to reset the same	6:51:09 PM
	If any issue occurs, let us know	6:51:16 PM
	Is there anything else I may help you with ?	6:51:18 PM
	Are we still connected here?	6:53:03 PM
TINA SCOTT	Thank you for your help. That was everything.	6:53:15 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	6:53:16 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:53:18 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>	6:53:20 PM
TINA SCOTT	I am in!!	6:53:20 PM
	<i>Shashwat Verma has ended this chat session</i>	6:53:30 PM



Chat Transcript

I'm getting a message from the Self Care portal saying that my account is restricted. Can you help me?

Visitor Details

#83170 Chad J. Carr

Email: chad@carrproductionsinc.com 📞 14025988577

Department: Support(QB & App Hosting)

Operator: Yash Kalra

Website: <https://www.acecloudhosting.com/account-login/>

Operating System: Microsoft Windows

Browser: Microsoft Edge

1 Nov, 12:23:29 AM

Device: Desktop
Average Response Time: 1 Min 5 Secs
City: BLAIR
State: Nebraska
Country: UNITED STATES

Chat Transcript

Chat Duration : 52 Mins 37 Secs

Chad J. Carr	I'm getting a message from the Self Care portal saying that my account is restricted. Can you help me?	1 Nov, 12:23:30 AM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	12:23:34 AM
	<i>Siddhant is transferring the chat to Billing.</i>	12:23:45 AM
	<i>Aditya Seth accepted the chat transfer request.</i>	12:24:19 AM
Aditya Seth	Hello Aditya this side from Ace cloud hosting!	12:24:34 AM
	How May I assist you?	12:24:46 AM
	Are we connected?	12:27:05 AM
	This message has been deleted	12:27:56 AM
Chad J. Carr	Hello	12:28:52 AM
Aditya Seth	How May I assist you?	12:29:03 AM
Chad J. Carr	I'm getting a message from the Self Care portal saying that my account is restricted. Can you help me?	12:29:23 AM
Aditya Seth	Please wait for 2 minutes so that we can your account details.	12:29:53 AM
Chad J. Carr	ok	12:30:01 AM
Aditya Seth	As of now there is no overdue amount left into your account. From our side account is also active.	12:31:17 AM
	If you are facing this issue, I will be transferring your concern to the support department, they will surely assist you regarding your concern.	12:32:05 AM
Chad J. Carr	It's not a billing issue.	12:32:21 AM
Aditya Seth	Yes, it is not a billing issue.	12:32:44 AM
	I will be transferring your concern to the support department, they will surely assist you regarding your concern.	12:32:51 AM
Chad J. Carr	It keeps saying: "Your account has been restricted. Please contact the administrator."	12:33:11 AM
	Sounds good	12:33:25 AM
Aditya Seth	Can you please confirm your account name?	12:33:59 AM
	Or if you have the Client ID you can also share that.	12:35:20 AM
Chad J. Carr		

	I believe the account name is Ticket Express	12:35:59 AM
Aditya Seth	I will be transferring your concern to the support department; they will surely assist you regarding your concern.	12:38:00 AM
	<i>Aditya Seth is transferring the chat to Support(QB & App Hosting).</i>	12:38:09 AM
Chad J. Carr	Where do I find my client ID?	12:38:13 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:38:31 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:38:35 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:38:41 AM
Chad J. Carr	This is the second time someone has tried to transfer me to the support department.	12:38:46 AM
Yash Kalra	Carr, I can understand your concern, if I would be in your place I would have felt the same way.	12:39:47 AM
	But believe me I will surely resolve your issue.	12:40:07 AM
Chad J. Carr	Ticket Express (CID67331)	12:40:10 AM
	User Name: ChadCar@myrealddata.net	12:41:12 AM
Yash Kalra	Kindly allow me two minutes to check the same.	12:41:19 AM
Chad J. Carr	ok	12:42:40 AM
Yash Kalra	Carr, as I can check for the backend your account seems to be active. Please share us the screen shot of the error message you are encountering.	12:44:07 AM
Chad J. Carr	Give me a moment and I will send that to you.	12:44:35 AM
Yash Kalra	Sure, please take your time	12:44:49 AM
	<i>12:46:54 AMChad J. Carr is sharing a file with you</i> Ace Cloud Error.JPG - (Size:27.06 KB) <i>This is the error message that I received when I try to log into the the self care portal.</i>	12:46:54 AM
	Carr, thank you for sharing the error message	12:48:30 AM
	Sir, please let know the reason for using the Self-care portal. Do you wish to change your password for the server?	12:50:58 AM
Chad J. Carr	Do I need a reason?	12:51:28 AM
	My bookkeeper is having problems with her login to the regular portal. I am trying to troubleshoot the situation.	12:52:21 AM
Yash Kalra	Sir, please use the Myportal to manage users: Link: https://myportal.acecloudhosting.com/	12:54:06 AM
	As I can check you are the user adminstartor	12:54:54 AM
Chad J. Carr	I do have access to my portal.	12:55:04 AM
	Yes, I am the admin.	12:55:15 AM
	What would I use the Self Care Portal for and why don't I have access to it?	12:55:58 AM

Yash Kalra	and Selfcare portal is used by users having access TFA to change password and manage their TFA authentication	12:56:34 AM
	and as I can check users on your account are not enable for the TFA.	12:57:13 AM
Chad J. Carr	What does the TFA stand for?	12:57:43 AM
Yash Kalra	Sir, TFA stands for Two-Factor Authentication, which adds an extra layer of security by requiring a verification code along with the password to log in. (Edited)	12:58:28 AM
	Sir, would you like to enable TFA for your users? (Edited)	12:59:24 AM
Chad J. Carr	Gotcha. So as the admin, would there ever be a reason that I would need access to this?	1:01:45 AM
Yash Kalra	Sir, TFA just adds another layer of security which help to protect your data by adding another authentication factor. And as a admin you can use My portal to manage users.	1:03:36 AM
	May I take the remote access of your local computer to check for the resolution to this error?	1:04:16 AM
Chad J. Carr	Not at this time.	1:04:39 AM
	I'm sending the error message my bookkeeper was having.	1:04:44 AM
Yash Kalra	Please ask your bookkeeper to: Username: ChadCar Password : Same as your server password once.	1:05:56 AM
	<i>1:06:34 AM</i> Chad J. Carr is sharing a file with you Kelly Error Message.jpg - (Size:993.45 KB)	1:06:34 AM
	Sir this is an another issue.	1:07:20 AM
	Please reset this user password using myportal	1:07:46 AM
	This error message usually occurs when you are entering a wrong password.	1:08:27 AM
	Or else please provide me your users password for accessing the server so that I can check it from the backend, (Edited)	1:09:04 AM
	Are we still connected here?	1:10:11 AM
	Are we still connected here?	1:12:35 AM
	Are we still connected here?	1:14:50 AM
	Carr, we really want to help you with this issue but as per our policy we have to end this chat now	1:16:04 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:16:09 AM

Yash Kalra has ended this chat session

1:16:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 7:55:34 PM

#83512 robert.burton

Email: robert.burton@sourcingsystemsintl.com 📞 17783204872

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: NEW WESTMINSTER

State: British Columbia

Country: CANADA

Chat Transcript		Chat Duration : 10 Mins 36 Secs
robert.burton	Hello, I am your Acebuddy	11 Nov, 7:55:35 PM
Acebuddy	Hello Robert Burton, I'm your Ace Buddy. I'll be happy to assist you!	7:55:36 PM
	Whom Would You Like to Connect With?	7:55:36 PM
robert.burton	Technical Support (QB & App Hosting)	7:55:40 PM
Acebuddy	Welcome to Ace Support.	7:55:40 PM
	Please chose an option :	7:55:40 PM
robert.burton	I'd like to report an Issue	7:55:46 PM
Acebuddy	Please select an option!	7:55:47 PM
robert.burton	Other Issue	7:55:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:55:52 PM
robert.burton	Remote desktop link keeps asking me for my password, but won't login once entered	7:56:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:56:31 PM
	Acebuddy (bot) forwarded the chat request	7:56:31 PM
	Shashwat Verma accepted the chat transfer request.	7:56:55 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	7:56:58 PM

	Hello Robert	7:57:04 PM
robert.burton	Hi	7:57:07 PM
Shashwat Verma	I will surely help you with this issue.	7:57:16 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	7:57:37 PM
robert.burton	Of course it just now started working. This is a pretty common issue that happens ever couple of weeks.	7:58:09 PM
Shashwat Verma	Okay, shall I take remote session, to check the setting?	7:58:30 PM
robert.burton	When I start work in the morning and I try and login it, won't let me in. I spend about 30 minutes resetting my router, and restarting my computer to see if it fixes it. If it doesn't, I reach out to you guys.	7:59:02 PM
Shashwat Verma	Okay	7:59:14 PM
	I deeply apologize for the inconvenience caused to you.	7:59:26 PM
	When the last time you have changed your password?	7:59:58 PM
	Are we still connected here?	8:02:37 PM
	Are we still connected here?	8:03:28 PM
	Are we still connected here?	8:04:58 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:06:09 PM

Shashwat Verma has ended this chat session

8:06:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Nov, 11:49:09 PM

#83838 Chris Poeschel

Email: chris@jbcscreenprinting.com ☎ 17157433113

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop
City: STEVENS POINT
State: Wisconsin
Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 59 Secs

Chris Poeschel	Hello, I am your Acebuddy	19 Nov, 11:49:10 PM
Acebuddy	Hello Chris Poeschel, I'm your Ace Buddy. I'll be happy to assist you!	11:49:10 PM
	Whom Would You Like to Connect With?	11:49:10 PM
Chris Poeschel	Technical Support (QB & App Hosting)	11:49:16 PM
Acebuddy	Welcome to Ace Support.	11:49:16 PM
	Please chose an option :	11:49:16 PM
Chris Poeschel	I'd like to raise a Request	11:49:20 PM
Acebuddy	Please select your request type.	11:49:20 PM
Chris Poeschel	Other Request	11:49:31 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:49:31 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:49:31 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.	20 Nov, 12:29:09 AM
Ended due to chat idle timeout		12:29:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Nov, 4:56:57 AM

#83674 Lindsey Vela
Email: admin@beaconmarineelectronics.com
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: 33 Secs

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 12 Secs

Lindsey Vela	Hello, I am your Acebuddy	15 Nov, 4:56:58 AM
Acebuddy	Hello Lindsey Vela, I'm your Ace Buddy. I'll be happy to assist you!	4:56:59 AM
	Whom Would You Like to Connect With?	4:56:59 AM
Lindsey Vela	Technical Support (QB & App Hosting)	4:57:16 AM
Acebuddy	Welcome to Ace Support.	4:57:16 AM
	Please chose an option :	4:57:16 AM
Lindsey Vela	I'd like to report an Issue	4:57:22 AM
Acebuddy	Please select an option!	4:57:22 AM
Lindsey Vela	Other Issue	4:57:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:57:27 AM
Lindsey Vela	I am not sure if I am contacting the right department, but we are having intermittent issues connecting to our remote server. Getting Error code 0x3000008, Extended Error code 0x0	4:58:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:58:20 AM
	Acebuddy (bot) forwarded the chat request	4:58:20 AM
	Gaurav kumar declined the transfer request.	4:58:25 AM
	Abhay Kumar Saraswat accepted the chat transfer request.	4:58:39 AM
	Abhay Kumar Saraswat is transferring the chat to Yash Kalra.	4:58:50 AM
	Yash Kalra accepted the chat transfer request.	4:58:52 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:58:55 AM
	Hello Lindsey, you are connected to the right department. I will be surely assisting you with this. Kindly help me with your server name and user name? (Edited)	4:59:06 AM
Lindsey Vela	looks like it is aadmin@myrealdata.net	4:59:30 AM
Yash Kalra	Lindsey, this must be your user name. Please help me with your server name as well?	5:00:44 AM
Lindsey Vela	JKS Enterprise	5:01:24 AM

Yash Kalra	Kindly allow me two minutes to check the same.	5:01:39 AM
Lindsey Vela	Take your time	5:01:46 AM
	it could be bme.local? Sorry, I am new to this office.	5:02:39 AM
Yash Kalra	Lindsey, when was the last time you were able to access the server successfully? (Edited)	5:04:18 AM
Lindsey Vela	Earlier today. However yesterday morning when I first go to the office, it gave me the same error initially - but started working again several minutes later. Since then it's very intermittent if it works	5:04:59 AM
Yash Kalra	We have made some changes from the backend please try to login now.	5:05:05 AM
Lindsey Vela	That worked! Let me try from my other computer really quick to make sure it works there too	5:06:03 AM
Yash Kalra	Sure, please take your time	5:06:09 AM
Lindsey Vela	it worked there too - thank you so much for your help!	5:06:51 AM
Yash Kalra	Is there anything else I may help you with ?	5:06:53 AM
Lindsey Vela	No, this was great - thanks again!	5:07:01 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.	5:07:02 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:07:08 AM
	<i>Yash Kalra has ended this chat session</i>	5:07:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83217 megan

Email: megan@martinenterprisesheatingandac.com 📞 8474381203

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 22 Secs

City: BARTLETT

State: Illinois

3 Nov, 8:12:04 PM

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 48 Secs

megan	Hello, I am your Acebuddy	3 Nov, 8:12:05 PM
Acebuddy	Hello Megan, I'm your Ace Buddy. I'll be happy to assist you!	8:12:06 PM
	Whom Would You Like to Connect With?	8:12:06 PM
megan	Technical Support (QB & App Hosting)	8:12:09 PM
Acebuddy	Welcome to Ace Support.	8:12:10 PM
	Please chose an option :	8:12:10 PM
megan	I'd like to report an Issue	8:12:15 PM
Acebuddy	Please select an option!	8:12:15 PM
megan	QuickBooks Issue	8:12:19 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:12:19 PM
megan	QuickBooks is Frozen	8:12:23 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:12:23 PM
	Was that helpful?	8:12:23 PM
megan	No	8:12:27 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:12:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:12:27 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:12:51 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:12:55 PM
	Hello Megan	8:13:02 PM
megan	Hello.	8:13:09 PM
	My QB's is frozne.	8:13:18 PM
	frozen*	8:13:21 PM
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?	8:13:52 PM
	I will surely help you with this issue.	8:13:59 PM
megan	Martin_2	8:14:45 PM
Shashwat Verma	If a specific document or functionality is involved, does it work properly in a sample file?	8:16:17 PM
megan	I have no idea. It was working this morning and now it won't close.	8:16:34 PM
Shashwat Verma	Okay	8:16:37 PM

	Does the freezing issue occur with one file or across multiple files?	8:16:39 PM
megan	Not sure. I open it on my desktop.	8:16:55 PM
Shashwat Verma	Kindly try now	8:16:58 PM
	Is the issue resolve resolved?	8:17:51 PM
megan	Yes, all good now.	8:18:19 PM
	Thank you.	8:18:20 PM
Shashwat Verma	Is there anything else I may help you with ?	8:18:25 PM
megan	No.	8:18:43 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:18:50 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:18:51 PM

Shashwat Verma has ended this chat session

8:18:53 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Nov, 4:03:15 PM

#83602 taxadmin
Email: taxadmin@silversfs.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 8 Secs
City: SANTO NINO
State: Davao Del Sur
Country: PHILIPPINES

Chat Transcript

Chat Duration : 36 Mins 49 Secs

taxadmin

Hello, I am your Acebuddy

13 Nov, 4:03:16 PM

Acebuddy	Hello Elaine Torres, I'm your Ace Buddy. I'll be happy to assist you!	4:03:17 PM
	Whom Would You Like to Connect With?	4:03:17 PM
taxadmin	Technical Support (QB & App Hosting)	4:03:23 PM
Acebuddy	Welcome to Ace Support.	4:03:23 PM
	Please chose an option :	4:03:23 PM
taxadmin	I'd like to raise a Request	4:03:38 PM
Acebuddy	Please select your request type.	4:03:38 PM
taxadmin	Setup Ace Server	4:03:44 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	4:03:44 PM
taxadmin	Microsoft Windows	4:03:53 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	4:03:53 PM
	Do you need any further assistance on the topic?	4:03:53 PM
taxadmin	Yes	4:04:10 PM
Acebuddy	Please wait while we connect you to our Support Representative	4:04:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:04:10 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	4:04:14 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	4:04:25 PM
taxadmin	Hello, Shubham	4:04:41 PM
	How are you?	4:04:50 PM
	Can you please help me setup my server on my new computer?	4:05:11 PM
Shubham Maurya	I'm good Elaine, thank you for asking. I hope you're doing well too. Sure will help you to setup RDP on your new system.	4:06:24 PM
	Kindly help me with your server name and user name?	4:06:36 PM
taxadmin	Silvers_5	4:06:48 PM
Shubham Maurya	Thank you for the information, do you want me to share RDP file over here on chat or take a remote session and make it download on your local system directly?	4:08:36 PM
taxadmin	Please do remote	4:08:52 PM
Shubham Maurya	Alright, https://assist.acecloudhosting.com/join/7952778952	4:09:42 PM
	Kindly paste this link in the browser of local computer and join the session.	4:09:51 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:09:55 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.

4:40:06 PM

Ended due to chat idle timeout

4:40:06 PM

