

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 3:58:59 AM

#81459 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: 17 Secs

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 39 Secs

Lindsey Vela	Hello, I am your Acebuddy	12 Sep, 3:59:00 AM
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!	3:59:01 AM
	Whom Would You Like to Connect With?	3:59:01 AM
Lindsey Vela	Technical Support (QB & App Hosting)	3:59:05 AM
Acebuddy	Welcome to Ace Support.	3:59:05 AM
	Please chose an option :	3:59:05 AM
Lindsey Vela	I'd like to report an Issue	3:59:20 AM
Acebuddy	Please select an option!	3:59:20 AM
Lindsey Vela	QuickBooks Issue	3:59:34 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:59:34 AM
Lindsey Vela	Other QB related issue	3:59:39 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:59:39 AM
Lindsey Vela	Invoice PDFs are being cut in half when sending the invoice from QuickBooks to Outlook	4:00:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:00:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:00:08 AM

	<i>Shashwat Verma accepted the chat transfer request.</i>	4:00:41 AM
	<i>Shashwat Verma is transferring the chat to Yash Kalra.</i>	4:00:50 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:00:53 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:00:56 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:00:59 AM
Lindsey Vela	JKSEnterprise.myrealdatal.net	4:01:32 AM
	User name admin	4:01:40 AM
Yash Kalra	Kindly allow me two minutes to check the same.	4:01:48 AM
Lindsey Vela	Same issue as 9/9	4:02:24 AM
	A PDF repair was run. It has not been resolved	4:02:44 AM
Yash Kalra	Admin, to help me assist you better, please answer the following questions:	
	1. Is this issue occurring for all the users or is it user specific.	4:03:38 AM
	2. When was the last time it working as desired.	
Lindsey Vela	This user.	4:03:44 AM
	Must have been last week	4:03:49 AM
Yash Kalra	May I take the remote access of your server?	4:04:10 AM
Lindsey Vela	yes	4:04:20 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	4:04:21 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/4742743391	4:04:24 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:05:39 AM
Lindsey Vela	well done	4:21:15 AM
Yash Kalra	Is there anything else I may help you with ?	4:21:19 AM
Lindsey Vela	no	4:21:23 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.	4:21:27 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:21:36 AM
Lindsey Vela	okay	4:21:36 AM
Yash Kalra	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.	4:21:37 AM

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/>)

Yash Kalra has ended this chat session

4:21:40 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 3:21:15 PM

#81624 Balaji Thiyagarajan

Email: bthiyagarajan@accountingresourcesinc.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: BRONX

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 22 Secs

Balaji Thiyagarajan	Hello, I am your Acebuddy	17 Sep, 3:21:17 PM
Acebuddy	Hello Balaji Thiyagarajan, I'm your Ace Buddy. I'll be happy to assist you!	3:21:18 PM
	Whom Would You Like to Connect With?	3:21:18 PM
Balaji Thiyagarajan	Technical Support (QB & App Hosting)	3:21:25 PM
Acebuddy	Welcome to Ace Support.	3:21:25 PM
	Please chose an option :	3:21:25 PM
Balaji Thiyagarajan	I'd like to report an Issue	3:21:35 PM
Acebuddy		

	Please select an option!	3:21:35 PM
Balaji Thiyagarajan	QuickBooks Issue	3:21:41 PM
Acebuddy	What type of QuickBooks Issue are you facing?	3:21:41 PM
Balaji Thiyagarajan	QuickBooks Login Issue	3:21:48 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	3:21:48 PM
	Was that helpful?	3:21:48 PM
Balaji Thiyagarajan	Yes	3:24:39 PM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	3:24:39 PM
	<i>Acebuddy has ended this chat session</i>	3:24:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 7:30:06 AM

#81932 Megan Szul

Email: szulsland@verizon.net ☎ 6092919663

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: ANNAPOLIS

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 35 Secs

Megan Szul	Hello, I am your Acebuddy	25 Sep, 7:30:08 AM
Acebuddy	Hello Megan Szul, I'm your Ace Buddy. I'll be happy to assist you!	7:30:09 AM

	Whom Would You Like to Connect With?	7:30:09 AM
Megan Szul	Technical Support (QB & App Hosting)	7:30:12 AM
Acebuddy	Welcome to Ace Support.	7:30:12 AM
	Please chose an option :	7:30:12 AM
Megan Szul	I'd like to report an Issue	7:30:19 AM
Acebuddy	Please select an option!	7:30:19 AM
Megan Szul	QuickBooks Issue	7:30:22 AM
Acebuddy	What type of QuickBooks Issue are you facing?	7:30:22 AM
Megan Szul	Restart	7:30:48 AM
Acebuddy	Hello Megan Szul, I'm your Ace Buddy. I'll be happy to assist you!	7:30:48 AM
	Whom Would You Like to Connect With?	7:30:48 AM
Megan Szul	Technical Support (QB & App Hosting)	7:30:54 AM
Acebuddy	Welcome to Ace Support.	7:30:55 AM
	Please chose an option :	7:30:55 AM
Megan Szul	I'd like to report an Issue	7:31:00 AM
Acebuddy	Please select an option!	7:31:00 AM
Megan Szul	Other Issue	7:31:04 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:31:04 AM
Megan Szul	When login to host environment I get the following message. See attached.	7:31:50 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:31:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:31:51 AM
	<i>7:32:07 AM Megan Szul is sharing a file with you Capture_1_092425.PNG - (Size:11.23 KB)</i>	7:32:07 AM
	<i>Rohan accepted the chat transfer request.</i>	7:32:40 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	7:32:46 AM
	Hello Megan, how are you doing today ?	7:33:05 AM
Megan Szul	I am good. How are you?	7:33:32 AM
Rohan	That's Great, I'm good too.	7:34:01 AM
	Thank you for Providing the details	7:34:18 AM
	Kindly allow me 2-3 minutes to check the same.	7:34:37 AM
Megan Szul	Here are my credentials in case you need	7:34:45 AM
	Server Name: SzulLandscapes.myreldata.net User 1: myreldata\MeganSz	7:34:49 AM

Rohan	Thank you for all the details	7:35:44 AM
	Let me try to repair this application to resolve this issue	7:36:35 AM
Megan Szul	ok	7:37:23 AM
Rohan	Please log off from the server	7:39:22 AM
Megan Szul	Will I lose this chat if I log off. This chat is in the server	7:39:56 AM
Rohan	Ohh So, you have initiated the chat from the server (Edited)	7:40:06 AM
	Okay let me just close the required application from your side	7:40:47 AM
	I have initiated the repair process and it is in progress	7:42:16 AM
Megan Szul	Great. Thank you!	7:42:37 AM
Rohan	Please check now	7:43:25 AM
Megan Szul	Should I log off the server and log back in? Will I lose this chate?	7:45:02 AM
Rohan	Yes, we will definitely lose the chat. However, I just want you to open QuickBooks and try saving something as a PDF. Let us know if the same error comes up or not.	7:46:23 AM
Megan Szul	Ok. I think I only get this error when logging into the server.	7:47:56 AM
	I dont' have problem saving files to pdf	7:48:12 AM
Rohan	Okay, if that's the case, please log off and log back in. If the issue reoccurs, you can let us know via email, and we will proceed with the reinstallation, which will likely resolve the problem.	7:49:45 AM
Megan Szul	Ok. Thank you for your help.	7:50:06 AM
Rohan	Is there anything else I may help you with ?	7:51:19 AM
	Are we still connected here?	7:53:36 AM
	Are we still connected here?	7:53:38 AM
	Are we still connected here?	7:53:40 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:53:42 AM
<i>Rohan has ended this chat session</i>		7:53:43 AM



Chat Transcript

Hello, I am your Acebuddy

10 Sep, 11:28:34 PM

Visitor Details

#81398 Sherry Webb

Email: ksroufe@oakhavenrc.com ☎ 15672046882

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: OTTAWA

State: Ohio

Country: UNITED STATES

Chat Duration : 46 Mins 15 Secs

Chat Transcript

Sherry Webb	Hello, I am your Acebuddy	10 Sep, 11:28:35 PM
Acebuddy	Hello Sherry Webb, I'm your Ace Buddy. I'll be happy to assist you!	11:28:36 PM
	Whom Would You Like to Connect With?	11:28:36 PM
Sherry Webb	Technical Support (QB & App Hosting)	11:29:00 PM
Acebuddy	Welcome to Ace Support.	11:29:00 PM
	Please chose an option :	11:29:00 PM
Sherry Webb	I'd like to report an Issue	11:29:14 PM
Acebuddy	Please select an option!	11:29:14 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11 Sep, 12:14:51 AM
	<i>Ended due to chat idle timeout</i>	12:14:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 8:35:28 PM

#81263 Aman Sajwani

Email: reliable_accounting@yahoo.com  +1-(901) 881-1265

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 32 Secs

City: RESTON

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 33 Secs

Aman Sajwani	Hello, I am your Acebuddy	8 Sep, 8:35:29 PM
Acebuddy	Hello Aman Sajwani, I'm your Ace Buddy. I'll be happy to assist you!	8:35:30 PM
	Whom Would You Like to Connect With?	8:35:30 PM
Aman Sajwani	Technical Support (QB & App Hosting)	8:36:31 PM
Acebuddy	Welcome to Ace Support.	8:36:31 PM
	Please chose an option :	8:36:31 PM
Aman Sajwani	I'd like to report an Issue	8:36:38 PM
Acebuddy	Please select an option!	8:36:38 PM
Aman Sajwani	Other Issue	8:36:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:36:42 PM
Aman Sajwani	My RDP not coonecting	8:36:57 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:36:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:36:58 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	8:37:09 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	8:37:13 PM
	Hello Aman , how are you doing	8:37:27 PM
Aman Sajwani	ok	8:37:29 PM
	My Rdp not connecting	8:37:53 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:37:55 PM
Aman Sajwani	i tried several time	8:38:00 PM
	<i>8:38:03 PMAman Sajwani is sharing a file with you 1_image.png - (Size:13.1 KB)</i>	8:38:03 PM

	Showing this error	8:38:10 PM
	RAS-17	8:38:16 PM
Sanyam Madan	Thank you for the information and allow 2 minutes to check the same.	8:38:32 PM
Aman Sajwani	Sure	8:38:42 PM
Sanyam Madan	May I take the remote access of your local computer?	8:38:56 PM
Aman Sajwani	yes Sure	8:39:05 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	8:39:29 PM
	https://assist.acecloudhosting.com/join/6582637417	8:39:31 PM
	Kindly paste this link in the browser of local computer and join the session.	8:39:36 PM
Aman Sajwani	ok	8:40:10 PM
Sanyam Madan	Aman , are you facing any issues while giving remote access ?	8:43:46 PM
Aman Sajwani	software Downloading now	8:44:29 PM
Sanyam Madan	Sure, please take your time	8:44:59 PM
Aman Sajwani	ok you are connect	8:45:38 PM
Sanyam Madan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:45:45 PM
Aman Sajwani	sure	8:45:59 PM
Sanyam Madan	Is there anything else I may help you with ?	9:05:29 PM
Aman Sajwani	No Thank you	9:05:52 PM
	all Good	9:05:54 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:05:58 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:06:01 PM
	<i>Sanyam Madan has ended this chat session</i>	9:06:03 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81544 leahbeth

Email: leahbeth@earlebmoshier.com ☎ 617-755-8433

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: FRAMINGHAM

State: Massachusetts

Country: UNITED STATES

Chat Duration : 6 Mins 40 Secs

Chat Transcript

leahbeth	Hello, I am your Acebuddy	15 Sep, 9:13:32 PM
Acebuddy	Hello Leah Beth Allekian, I'm your Ace Buddy. I'll be happy to assist you!	9:13:33 PM
	Whom Would You Like to Connect With?	9:13:33 PM
leahbeth	Technical Support (QB & App Hosting)	9:13:36 PM
Acebuddy	Welcome to Ace Support.	9:13:36 PM
	Please chose an option :	9:13:36 PM
leahbeth	I'd like to report an Issue	9:13:41 PM
Acebuddy	Please select an option!	9:13:41 PM
leahbeth	QuickBooks Issue	9:13:45 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:13:45 PM
leahbeth	QuickBooks Login Issue	9:13:49 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	9:13:49 PM
	Was that helpful?	9:13:49 PM
leahbeth	No	9:14:11 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:14:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:14:11 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:14:27 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:14:31 PM
leahbeth	Hi! I was logged into QB & then the connection was lost. When I try to log back in, it says that I'm	9:15:05 PM

	already logged in. Can you log me out so I can get back in again?	
Manish Singh	I will surely help you with this issue.	9:15:33 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	9:15:42 PM
leahbeth	Just me. I think I just need you to log me off.	9:16:03 PM
Manish Singh	As I can check you are not active on the server.	9:17:05 PM
leahbeth	I'm logged in to the server but cannot access QB	9:17:26 PM
Manish Singh	Are you login as user LeahBA.NENT?	9:17:34 PM
leahbeth	I'm logged in as WhitneyG.NENT	9:18:14 PM
	Should I log off	9:18:21 PM
	?	9:18:22 PM
Manish Singh	Try to access QuickBooks once.	9:18:47 PM
	Are you able to access it now?	9:19:22 PM
leahbeth	YES! Thank you!	9:19:36 PM
Manish Singh	Is there anything else I may help you with ?	9:19:38 PM
leahbeth	I'm great, thank you very much!	9:20:02 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:20:04 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:20:09 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:20:12 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	9:20:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 1:17:16 AM

#81561 steven.nguyen

Email: steven.nguyen@covenanteyes.com ☎ 5717650652

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 22 Secs

City: ARLINGTON

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 59 Secs

steven.nguyen	Hello, I am your Acebuddy	16 Sep, 1:17:17 AM
Acebuddy	Hello Steven.nguyen, I'm your Ace Buddy. I'll be happy to assist you!	1:17:18 AM
	Whom Would You Like to Connect With?	1:17:18 AM
steven.nguyen	Technical Support (QB & App Hosting)	1:17:31 AM
Acebuddy	Welcome to Ace Support.	1:17:31 AM
	Please chose an option :	1:17:31 AM
steven.nguyen	I'd like to report an Issue	1:17:36 AM
Acebuddy	Please select an option!	1:17:36 AM
steven.nguyen	QuickBooks Issue	1:17:44 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:17:44 AM
steven.nguyen	Other QB related issue	1:18:28 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:18:28 AM
steven.nguyen	When accessing a qbw file for the first time, it defaults to single-user mode. Can we change the default option to access the qbw file to be multi-user instead?	1:19:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:19:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:19:07 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	1:19:18 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	1:19:23 AM

	Hello Steven	1:19:29 AM
steven.nguyen	Hello	1:20:59 AM
Sujeet Kumar Suman	How are you doing?	1:21:12 AM
	Are we still connected here?	1:23:33 AM
steven.nguyen	We sure are	1:23:52 AM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:24:29 AM
steven.nguyen	Server name: covenanteyes.myrealdata.net Username: steven.nguyen'	1:24:46 AM
Sujeet Kumar Suman	Thank you for the information.	1:24:58 AM
	Kindly follow the steps below:	
	Open QuickBooks.	
	Go to File > Utilities and ensure that Host Multi-User Access is enabled.	1:25:46 AM
	open the company file and select File > Switch to Multi-User Mode.	
	Once enabled, QuickBooks will remember the last mode (Multi-User) and will open in that mode the next time on that workstation.	
	Kindly follow the above steps and let us know if you still need any further assistance.	1:26:21 AM
steven.nguyen	what if a user called reports is used in the off hours to open quickbooks in single-user mode, can we set something up to revert it back to multi-user?	1:27:28 AM
Sujeet Kumar Suman	Yes — you can handle this situation, but QuickBooks itself doesn't automatically switch sessions back from single-user mode to multi-user mode.	1:28:12 AM
steven.nguyen	Gotcha, thanks.	1:29:10 AM
	<i>steven.nguyen has ended this chat session</i>	1:29:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 2:02:46 PM

#81823 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 32 Secs

City: ANAND

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 10 Mins 15 Secs

krisika	Hello, I am your Acebuddy	23 Sep, 2:02:48 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	2:02:49 PM
	Whom Would You Like to Connect With?	2:02:49 PM
krisika	Technical Support (QB & App Hosting)	2:03:18 PM
Acebuddy	Welcome to Ace Support.	2:03:18 PM
	Please chose an option :	2:03:18 PM
krisika	I'd like to report an Issue	2:03:46 PM
Acebuddy	Please select an option!	2:03:46 PM
krisika	Other Issue	2:03:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:03:51 PM
krisika	Hi	2:04:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:04:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:04:47 PM
krisika	Hi	2:05:34 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	2:05:40 PM
	<i>Shubham Kataria is transferring the chat to Vikas Singh Chauhan.</i>	2:05:49 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	2:05:53 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	2:06:20 PM
krisika	Quickbook not open in all pc	2:06:26 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	2:06:51 PM
	Could you please elaborate the issue.	2:07:08 PM
	Are we still connected here?	2:08:33 PM

Are we still connected here?

2:09:37 PM

Are we still connected here?

2:10:47 PM

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

2:12:03 PM

Vikas Singh Chauhan has ended this chat session

2:13:03 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 8:26:03 PM

#82081 grace.lee

Email: grace.lee@myrealdata.net

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 21 Secs

grace.lee	Hello, I am your Acebuddy	30 Sep, 8:26:03 PM
Acebuddy	Hello Grace.lee, I'm your Ace Buddy. I'll be happy to assist you!	8:26:04 PM
	Whom Would You Like to Connect With?	8:26:04 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:58:25 PM
	<i>Ended due to chat idle timeout</i>	8:58:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 8:05:36 PM

#81981 Megan Hoekwater

Email: megan@hebertcustomhomes.com  512.913.0354

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 35 Secs

Megan Hoekwater	Hello, I am your Acebuddy	26 Sep, 8:05:37 PM
Acebuddy	Hello Megan Hoekwater, I'm your Ace Buddy. I'll be happy to assist you!	8:05:38 PM
	Whom Would You Like to Connect With?	8:05:38 PM
Megan Hoekwater	Technical Support (QB & App Hosting)	8:05:41 PM
Acebuddy	Welcome to Ace Support.	8:05:41 PM
	Please chose an option :	8:05:41 PM
Megan Hoekwater	I'd like to report an Issue	8:05:47 PM
Acebuddy	Please select an option!	8:05:47 PM
Megan Hoekwater	QuickBooks Issue	8:05:51 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:05:51 PM
Megan Hoekwater	Other QB related issue	8:05:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:05:57 PM
Megan Hoekwater	Our QB was updated two nights ago and I was unable to back it up last night as it said there was an error with the company file. I did a lot of work yesterday and our accountant just logged in and none of the bills i entered are showing	8:06:37 PM

Acebuddy	Please wait while we connect you to a Support Representative	8:06:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:06:38 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:06:59 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:07:04 PM
Megan Hoekwater	Hello Megan	8:07:08 PM
Megan Hoekwater	I Sujeet	8:07:11 PM
	Hi*	8:07:13 PM
Sujeet Kumar Suman	How are you doing?	8:07:21 PM
Megan Hoekwater	Doing ok. Having trouble with QB. I was helped by the support team earlier this week. Then our QB was updated by support and yesterday when I went to backup our company I got an error message that QB detected a problem with our data file. I sent photos of these emails to the ace team and never heard back. with that said, our accountant logged in this AM to print checks and none of the bills I entered are showing up.	8:08:31 PM
	I take that back.	8:08:56 PM
	They are showing up on my side but not hers	8:09:02 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	8:09:23 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:09:30 PM
Megan Hoekwater	Thank you. I just want to clarify that it all looks good on my end but I am concerned that we are not able to back up the data and that the bills I entered aren't showing up on my accountant's account - her name is cassandra.	8:10:44 PM
	Our company name is Hebert Custom Homes LLC	8:10:50 PM
	Not sure what the server name/user name is to be honest	8:10:58 PM
	when I click on the ace application it logs me in	8:11:10 PM
Sujeet Kumar Suman	Thank you for the information.	8:11:55 PM
	Will check and confirm.	8:12:51 PM
	Are you the only one experiencing this issue, or are others affected as well?	8:13:05 PM
Megan Hoekwater	Ok thank you. Only our accountant Cassandra is experiencing this issue. My admin account is able to see all of the bills entered yesterday. I believe both accounts are unable to do a file backup.	8:13:41 PM
Sujeet Kumar Suman	Got it.	8:13:44 PM
	Possible that the company file was accessed from another location, which may be why the accountant is unable to see the updated bills in the file.	8:14:36 PM
	Let me check	8:14:47 PM
	Kindly allow me two minutes to check the same.	8:14:52 PM
Megan Hoekwater	Ok	8:14:53 PM

	Sounds good, thank you!	8:14:58 PM
Sujeet Kumar Suman	Thank you for your patience.	8:17:53 PM
	I was correct. Cassandra was accessing the company file from another location, and since you were also opening the file from a different location, that's why CassandraHa was unable to see the updated bills in the company file (Edited)	8:17:56 PM
Megan Hoekwater	Ok, what can we do to fix this?	8:19:07 PM
Sujeet Kumar Suman	Please guide Cassandra to open the QuickBooks company file from the following location: D:\test (Edited)	8:19:49 PM
Megan Hoekwater	Ok, let me see if she can	8:22:17 PM
Sujeet Kumar Suman	Sure, please take your time	8:22:28 PM
Megan Hoekwater	She is able to see all of the bills now but the ace application opens across both of her monitors. CAn you help with this? Additionally, will we now be able to backup our data?	8:25:32 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:26:47 PM
	This is to inform you that you can adjust these settings within your .RDP file by following the steps below: Right-click the .RDP file → select Show more options (Windows 11) → choose Edit . Go to the Display tab (here, you can modify the display settings). Uncheck the box “ Use all my monitors for the remote session. ” Go to the General tab, then click Save .	8:28:00 PM
	Please guide her to follow the above steps. If Cassandra is still facing issues, we will connect with her local system to assist further.	8:29:36 PM
Megan Hoekwater	Will do!	8:29:50 PM
Sujeet Kumar Suman	Is there anything else I may help you with ?	8:30:02 PM
Megan Hoekwater	Should I try and see if I can backup my data now?	8:30:19 PM
	Her monitors are all good now. I am trying a backup to see if it works!	8:30:54 PM
Sujeet Kumar Suman	Yeah, sure. Please try it.	8:30:58 PM
Megan Hoekwater	It worked!!	8:31:00 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:31:06 PM
Megan Hoekwater	It did say that it's best not to save my files locally. Is that not best practice? It would be awful if we lost our data	8:31:18 PM
Sujeet Kumar Suman	No issue. We have backups of the server and server data for the last 45 days. If you need a previous version or rollback, we can help you using the backups available within the last 45 days (Edited)	8:33:00 PM
Megan Hoekwater	Great, thank you so much for all of your help today!	8:33:21 PM
Sujeet Kumar Suman	Most welcome, Megan.	8:33:36 PM
	Is there anything else I may help you with ?	8:33:39 PM
	Are we still connected here?	8:35:41 PM
Megan Hoekwater		8:35:46 PM

That's it! tHank you!!

Sujeet Kumar Suman

Thanks for the confirmation !

8:35:53 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.

8:36:00 PM

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

8:36:05 PM

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

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

Thanks!

8:36:08 PM

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

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

Sujeet Kumar Suman has ended this chat session

8:36:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 3:21:58 AM

#81874 Sayr Jamil

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

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 23 Secs

City: HATILLO

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Chat Duration : 37 Mins 41 Secs

Sayr Jamil	Hello, I am your Acebuddy	24 Sep, 3:21:58 AM
Acebuddy	Hello Midnightzonevi, I'm your Ace Buddy. I'll be happy to assist you!	3:21:59 AM
	Whom Would You Like to Connect With?	3:21:59 AM
Sayr Jamil	Technical Support (QB & App Hosting)	3:22:03 AM
Acebuddy	Welcome to Ace Support.	3:22:03 AM
	Please chose an option :	3:22:03 AM
Sayr Jamil	I'd like to report an Issue	3:22:08 AM
Acebuddy	Please select an option!	3:22:08 AM
Sayr Jamil	QuickBooks Issue	3:22:13 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:22:13 AM
Sayr Jamil	QuickBooks Login Issue	3:22:52 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	3:22:52 AM
	Was that helpful?	3:22:52 AM
Sayr Jamil	No	3:23:12 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:23:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:23:12 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	3:23:26 AM
Sayr Jamil	I need to speak to a representative.	3:23:30 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	3:23:36 AM
Sayr Jamil	First the SayrJ Enterprise could not open and now the Carol B Enterprise cannot open.	3:24:23 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	3:24:55 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:25:24 AM
Sayr Jamil	Can you tell me if you are doing an update and this is why this is occurring	3:25:50 AM
	Midnight Zone Convenience Store Inc. Carol BEnterprise and SayrJ Enterprise	3:26:32 AM
Sujeet Kumar Suman	No, we are not performing any updates from the backend.	3:26:36 AM
	Thank you for the information.	3:26:51 AM
	Are you encountering any errors when trying to access it?	3:27:08 AM
Sayr Jamil	I cannot get on to either log ons	3:27:50 AM
Sujeet Kumar Suman	When was the last time you were able to access the server?	3:27:58 AM
Sayr Jamil	Its tryong to load but is not loading	3:28:21 AM

	I was on a short while ago.	3:28:38 AM
Sujeet Kumar Suman	Are you the only one experiencing this issue, or are others affected as well?	3:28:49 AM
Sayr Jamil	This issue happened yesterday also around the same time	3:28:54 AM
	Noone can get on to any of the logins	3:29:19 AM
Sujeet Kumar Suman	No worries, I will surely help you with this issue.	3:29:45 AM
Sayr Jamil	this is a moaor inconvenience	3:29:46 AM
Sujeet Kumar Suman	May I take the remote access of your local computer?	3:29:54 AM
Sayr Jamil	yes	3:30:07 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	3:30:13 AM
Sayr Jamil	ok	3:30:28 AM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/3022167977	3:30:35 AM
Sayr Jamil	hello	3:32:35 AM
Sujeet Kumar Suman	Hii..	3:32:52 AM
	Yes please tell me.	3:33:00 AM
Sayr Jamil	i downlaoded it	3:33:10 AM
Sujeet Kumar Suman	Thanks for the confirmation !	3:33:37 AM
	Please open the downloaded file.	3:33:52 AM
Sayr Jamil	i did	3:34:43 AM
Sujeet Kumar Suman	Thanks for the confirmation !	3:35:29 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:35:33 AM
	Thank you for your patience.	3:53:00 AM
	As per discussion over the remote session, The issue is resolved.	3:53:13 AM
	Is there anything else I may help you with ?	3:53:17 AM
	Are we still connected here?	3:55:08 AM
	Are we still connected here?	3:57:05 AM
	Are we still connected here?	3:59:33 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:59:36 AM
	<i>Sujeet Kumar Suman has ended this chat session</i>	3:59:40 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 8:59:20 PM

#81688 Aelin Herrington

Email: aelin.herrington@westerncpe.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 49 Secs

Aelin Herrington	Hello, I am your Acebuddy	18 Sep, 8:59:21 PM
Acebuddy	Hello Aelin Herrington, I'm your Ace Buddy. I'll be happy to assist you!	8:59:22 PM
	Whom Would You Like to Connect With?	8:59:22 PM
Aelin Herrington	Technical Support (QB & App Hosting)	8:59:27 PM
Acebuddy	Welcome to Ace Support.	8:59:27 PM
	Please chose an option :	8:59:27 PM
Aelin Herrington	I'd like to raise a Request	8:59:37 PM
Acebuddy	Please select your request type.	8:59:37 PM
Aelin Herrington	Setup Ace Server	8:59:53 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:59:53 PM
Aelin Herrington	Microsoft Windows	8:59:57 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	8:59:57 PM
	Do you need any further assistance on the topic?	8:59:57 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.

9:38:11 PM

Ended due to chat idle timeout

9:38:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 9:25:53 PM

#81848 Mary Langford

Email: mary@gondolaskate.com

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: SPRINGTOWN

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 40 Secs

Mary Langford	Hello, I am your Acebuddy	23 Sep, 9:25:54 PM
Acebuddy	Hello Mary Langford, I'm your Ace Buddy. I'll be happy to assist you!	9:25:55 PM
	Whom Would You Like to Connect With?	9:25:55 PM
Mary Langford	Technical Support (QB & App Hosting)	9:26:01 PM
Acebuddy	Welcome to Ace Support.	9:26:01 PM
	Please chose an option :	9:26:01 PM
Mary Langford	I'd like to report an Issue	9:26:07 PM
Acebuddy	Please select an option!	9:26:08 PM
Mary Langford	QuickBooks Issue	9:26:11 PM

Acebuddy	What type of QuickBooks Issue are you facing?	9:26:11 PM
Mary Langford	QuickBooks Login Issue	9:26:17 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	9:26:17 PM
	Was that helpful?	9:26:17 PM
Mary Langford	No	9:26:22 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:26:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:26:22 PM
	<i>Dushyant accepted the chat transfer request.</i>	9:26:48 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	9:26:54 PM
Mary Langford	Hi, I was set up as a user in quickbooks by my administrator but I dont know how to log in	9:27:32 PM
Dushyant	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:28:35 PM
	Are we connected?	9:31:01 PM
Mary Langford	Yes sorry	9:31:10 PM
Dushyant	No problem.	9:31:17 PM
Mary Langford	user name: mary.l@myrealdatal.net ; server: GSMSI@myrealdatal.net	9:31:56 PM
Dushyant	Thank you for the details.	9:32:11 PM
	May I take the remote access of your server?	9:32:43 PM
Mary Langford	yes	9:32:48 PM
Dushyant	Prior providing the access, I would suggest you to close any important documents at your end.	9:33:16 PM
Mary Langford	ok	9:34:08 PM
Dushyant	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:35:11 PM
	Thank you for the patience.	9:39:59 PM
	We were connected to the remote session, and as we observed that you don't have the access on QB company file and that's why you are not able to open company file	9:40:57 PM
	You need ask primary contact person to email us for the accesses and once done, we will provide the access.	
	Are we connected?	9:42:49 PM
	Are we connected?	9:44:08 PM
Mary Langford	Yes. I contacted the primary person	9:44:33 PM
Dushyant	Sounds good.	9:47:20 PM
	We need an email from the primary contact person.	9:47:39 PM

Are we connected? 9:51:36 PM

Are we connected? 9:54:01 PM

Are we connected? 9:56:20 PM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 9:56:31 PM

Dushyant has ended this chat session 9:56:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 2 Sep, 10:54:18 PM

#81089 Michael L Millsap

Email: kmillsap@cloudbooksllc.com ☎ 5122037451

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: SAN MARCOS

State: Texas

Country: UNITED STATES

Chat Transcript Chat Duration : 35 Mins 52 Secs

Michael L Millsap	Hello, I am your Acebuddy	2 Sep, 10:54:19 PM
Acebuddy	Hello Michael L Millsap, I'm your Ace Buddy. I'll be happy to assist you!	10:54:19 PM
	Whom Would You Like to Connect With?	10:54:19 PM
Michael L Millsap	Technical Support (QB & App Hosting)	10:54:26 PM
Acebuddy	Welcome to Ace Support.	10:54:26 PM
	Please chose an option :	10:54:26 PM

Michael L Millsap	I'd like to report an Issue	10:54:32 PM
Acebuddy	Please select an option!	10:54:32 PM
Michael L Millsap	Other Issue	10:54:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:54:39 PM
Michael L Millsap	Quickbooks Circling when opening	10:54:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:54:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:54:55 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:55:03 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:55:10 PM
Michael L Millsap	thank you.	10:55:18 PM
Anjainay Singh	I understand your situation Michael and I assure you to resolve your issue completely.	10:55:59 PM
	Could you please confirm since when you are facing QB login issue ?	10:56:28 PM
Michael L Millsap	today	10:56:49 PM
Anjainay Singh	No worries ,Michael could you please try to login once again?	10:58:13 PM
Michael L Millsap	sure	10:58:32 PM
Anjainay Singh	Please let me know if you are still facing same issue so I can proceed with next troubleshooting steps.	10:59:17 PM
Michael L Millsap	yeah it's still circling	10:59:27 PM
	when i attempt to open	10:59:34 PM
Anjainay Singh	May I take the remote access of your server?	10:59:36 PM
Michael L Millsap	please	10:59:42 PM
Anjainay Singh	We are connected.	11:00:03 PM
	Please allow me two minutes so that I can fix it .	11:00:54 PM
Michael L Millsap	thank you	11:01:06 PM
Anjainay Singh	Could you please let me know the company file name and its location?	11:02:47 PM
Michael L Millsap	High Frequency Holdings, LLC	11:03:17 PM
	i think it's in the client data folder with the others, i've never changed it since you uploaded it here	11:04:09 PM
Anjainay Singh	Could you please show me the file?	11:04:11 PM
Michael L Millsap	no that's not it	11:04:55 PM
	it's been updated recently so give me a moment, not sure why there are two locations fo	11:05:29 PM
Anjainay Singh	Sure Michael.	11:05:34 PM
Michael L Millsap	I'm really confused, where is my file	11:07:10 PM
Anjainay Singh	I think once you locate the correct file you will be able to open it.	11:07:43 PM

Michael L Millsap	I'm sorry where is it??????	11:07:54 PM
Anjainay Singh	No worries Michael . You may search the file from Search Box.	11:08:26 PM
Michael L Millsap	what does date modified imply?	11:09:59 PM
	The last time it was opened? Because it should be here in this list in that case because it was last opened on 8/19/25	11:10:21 PM
Anjainay Singh	Please provide me 2-3 minutes so that I can search it at my end as well.	11:11:10 PM
Michael L Millsap	High Frequency HOLDINGS, LLC	11:11:44 PM
Anjainay Singh	Thankyou for being patient with us.	11:15:50 PM
	Could you please confirm when last you accessed the company file ?	11:16:14 PM
Michael L Millsap	8/19/2025	11:16:21 PM
	i TRIED TO THIS MORNING BUT IT CONTINUED TO CIRCLE	11:16:33 PM
Anjainay Singh	I will look in the backup at our side and will provide you for the 8/19/2025.	11:18:25 PM
	Please open the file	11:21:36 PM
Michael L Millsap	\\\QBNXTENT\Profiles\$\KathyMilenent\Downloads\Client Data\Client Data	11:21:53 PM
Anjainay Singh	Thankyou for sharing the path.	11:22:17 PM
Michael L Millsap	opening	11:22:24 PM
Anjainay Singh	Please wait a minute Michael I am fixing it from backend.	11:24:41 PM
Michael L Millsap	thank you	11:25:35 PM
Anjainay Singh	As Michael it may take 10-15 minutes to troubleshoot and once it is done I will inform you over an email. Please let me know if this works for you.	11:28:48 PM
Michael L Millsap	thank you	11:29:26 PM
Anjainay Singh	Michael L Millsap, Is there anything else I may help you with?	11:29:32 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:29:50 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	11:30:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:30:09 PM
	<i>Anjainay Singh has ended this chat session</i>	11:30:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Sep, 3:03:52 AM

#81740 Paul

Email: psalgado@sewwchicago.com  12244336495

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: 2 Mins 9 Secs

City: MUNDELEIN

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 54 Secs

Paul	Hello, I am your Acebuddy	20 Sep, 3:03:53 AM
Acebuddy	Hello Paul Salgado, I'm your Ace Buddy. I'll be happy to assist you!	3:03:54 AM
	Whom Would You Like to Connect With?	3:03:54 AM
Paul	Technical Support (QB & App Hosting)	3:03:57 AM
Acebuddy	Welcome to Ace Support.	3:03:57 AM
	Please chose an option :	3:03:57 AM
Paul	I'd like to report an Issue	3:04:02 AM
Acebuddy	Please select an option!	3:04:02 AM
Paul	QuickBooks Issue	3:04:05 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:04:05 AM
Paul	Other QB related issue	3:04:11 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:04:11 AM
Paul	770529	3:04:17 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:04:17 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:04:17 AM

	<i>Yash Kalra accepted the chat transfer request.</i>	3:05:09 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	3:05:13 AM
	Kindly allow me two minutes to check the same.	3:05:19 AM
Paul	ok	3:05:35 AM
Yash Kalra	May I take the remote access of your server?	3:06:03 AM
Paul	yes	3:06:30 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	3:06:32 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/5142705523	3:06:36 AM
Paul	why cant you just connect to the QB	3:07:33 AM
	I never had to download a file	3:07:45 AM
	you connect and I accept	3:08:02 AM
	manish just did it 20 minutes ago	3:08:19 AM
Yash Kalra	Paul, Please allow me a moment to take access to the server	3:08:39 AM
Paul	ok	3:09:57 AM
Yash Kalra	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.	3:10:23 AM
Paul	want me to show you the problem	3:10:23 AM
	ok	3:18:56 AM
Yash Kalra	Paul, as discussed, to resolve this issue we will need to arrange a three-way call with Intuit. Our team will reach out to you on your registered phone number: 847-708-8714	3:23:17 AM
Paul	ok	3:23:28 AM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:23:34 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	3:23:37 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/) (Edited)	
	<i>Yash Kalra has ended this chat session</i>	3:23:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Sep, 3:09:19 AM

#82006 carolina reyes

Email: contact@ssadvancecpa.com ☎ 3472829145

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: 51 Secs

City: FLUSHING

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 36 Secs

carolina reyes	Hello, I am your Acebuddy	27 Sep, 3:09:19 AM
Acebuddy	Hello Sid, I'm your Ace Buddy. I'll be happy to assist you!	3:09:20 AM
	Whom Would You Like to Connect With?	3:09:20 AM
carolina reyes	VDI/DaaS Support	3:09:37 AM
Acebuddy	Please wait while we connect you to an available Representative.	3:09:37 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:09:37 AM
	<i>Moin Latief accepted the chat transfer request.</i>	3:09:49 AM
Moin Latief	Thank you for contacting Ace Cloud Hosting. My name is Moin. How may I assist you?	3:10:23 AM
carolina reyes	Hi Moin, I am unable to connect to the server. Can you please look into it urgently, I have a meeting with client in 20 minutes.	3:10:27 AM
Moin Latief	Surely, may i please have your company name to proceed further.	3:10:51 AM
carolina reyes	S&S Advance Inc.	3:11:22 AM
	I am able to get in.	3:11:59 AM

Moin Latief	Thank for the information. As i can check you have contacted VDI support and i am not able to access the necessary tools for troubleshooting as the server access belongs to a different team. Kindly allow me to transfer your chat to the concerned department	3:13:42 AM
	<i>Moin Latief is transferring the chat to Support(QB & App Hosting).</i>	3:14:00 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	3:14:29 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:14:33 AM
	Hello Sid	3:14:37 AM
	Is the issue resolved?	3:15:03 AM
carolina reyes	Yes, thank you.	3:15:44 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	3:15:51 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:15:53 AM
	<i>Shashwat Verma has ended this chat session</i>	3:15:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 23 Sep, 7:58:05 PM

#81839 Yogesh Jain

Email: ta_nikita@myrealdatal.net

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: IRUKKUR

State: Tamil Nadu

Country: INDIA

Chat Transcript

Chat Duration : 13 Mins 29 Secs

Yogesh Jain

Hello, I am your Acebuddy

23 Sep, 7:58:06 PM

Acebuddy	Hello Yogesh Jain, I'm your Ace Buddy. I'll be happy to assist you!	7:58:06 PM
	Whom Would You Like to Connect With?	7:58:06 PM
Yogesh Jain	Technical Support (QB & App Hosting)	7:58:24 PM
Acebuddy	Welcome to Ace Support.	7:58:24 PM
	Please chose an option :	7:58:24 PM
Yogesh Jain	I'd like to report an Issue	7:58:33 PM
Acebuddy	Please select an option!	7:58:33 PM
Yogesh Jain	Other Issue	7:58:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:58:38 PM
Yogesh Jain	Unable to generate RDP	7:59:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:59:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:59:00 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	7:59:28 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	7:59:34 PM
	Hello Yogesh	7:59:44 PM
Yogesh Jain	Hi	8:00:27 PM
	<i>8:00:47 PM Yogesh Jain is sharing a file with you <u>1_image.png</u> - (Size:31.98 KB)</i>	8:00:47 PM
	getting the below issue	8:00:58 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:01:01 PM
Yogesh Jain	Troy.myrealdata.net	8:01:21 PM
	TA_Nikita@myrealdata.net	8:01:29 PM
Sujeet Kumar Suman	Thank you for the screenshot.	8:01:31 PM
	Please enter the user name TA_Nikita instant of TA_Nikita@myrealdata.net	8:02:03 PM
	Please try to enter the same, and if you are still facing the problem, kindly let me know.	8:02:52 PM
Yogesh Jain	same error	8:03:10 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	8:03:18 PM
	May I take the remote access of your local computer?	8:03:24 PM
Yogesh Jain	I am accessing from India could this be an issue?	8:03:29 PM
	yes	8:03:33 PM
Sujeet Kumar Suman	Prior providing the access, I would suggest you to close any important documents at your end.	8:03:40 PM

Yogesh Jain	all closed	8:03:48 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/4292521956	8:04:12 PM
Yogesh Jain	You guys need to get your app certifications.	8:05:58 PM
	It keeps getting blocked by google chrome	8:06:11 PM
Sujeet Kumar Suman	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:06:29 PM
	Thank you for your patience.	8:11:24 PM
	As per discussion over the remote session, The issue is resolved.	8:11:30 PM
	<i>Yogesh Jain has ended this chat session</i>	8:11:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 11:39:26 PM

#81283 Asif Ali

Email: admin@qscpa.com 16145587724

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 53 Secs

Asif Ali	Hello, I am your Acebuddy	8 Sep, 11:39:27 PM
Acebuddy	Hello Asif Ali, I'm your Ace Buddy. I'll be happy to assist you!	11:39:28 PM
	Whom Would You Like to Connect With?	11:39:28 PM

Asif Ali	Technical Support (QB & App Hosting)	11:39:34 PM
Acebuddy	Welcome to Ace Support.	11:39:34 PM
	Please chose an option :	11:39:34 PM
Asif Ali	I'd like to raise a Request	11:39:45 PM
Acebuddy	Please select your request type.	11:39:45 PM
Asif Ali	Password Reset	11:39:49 PM
Acebuddy	Please select an option below	11:39:50 PM
Asif Ali	Not Enrolled to Selfcare Portal	11:39:56 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.	11:39:57 PM
	Do you need any further assistance on the topic?	11:39:57 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.	9 Sep, 12:13:20 AM
	<i>Ended due to chat idle timeout</i>	12:13:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 8:59:02 PM

#81640 Rachel

Email: accounting@vbnetworks.com 12508021185

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 29 Secs

City: VICTORIA

State: British Columbia

Country: CANADA

Chat Transcript

Rachel	Hello, I am your Acebuddy	17 Sep, 8:59:03 PM
Acebuddy	Hello Rachel, I'm your Ace Buddy. I'll be happy to assist you!	8:59:04 PM
	Whom Would You Like to Connect With?	8:59:04 PM
Rachel	Technical Support (QB & App Hosting)	8:59:16 PM
Acebuddy	Welcome to Ace Support.	8:59:17 PM
	Please chose an option :	8:59:17 PM
Rachel	I'd like to report an Issue	8:59:26 PM
Acebuddy	Please select an option!	8:59:26 PM
Rachel	Other Issue	8:59:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:59:29 PM
Rachel	agent	8:59:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:59:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:59:44 PM
	<i>Dushyant declined the transfer request.</i>	8:59:47 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:00:12 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:00:18 PM
Rachel	Hello, my ticket # 769001 and I'm still having the same issue.	9:00:24 PM
Manish Singh	May I take the remote access of your server?	9:00:39 PM
Rachel	sure	9:01:04 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:01:21 PM
Rachel	ok	9:01:28 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:02:31 PM
Rachel	ok	9:02:40 PM
Manish Singh	Do we need to click on - open a recentlycompany file?	9:03:46 PM
Rachel	Yes, I can open it for you	9:03:58 PM
Manish Singh	is it working now?	9:05:06 PM
Rachel	it takes a few mins. not sure	9:05:17 PM
Manish Singh	Alright lets wait	9:05:36 PM
Rachel	Last time I was experiencing this issue, it was because of the security that was enabled. So an agent	

	from Agent turned that security feature off. Could you confirm if that security feature may have been re-enabled by mistake?	9:06:31 PM
	there is the error on my screen now	9:06:56 PM
	The sage version I'm using is 2025.2	9:10:29 PM
Manish Singh	Thank you for the detailed information. Let me look into this	9:11:45 PM
Rachel	thanks	9:11:54 PM
	It should be in the notes on my file, cause this was a serious issue I was having when I first signed up for ACE.	9:12:16 PM
	Yes, I believe I remember the ACE agent saying it was CrowdStrike.	9:16:35 PM
Manish Singh	Let me check with the details.	9:18:29 PM
Rachel	Looks like it was installed today, so that's probably why I'm having these issues that started again today. Can you please deactivate it?	9:19:17 PM
Manish Singh	We are working with the dedicated team please allow us some time.	9:20:16 PM
Rachel	thanks	9:20:30 PM
Manish Singh	This would take a while we are working with the relevant team, we will keep you updated via email.	9:23:27 PM
Rachel	ok, this is really urgent as we are unable to work on the files at all until this is fixed. Do you have a timeline?	9:24:04 PM
Manish Singh	we will update you in 1 to 2 hours, Rachel	9:24:30 PM
Rachel	ok thanks.	9:24:35 PM
Manish Singh	I appreciate your patience.	9:24:48 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:24:54 PM
Rachel	thanks	9:25:08 PM
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:25:26 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	9:25:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 8:27:29 PM

#81078 Kerry Durkin

Email: kerrydurkincpa@lynndurkincpa.com  7813781845

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 11 Secs

Kerry Durkin	Hello, I am your Acebuddy	2 Sep, 8:27:29 PM
	hi	8:27:48 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:28:51 PM
	Kindly help me with your server name and user name?	8:29:19 PM
	Are we still connected here?	8:30:43 PM
	Are we still connected here?	8:34:39 PM
	Are we still connected here?	8:36:02 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.	8:37:46 PM
	<i>Shubham Maurya has ended this chat session</i>	8:41:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 9:58:30 PM

#81906 Alexia Brenholtz

Email: alexia@backstoptax.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 21 Secs

Alexia Brenholtz	Hello, I am your Acebuddy	24 Sep, 9:58:31 PM
Acebuddy	Hello Alexia Brenholtz, I'm your Ace Buddy. I'll be happy to assist you!	9:58:32 PM
	Whom Would You Like to Connect With?	9:58:32 PM
Alexia Brenholtz	Technical Support (QB & App Hosting)	9:58:38 PM
Acebuddy	Welcome to Ace Support.	9:58:38 PM
	Please chose an option :	9:58:38 PM
Alexia Brenholtz	I'd like to raise a Request	9:58:53 PM
Acebuddy	Please select your request type.	9:58:53 PM
Alexia Brenholtz	Other Request	9:59:03 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:59:03 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:59:03 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:37:53 PM
	<i>Ended due to chat idle timeout</i>	10:37:53 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 7:01:42 PM

#82028 Mandy Mulholland

Email: mandy@aghstore.com ☎ +27763189058

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Microsoft Edge

Device: Desktop

City: MUSCHENBACH

State: Nordrheinwestfalen

Country: GERMANY

Chat Transcript

Chat Duration : 44 Mins 10 Secs

Mandy Mulholland	Hello, I am your Acebuddy	29 Sep, 7:01:43 PM
Acebuddy	Hello Mandy Mulholland, I'm your Ace Buddy. I'll be happy to assist you!	7:01:44 PM
	Whom Would You Like to Connect With?	7:01:44 PM
Mandy Mulholland	Technical Support (QB & App Hosting)	7:01:58 PM
Acebuddy	Welcome to Ace Support.	7:01:58 PM
	Please chose an option :	7:01:58 PM
Mandy Mulholland	I'd like to raise a Request	7:02:15 PM
Acebuddy	Please select your request type.	7:02:16 PM
Mandy Mulholland	Setup Ace Server	7:02:34 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	7:02:34 PM
Mandy Mulholland	MacOS	7:02:39 PM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	7:02:39 PM
	Do you need any further assistance on the topic?	7:02:39 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.

7:45:53 PM

Ended due to chat idle timeout

7:45:53 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 5:54:01 PM

#82070 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 2 Mins 18 Secs

City: ANAND

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 1 Hour 9 Mins

krisika	Hello, I am your Acebuddy	30 Sep, 5:54:02 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	5:54:03 PM
	Whom Would You Like to Connect With?	5:54:03 PM
krisika	Technical Support (QB & App Hosting)	5:54:04 PM
Acebuddy	Welcome to Ace Support.	5:54:04 PM
	Please chose an option :	5:54:04 PM
krisika	I'd like to report an Issue	5:54:11 PM
Acebuddy	Please select an option!	5:54:11 PM
krisika	Other Issue	5:54:15 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:54:15 PM
krisika	Hi	5:54:42 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:54:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:54:43 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:54:48 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:54:56 PM
	Please let me know are you still performing the steps which we informed you earlier?	5:55:35 PM
krisika	Follow step but Quickbook working slow	5:56:41 PM
Shubham Maurya	Please perform a speed test for Internet connection and share a screenshot on this chat.	5:59:30 PM
	https://www.speedtest.net/	
krisika	Ok	6:02:29 PM
	Wait	6:02:39 PM
Shubham Maurya	Let me know if you need any help?	6:12:56 PM
	<i>6:16:17 PM krisika is sharing a file with you</i>	6:16:17 PM
	<u>IMG-20250930-WA0032.jpg</u> - (Size:62.44 KB)	
	Thanks for the screenshot, the speed test result is good.	6:21:05 PM
krisika	Ok	6:21:32 PM
Shubham Maurya	Though there still may be some routing issues, we would request you to use RDGATL as your gateway server.	6:22:12 PM
	RDGATL.myrealdata.net	6:22:37 PM
krisika	Priorware.myrealdata.net	6:23:28 PM
Shubham Maurya	Please follow the same steps which I informed earlier to change your RDP file gateway and change it to RDGATL.myrealdata.net.	6:24:33 PM
krisika	Step follow again but qb speed very slow	6:28:00 PM
Shubham Maurya	We can run QB tool hub but this will close QB for all other users also, shall we proceed?	6:29:32 PM
krisika	How many time ?	6:31:05 PM
Shubham Maurya	Just once for now.	6:31:17 PM
krisika	Server logoff all users ?	6:32:16 PM
Shubham Maurya	Not server, this will only affect the QB application for all users as they need to restart their QB application again but server will keep logged in.	6:33:31 PM
krisika	Wait	6:35:32 PM
Shubham Maurya	Okay, please do let me know when to proceed.	6:36:07 PM
krisika	Sure	6:37:14 PM

	Start process	6:38:50 PM
Shubham Maurya	Thanks for confirming.	6:39:11 PM
	Okay, thanks for the patience Krisika.	6:44:28 PM
	Kindly check the application performance now and let me know if it's working.	6:44:47 PM
	Are we still connected here?	6:53:21 PM
	Are we still connected here?	7:00:52 PM
	Are we still connected here?	7:01:20 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:03:45 PM
	<i>Shubham Maurya has ended this chat session</i>	7:03:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Sep, 10:54:59 PM

#81507 Mehul Patel

Email: mehul@phmigroup.com 14233131477

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 19 Secs

City: RINGGOLD

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 46 Secs

Mehul Patel	Hello, I am your Acebuddy	13 Sep, 10:55:00 PM
Acebuddy	Hello Mehul Patel, I'm your Ace Buddy. I'll be happy to assist you!	10:55:01 PM

	Whom Would You Like to Connect With?	10:55:01 PM
Mehul Patel	VDI/DaaS Support	10:55:10 PM
Acebuddy	Please wait while we connect you to an available Representative.	10:55:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:55:10 PM
	<i>Sushant accepted the chat transfer request.</i>	10:55:23 PM
Sushant	Thank you for contacting Aee Cloud Hosting. My name is Sushant. How may I assist you today?	10:55:41 PM
Mehul Patel	I need to install Quickbooks 24 on my VDI	10:56:42 PM
Sushant	May I know your company name please?	10:57:23 PM
Mehul Patel	Prime Hospitality	10:57:38 PM
	PHMI	10:57:39 PM
	CID69484	10:57:54 PM
Sushant	Please wait while we connect you to our concern team	11:01:25 PM
Mehul Patel	ok	11:01:31 PM
	<i>Sushant is transferring the chat to Support(QB & App Hosting).</i>	11:01:40 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	11:01:51 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	11:01:56 PM
Mehul Patel	ok	11:02:59 PM
Shubham Maurya	You want to upgrade QB on your server right?	11:03:30 PM
Mehul Patel	I want to keep Quickbooks 22 and add Quickbooks 24	11:03:55 PM
Shubham Maurya	Thanks for the confirmation Mehul, Let me check POC details for your account Prime Hospitality Management	11:04:56 PM
Mehul Patel	ok	11:05:37 PM
Shubham Maurya	Thanks for the patience Mehul, We can see that you do have QB Pro 2020 and QB Enterprise 2022 on your server. After 2 application the 3rd will be chargeable.	11:08:53 PM
	Please can you confirm you want to keep these both and add third QB ENT 24 as well?	11:09:52 PM
	Or you want to remove any one of them.	11:10:15 PM
Mehul Patel	no you can remove 2020	11:11:00 PM
Shubham Maurya	Okay please hold on.	11:11:24 PM
	Let me transfer you to a specialist who can better address your concern.	11:11:29 PM
	<i>Shubham Maurya is transferring the chat to Support(QB & App Hosting).</i>	11:11:40 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:12:15 PM
Mehul Patel	this is my second transfer	11:12:35 PM

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:12:40 PM
Mehul Patel	how long will this take?	11:12:42 PM
Ashutosh Mishra	Our apologies for the inconvenience. I understand you would like to add QuickBooks 2024 on the server.	11:13:43 PM
	I will surely help you with this.	11:13:59 PM
Mehul Patel	ok	11:14:33 PM
Ashutosh Mishra	Mehul, please allow me to inform since you already have QuickBooks Enterprise 2022 so in order to add QuickBooks 2024 a new product code would be required that you can get from Intuit with your current QuickBooks plan. We can install the new QuickBooks with the new product code.	11:16:51 PM
	Are we still connected here?	11:19:32 PM
Mehul Patel	yes	11:21:22 PM
	i have the new product code	11:21:29 PM
	License number: 632336983886424 Product number: 503905	11:21:38 PM
Ashutosh Mishra	Great, to start the installation process, we require a formal request over the email. Please drop a request at support@acecloudhosting.com from registered email address [rutul@phmigroup.com] (mailto:rutul@phmigroup.com) or mehul@phmigroup.com and mention the license details. Once the request is received, we would quickly begin the installation.	11:24:51 PM
Mehul Patel	ok	11:26:00 PM
Ashutosh Mishra	Is there anything else I may help you with ?	11:26:11 PM
Mehul Patel	i sent the email	11:26:36 PM
	when will this be done	11:26:39 PM
Ashutosh Mishra	We will start the setup download and installation right away. This can take at least 45 minutes to one hour. Once the installation is completed i will inform you over the email.	11:28:23 PM
	Is there anything else I may help you with ?	11:29:47 PM
Mehul Patel	ok thanks	11:30:23 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:30:59 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:31:11 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:31:16 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 6:59:28 PM

#81837 adoughty

Email: adoughty@sophelle.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: SOUTH PORTLAND

State: Maine

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 21 Secs

adoughty	Hello, I am your Acebuddy	23 Sep, 6:59:29 PM
Acebuddy	Hello Adoughty, I'm your Ace Buddy. I'll be happy to assist you!	6:59:30 PM
	Whom Would You Like to Connect With?	6:59:30 PM
adoughty	Technical Support (QB & App Hosting)	6:59:38 PM
Acebuddy	Welcome to Ace Support.	6:59:38 PM
	Please chose an option :	6:59:38 PM
adoughty	I'd like to report an Issue	6:59:50 PM
Acebuddy	Please select an option!	6:59:50 PM
adoughty	QuickBooks Issue	6:59:55 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:59:55 PM
adoughty	Other QB related issue	7:00:05 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:00:05 PM
adoughty	I am getting an error when I try to export and excel file from Desktop Quickbooks. It says "Your system might not have enough memory to use excel. Try again after closing some applications." The only application I have open is Quickbooks.	7:00:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:00:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:00:31 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:00:52 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:00:57 PM
adoughty	Hello, thanks	7:01:10 PM
Manish Singh	I will surely help you with this issue.	7:01:20 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?	7:01:26 PM
adoughty	I was just given my own login yesterday, this is the first time I am trying to make a excel report	7:02:11 PM
Manish Singh	Alright, let me check once	7:02:40 PM
	As I can check you do not have access to MS Excel.	7:04:21 PM
adoughty	Fabulous. Can you fix that?	7:04:41 PM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	7:04:49 PM
	Also, the registered email for your account with us is : dweich@sophelle.com	
	And please note cost of MS Excel per user will be \$5.99	7:05:24 PM
	On your login, Amanda	7:05:45 PM
adoughty	Is Doug's email on my login or on the account as a whole?	7:05:56 PM
Manish Singh	Kindly ask Douglas to activate your MS Excel from logging into https://myportal.acecloudhosting.com	7:06:44 PM
	Or Douglas can email us to activate that we need approval on email.	7:07:12 PM
	<i>7:07:57 PM Manish Singh is sharing a file with you image.png - (Size:57.15 KB)</i>	7:07:57 PM
	<i>Ask him to activate MS-office</i>	
	Is there anything else I may help you with ?	7:08:30 PM
adoughty	Ok, thank you, that is all currently.	7:09:07 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:12:47 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am	

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

7:12:50 PM

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

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

Manish Singh has ended this chat session

7:12:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 9:25:16 PM

#82041 tonyv

Email: tonyv@solarroofsolutions.biz 18139702644

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: 29 Secs

City: TAMPA

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 18 Secs

tonyv	Hello, I am your Acebuddy	29 Sep, 9:25:16 PM
Acebuddy	Hello Tonyv, I'm your Ace Buddy. I'll be happy to assist you!	9:25:17 PM
	Whom Would You Like to Connect With?	9:25:17 PM
tonyv	Technical Support (QB & App Hosting)	9:25:27 PM
Acebuddy	Welcome to Ace Support.	9:25:27 PM
	Please chose an option :	9:25:27 PM

tonyv	I'd like to report an Issue	9:25:41 PM
Acebuddy	Please select an option!	9:25:41 PM
tonyv	Other Issue	9:25:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:25:47 PM
tonyv	Activated a user but getting an error on attempts to login in that "The connection was denied because the user account is not authorized for remote login."	9:26:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:26:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:26:29 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:27:15 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:27:21 PM
tonyv	do you need any more information from my end yet?	9:28:12 PM
Ashutosh Mishra	I will surely help you with this issue.	9:28:40 PM
	Please let me know the username who is facing the issue.	9:29:08 PM
tonyv	ErickR	9:29:15 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	9:30:34 PM
	As of now we have checked from backend and currently there are no signs of restriction for the affected user.	9:35:46 PM
	May I take the remote access of your local computer to identify the issue?	9:35:56 PM
tonyv	yes	9:36:05 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	9:36:12 PM
	Kindly paste this link in the browser of local computer and join the session.	9:36:28 PM
	https://assist.acecloudhosting.com/join/6172359376	9:36:29 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:38:29 PM
	As per discussion over the remote session, The issue is resolved by making required changes from backend.	9:49:18 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:49:22 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:49:27 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:49:32 PM

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

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

Ashutosh Mishra has ended this chat session

9:49:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 8:45:45 PM

#82035 Jay Thakor

Email: jay@hfcpallc.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: INDORE

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 55 Mins 20 Secs

Jay Thakor	Hello, I am your Acebuddy	29 Sep, 8:45:45 PM
Acebuddy	Hello Jay Thakor, I'm your Ace Buddy. I'll be happy to assist you!	8:45:46 PM
	Whom Would You Like to Connect With?	8:45:46 PM
Jay Thakor	Technical Support (QB & App Hosting)	8:46:31 PM
Acebuddy	Welcome to Ace Support.	8:46:31 PM
	Please chose an option :	8:46:31 PM
Jay Thakor	I'd like to report an Issue	8:46:39 PM
Acebuddy	Please select an option!	8:46:39 PM

Jay Thakor	Other Issue	8:46:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:46:44 PM
Jay Thakor	I am unable to login into UltraTax 2019	8:47:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:47:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:47:10 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:47:17 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:47:24 PM
	Hello Jay.	8:47:29 PM
Jay Thakor	Hi Sujeet	8:47:30 PM
	I am unable to login into UltraTax 2019.	8:47:47 PM
	<i>8:47:52 PM Jay Thakor is sharing a file with you image.png - (Size:63.55 KB)</i>	8:47:52 PM
	I am getting this error.	8:48:00 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	8:48:23 PM
	Thank you for the screenshot.	8:48:35 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:48:42 PM
Jay Thakor	Server Name : HFCPA.myrealdata.net	8:49:10 PM
	User Name : Jay Thakor	8:49:16 PM
Sujeet Kumar Suman	Thank you for the information.	8:49:48 PM
Jay Thakor	Ok	8:50:06 PM
Sujeet Kumar Suman	Are you the only one experiencing this issue, or are others affected as well?	8:50:11 PM
Jay Thakor	I am only	8:50:18 PM
Sujeet Kumar Suman	When was the last time you were able to access it?	8:50:49 PM
Jay Thakor	I am accessing this first time	8:51:56 PM
Sujeet Kumar Suman	Thanks for all of the information.	8:52:15 PM
Jay Thakor	What I need to do next	8:55:06 PM
Sujeet Kumar Suman	Thank you for your patience.	8:55:29 PM
	Since this is your first time logging in, may I kindly ask if you have confirmed with your team that you are entering the correct credentials?	8:55:31 PM
Jay Thakor	Yes with same credentials I am able to login into UltraTax from 2020 to 2024	8:56:12 PM
Sujeet Kumar Suman	On which version are you encountering this error?	8:57:24 PM
Jay Thakor	2019	8:57:48 PM

Sujeet Kumar Suman	Since this concerns UltraTax application credentials, we are unable to handle UltraTax login details. We recommend that you please contact UltraTax support, and they will assist you accordingly.	8:58:13 PM
Jay Thakor	Actually I connected with Thomson reuters and they said everything is good from our end.	8:58:48 PM
Sujeet Kumar Suman	May I take the remote access of your server?	9:00:45 PM
	Are we still connected here?	9:02:19 PM
	Are we still connected here?	9:04:13 PM
Jay Thakor	yes	9:05:18 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	9:05:35 PM
	Kindly approve.	9:06:25 PM
	We are still awaiting approval to access their remote server.	9:07:41 PM
Jay Thakor	Wait	9:08:49 PM
Sujeet Kumar Suman	Sure, please take your time	9:08:55 PM
Jay Thakor	You can sent the request now.	9:09:05 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:09:16 PM
Jay Thakor	i was closing the confidential documents.	9:09:20 PM
	You can sent the request now	9:09:41 PM
Sujeet Kumar Suman	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.	9:10:06 PM
Jay Thakor	Are able to access it?	9:10:10 PM
Sujeet Kumar Suman	Yes, thanks.	9:11:20 PM
	We are continuing to work on your issue remotely. Please stay connected on chat.	9:24:36 PM
	Thank you for your patience.	9:33:02 PM
Jay Thakor	I rejoin it	9:33:19 PM
	RDP	9:33:22 PM
Sujeet Kumar Suman	Could you please log back into the server and attempt to access the UltraTax 2019 application?	9:33:37 PM
	Please try logging into UltraTax 2019 and let us know if you are still facing any issues	9:36:11 PM
Jay Thakor	issue get resolved	9:38:46 PM
	you can disconnect	9:38:50 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:38:56 PM
	Is there anything else I may help you with ?	9:38:59 PM
	Since you have confirmed the disconnect, we will now close the chat from our end.	9:40:57 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:41:00 PM

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

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

9:41:03 PM

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

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

Sujeet Kumar Suman has ended this chat session

9:41:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 9:51:59 PM

#81790 Elizabeth Adduci

Email: lisa@adducibookkeepingservices.com 18607593747

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min

City: CHESHIRE

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 46 Secs

Elizabeth Adduci	Hello, I am your Acebuddy	22 Sep, 9:52:00 PM
Acebuddy	Hello Elizabeth Adduci, I'm your Ace Buddy. I'll be happy to assist you!	9:52:01 PM
	Whom Would You Like to Connect With?	9:52:01 PM
Elizabeth Adduci	Technical Support (QB & App Hosting)	9:52:19 PM

Acebuddy	Welcome to Ace Support.	9:52:19 PM
	Please chose an option :	9:52:19 PM
Elizabeth Adduci	I'd like to raise a Request	9:52:32 PM
Acebuddy	Please select your request type.	9:52:32 PM
Elizabeth Adduci	Setup Ace Server	9:52:50 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	9:52:50 PM
Elizabeth Adduci	Microsoft Windows	9:52:59 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	9:52:59 PM
	Do you need any further assistance on the topic?	9:52:59 PM
Elizabeth Adduci	Yes	10:00:06 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:00:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:00:06 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	10:00:28 PM
Elizabeth Adduci	what do I do with the rdp generator?	10:00:30 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	10:00:35 PM
	Hello Elizabeth	10:01:34 PM
Elizabeth Adduci	ok what do I need to do?	10:02:20 PM
	I already set them up as a user and I did ther rdp generator	10:02:34 PM
	so now I send them that and have them downlaod it?	10:02:47 PM
	I was told I'd get all the attachments I needed but all i got once I set him up was the email stating it was done	10:03:16 PM
Sujeet Kumar Suman	No worries. I will surely help you with the RDP setup.	10:04:14 PM
	May I take remote access of Sam Friederichs's local computer to assist with logging into the server?	10:05:57 PM
	Are we still connected here?	10:07:34 PM
	Are we still connected here?	10:09:11 PM
	Are we still connected here?	10:11:15 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:11:29 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	10:11:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 1:01:37 AM

#81865 Lindsey Williams

Email: lindsey@lbwbusiness.com 17207740892

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: ENGLEWOOD

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 55 Secs

Lindsey Williams	Hello, I am your Acebuddy	24 Sep, 1:01:39 AM
Acebuddy	Hello Lindsey Williams, I'm your Ace Buddy. I'll be happy to assist you!	1:01:39 AM
	Whom Would You Like to Connect With?	1:01:39 AM
Lindsey Williams	Technical Support (QB & App Hosting)	1:01:52 AM
Acebuddy	Welcome to Ace Support.	1:01:52 AM
	Please chose an option :	1:01:52 AM
Lindsey Williams	I'd like to raise a Request	1:02:01 AM
Acebuddy	Please select your request type.	1:02:01 AM
Lindsey Williams	Password Reset	1:02:11 AM
Acebuddy	Please select an option below	1:02:11 AM
Lindsey Williams	Already Enrolled to Selfcare Portal	1:02:20 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:02:20 AM
	Do you need any further assistance on the topic?	1:02:20 AM
Lindsey Williams	No	1:02:34 AM

Acebuddy Thank you for contacting Ace Support. Have a nice day! 1:02:34 AM

Acebuddy has ended this chat session 1:02:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 5 Sep, 11:32:39 PM

#81213 prescriptionshopandrews

Email: prescriptionshopandrews@gmail.com ☎ 4322962170

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: ANDREWS

State: Texas

Country: UNITED STATES

Chat Transcript Chat Duration : 1 Min 53 Secs

prescriptionshopandrew	Hello, I am your Acebuddy	5 Sep, 11:32:40 PM
Acebuddy	Hello Prescriptionshopandrews, I'm your Ace Buddy. I'll be happy to assist you!	11:32:40 PM
	Whom Would You Like to Connect With?	11:32:40 PM
prescriptionshopandrew	Technical Support (QB & App Hosting)	11:32:59 PM
Acebuddy	Welcome to Ace Support.	11:32:59 PM
	Please chose an option :	11:32:59 PM
prescriptionshopandrew	I'd like to report an Issue	11:33:10 PM
Acebuddy	Please select an option!	11:33:10 PM
prescriptionshopandrew	QuickBooks Issue	11:33:16 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:33:16 PM
prescriptionshopandrew		

QuickBooks Update

11:33:53 PM

Acebuddy

Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.

11:33:53 PM

If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.

11:33:53 PM

Do you need any further assistance on the topic?

11:33:53 PM

prescriptionshopandrew

No

11:34:33 PM

Acebuddy

Thank you for contacting Ace Support. Have a nice day!

11:34:33 PM

Acebuddy has ended this chat session

11:34:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Sep, 10:16:36 PM

#81730 Jocelyn

Email: jjsaccounting@gmail.com **Phone:** 12087095347

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: REXBURG

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 42 Secs

Jocelyn

Hello, I am your Acebuddy

19 Sep, 10:16:37 PM

Acebuddy

Hello Jocelyn, I'm your Ace Buddy. I'll be happy to assist you!

10:16:38 PM

	Whom Would You Like to Connect With?	10:16:38 PM
Jocelyn	Technical Support (QB & App Hosting)	10:16:52 PM
Acebuddy	Welcome to Ace Support.	10:16:52 PM
	Please chose an option :	10:16:52 PM
Jocelyn	I'd like to report an Issue	10:16:59 PM
Acebuddy	Please select an option!	10:16:59 PM
Jocelyn	Password Reset	10:17:04 PM
Acebuddy	Please select an option below	10:17:04 PM
Jocelyn	Already Enrolled to Selfcare Portal	10:17:09 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:17:09 PM
	Do you need any further assistance on the topic?	10:17:09 PM
Jocelyn	Yes	10:17:15 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:17:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:17:15 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:17:17 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:17:23 PM
	Hello Jocelyn , how are you?	10:17:36 PM
Jocelyn	I need to update the password to ace cloud for my client and I put in the old password and new and it doesn't work	10:18:15 PM
Anjainay Singh	Sure Jocelyn , I will surely assist you with in resetting your password.	10:18:53 PM
	May I take the remote access of your local computer?	10:19:00 PM
Jocelyn	yes	10:19:14 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	10:19:32 PM
Jocelyn	done	10:19:43 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/1922613581	10:20:15 PM
	Please copy this URL at your browser of local machine.	10:20:30 PM
	Download the remote file and click on it .	10:20:42 PM
	Please select accept and continue.	10:20:52 PM
	We are connected.	10:21:36 PM
Jocelyn	This is for LyndsayP.npre	10:21:47 PM
Anjainay Singh	So the password reset will be for Lyndsay, am I right?	10:22:10 PM
Jocelyn	CID71570	10:22:17 PM

	yES	10:22:32 PM
	I would like the new password to be S3v3nSquare\$	10:22:55 PM
Anjainay Singh	Sure, as I have checked at my end and found that you have access to My Portal through which you will be able to reset the password for Lyndsay of your choice.	10:24:09 PM
Jocelyn	I can't get out of this screen	10:25:10 PM
	How do I close this update message	10:28:01 PM
Anjainay Singh	are you trying to reset password for Lyndsay?	10:29:01 PM
Jocelyn	Yes, but I don't know the old password	10:29:21 PM
Anjainay Singh	No worries, Jocelyn. I will assist you in resetting the password for Lyndsay.	10:30:44 PM
	I have unlocked the Lyndsay account from backend.	10:31:52 PM
	As user is enrolled in Selfcare so I will send the complete instruction to reset the password for user.	10:33:40 PM
	Please stay connected.	10:37:11 PM
	Please stay connected.	10:39:04 PM
	Are we still connected here?	10:40:26 PM
Jocelyn	Yes	10:40:35 PM
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.	10:40:49 PM
Jocelyn	ok	10:41:03 PM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	10:41:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:41:11 PM
	<i>Anjainay Singh has ended this chat session</i>	10:41:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 1:28:12 AM

#81868 cvilla

Email: cvilla@dixxon.com ☎ 4805180568

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: TEMPE

State: Arizona

Country: UNITED STATES

Chat Duration : 44 Mins 30 Secs

Chat Transcript

cvilla	Hello, I am your Acebuddy	24 Sep, 1:28:13 AM
Acebuddy	Hello Cvilla, I'm your Ace Buddy. I'll be happy to assist you!	1:28:13 AM
	Whom Would You Like to Connect With?	1:28:13 AM
cvilla	Technical Support (QB & App Hosting)	1:29:37 AM
Acebuddy	Welcome to Ace Support.	1:29:37 AM
	Please chose an option :	1:29:37 AM
cvilla	I'd like to raise a Request	1:29:41 AM
Acebuddy	Please select your request type.	1:29:41 AM
cvilla	Office 365 Addition	1:29:50 AM
Acebuddy	Please specify if you already have an Office365 subscription	1:29:50 AM
cvilla	I already have O365 license	1:29:54 AM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	1:29:54 AM
	<ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise	1:29:54 AM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	1:29:54 AM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	1:29:54 AM
	Do you need any further assistance on the topic?	1:29:54 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:12:43 AM
	<i>Ended due to chat idle timeout</i>	2:12:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Sep, 7:47:18 PM

#81722 Jay Mewada

Email: capacitixremotestaff047@capactix.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 35 Mins 29 Secs

Jay Mewada	Hello, I am your Acebuddy	19 Sep, 7:47:19 PM
Acebuddy	Hello Jay Mewada, I'm your Ace Buddy. I'll be happy to assist you!	7:47:20 PM
	Whom Would You Like to Connect With?	7:47:20 PM
Jay Mewada	Technical Support (QB & App Hosting)	7:47:24 PM
Acebuddy	Welcome to Ace Support.	7:47:24 PM
	Please chose an option :	7:47:24 PM
Jay Mewada	I'd like to report an Issue	7:47:32 PM
Acebuddy	Please select an option!	7:47:32 PM
Jay Mewada	QuickBooks Issue	7:47:37 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:47:37 PM
Jay Mewada	QuickBooks Login Issue	7:47:44 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	7:47:44 PM
	Was that helpful?	7:47:44 PM
Jay Mewada		

	Restart	7:47:57 PM
Acebuddy	Hello Jay Mewada, I'm your Ace Buddy. I'll be happy to assist you!	7:47:57 PM
	Whom Would You Like to Connect With?	7:47:57 PM
Jay Mewada	Technical Support (QB & App Hosting)	7:48:04 PM
Acebuddy	Welcome to Ace Support.	7:48:04 PM
	Please chose an option :	7:48:04 PM
Jay Mewada	I'd like to raise a Request	7:48:11 PM
Acebuddy	Please select your request type.	7:48:11 PM
Jay Mewada	Other Request	7:48:21 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:48:21 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:48:21 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:22:48 PM
	<i>Ended due to chat idle timeout</i>	8:22:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Sep, 6:27:27 AM

#81710 shari

Email: shari@jksservicesinc.com 18054079440

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 37 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 42 Secs

shari	Hello, I am your Acebuddy	19 Sep, 6:27:28 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	6:27:29 AM
	Whom Would You Like to Connect With?	6:27:29 AM
shari	Technical Support (QB & App Hosting)	6:27:51 AM
Acebuddy	Welcome to Ace Support.	6:27:51 AM
	Please chose an option :	6:27:51 AM
shari	I'd like to report an Issue	6:28:23 AM
Acebuddy	Please select an option!	6:28:23 AM
shari	QuickBooks Issue	6:29:33 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:29:33 AM
shari	Other QB related issue	6:29:56 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:29:56 AM
shari	error booting QB Enterprise	6:30:26 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:30:27 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:30:27 AM
	<i>Rohan accepted the chat transfer request.</i>	6:30:43 AM
shari	I received another critical update error when I first tried	6:30:44 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	6:30:50 AM
shari	Hi rohan	6:30:56 AM
Rohan	Hello Shari, how are you doing today ?	6:31:04 AM
shari	can you access my remote	6:31:06 AM
	Im ok	6:31:09 AM
Rohan	Sure Shari, Kindly allow me few minutes	6:31:38 AM
	I'm just accessing your server then I'll take remote access of your server session.	6:33:37 AM
shari	ok	6:34:21 AM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	6:35:02 AM
	Please accept the remote session request. (Edited)	6:35:30 AM
shari	Also I have 2 QB Accounting	6:36:02 AM
	icons	6:36:05 AM

	I delete one and it comes back lol	6:36:13 AM
Rohan	So, you initiated the chat for the error that you have on your screen right ? (Edited)	6:36:50 AM
shari	yes and to make you guys aware of the critical update alert again	6:37:35 AM
	I should have contractor and accounting	6:37:54 AM
Rohan	We will take care of the update tonight	6:38:03 AM
shari	contractor is the one giving me the error when loading	6:38:06 AM
Rohan	Yes you have both of them on your Desktop But you have an extra shortcut of accounting.	6:39:09 AM
shari	correct - i have deleted it a few times	6:39:24 AM
	<i>6:39:41 AM Rohan is sharing a file with you image.png - (Size:22.11 KB)</i>	6:39:41 AM
	<i>Could you please show me on which QB version you are getting this error ?</i>	
	thatv was contractor	6:40:07 AM
Rohan	Okay, but since it says that an integrated application is sharing data with QuickBooks, that means it would be temporary.	6:41:38 AM
shari	ok so no issue	6:42:11 AM
Rohan	Yes Shari and we will update the QuickBooks tonight from the backend	6:42:35 AM
	<i>Is there anything else I may help you with ?</i>	
shari	I am the only admin user	6:43:11 AM
Rohan	Okay Did you verify and rebuild this company file as we asked you last time ?	6:44:05 AM
shari	I am trying to do that now	6:44:18 AM
	<i>I have been in Mexico and was tied up in meetings</i>	
Rohan	Okay lets do one thing. Let me log you out and then you can login back to check the same (Edited)	6:44:56 AM
shari	ok	6:45:05 AM
	<i>6:46:06 AM Rohan is sharing a file with you image.png - (Size:14.59 KB)</i>	6:46:06 AM
	<i>I hope no one else is using admin credentials in real.</i>	
Rohan	You can login back now	6:46:20 AM
shari	I also don't know why it always tries to log in as single user	6:47:38 AM
Rohan	No worries. We will surely check this further	6:48:11 AM
shari	I will have to rebuild later when everyone is logged off	6:48:33 AM
	<i>since I need single user mode</i>	
Rohan	Yes Shari, you can proceed when on one is logged in and let us know us status of the issue after that	6:49:16 AM
shari	ok thank you! have a good night	6:49:33 AM

Rohan	Thanks for the confirmation !	6:49:39 AM
	Is there anything else I may help you with ?	6:49:41 AM
	Are we still connected here?	6:50:58 AM
	Are we still connected here?	6:52:02 AM
	Are we still connected here?	6:52:04 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.	6:52:06 AM
	<i>Rohan has ended this chat session</i>	6:52:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	25 Sep, 5:15:08 AM
#81928 susan lucas	
Email: indy111@cox.net	
Department: Support(QB & App Hosting)	
Operator: Abhay Kumar Saraswat	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Microsoft Edge	
Device: Desktop	
Average Response Time: 16 Secs	
City: PARK CITY	
State: Ohio	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 31 Mins 59 Secs
susan lucas	Hello, I am your Acebuddy
Acebuddy	Hello Susan Lucas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
susan lucas	Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.	5:15:20 AM
	Please chose an option :	5:15:20 AM
susan lucas	I'd like to report an Issue	5:15:30 AM
Acebuddy	Please select an option!	5:15:30 AM
susan lucas	Other Issue	5:15:34 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:15:34 AM
susan lucas	772839 trying to install on another computer	5:16:09 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:16:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:16:10 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	5:16:53 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	5:16:57 AM
susan lucas	I am trying to install ICAdvisors.myrealdatal.net on another computer. It will not download the RDP generator	5:17:38 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	5:18:08 AM
	I will be surely assisting you with this.	5:18:37 AM
	Is this the ticket reference number?	5:18:56 AM
susan lucas	yes	5:19:03 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	5:19:11 AM
	Kindly allow me two minutes to check the same.	5:19:16 AM
susan lucas	So I am now on the computer it is to be installed on. I am following the emailed instructions, however I am thinking there is a setting I need to change, to allow the install	5:20:46 AM
Abhay Kumar Saraswat	May I take the remote access of your local computer?	5:21:33 AM
susan lucas	Sure	5:21:46 AM
Abhay Kumar Saraswat	So, I could also check the same.	5:21:47 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:21:53 AM
	https://assist.acecloudhosting.com/join/2092218117	5:22:05 AM
	Kindly paste this link in the browser of local computer and join the session.	5:22:11 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:24:19 AM
	Thank you for your patience.	5:45:27 AM
	Is there anything else I may help you with ?	5:45:58 AM

susan lucas	Thank you	5:46:47 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.	5:46:55 AM
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.		
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
Thanks!		
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).		
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)		
Thank you for choosing ACE cloud Hosting, you have a wonderful day.		
<i>Abhay Kumar Saraswat has ended this chat session</i>		



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 10:56:01 PM

#81798 Sam Friederichs

Email: sjfriederichs@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: MOBILE

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 13 Secs

Sam Friederichs

22 Sep, 10:56:02 PM

	Hello, I am your Acebuddy	
Acebuddy	Hello Sam Friederichs, I'm your Ace Buddy. I'll be happy to assist you!	10:56:02 PM
	Whom Would You Like to Connect With?	10:56:02 PM
Sam Friederichs	Technical Support (QB & App Hosting)	10:57:57 PM
Acebuddy	Welcome to Ace Support.	10:57:57 PM
	Please chose an option :	10:57:57 PM
Sam Friederichs	I'd like to raise a Request	10:58:09 PM
Acebuddy	Please select your request type.	10:58:09 PM
Sam Friederichs	Setup Ace Server	10:58:19 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	10:58:19 PM
Sam Friederichs	MacOS	10:58:26 PM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	10:58:26 PM
	Do you need any further assistance on the topic?	10:58:26 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.	11:36:15 PM
	<i>Ended due to chat idle timeout</i>	11:36:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 4:02:04 AM

#82060 Sulaiman

Email: sma@thesmaoffice.com 13106160232

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: 1 Min 31 Secs

City: VALLEY VILLAGE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 6 Secs

Sulaiman	Hello, I am your Acebuddy	30 Sep, 4:02:04 AM
Acebuddy	Hello Sulaiman, I'm your Ace Buddy. I'll be happy to assist you!	4:02:05 AM
	Whom Would You Like to Connect With?	4:02:05 AM
Sulaiman	Technical Support (QB & App Hosting)	4:02:11 AM
Acebuddy	Welcome to Ace Support.	4:02:11 AM
	Please chose an option :	4:02:11 AM
Sulaiman	I'd like to raise a Request	4:02:19 AM
Acebuddy	Please select your request type.	4:02:19 AM
Sulaiman	Other Request	4:02:26 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	4:02:26 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:02:26 AM
Sulaiman	Yes, I'm facing issues with my server	4:02:33 AM
Acebuddy	Please select an option!	4:02:34 AM
Sulaiman	QuickBooks Issue	4:02:38 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:02:38 AM
Sulaiman	Other QB related issue	4:02:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:02:43 AM
Sulaiman	Rep please	4:02:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:02:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:02:52 AM
	<i>Arun Sharma declined the transfer request.</i>	4:02:59 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:03:17 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:03:25 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:03:31 AM
Sulaiman	Hi Yash, I received your email. Please see 775713	4:03:40 AM
	Server SM Advisors	4:03:53 AM

Yash Kalra	Kindly allow me two minutes to check the same.	4:03:58 AM
Sulaiman	Thank you	4:07:06 AM
Yash Kalra	Sulaiman, thank you for staying connected. Could you please confirm if we should create a folder under the 'Shared' folder on the Client Data drive with the mentioned company files:	
	Chocolate Porcelain Productions	4:09:42 AM
	Rocket Hinds Productions	
	Happy Mel Boopy	
	Natalie Hinds (Edited)	
Sulaiman	Correct	4:10:12 AM
	This is the correct file path to create and duplicate the books	4:10:37 AM
Yash Kalra	Okay, is there any specific naming convention you would like us to follow while creating these folders? (Edited)	4:11:45 AM
Sulaiman	If you could, follow the same convention as is named. I believe your colleague may have added the word duplicate in the naming convention with the other files	4:14:10 AM
	Thank you	4:15:57 AM
Yash Kalra	Okay, we got it. Is there any specific naming convention you would like us to follow for the folders, such as 'Shared with Jovi'?	4:16:48 AM
Sulaiman	Please add the files into the Shared with Jovi folder	4:17:18 AM
	Please follow the same format as the other files located in the Shared with Jovi folder	4:18:11 AM
Yash Kalra	May I take the remote access of your server to know about the exact location of the files mentioned below:	
	Ruben Den Boer	
	Victor Pool	
	VP Music LLC	4:22:13 AM
	RCVT LLC	
	Vicetone Live LLC	
	Departed Records LLC	
	Natalie La Rose (Edited)	
Sulaiman	Hi Yash	4:24:52 AM
	Yes.	4:25:01 AM
	I understand you will be logging into the server, is that right?	4:25:45 AM
Yash Kalra	Yes	4:25:57 AM
Sulaiman	Ready	4:26:14 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	4:26:36 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/8542465670	4:26:51 AM
	Sulaiman, thank you for the clarification	
	Please allow us 5- 10 minutes we implement changes from the backend.	4:39:21 AM

Shall we proceed to end this chat now?

4:39:34 AM

Sulaiman Yes

4:39:50 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.

4:40:02 AM

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

4:40:05 AM

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

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

Thanks!

4:40:07 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/>)

Yash Kalra has ended this chat session

4:40:11 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 4:12:20 AM

#81569 mtorbey

Email: mtorbey@prism-med.com ☎ 8152559853

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: LEXINGTON

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Secs

mtorbey	Hello, I am your Acebuddy	16 Sep, 4:12:21 AM
Acebuddy	Hello Mindy Torbey, I'm your Ace Buddy. I'll be happy to assist you!	4:12:22 AM
	Whom Would You Like to Connect With?	4:12:22 AM
mtorbey	Technical Support (QB & App Hosting)	4:12:25 AM
Acebuddy	Welcome to Ace Support.	4:12:25 AM
	Please chose an option :	4:12:25 AM
mtorbey	I'd like to report an Issue	4:12:37 AM
Acebuddy	Please select an option!	4:12:37 AM
mtorbey	QuickBooks Issue	4:12:40 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:12:40 AM
mtorbey	QuickBooks Login Issue	4:12:46 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	4:12:46 AM
	Was that helpful?	4:12:46 AM
mtorbey	Yes	4:12:51 AM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	4:12:51 AM
	<i>Acebuddy has ended this chat session</i>	4:12:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 9:40:22 PM

#81167 lynette.will

Email: lynette.will@nordholm.net ☎ 425-259-0213

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: LAKE STEVENS

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 19 Secs

lynnette.will	Hello, I am your Acebuddy	4 Sep, 9:40:23 PM
Acebuddy	Hello Lynette Will, I'm your Ace Buddy. I'll be happy to assist you!	9:40:24 PM
	Whom Would You Like to Connect With?	9:40:24 PM
lynnette.will	Technical Support (QB & App Hosting)	9:40:28 PM
Acebuddy	Welcome to Ace Support.	9:40:28 PM
	Please chose an option :	9:40:28 PM
lynnette.will	I'd like to report an Issue	9:40:37 PM
Acebuddy	Please select an option!	9:40:37 PM
lynnette.will	Other Issue	9:40:43 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:40:43 PM
lynnette.will	Configuring Ace Connect - does not match instructions	9:41:26 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:41:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:41:27 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	9:41:37 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	9:41:41 PM
	Hello , how are you doing	9:41:57 PM
lynnette.will	good	9:42:03 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:42:15 PM
lynnette.will	I know the domain: nordholm.myrealdatal.net, and user name: lynnette.will, but I don't know the server name - which is what the config wants	9:43:36 PM
Sanyam Madan	No worries	9:43:46 PM
	May I take the remote access of your local computer?	9:44:00 PM
lynnette.will	i was setting this up so that i could report another issue	9:44:25 PM
	yes	9:44:28 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	9:44:34 PM
	https://assist.acecloudhosting.com/join/4992338947	9:44:37 PM
	Kindly paste this link in the browser of local computer and join the session.	9:44:40 PM

lynette.will	asking my IT department to grant access	9:46:00 PM
Sanyam Madan	Sure	9:46:43 PM
	Is there anything else I may help you with ?	10:03:32 PM
lynette.will	no. Thanks!	10:04:06 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	10:04:36 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:04:40 PM
	<i>Sanyam Madan has ended this chat session</i>	10:04:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 3:51:11 AM

#81813 atidiv.t

Email: atidiv.t@myrealdata.net

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: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 14 Secs

atidiv.t	Hello, I am your Acebuddy	23 Sep, 3:51:12 AM
Acebuddy	Hello Atidiv.t, I'm your Ace Buddy. I'll be happy to assist you!	3:51:12 AM
	Whom Would You Like to Connect With?	3:51:12 AM
	<i>atidiv.t has ended this chat session</i>	3:51:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 9:31:59 PM

#81330 Darlene

Email: darlene@graberexcavating.com 19413782133
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: 48 Secs

City: SARASOTA

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 25 Mins

Darlene	Hello, I am your Acebuddy	9 Sep, 9:32:01 PM
Acebuddy	Hello Darlene, I'm your Ace Buddy. I'll be happy to assist you!	9:32:01 PM
	Whom Would You Like to Connect With?	9:32:01 PM
Darlene	Technical Support (QB & App Hosting)	9:32:09 PM
Acebuddy	Welcome to Ace Support.	9:32:09 PM
	Please chose an option :	9:32:09 PM
Darlene	I'd like to report an Issue	9:32:20 PM
Acebuddy	Please select an option!	9:32:20 PM
Darlene	Other Issue	9:32:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:32:27 PM
Darlene	I cannot log into the cloud on a computer that I am trying to set up	9:32:53 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:32:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:32:54 PM

	<i>Shubham Maurya accepted the chat transfer request.</i>	9:33:56 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	9:34:22 PM
Darlene	Ok thanks	9:34:30 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:34:44 PM
Darlene	CID65480 Graber.myrealdata.net	9:36:01 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	9:36:43 PM
Darlene	ok	9:36:54 PM
Shubham Maurya	Thank you for the patience Darlene, Please do let me know if you are getting any error message while trying to login to server?	9:39:31 PM
Darlene	I am on the new computer, and when I log in like on my computer to Ace Cloud it says the log in is wrong	9:40:35 PM
Shubham Maurya	You are using old RDP file or new Ace connect application to login?	9:41:30 PM
Darlene	I do not know...I can log in on my own computer. BUT all I want to do is set up Ace cloud on my new computer for a new user	9:42:46 PM
Shubham Maurya	Alright, we can see that you are already logged in on server using user ID DarleneG, might be from your old system as you confirmed. For new computer the RDP file configuration could be incorrect. Please hold let me share per-configured file with you.	9:44:51 PM
	Thanks for your patience Darlene,	
	https://we.tl/t-X0NIFYgbIm	9:47:26 PM
	Please use above link to download RDP file and just enter your same password and try to login from your new computer.	
Darlene	what email do I use	9:49:56 PM
Shubham Maurya	We can see that you do have access of Myportal to download this file using your account, Please use this portal in future to avoid any configuration related issues in the file.	
	https://myportal.acecloudhosting.com	
	Please log in to https://myportal.acecloudhosting.com/login . Your username will be your CID65480 . In case you forget your password, kindly reset it by clicking on 'Forgot Password'.	9:50:15 PM
	Please note that only registered account owner (darlene@graberexcavating.com) is allowed to perform the user's management activity through the user guide.	
	It should ask for Password only.	9:50:50 PM
	May I take the remote access of your local computer?	9:50:57 PM
Darlene	yes	9:51:55 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/8122567852	9:52:28 PM

	Prior providing the access, I would suggest you to close any important documents at your end.	9:52:33 PM
	Kindly paste this link in the browser of local computer and join the session.	9:52:45 PM
	Please login using your RDP password.	9:55:33 PM
	Is it right password?	9:56:38 PM
Darlene	I do not know what the password is	9:57:07 PM
	zls this my password to get in to my cloud?	9:57:39 PM
Shubham Maurya	Let me check if you are enrolled on selfcare portal or not from there you can change your password.	9:58:10 PM
	You are not enrolled for self care portal and this Myportal also reached max attempt to reset password you can try this later Just follow the same steps and OTP will be shared on your registered email ID to reset password of Myportal.	10:00:44 PM
	Your username will be your CID65480 . In case you forget your password, kindly reset it by clicking on 'Forgot Password'.	
	Let me check if we can make the password reset for you over this chat or we might need an email from you.	10:02:04 PM
Darlene	So if I say reset will be changed on my computer as well?	10:02:32 PM
Shubham Maurya	No they both are different password, once Myportal password is changed from there you can manage all users password and reset it.	10:03:38 PM
	<i>10:04:00 PM Shubham Maurya is sharing a file with you How to Manage ACE Server Users 4.pdf - (Size:1.33 MB)</i>	10:04:00 PM
	<i>User guide for Myportal</i>	
	<i>10:04:32 PM Shubham Maurya is sharing a file with you image.png - (Size:62.57 KB)</i>	10:04:32 PM
	<i>Like this you can reset password for every user.</i>	
Darlene	Are you saying I can do it all from my computer?	10:04:46 PM
Shubham Maurya	Yes, For all users of your account.	10:05:22 PM
Darlene	So, the username will always be CID65480 And the PW will be whatever I create?	10:06:04 PM
Shubham Maurya	Yes Darlene, username will always be CID65480 and password you can change it accordingly.	10:06:45 PM
Darlene	It is very frustrating, all I want to is have the cloud set up on this computer and go on QB on this one	10:06:46 PM
Shubham Maurya	I completely understand your situation, No need to worry I will reset your RDP password for now and later you can do it from your end once you are familiar with the portal.	10:07:48 PM
Darlene	ok	10:08:00 PM
Shubham Maurya	Please can you draft a mail to us so that I can reset your password?	10:08:08 PM
Darlene	Yes, I will do it now on my other computer.	10:08:39 PM
Shubham Maurya	Just share a mail to reset password for username (DarleneG) and send it to: support@acecloudhosting.com	10:09:17 PM

	Please make sure you are using your registered email ID darlene@graberexcavating.com	10:09:35 PM
Darlene	Yes, I just sent it from my Darlene email.	10:09:56 PM
Shubham Maurya	Great, please hold on let me check.	10:10:07 PM
	I saw your email. Please hold on I'm replying to that email with your new password. This might take a while, so please stay connected.	10:11:56 PM
	Thanks for your patience, I just shared you a new password with the RDP file attached in that mail please check.	10:15:13 PM
Darlene	recieved, so do I wait fo the last 4 minutes?	10:16:53 PM
Shubham Maurya	Yes, to reset your Myportal password you need to wait for this timer.	10:17:41 PM
Darlene	ok	10:17:54 PM
Shubham Maurya	Do you want me to wait until you reset your Myportal password?	10:18:48 PM
Darlene	yes please	10:18:57 PM
Shubham Maurya	Sure, till then please check your RDP file and do let me know if its working for you.	10:19:35 PM
Darlene	So I will do it all on the window on left of the screen	10:20:20 PM
Shubham Maurya	Okay it's almost cleared few seconds left.	10:20:51 PM
Darlene	Ok, that is what you gave me?	10:23:14 PM
Shubham Maurya	That is for your RDP file not for Myportal, to login Myportal you need to reset it first.	10:23:57 PM
	Please enter the OTP received on your mail or number. darlene@graberexcavating.com 19413782133	10:25:28 PM
	Now you must have received a new password for Myportal login on your mail.	10:26:34 PM
	Enter that new password received for this.	10:27:30 PM
	Now OTP please.	10:28:12 PM
Darlene	Now how do I log into QB?	10:29:02 PM
Shubham Maurya	Great, so from here you can manage all users password , Add/remove users, also download RDP file.	10:29:13 PM
	To login to QB you need to enter that password which I shared with you over the mail on this RDP window.	10:29:50 PM
	This is you RDP window to access server from this computer.	10:31:35 PM
	Please save all password some where so that you can user them in future.	10:32:09 PM
	Yes please let me know what exact step you are trying to use so that I can help.	10:33:19 PM
Darlene	I want a short cut on the desktop so I can log in from this computer, then access QB with my new user	10:34:06 PM
Shubham Maurya	Okay, please wait remote screen is paused. We are reconnecting it.	10:35:50 PM
	https://assist.acecloudhosting.com/join/5942375800	10:37:28 PM

Please can you reconnect using new link as previous one is not working now.

10:37:46 PM

10:44:42 PM Shubham Maurya is sharing a file with you

[image.png](#) - (Size:17.7 KB)

10:44:42 PM

Please check it's showing under process, have you Installed the remote app?

Are we still connected here?

10:50:16 PM

Are we still connected here?

10:51:21 PM

Are we still connected here?

10:53:42 PM

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

10:56:33 PM

Shubham Maurya has ended this chat session

10:57:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 6:27:53 PM

#81834 kkingsley

Email: kkingsley@travelerschampionship.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: HARTFORD

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 24 Secs

kkingsley

Hello, I am your Acebuddy

23 Sep, 6:27:54 PM

Acebuddy

Hello Kkingsley, I'm your Ace Buddy. I'll be happy to assist you!

6:27:55 PM

Whom Would You Like to Connect With?

6:27:55 PM

kkingsley	Technical Support (QB & App Hosting)	6:28:02 PM
Acebuddy	Welcome to Ace Support.	6:28:02 PM
	Please chose an option :	6:28:02 PM
kkingsley	I'd like to report an Issue	6:28:13 PM
Acebuddy	Please select an option!	6:28:13 PM
kkingsley	QuickBooks Issue	6:28:18 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:28:18 PM
kkingsley	QuickBooks Login Issue	6:28:23 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	6:28:23 PM
	Was that helpful?	6:28:23 PM
kkingsley	No	6:28:27 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:28:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:28:27 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	6:28:53 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	6:28:57 PM
	Hello , how are you doing today	6:29:08 PM
kkingsley	Good I need assistnce finding my companys file	6:29:28 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:30:08 PM
kkingsley	I am not sure what my server name is but my username is Katie	6:30:44 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	6:30:59 PM
	Can you please confirm is this your account name ?	6:33:04 PM
	Greater Hartford Community Foundation Travelers Championship	6:33:06 PM
kkingsley	Yes	6:33:26 PM
Sanyam Madan	Okay	6:33:48 PM
	Let me fetch your details quickly	6:34:08 PM
	May I take the remote access of your server?	6:36:08 PM
kkingsley	Yes	6:36:13 PM
Sanyam Madan	I will send you a request on the server , please accept it	6:36:44 PM
	Kindly log in to the server	6:37:52 PM
kkingsley	I have the server open I am on the page where it says No Company Open	6:38:25 PM
	<i>6:39:06 PM kkingsley is sharing a file with you</i>	6:39:06 PM

1_image.png - (Size:30.9 KB)

Sanyam Madan	Please allow mw 2 more minutes , need to check something from backend	6:40:47 PM
	Can you please tell from which user id you are currently logged in?	6:44:11 PM
kkingsley	Where can I see that?	6:44:41 PM
Sanyam Madan	If you do not know that , we can proceed with local computer accesss, is that okay?	6:45:16 PM
	then you can show me the server	6:45:28 PM
kkingsley	ok	6:46:03 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	6:46:14 PM
	https://assist.acecloudhosting.com/join/8782004349	6:46:16 PM
	Kindly paste this link in the browser of local computer and join the session.	6:46:18 PM
	Is there anything else I may help you with ?	6:58:55 PM
kkingsley	Nothing else thank you	6:59:05 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:59:14 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:59:16 PM
	<i>Sanyam Madan has ended this chat session</i>	6:59:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Sep, 5:04:43 PM

#81230 hitesh

Email: hitesh@patel.cpa

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 32 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 44 Mins 53 Secs

hitesh	Hello, I am your Acebuddy	6 Sep, 5:04:44 PM
Acebuddy	Hello Hitesh, I'm your Ace Buddy. I'll be happy to assist you!	5:04:45 PM
	Whom Would You Like to Connect With?	5:04:45 PM
hitesh	Technical Support (QB & App Hosting)	5:05:15 PM
Acebuddy	Welcome to Ace Support.	5:05:15 PM
	Please chose an option :	5:05:15 PM
hitesh	I'd like to report an Issue	5:05:23 PM
Acebuddy	Please select an option!	5:05:23 PM
hitesh	Other Issue	5:05:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:05:27 PM
hitesh	my	5:05:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:05:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:05:36 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:05:40 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:05:52 PM
hitesh	hi my ACE server is very slow working again and again disconnected	5:06:25 PM
	<i>5:06:36 PM hitesh is sharing a file with you</i>	5:06:36 PM
	<i>Screenshot 2025-09-06 170505.png - (Size:10.71 KB)</i>	
	screen short as per you refrance	5:07:00 PM
Shubham Maurya	We apologize for the trouble you've experienced. we will be surely assisting you with this., Kindly help me with your server name and user name?	5:07:33 PM
hitesh	Pradip Patel & co	5:08:00 PM
	RDP_Hitesh_PPC	5:08:05 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	5:08:33 PM
	<i>5:08:34 PM hitesh is sharing a file with you</i>	5:08:34 PM
	<i>Screenshot 2025-09-06 170819.png - (Size:39.41 KB)</i>	
hitesh	my internet speed	5:08:46 PM
	ok	5:08:53 PM
	<i>5:09:12 PM hitesh is sharing a file with you</i>	

	<u>Screenshot 2025-09-06 170908.png</u> - (Size:15.1 KB)	5:09:12 PM
Shubham Maurya	Thanks for your patience, please do let me know few details like. Are other users on the same network also experiencing slowness? Are you connected to a VPN?	5:12:16 PM
hitesh	no This problem is only happening to me.	5:12:57 PM 5:13:42 PM
Shubham Maurya	Alright, let me check your local system for this. May I take the remote access of your local computer?	5:14:16 PM 5:14:18 PM
hitesh	yes	5:15:35 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/6292807366 Kindly paste this link in the browser of local computer and join the session.	5:16:51 PM 5:17:09 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:17:17 PM
hitesh	yes please	5:17:44 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. Please can you perform system reboot the uptime is too high.	5:21:47 PM 5:22:04 PM
hitesh	ok yes please	5:22:06 PM 5:22:20 PM
Shubham Maurya	We need to reboot local system to check it as your Internet speed test shows Internet is working fine. Please kindly reboot local system once.	5:23:09 PM 5:23:19 PM
hitesh	ok hi i restarted my system	5:23:43 PM 5:26:58 PM
Shubham Maurya	Alright, please now try to check RDP server connectivity and let me know if you still face same error.	5:27:43 PM
hitesh	ok 5 mineats	5:28:00 PM
Shubham Maurya	Sure, Please take your time.	5:28:18 PM
hitesh	There is still a problem ahead server very slow working	5:31:37 PM 5:31:58 PM
Shubham Maurya	Okay, please reinstall remote session app as we are disconnected right now. https://assist.acecloudhosting.com/join/6292807366	5:33:06 PM 5:33:13 PM
	Please enter your RDP password and login.	5:45:12 PM
hitesh	thank you problem resolved	5:47:22 PM
		5:47:47 PM

	server Working fine	
Shubham Maurya	Thanks for the confirmation, right now we have changed gateway to fix the issue please keeping using same.	5:48:08 PM
	Is there anything else I may help you with ?	5:48:11 PM
hitesh	no thank you	5:48:27 PM
Shubham Maurya	Most welcome Hitesh.	5:48:39 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	5:48:42 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:48:46 PM
	<i>Shubham Maurya has ended this chat session</i>	5:49:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 8:42:12 PM

#81329 Ronetta Ford

Email: rford@mcco-us.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 46 Secs

Ronetta Ford	Hello, I am your Acebuddy	9 Sep, 8:42:12 PM
Acebuddy	Hello Ronetta Ford, I'm your Ace Buddy. I'll be happy to assist you!	8:42:13 PM
	Whom Would You Like to Connect With?	8:42:13 PM
Ronetta Ford	Technical Support (QB & App Hosting)	8:42:20 PM
Acebuddy	Welcome to Ace Support.	8:42:20 PM
	Please chose an option :	8:42:20 PM
Ronetta Ford	I'd like to report an Issue	8:42:30 PM
Acebuddy	Please select an option!	8:42:30 PM
Ronetta Ford	Other Issue	8:42:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:42:36 PM
Ronetta Ford	Remote desktop connection	8:42:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:42:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:42:50 PM
	<i>8:43:00 PM Ronetta Ford is sharing a file with you <u>1_image.png</u> - (Size:11.22 KB)</i>	8:43:00 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:43:13 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:43:17 PM
	Hello Ronetta	8:43:23 PM
	Are we still connected here?	8:45:18 PM
Ronetta Ford	Yes	8:45:40 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:45:46 PM
	You are not able to access the server, right?	8:46:15 PM
Ronetta Ford	Corre t	8:46:55 PM
	Correct	8:46:58 PM
Sujeet Kumar Suman	No worries, I will surely help you with this issue.	8:47:09 PM
	Are you the only one experiencing this issue, or are others affected as well?	8:47:21 PM
Ronetta Ford	That I know of me.	8:47:33 PM
Sujeet Kumar Suman	When was the last time you were able to access the server?	8:47:38 PM
Ronetta Ford	Yesterday evening	8:49:11 PM

Sujeet Kumar Suman	Thanks for the confirmation !	8:49:34 PM
	May I take the remote access of your local computer?	8:49:38 PM
Ronetta Ford	Yes	8:50:39 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	8:50:48 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/3222805035	8:50:58 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:52:18 PM
	Thank you for your patience.	8:59:07 PM
	As per discussion over the remote session, The issue is resolved.	8:59:18 PM
Ronetta Ford	Ye, it has been resolved.	8:59:31 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:59:32 PM
	Is there anything else I may help you with ?	8:59:35 PM
Ronetta Ford	No, nothing else./	8:59:45 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:59:46 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.	8:59:49 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:59:55 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:59:56 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>Sujeet Kumar Suman has ended this chat session</i>		8:59:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 1:03:24 AM

#81960 Jarrett Lassig

Email: jarrett.lassig@gmail.com ☎ 19562455850

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: ENCINO

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 56 Secs

Jarrett Lassig	Hello, I am your Acebuddy	26 Sep, 1:03:24 AM
Acebuddy	Hello Jarrett Lassig, I'm your Ace Buddy. I'll be happy to assist you!	1:03:25 AM
	Whom Would You Like to Connect With?	1:03:25 AM
Jarrett Lassig	Technical Support (QB & App Hosting)	1:03:29 AM
Acebuddy	Welcome to Ace Support.	1:03:29 AM
	Please chose an option :	1:03:29 AM
Jarrett Lassig	I'd like to report an Issue	1:03:39 AM
Acebuddy	Please select an option!	1:03:39 AM
Jarrett Lassig	QuickBooks Issue	1:03:52 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:03:52 AM
Jarrett Lassig	QuickBooks Update	1:03:59 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	1:03:59 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	1:03:59 AM
	Do you need any further assistance on the topic?	1:03:59 AM
Jarrett Lassig	Yes	1:04:16 AM
Acebuddy		

	Please wait while we connect you to our Support Representative	1:04:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:04:16 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:04:27 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:04:34 AM
	I deeply apologize for the inconvenience caused to you.	1:04:48 AM
	I will be surely assisting you with this.	1:05:04 AM
Jarrett Lassig	no problem	1:05:06 AM
Abhay Kumar Saraswat	Is this for account: SoTex Ag Services LLC ?	1:05:25 AM
Jarrett Lassig	yes	1:06:09 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	1:06:15 AM
	Are you getting any pop-up on your server screen regarding QuickBooks update?	1:06:49 AM
Jarrett Lassig	yes	1:06:55 AM
Abhay Kumar Saraswat	Could you please share the screenshot with us?	1:07:10 AM
Jarrett Lassig	and only one more later message	1:07:20 AM
Abhay Kumar Saraswat	Can you elaborate that message to me?	1:07:42 AM
Jarrett Lassig	i can't get the message again until i log out. i'm printing my payroll right now just in case i get locked out	1:08:14 AM
	it says a creitical update is required but i do not have the necessary permissions to do it	1:08:33 AM
	critical*	1:08:36 AM
Abhay Kumar Saraswat	No worries, you don't need to logout from QuickBooks then.	1:08:49 AM
	Since this is a shared server with multiple users logged in, we'll schedule the QuickBooks update for tonight.	1:11:09 AM
	Once the update is completed, we'll notify you over an email. After that, you won't need to worry about QuickBooks updates.	1:11:21 AM
Jarrett Lassig	perfect	1:11:30 AM
	thank you	1:11:33 AM
Abhay Kumar Saraswat	My pleasure to assist you.	1:11:40 AM
	Is there anything else I may help you with ?	1:11:43 AM
Jarrett Lassig	that's it	1:12:02 AM
	thanks	1:12:04 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. 1:12:11 AM

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.
Thanks! 1:12:16 AM

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

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

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 1:12:19 AM

Abhay Kumar Saraswat has ended this chat session 1:12:21 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 11 Sep, 4:31:34 AM

#81407 Larry Ma

Email: larry@techusys.com **Phone:** 9493566000

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: 21 Secs

City: SANTA ANA

State: California

Country: UNITED STATES

Chat Transcript Chat Duration : 25 Mins 32 Secs

Larry Ma Hello, I am your Acebuddy

11 Sep, 4:31:35 AM

Acebuddy	Hello Larry, I'm your Ace Buddy. I'll be happy to assist you!	4:31:36 AM
	Whom Would You Like to Connect With?	4:31:36 AM
Larry Ma	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
Larry Ma	I'd like to report an Issue	4:31:45 AM
Acebuddy	Please select an option!	4:31:45 AM
Larry Ma	Other Issue	4:31:50 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:31:50 AM
Larry Ma	Remote Desktop not working for multiple people	4:32:01 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:32:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:32:02 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	4:33:23 AM
	<i>Ashutosh Mishra is transferring the chat to Yash Kalra.</i>	4:33:42 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:33:44 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:33:47 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:33:58 AM
Larry Ma	GeneralBuilders.myreldata.net	4:34:21 AM
	myreldata\Cameron_GB	4:34:24 AM
Yash Kalra	Kindly allow me two minutes to check the same.	4:34:50 AM
	Larry, to help me assist you better, please answer the following questions:	
	1. Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact message	
	2. When was the last time you were able to access the server successfully?	
	3. Have you checked if your internet connection is stable? Also, have you tried connecting using a different network, such as a mobile hotspot?	
Larry Ma	it says remote resource can't be reached	4:38:16 AM
Yash Kalra	Also, please let me know if you have faced this issue in the recent past as well?	4:40:43 AM
Larry Ma	it has been some time, and in the past we'd contact ace support they'd look at it and restart something and it would work again	4:41:13 AM
Yash Kalra	May I take the remote access of your local computer?	4:41:44 AM
Larry Ma	ok	4:42:35 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	4:42:41 AM

Kindly Click on the link and open the downloaded file.
<https://assist.acecloudhosting.com/join/7942101136>

4:42:57 AM

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

4:44:38 AM

Larry Ma ok

4:56:30 AM

Yash Kalra Is there anything else I may help you with ?

4:56:39 AM

Larry Ma that's all for now

4:56:44 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.

4:56:46 AM

Larry Ma I'll try that setting

4:56:46 AM

Yash Kalra Sure

4:56:59 AM

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

4:57:02 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!

4:57:05 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/>)

Yash Kalra has ended this chat session

4:57:08 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 9:05:35 PM

#81845 atidiv.t

Email: atidiv.t@myrealdatal.net

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 9 Mins 40 Secs

atidiv.t	Hello, I am your Acebuddy	23 Sep, 9:05:35 PM
Acebuddy	Hello Atidiv.t, I'm your Ace Buddy. I'll be happy to assist you!	9:05:36 PM
	Whom Would You Like to Connect With?	9:05:36 PM
atidiv.t	Technical Support (QB & App Hosting)	9:05:40 PM
Acebuddy	Welcome to Ace Support.	9:05:41 PM
	Please chose an option :	9:05:41 PM
atidiv.t	I'd like to report an Issue	9:05:46 PM
Acebuddy	Please select an option!	9:05:46 PM
atidiv.t	QuickBooks Issue	9:06:10 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:06:10 PM
atidiv.t	QuickBooks Login Issue	9:06:14 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	9:06:14 PM
	Was that helpful?	9:06:14 PM
atidiv.t	No	9:06:22 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:06:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:06:22 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:06:38 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:06:44 PM
atidiv.t	Hello manish.	9:06:54 PM
	Unable to login in qb	9:07:03 PM
Manish Singh	I will surely help you with this issue.	9:07:33 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	9:07:39 PM
atidiv.t	Can you please check it.\	9:08:12 PM

	*Can you please check it.	9:08:21 PM
Manish Singh	Alright, May I know if you are getting an error?	9:08:50 PM
atidiv.t	It says already logged in.	9:08:56 PM
Manish Singh	May I know the QuickBooks version you are trying to access?	9:09:25 PM
atidiv.t	We are using qb 24	9:09:41 PM
Manish Singh	May I take the remote access of your server?	9:10:05 PM
atidiv.t	Sure.	9:10:12 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:10:17 PM
atidiv.t	okay.	9:10:23 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:11:15 PM
atidiv.t	Thanks you.	9:14:29 PM
Manish Singh	As your QuickBooks credentials are being used by the other user is the reason you are not able to access QuickBooks.	9:14:44 PM
atidiv.t	okay	9:14:50 PM
Manish Singh	As the issue is resolved.	9:14:54 PM
	Is there anything else I may help you with ?	9:14:56 PM
atidiv.t	no thanks.	9:15:01 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:15:04 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:15:09 PM
atidiv.t	okay	9:15:11 PM
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:15:14 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	9:15:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 7:53:32 PM

#81947 Rachel Hines

Email: rh@emersonrussell.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 33 Secs

City: CHATTANOOGA

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 9 Secs

Rachel Hines	Hello, I am your Acebuddy	25 Sep, 7:53:32 PM
Acebuddy	Hello Rachel Hines, I'm your Ace Buddy. I'll be happy to assist you!	7:53:33 PM
	Whom Would You Like to Connect With?	7:53:33 PM
Rachel Hines	Technical Support (QB & App Hosting)	7:53:44 PM
Acebuddy	Welcome to Ace Support.	7:53:44 PM
	Please chose an option :	7:53:44 PM
Rachel Hines	I'd like to report an Issue	7:53:52 PM
Acebuddy	Please select an option!	7:53:52 PM
Rachel Hines	QuickBooks Issue	7:53:59 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:53:59 PM
Rachel Hines	Other QB related issue	7:54:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:54:04 PM
Rachel Hines	Quickbooks isn't connecting with the printer	7:54:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:54:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:54:26 PM

	<i>Manish Singh accepted the chat transfer request.</i>	7:55:56 PM
	<i>Manish Singh is transferring the chat to Shashwat Verma.</i>	7:56:44 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	7:56:48 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	7:56:52 PM
	Hello Rachel	7:56:58 PM
Rachel Hines	Hello	7:57:01 PM
Shashwat Verma	How are you?	7:57:07 PM
Rachel Hines	Fine	7:57:12 PM
	You?	7:57:16 PM
Shashwat Verma	Good!	7:57:24 PM
	Are you able to print from your local pc?	7:57:38 PM
Rachel Hines	I believe so. let me try	7:58:22 PM
Shashwat Verma	Sure	7:58:36 PM
Rachel Hines	I can print from the regular printer, but the printer for our checks isn't connecting with Quickbooks	7:59:57 PM
Shashwat Verma	I will surely help you with this issue.	8:00:04 PM
	May I take the remote access of your local computer?	8:00:07 PM
Rachel Hines	Yes	8:00:28 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	8:00:34 PM
	https://assist.acecloudhosting.com/join/6032887723	8:00:36 PM
	Kindly Click on the link and open the downloaded file.	8:00:39 PM
Rachel Hines	Ok	8:01:32 PM
	done	8:01:33 PM
Shashwat Verma	Kindly open the downloaded file	8:02:03 PM
Rachel Hines	Okay	8:02:36 PM
Shashwat Verma	Are you able to connect?	8:03:54 PM
Rachel Hines	I'm still working on it	8:05:07 PM
Shashwat Verma	Or use the link *[assist.acecloudhosting.com/join](https://assist.acecloudhosting.com/viewer-assist?viewer=html&x-com-zoho-assist-orgid=60000688324&isCanvasSupported=true&key=6032887723&isKeylessReq=true#)*	8:05:15 PM
	603-288-7723, enter this SID in the same	8:05:31 PM
Rachel Hines	It says its printing but nothing is connecting	8:07:06 PM
Shashwat Verma	Yes Rachel, I understand your issue, hence would like to have your remote access for troubleshooting	8:07:41 PM
Rachel Hines		

	Sure	8:07:50 PM
Shashwat Verma	Shall I share you the link again?	8:08:37 PM
Rachel Hines	did it	8:08:45 PM
	okay I'm in	8:10:19 PM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:10:27 PM
	As per the remote session, user has requested to connect later	8:17:38 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:17:40 PM
	<i>Shashwat Verma has ended this chat session</i>	8:17:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 8:31:37 PM

#81539 steven

Email: steven@perrottatax.com 15164763084

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 37 Secs

City: MONTCLAIR

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 9 Secs

steven	Hello, I am your Acebuddy	15 Sep, 8:31:38 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	8:31:39 PM

	Whom Would You Like to Connect With?	8:31:39 PM
steven	Technical Support (QB & App Hosting)	8:31:45 PM
Acebuddy	Welcome to Ace Support.	8:31:45 PM
	Please chose an option :	8:31:45 PM
steven	I'd like to raise a Request	8:31:50 PM
Acebuddy	Please select your request type.	8:31:50 PM
steven	Change in Users	8:32:01 PM
Acebuddy	Please select your desired option!	8:32:01 PM
steven	User Addition	8:32:05 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	8:32:05 PM
	Do you need any further assistance on the topic?	8:32:05 PM
steven	Yes	8:32:15 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:32:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:32:15 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	8:32:20 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:32:43 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:32:48 PM
steven	hi	8:33:03 PM
	i need to have someone work temporarily as a worker for a week or two through ace to access my software	8:33:31 PM
	im not sure the process	8:33:37 PM
	do they have to download the software then have a user id and password	8:33:50 PM
Manish Singh	You can create user via myportal.acecloudhosting.com	8:34:17 PM
steven	ok is it possible for someone to help	8:34:54 PM
	maybe someone can call me	8:35:01 PM
	im not too good with figuring it out	8:35:08 PM
	<i>8:35:56 PM Manish Singh is sharing a file with you</i>	
	<i>How to Manage ACE Server Users 4.pdf - (Size:1.33 MB)</i>	8:35:56 PM
	<i>This is the SOP from where you can manage your users.</i>	
	do they have to download the software to access the vpn	8:36:30 PM
Manish Singh	You can add/disable and reset the user's password via this portal.	8:36:38 PM
steven	but how do they access on their computer	8:37:27 PM

	do tehy have to download the shortcut like i have on mine	8:37:36 PM
Manish Singh	Yes, you can download the RDP link and share them with the users.	8:38:16 PM
steven	is that included on the manual you sent?	8:38:29 PM
Manish Singh	Yes	8:39:55 PM
steven	ok great thank you	8:40:08 PM
	bye	8:40:10 PM
Manish Singh	Is there anything else I may help you with ?	8:40:15 PM
steven	for now that is it, thank you again	8:40:24 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:40:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:40:38 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:40:46 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	8:40:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Sep, 1:30:43 AM

#81488 Clay Lomax

Email: claylomax@gmail.com ☎ 19162762529

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: 8 Secs

City: RICHMOND

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 2 Secs

Clay Lomax	Hello, I am your Acebuddy	13 Sep, 1:30:44 AM
Acebuddy	Hello Clay Lomax, I'm your Ace Buddy. I'll be happy to assist you!	1:30:45 AM
	Whom Would You Like to Connect With?	1:30:45 AM
Clay Lomax	Technical Support (QB & App Hosting)	1:30:49 AM
Acebuddy	Welcome to Ace Support.	1:30:49 AM
	Please chose an option :	1:30:49 AM
Clay Lomax	I'd like to report an Issue	1:30:55 AM
Acebuddy	Please select an option!	1:30:55 AM
Clay Lomax	QuickBooks Issue	1:30:59 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:30:59 AM
Clay Lomax	Other QB related issue	1:31:06 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:31:06 AM
Clay Lomax	I received 2 files that were supposed to be my backup files, but I have no Idea how to transfer them from My regular desktop to my cloud desktop. I tried to copy to cloud and it says theres a licensing issue	1:32:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:32:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:32:51 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:33:04 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:33:09 AM
	Hello Clay	1:33:13 AM
	How are you?	1:33:23 AM
Clay Lomax	frustrated	1:33:39 AM
Shashwat Verma	I will surely help you with this issue.	1:33:55 AM
	I will resolve your issue in just 1 min	1:34:10 AM
	Use this web application to transfer file acecloudhosting.wetransfer.com	1:34:30 AM

Let me share you the detailed steps

1:34:40 AM

Go to **acecloudhosting.wetransfer.com** .

Click “**+ Add your files**” and upload the file(s).

Enter recipient email (*support@acecloudhosting.com*) and your email.

1:35:32 AM

(Optional) Add a message.

Click **Transfer** .

You and the recipient will get an email with the **download link** .

Do you need me to help you the same on remote session?

1:36:01 AM

Clay Lomax please, Im not so good at this

1:36:30 AM

Shashwat Verma Sure

1:36:33 AM

Prior providing the access, I would suggest you to close any important documents at your end.

1:36:36 AM

<https://assist.acecloudhosting.com/join/8832334475>

1:36:48 AM

Kindly Click on the link and open the downloaded file.

1:36:50 AM

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

2:10:47 AM

Ended due to chat idle timeout

2:10:47 AM



