

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

12 Feb, 8:40:30 PM

#72387 kkingsley

Email: kkingsley@travelerschampionship.com

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: WATERTOWN

State: Connecticut

Country: UNITED STATES

## Chat Transcript

Chat Duration : 10 Mins 3 Secs

kkingsley	Hello, I am your Acebuddy	12 Feb, 8:40:31 PM
Acebuddy	Hello Katie Kingsley, I'm your Ace Buddy. I'll be happy to assist you!	8:40:32 PM
	Whom Would You Like to Connect With?	8:40:32 PM
kkingsley	Technical Support (QB & App Hosting)	8:40:40 PM
Acebuddy	Welcome to Ace Support.	8:40:40 PM
	Please chose an option :	8:40:40 PM
kkingsley	I'd like to report an Issue	8:40:47 PM
Acebuddy	Please select an option!	8:40:47 PM
kkingsley	QuickBooks Issue	8:40:52 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:40:52 PM
kkingsley	QuickBooks is Frozen	8:40:59 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:40:59 PM
	Was that helpful?	8:40:59 PM
kkingsley	No	8:41:59 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:41:59 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	8:41:59 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	8:42:19 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	8:42:23 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:42:29 PM
kkingsley	My Quickbooks Login?	8:42:47 PM
Shubham Yadav	Katie can you please let me know your business name or CID ?	8:43:10 PM
kkingsley	The Greater Hartford Community Foundation - Travelers Championship	8:44:09 PM
Shubham Yadav	Thanks for the confirmation	8:44:22 PM
	Katie can you please let me know since when are you facing QB freeze issue ?	8:44:39 PM
kkingsley	for the past hour I have tried to log out and reset my computer but when I get back into QuickBooks it still is stuck on the frozen screen	8:46:19 PM
Shubham Yadav	Thank you for the information	8:46:51 PM
	Does it happened after opening any specific company file?	8:47:10 PM
kkingsley	just after opening our Travelers Championship 2023.QBW file	8:48:17 PM
Shubham Yadav	Thanks for the confirmation	8:48:32 PM
	Katie can you please try to open QB and check again ?	8:48:49 PM
kkingsley	It is all set now thank you!	8:50:17 PM
Shubham Yadav	Thanks for the confirmation !	8:50:24 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:50:28 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:50:30 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:50:31 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shubham Yadav has ended this chat session</i>	8:50:34 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

20 Feb, 11:32:54 PM

### #72882 Tamara Brown

**Email:** tamarabrown@elitefinancialvt.com ☎ 802-398-7691

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

**Operator:**

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 23 Secs

**City:** BERLIN

**State:** New Hampshire

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 25 Mins 44 Secs

Tamara Brown	Hello, I am your Acebuddy	20 Feb, 11:32:56 PM
Acebuddy	Hello Tamarabrown, I'm your Ace Buddy. I'll be happy to assist you!	11:32:56 PM
	Whom Would You Like to Connect With?	11:32:56 PM
Tamara Brown	Technical Support (QB & App Hosting)	11:33:09 PM
Acebuddy	Welcome to Ace Support.	11:33:09 PM
	Please chose an option :	11:33:09 PM
Tamara Brown	I'd like to raise a Request	11:33:18 PM
Acebuddy	Please select your request type.	11:33:18 PM
Tamara Brown	Setup Ace Server	11:33:30 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	11:33:30 PM
Tamara Brown	MacOS	11:33:35 PM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	11:33:35 PM
	Do you need any further assistance on the topic?	11:33:35 PM
Tamara Brown	Yes	11:35:52 PM

Acebuddy	Please wait while we connect you to our Support Representative	11:35:52 PM
Acebuddy (bot)	<i>forwarded the chat request</i>	11:35:52 PM
Sharath Kumar	<i>Sharath Kumar accepted the chat transfer request.</i>	11:36:00 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	11:36:10 PM
Tamara Brown	Hello Tamara, how may I help you today	11:36:37 PM
Tamara Brown	Great thank you. I need help setting up my desktop. It was previously set up and when I went to log in - nothing was there. I had to contact support about this earlier in the season, as I don't have a welcome email with user info.	11:37:32 PM
Sharath Kumar	Understood, allow me a moment to check your user account	11:39:01 PM
Tamara Brown	thanks!	11:39:18 PM
Sharath Kumar	Tamara, Just to confirm, you do have the RDP file to sign into the server but when you do sign in there is nothing on the desktop	11:40:57 PM
	is that correct?	11:41:00 PM
Tamara Brown	No, I don't have my desktop login info at all. So I can't even get into the server	11:41:23 PM
	It's no longer available.	11:41:31 PM
Sharath Kumar	Oh, I see. Sorry about that.	11:42:07 PM
Tamara Brown	essentially i dont have access to the remote desktop	11:42:35 PM
Sharath Kumar	I can provide you with the RDP file and your username, However, in order to reset the password an email from the authorized person (Ashlie) is required	11:43:30 PM
Tamara Brown	I dont think I need a password reset if i have the other information.	11:44:29 PM
	i have my password. and my username SHOULD be my email	11:44:44 PM
	Essentially I need the host nme nd RDP	11:45:13 PM
Sharath Kumar	that's great! Allow me a moment I can provide you with that info	11:45:33 PM
Tamara Brown	okkk	11:46:10 PM
	<i>11:48:17 PM Sharath Kumar is sharing a file with you <a href="mailto:Tamara.B@myrealdata.net.zip">Tamara.B@myrealdata.net.zip</a> - ( Size:785 Bytes )</i>	11:48:17 PM
	<i>Here you go</i>	
Sharath Kumar	extract the file and RDP file should be in there	11:48:27 PM
Tamara Brown	It said that the RDP file is not valid.	11:48:52 PM
	usually someone takes my screen and logs in for me because nothing works. It happens every year and I'm not sure why	11:49:12 PM
Sharath Kumar	sure, let me do that. let me send you the link for remote access	11:49:30 PM
	<a href="https://assist.acecloudhosting.com/join/1892359432">https://assist.acecloudhosting.com/join/1892359432</a>	11:50:05 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:50:11 PM

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

11:51:40 PM

Tamara Brown okay 11:51:52 PM

11:51:52 PM

Sharath Kumar Tamara, could you close the windows remote desktop application and re-open it 11:55:35 PM

11:55:35 PM

Are we still connected here? 11:56:46 PM

11:56:46 PM

Are we still connected here? 11:57:25 PM

11:57:25 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. 11:58:27 PM

11:58:27 PM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 11:58:37 PM

11:58:37 PM

*Sharath Kumar has ended this chat session* 11:58:40 PM

11:58:40 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 26 Feb, 12:20:24 AM

#73147 herald

Email: herald@songbirdguide.com

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: 8 Secs

City: VIRAC

State: Rizal

Country: PHILIPPINES

Chat Transcript Chat Duration : 7 Mins 46 Secs

herald Hello, I am your Acebuddy 26 Feb, 12:20:25 AM

26 Feb, 12:20:25 AM

Acebuddy Hello Herald, I'm your Ace Buddy. I'll be happy to assist you! 12:20:26 AM

12:20:26 AM

	Whom Would You Like to Connect With?	12:20:26 AM
	Welcome to Ace Support.	12:20:35 AM
	Please chose an option :	12:20:35 AM
herald	Technical Support (QB & App Hosting)	12:20:35 AM
	I'd like to report an Issue	12:20:43 AM
Acebuddy	Please select an option!	12:20:43 AM
herald	Other Issue	12:20:50 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:20:50 AM
herald	I have a problem with my Remote Desktop, the screen is all black and I don't know what to do.	12:22:00 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:22:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:22:01 AM
	<i>Shivam accepted the chat transfer request.</i>	12:22:53 AM
	<i>Shivam is transferring the chat to Yash Kalra.</i>	12:23:00 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:23:04 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:23:07 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:23:13 AM
herald	I'm not sure about my server name or username, could you check Herald Lacambra?	12:24:47 AM
Yash Kalra	Please stay connected while I am checking it from the backend.	12:24:52 AM
	Please confirm if your company name is " <b>Songbird Holistic Business Guidance</b> ". (Edited)	12:25:47 AM
herald	Yes.	12:26:06 AM
Yash Kalra	Please try to re-login now.	12:26:34 AM
herald	Okay, in a moment	12:26:49 AM
Yash Kalra	Sure, please take your time (Edited)	12:26:52 AM
herald	It's working now.	12:27:37 AM
Yash Kalra	Is there anything else I may help you with ?	12:27:38 AM
herald	No, that would be all.	12:27:53 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies.	12:27:54 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:28:06 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	

Thanks!

12:28:08 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*

12:28:11 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

18 Feb, 8:50:40 PM

**#72737 Todd Fisher**

**Email:** todd@edge.cpa 18438672766

**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:** 52 Secs

**City:** SUMMERTOWN

**State:** South Carolina

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 33 Mins 27 Secs

Todd Fisher	Hello, I am your Acebuddy	18 Feb, 8:50:41 PM
Acebuddy	Hello Todd Fisher, I'm your Ace Buddy. I'll be happy to assist you!	8:50:43 PM
	Whom Would You Like to Connect With?	8:50:43 PM
Todd Fisher	Technical Support (QB & App Hosting)	8:51:05 PM
Acebuddy	Welcome to Ace Support.	8:51:05 PM
	Please chose an option :	8:51:05 PM
Todd Fisher	I'd like to report an Issue	8:51:13 PM

Acebuddy	Please select an option!	8:51:13 PM
Todd Fisher	QuickBooks Issue	8:51:18 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:51:18 PM
Todd Fisher	Other QB related issue	8:51:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:51:25 PM
Todd Fisher	Error: RunAsSpc signal return value 1326: the user name or password is incorrect	8:52:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:52:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:52:01 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:52:21 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:52:24 PM
Todd Fisher	Thank you!	8:52:30 PM
Manish Singh	How may i assist you today, Todd?	8:52:45 PM
Todd Fisher	Receiving the attached error.	8:52:56 PM
	<i>8:53:12 PM Todd Fisher is sharing a file with you <a href="#">Screenshot 2025-02-18 102041.png</a> - ( Size:10.81 KB )</i>	8:53:12 PM
	QB Enterprise 2024 will not open when launched from shortcut on desktop?	8:53:34 PM
Manish Singh	I will surely help you with this issue.	8:54:06 PM
	Kindly allow me two minutes to check the same.	8:54:19 PM
Todd Fisher	thank you.	8:54:26 PM
	Coincidentally.... receive same error when attempting to open QB Premier Desktop 2024 from the desktop icon.	8:55:25 PM
Manish Singh	Please wait.	8:56:37 PM
Todd Fisher	Still with me?	9:06:33 PM
Manish Singh	yes todd	9:06:44 PM
	i'm troubleshooting the issue at the backend	9:06:51 PM
	will keep you posted	9:06:54 PM
	could you please check again	9:11:42 PM
Todd Fisher	different error. Encrypted file not accessible. Please create one which can be found Error: 3	9:13:15 PM
	How did you do that?	9:13:45 PM
	I'll follow up with support to get the product activated.	9:17:04 PM
	Thanks for the assist.	9:17:08 PM
Manish Singh	Sure	9:17:39 PM

	Would you like me to troubleshoot the issue though	9:17:48 PM
	i'm trying to use a different combination of product code	9:17:58 PM
	to check if license gets activated	9:18:04 PM
Todd Fisher	Ok thanks.	9:18:07 PM
Manish Singh	if doesn't work, I'll let you know	9:18:12 PM
	Sure thing	9:18:16 PM
	the issue seems to be with your license subscription	9:19:55 PM
	i've tried 3 working product codes	9:20:01 PM
	none of them work	9:20:04 PM
Todd Fisher	Bear with me. Logging in to Intuit now.	9:20:10 PM
Manish Singh	sure	9:20:13 PM
Todd Fisher	You're correct. There is an issue with my QB license. It's been changed on Intuit's end for some reason. I'll follow up with them.	9:22:35 PM
	Thanks for the asssit.	9:22:53 PM
Manish Singh	oh okay	9:22:55 PM
	Please do that and let us know if you need our assistance	9:23:03 PM
	No problem, Happy to help	9:23:13 PM
	I'll disconnect the remote session now	9:23:19 PM
Todd Fisher	Will do. Have a terrific day!	9:23:22 PM
Manish Singh	Accountant 2024 is working though	9:23:28 PM
	You do the same Todd	9:23:33 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:23:51 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:23:55 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!	9:23:59 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	9:24:08 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

27 Feb, 9:45:18 PM

**#73258 Rgreenberg**

**Email:** rgreenberg@szcpa.tax

**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 2 Secs

**City:** LAKE WORTH

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 3 Secs

Rgreenberg	Hello, I am your Acebuddy	27 Feb, 9:45:19 PM
Acebuddy	Hello Rgreenberg, I'm your Ace Buddy. I'll be happy to assist you!	9:45:20 PM
	Whom Would You Like to Connect With?	9:45:20 PM
Rgreenberg	Technical Support (QB & App Hosting)	9:45:28 PM
Acebuddy	Welcome to Ace Support.	9:45:28 PM
	Please chose an option :	9:45:28 PM
Rgreenberg	I'd like to report an Issue	9:45:36 PM
Acebuddy	Please select an option!	9:45:36 PM
Rgreenberg	Other Issue	9:45:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:45:44 PM
Rgreenberg	Everyday Ultra tax does not log on. It takes at least 5 trys . I have had this issue many times and each time you guys say they have fixed it.	9:47:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:47:15 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	9:47:15 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:47:25 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:47:42 PM
	I will surely help you with this issue.	9:47:53 PM
Rgreenberg	Hello?	9:50:22 PM
Manish Singh	Hii	9:50:54 PM
	I am checking the previous tickets regarding the matter.	9:51:13 PM
	We have recently changed the CPU of your server. Did this happen today also? (Edited)	9:55:20 PM
	The Changes were made in the night hours.	9:55:58 PM
Rgreenberg	yes	9:56:07 PM
	still a problem this morning	9:56:34 PM
Manish Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?	9:58:09 PM
Rgreenberg	only me	9:58:23 PM
Manish Singh	Kindly allow me two minutes to check the same.	10:00:34 PM
Rgreenberg	ok	10:00:42 PM
Manish Singh	May I take the remote access of your server?	10:04:10 PM
Rgreenberg	yes	10:04:33 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	10:05:00 PM
Rgreenberg	ok ready	10:05:20 PM
Manish Singh	May I know your username	10:05:53 PM
Rgreenberg	username for what	10:06:31 PM
Manish Singh	Of yours on the server.	10:06:46 PM
Rgreenberg	no idea	10:06:57 PM
Manish Singh	Which username you are using to access the server?	10:07:32 PM
Rgreenberg	my email address?	10:08:01 PM
	randy.rdp	10:08:43 PM
Manish Singh	Randy is not on server right now.	10:09:09 PM
Rgreenberg	i cant get into it	10:09:31 PM
	thats why im not on the server	10:09:41 PM
	rgreenberg@szcpa.tax?	10:10:30 PM
	that might be it	10:10:41 PM
Manish Singh	Kindly accept the session	10:11:03 PM

	RobertZeigen	10:11:12 PM
Rgreenberg	okay where is the session	10:11:32 PM
Manish Singh	Sent the request.	10:11:46 PM
Rgreenberg	to where	10:11:57 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/1122561572">https://assist.acecloudhosting.com/join/1122561572</a>	10:13:56 PM
	Kindly access this session.	10:14:04 PM
Rgreenberg	i did	10:15:43 PM
	did it work?	10:15:51 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:16:03 PM
	Is there anything else I may help you with ?	10:25:41 PM
Rgreenberg	not at this time. thanks	10:26:08 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:26:16 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:26:19 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	10:26:22 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Feb, 1:54:31 PM

#72592 tina

**Email:** tina@dejenetax.com  13105694895

**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:** TORRANCE

**State:** California

**Country:** UNITED STATES

Chat Duration : 9 Months 1 Week

## Chat Transcript

tina	Hello, I am your Acebuddy	15 Feb, 1:54:32 PM
Acebuddy	Hello Tina Weisman, I'm your Ace Buddy. I'll be happy to assist you!	1:54:34 PM
	Whom Would You Like to Connect With?	1:54:34 PM
tina	Technical Support (QB & App Hosting)	1:54:38 PM
Acebuddy	Welcome to Ace Support.	1:54:38 PM
	Please chose an option :	1:54:38 PM
tina	I'd like to report an Issue	1:54:43 PM
Acebuddy	Please select an option!	1:54:43 PM
tina	Other Issue	1:54:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:54:47 PM
tina	No one is logged in but I can't make primary options changes because someone else is still in lacerte	1:55:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:55:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:55:19 PM
	<i>Chat request was not picked up by the operators</i>	2:13:27 PM
tina	impossible! need help now!!	2:14:32 PM



## Chat Transcript

Hello, I am your Acebuddy

17 Feb, 11:24:33 PM

## Visitor Details

### #72674 GRZEGORZ NOGA

**Email:** tax@polus.us 📞 116099546019

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

**Operator:** Anurag Sharma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** PHILADELPHIA

**State:** Pennsylvania

**Country:** UNITED STATES

Chat Duration : 18 Mins 12 Secs

## Chat Transcript

GRZEGORZ NOGA	Hello, I am your Acebuddy	17 Feb, 11:24:34 PM
Acebuddy	Hello Anthony Weiss, I'm your Ace Buddy. I'll be happy to assist you!	11:24:35 PM
	Whom Would You Like to Connect With?	11:24:35 PM
GRZEGORZ NOGA	Technical Support (QB & App Hosting)	11:24:41 PM
Acebuddy	Welcome to Ace Support.	11:24:41 PM
	Please chose an option :	11:24:41 PM
GRZEGORZ NOGA	I'd like to report an Issue	11:24:48 PM
Acebuddy	Please select an option!	11:24:48 PM
GRZEGORZ NOGA	Other Issue	11:24:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:24:53 PM
GRZEGORZ NOGA	Login attempt blocked for Ace Cloud portal	11:25:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:25:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:25:08 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:25:25 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:25:28 PM
	Hello Anthony	11:25:32 PM
	Are we still connected here?	11:28:58 PM
	Are we still connected here?	11:31:09 PM
GRZEGORZ NOGA	Sorry I am here	11:31:39 PM

	I had to leave my workstation for a secod, are you here as well?	11:31:54 PM
Anurag Sharma	Thankyou so much for the confirmation.	11:32:12 PM
GRZEGORZ NOGA	My father and I use Ace Cloud for work and my account is fine but his account access was temporarily blocked for too many login attempts	11:32:23 PM
	And he said he typed in the password correctly originally. Is there a way for him to regain access?	11:32:40 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	11:34:28 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:34:38 PM
GRZEGORZ NOGA	Yes One sec	11:35:22 PM
	Oh okay I guess my father said it works now so problem solved. sorry for the trouble, everythingf is fine now!	11:36:10 PM
Anurag Sharma	Glad to know that the problem is now resolved.	11:37:42 PM
	Is there anything else I may help you with ?	11:37:44 PM
	Are we still connected here?	11:38:26 PM
	Are we still connected here?	11:40:01 PM
	Are we still connected here?	11:42:40 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:42:42 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:42:44 PM
	<i>Anurag Sharma has ended this chat session</i>	11:42:46 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Feb, 2:11:03 AM

**#72436 Brad Gorecki**

**Email:** bgorecki@cottonwoodca.org

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** ENGLEWOOD

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 27 Mins 25 Secs

Brad Gorecki	Hello, I am your Acebuddy	13 Feb, 2:11:04 AM
Acebuddy	Hello Brad Gorecki, I'm your Ace Buddy. I'll be happy to assist you!	2:11:05 AM
	Whom Would You Like to Connect With?	2:11:05 AM
Brad Gorecki	Technical Support (QB & App Hosting)	2:11:15 AM
Acebuddy	Welcome to Ace Support.	2:11:15 AM
	Please chose an option :	2:11:15 AM
Brad Gorecki	I'd like to report an Issue	2:11:21 AM
Acebuddy	Please select an option!	2:11:21 AM
Brad Gorecki	QuickBooks Issue	2:11:24 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:11:24 AM
Brad Gorecki	Other QB related issue	2:11:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:11:34 AM
Brad Gorecki	trying to work in our QB account today and noticed a significant amount of lag, previously our account was corrupted and we lost information, so just being extra cautious to make sure this is not an issue we need to address	2:12:22 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:12:23 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:12:23 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:13:21 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:13:23 AM
	Hello Brad	2:13:26 AM
Brad Gorecki	hello	2:13:36 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:14:54 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:14:59 AM
Brad Gorecki	myrealdatalBradGorecki	2:16:54 AM
	Server should be Realdatal	2:17:17 AM
Anurag Sharma	Thanks for the confirmation !	2:17:44 AM

	Brad, as I can check the RAM utilization of the server is running very high.	2:19:15 AM
	Can I reboot the server once?	2:19:24 AM
	Are we still connected here?	2:21:06 AM
Brad Gorecki	sorry had to step away	2:22:00 AM
Anurag Sharma	Okay	2:22:05 AM
Brad Gorecki	yes let me log out really quick	2:22:06 AM
	you are good to reset it	2:22:21 AM
Anurag Sharma	Thanks for the confirmation.	2:22:28 AM
	Please try to login again and check if you can see any improvement.	2:24:33 AM
	Are we still connected here?	2:26:48 AM
Brad Gorecki	yes, it is still feeling a little slow, like there is a lag between selecting an option or opening a new window and it actually occurring	2:27:14 AM
	or when i got to delete a memo line it takes about 3-5 seconds before things start to be deleted	2:27:34 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:27:48 AM
	Could you please confirm from when you are facing this issue?	2:29:13 AM
Brad Gorecki	sorry what do you mean by when? like what features in QB are causing lag?	2:29:44 AM
	I am currently trying to input bills under the vendor tab	2:29:57 AM
Anurag Sharma	I mean to say that since when you observed this slowness issue?	2:31:59 AM
Brad Gorecki	it was working fine yesterday	2:32:28 AM
	first time i noticed it was when i logged in about 30 minutes ago	2:32:28 AM
Anurag Sharma	Okay	2:32:40 AM
	Brad as I can check you have recently added a new user Tyler.P@myrealdata.net	2:33:08 AM
	on the server.	2:33:12 AM
Brad Gorecki	yes that is correct	2:33:36 AM
Anurag Sharma	Currently you have 3 active users on the server. And the RAM you have on the server is only 5GB.	2:33:37 AM
	Your RAM utilization on the server is almost 98%.	2:34:08 AM
	Which is causing this issue. As anything above 80% hampers the server performance.	2:34:26 AM
Brad Gorecki	that makes sense, what are our options for increasing RAM?	2:34:41 AM
Anurag Sharma	I would suggest you to please add atleast 2GB of RAM on the server in order to resolve this issue.	2:34:59 AM
Brad Gorecki	sorry I was not involved with the original server set up, is this something that we handle on site or do we need your assistance to upgrade our RAM?	2:35:31 AM
Anurag Sharma	We will upgrade the RAM on the server for you only after your approval.	2:36:00 AM
	RAM addition is a chargeable resource. I am sharing you the pricing.	2:36:25 AM

Brad Gorecki	what would the cost increase be? I need to relay this information to my supervisor to make the final decision	2:36:27 AM
	Thank you!	2:36:32 AM
Anurag Sharma	<b>Plan 1: 1 GB RAM - \$20/Month</b> <b>Plan 2: 2 GB RAM - \$40/Month</b> <b>Plan 3: 3 GB RAM - \$60/Month</b> <b>Plan 4: 4 GB RAM - \$80/Month</b> <b>Plan 5: 5 GB RAM - \$100/Month</b> <b>Plan 6: 6 GB RAM - \$120/Month</b> <b>Plan 7: 7 GB RAM - \$140/Month</b> <b>Plan 8: 8 GB RAM - \$160/Month</b> <b>Plan 9: 9 GB RAM - \$180/Month</b> <b>Plan 10: 10 GB RAM - \$200/Month</b>	2:36:41 AM
	Yes, I have shared you the pricing.	2:37:01 AM
	After this chat, I will send you an email you can just ask (shorton@cottonwoodca.org) the primary contact to revert back to that email with an approval regarding the RAM addition.	2:37:43 AM
Brad Gorecki	Thank you so much, i will follow up with my supervisor and get back to you with our decision. Mostly wanted to make sure the lag wasn't potentially going to cause data loss	2:37:57 AM
	You were very helpful today i really appreciate it!	2:38:12 AM
Anurag Sharma	No, don't worry. Your data is safe with us.	2:38:14 AM
	Is there anything else I may help you with ?	2:38:20 AM
Brad Gorecki	that was it have a great day!	2:38:26 AM
	<i>Brad Gorecki has ended this chat session</i>	2:38:30 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 25 Feb, 12:13:09 AM

#73066 Nolan Terayama

Email: nterayama@yahoo.com 18084975232

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:** HONOLULU

**State:** Hawaii

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins

Nolan Terayama	Hello, I am your Acebuddy	25 Feb, 12:13:11 AM
Acebuddy	Hello Nolan Terayama, I'm your Ace Buddy. I'll be happy to assist you!	12:13:13 AM
	Whom Would You Like to Connect With?	12:13:13 AM
Nolan Terayama	Technical Support (QB & App Hosting)	12:13:32 AM
Acebuddy	Welcome to Ace Support.	12:13:32 AM
	Please chose an option :	12:13:32 AM
Nolan Terayama	I'd like to report an Issue	12:13:57 AM
Acebuddy	Please select an option!	12:13:58 AM
Nolan Terayama	Password Reset	12:14:04 AM
Acebuddy	Please select an option below	12:14:04 AM
Nolan Terayama	Not Enrolled to Selfcare Portal	12:14:29 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	12:14:29 AM
	Do you need any further assistance on the topic?	12:14:29 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.	12:47:12 AM
	<i>Ended due to chat idle timeout</i>	12:47:12 AM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #71786 Kvanbeek

**Email:** kvanbeek@allamerican dreamhomes.com ☎ 17153309471

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

**Operator:** Anurag Sharma

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

**Operating System:** Apple iPhone

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 1 Min 20 Secs

**City:** SURING

**State:** Wisconsin

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 49 Mins 59 Secs

Kvanbeek	Hello, I am your Acebuddy	1 Feb, 5:57:12 AM
Acebuddy	Hello Kimberly Van Beek, I'm your Ace Buddy. I'll be happy to assist you!	5:57:13 AM
	Whom Would You Like to Connect With?	5:57:13 AM
Kvanbeek	Technical Support (QB & App Hosting)	5:57:19 AM
Acebuddy	Welcome to Ace Support.	5:57:19 AM
	Please chose an option :	5:57:19 AM
Kvanbeek	I'd like to report an Issue	5:57:26 AM
Acebuddy	Please select an option!	5:57:26 AM
Kvanbeek	Other Issue	5:57:29 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:57:30 AM
Kvanbeek	Need web installer for QB and taxform1099 to communicate	5:58:05 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:58:06 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:58:06 AM
Kvanbeek	Can someone please look at my screen and allow the application to work with QB	5:59:16 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:59:39 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:59:45 AM
Kvanbeek	We have always used this application and I do Not have rights for the QBFC16 installer to properly install	6:00:04 AM
	you can see this on my screen currently	6:00:15 AM
	The exile is due today	6:01:05 AM

	efile	6:01:09 AM
	Are you here?	6:01:53 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	6:02:10 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:02:14 AM
Kvanbeek	AADreamHomes.myrealdta.net	6:03:00 AM
	kvanbeek@allamerican dreamhomes.com	6:03:51 AM
	user	6:03:57 AM
Anurag Sharma	Thanks for the confirmation !	6:04:18 AM
Kvanbeek	I have up on my screen also it is in the integrated applications from past	6:04:58 AM
Anurag Sharma	Okay	6:05:14 AM
Kvanbeek	The plugin keeps doing an error	6:06:19 AM
Anurag Sharma	Okay	6:06:51 AM
	Please log off from the server once	6:07:50 AM
	Are we still connected here?	6:09:08 AM
Kvanbeek	I am signed out	6:09:25 AM
Anurag Sharma	Okay	6:09:43 AM
	Please login back to the server now	6:11:08 AM
Kvanbeek	Ok	6:11:17 AM
Anurag Sharma	May I take the remote access of your server?	6:12:30 AM
Kvanbeek	i am logged back in	6:12:33 AM
	yes	6:12:37 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	6:12:44 AM
Kvanbeek	should I open quickbooks	6:12:56 AM
Anurag Sharma	Please wait, let me connect on the remote session first.	6:13:27 AM
Kvanbeek	Ok	6:13:44 AM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:14:14 AM
Kvanbeek	Ok	6:14:30 AM
Anurag Sharma	Please confirm if the issue is now resolved.	6:22:03 AM
Kvanbeek	Let me check	6:24:19 AM
Anurag Sharma	Okay	6:24:23 AM

	Please take your time.	6:24:55 AM
Kvanbeek	Ok	6:25:00 AM
	can you look at the error	6:26:05 AM
	I will disconnect and try again. I am sure it will work	6:28:52 AM
Anurag Sharma	Yes, it should work now.	6:29:06 AM
	If the issue persist you can revert back to us. And we will assist you with the issue.	6:29:54 AM
Kvanbeek	thank you	6:30:02 AM
Anurag Sharma	Is there anything else I may help you with ?	6:30:10 AM
	Are we still connected here?	6:33:03 AM
	Are we still connected here?	6:34:15 AM
	Are we still connected here?	6:47:04 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.	6:47:06 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:47:08 AM
	<i>Anurag Sharma has ended this chat session</i>	6:47:11 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

1 Feb, 11:51:25 PM

#### #71794 Greg Rhines

**Email:** greg@wealthbuilderscpa.com 14108762837

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** WESTMINSTER

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 26 Mins 9 Secs

Greg Rhines	Hello, I am your Acebuddy	1 Feb, 11:51:26 PM
Acebuddy	Hello Greg, I'm your Ace Buddy. I'll be happy to assist you!	11:51:28 PM
	Whom Would You Like to Connect With?	11:51:28 PM
Greg Rhines	Technical Support (QB & App Hosting)	11:51:37 PM
Acebuddy	Welcome to Ace Support.	11:51:37 PM
	Please chose an option :	11:51:37 PM
Greg Rhines	I'd like to report an Issue	11:51:47 PM
Acebuddy	Please select an option!	11:51:48 PM
Greg Rhines	Other Issue	11:51:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:51:52 PM
Greg Rhines	It appears that our Lacerte software is not updated but the "Updates" option under Tools is greyed out...likely because I think you're supposed to keep this updated for us. When I review diagnostics for returns, most forms are listed as unavailable.	11:53:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:53:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:53:48 PM
Greg Rhines	I went to the Lacerte site this morning to confirm if this was the case and nearly all forms are shown that they've been available since Jan. 8th.	11:54:42 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:54:51 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:55:03 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:55:15 PM
Greg Rhines	Server Name: CID74543	11:56:08 PM
	User Name is WB_GregRh@myrealdata.net	11:56:30 PM
Tushar Pharswan	Thank you for the details.	11:57:07 PM
	As per your above chat it seems you want to get your Lacerte 23 updated.	11:57:51 PM
Greg Rhines	Actually, the Lacerte 2024	11:58:06 PM
Tushar Pharswan	May I know if you installed the application on your own from your side.	11:59:54 PM
Greg Rhines	No - Ace installed everything for me.	2 Feb, 12:00:10 AM
	I assume that, when mine is updated, it updates it for everyone on my Server? I ask because one of my remote preparers was having the same issue.	12:00:56 AM
Tushar Pharswan	Okay Kindly ask all users to log off from server so that I can update the Lacerte 24 on the server.	12:01:18 AM
Greg Rhines	Will do.	12:01:49 AM

Tushar Pharswan	Currently user profile of Greg and Tyler are logged in.	12:01:57 AM
	As soon as users log off, I will proceed with the update also will email you for the same after that you can login.	12:02:50 AM
Greg Rhines	Stand by.	12:02:56 AM
	For future reference, is this something that Ace is supposed to do for us automatically or must I request it each time?	12:03:53 AM
Tushar Pharswan	Some application needs to be updated on the sever end so you can ask us to update it and we will always update it for you.	12:05:02 AM
	Is there anything else I may help you with ?	12:05:05 AM
Greg Rhines	So I must ask then - it isn't done daily or periodically by Ace?	12:05:40 AM
Tushar Pharswan	It is usually done periodically and also auto update works but sometimes they don't get completed so we manually do it as per the request.	12:06:43 AM
Greg Rhines	Tyler isn't responding. Can you log him out from your end so we can get this updated?	12:06:52 AM
	Just heard from Tyler - he said he's now logged out.	12:07:27 AM
Tushar Pharswan	Okay.	12:07:34 AM
	You can log off too and I will email you once its updated.	12:08:15 AM
Greg Rhines	I have logged out of the software already.	12:08:26 AM
Tushar Pharswan	It just updated on my end.	12:08:51 AM
Greg Rhines	So I'm free to log back in to see if all of the forms are available now?	12:09:33 AM
Tushar Pharswan	I'm in the process of updating it .	12:09:59 AM
Greg Rhines	OK - my misunderstanding. I thought "it just updated" was in reference to the software; not me being logged out.	12:10:36 AM
Tushar Pharswan	The update doesn't proceed as it prompts that users are using so we ask users to log of.	12:11:46 AM
	It is updated you can now log back in.	12:14:36 AM
	Is there anything else I may help you with ?	12:14:43 AM
Greg Rhines	OK - stand by.	12:14:46 AM
	Let me check it out first before I let you go to ensure all of the forms are available.	12:15:07 AM
Tushar Pharswan	Sure, please take your time	12:15:08 AM
Greg Rhines	Much better - thanks for your assistance with this!	12:17:12 AM
	Have a great weekend!	12:17:23 AM
Tushar Pharswan	You too.	12:17:29 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:17:31 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

12:17:33 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/>)

*Tushar Pharswan has ended this chat session*

12:17:35 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

23 Feb, 6:02:48 AM

**#73016 Michael Dolan**

**Email:** medolan@dolanlife.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 57 Secs

**City:** EL SEGUNDO

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 32 Mins 48 Secs

Michael Dolan	Hello, I am your Acebuddy	23 Feb, 6:02:49 AM
Acebuddy	Hello Service1, I'm your Ace Buddy. I'll be happy to assist you!	6:02:51 AM
	Whom Would You Like to Connect With?	6:02:51 AM
Michael Dolan	Technical Support (QB & App Hosting)	6:03:08 AM
Acebuddy	Welcome to Ace Support.	6:03:08 AM

	Please chose an option :	6:03:08 AM
Michael Dolan	I'd like to report an Issue	6:03:15 AM
Acebuddy	Please select an option!	6:03:15 AM
Michael Dolan	QuickBooks Issue	6:03:20 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:03:20 AM
Michael Dolan	Other QB related issue	6:06:50 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:06:50 AM
Michael Dolan	I need you to be online with INTUIT to verify my license to get deep technical online bankging help	6:07:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:07:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:07:20 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:09:07 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:09:11 AM
	Hello	6:09:14 AM
Michael Dolan	hello	6:09:41 AM
Shashwat Verma	Could you please elaborate your issue, as in your recent email you have mentioned that you are facing banking issue?	6:10:54 AM
Michael Dolan	I am having repeated and consistent issues with my AMEX Bank Download. It is a very technical problem with the internal process of QB and how it associated my AMEX cards from the online bank account to the Chart of Accounts CARDS. It only associates 2 of hte cards from the bank to the chart of accounts	6:12:28 AM
	And 1 of the cards is missing information for 2 months even though I confirm there are charges on the card to be downloaded.	6:13:20 AM
Shashwat Verma	Sure, I can help with that. Let me look into it for you.	6:13:44 AM
Michael Dolan	I do not have this problem with Bank of America ONLY AMEX	6:13:57 AM
Shashwat Verma	Looks like it's an issue related to banking section of the Quickbooks, we recommend you to connect Quickbooks support as they have more access and priveleges to make changes on Quickbooks, nevertheless we can arrange a 3 way callback for the same so that issue is resolved promptly.	6:15:43 AM
Michael Dolan	yes please	6:15:58 AM
Shashwat Verma	Kindly share your direct contact number and preferred time with time-zone for callback.	6:16:54 AM
Michael Dolan	3108014393	6:16:59 AM
	now	6:17:04 AM
	pacific us time	6:17:09 AM
Shashwat Verma	Sure, shall we schedule it on Monday as they might be not available during weekend?	6:17:57 AM
Michael Dolan	I reeally need it now - you sure they aren't available?	6:18:42 AM
Shashwat Verma	Let me check one more time, allow me 2 mins	6:19:07 AM

Michael Dolan	Monday at 8pm	6:21:23 AM
	?	6:21:26 AM
Shashwat Verma	Sure, perfect.	6:21:37 AM
Michael Dolan	you will call me	6:21:46 AM
Shashwat Verma	We'll schedule that (Edited)	6:21:52 AM
	yes	6:21:57 AM
Michael Dolan	ok	6:22:04 AM
Shashwat Verma	Is there anything else I may help you with ?	6:22:14 AM
Michael Dolan	do you know QB otherwise? Can you call me to assist in some mgt work arounds?	6:22:39 AM
Shashwat Verma	Unfortunately, AMEX is related to financial concern, we suggest you to have intuit also, as they have most of the access of files and financials data .	6:25:07 AM
Michael Dolan	do your customers often have AMEX and QB connection issues?	6:25:19 AM
Shashwat Verma	Unfortunately, financials concern and amex bank related issue are best assisted by intuit only, nevertheless we'll available in the call for any required assistance (Edited)	6:27:09 AM
	Shall I schedule it for monday then?	6:27:32 AM
	Are we still connected here?	6:29:05 AM
	Are we still connected here?	6:31:12 AM
	Are we still connected here?	6:33:28 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:35:36 AM
	<i>Shashwat Verma has ended this chat session</i>	6:35:38 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Feb, 2:53:43 AM

#73223 EMMA Liao

Email: emma.liao@htgbrands.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:** BELL GARDENS

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 45 Mins 11 Secs

EMMA Liao	Hello, I am your Acebuddy	27 Feb, 2:53:44 AM
Acebuddy	Hello Emma Liao, I'm your Ace Buddy. I'll be happy to assist you!	2:53:45 AM
	Whom Would You Like to Connect With?	2:53:45 AM
EMMA Liao	Technical Support (QB & App Hosting)	2:53:55 AM
Acebuddy	Welcome to Ace Support.	2:53:55 AM
	Please chose an option :	2:53:55 AM
EMMA Liao	I'd like to raise a Request	2:54:14 AM
Acebuddy	Please select your request type.	2:54:14 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:38:55 AM
	<i>Ended due to chat idle timeout</i>	3:38:55 AM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Feb, 2:02:27 AM

**#72186 Javier Rodriguez**

**Email:** lightteam@comcast.net 7547363037

**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:** 23 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 7 Mins 54 Secs

Javier Rodriguez	Hello, I am your Acebuddy	8 Feb, 2:02:28 AM
Acebuddy	Hello Lightteam, I'm your Ace Buddy. I'll be happy to assist you!	2:02:29 AM
	Whom Would You Like to Connect With?	2:02:29 AM
Javier Rodriguez	Technical Support (QB & App Hosting)	2:02:49 AM
Acebuddy	Welcome to Ace Support.	2:02:49 AM
	Please chose an option :	2:02:49 AM
Javier Rodriguez	I'd like to report an Issue	2:03:10 AM
Acebuddy	Please select an option!	2:03:10 AM
Javier Rodriguez	QuickBooks Issue	2:03:23 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:03:23 AM
Javier Rodriguez	QuickBooks is Frozen	2:03:31 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	2:03:31 AM
	Was that helpful?	2:03:31 AM
Javier Rodriguez	No	2:04:43 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:04:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:04:43 AM
	<i>Manish Singh accepted the chat transfer request.</i>	2:05:20 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	2:05:23 AM
Javier Rodriguez	Hi Manish	2:05:32 AM
	I'm trying to login to my quickbooks but the login box is not appering on my computer	2:06:04 AM
	it seems that its frozen	2:06:15 AM
Manish Singh	I will surely help you with this issue.	2:06:45 AM
Javier Rodriguez	thanks	2:06:54 AM
	I was using it	2:06:59 AM
	and when I tried to disconnect	2:07:08 AM
Manish Singh	Is your name JavierR?	2:07:16 AM

Javier Rodriguez	it didn't work any more	2:07:28 AM
	YES	2:07:30 AM
Manish Singh	Kindly try to access now.	2:07:44 AM
Javier Rodriguez	It's working again	2:09:07 AM
	thanks!	2:09:08 AM
Manish Singh	Is there anything else I may help you with ?	2:09:43 AM
Javier Rodriguez	No, thanks!	2:09:57 AM
	Have a great day!	2:10:00 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:10:06 AM
Javier Rodriguez	sure!	2:10:15 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:10:18 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:10:21 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	2:10:23 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Feb, 7:55:41 PM

#72075 Susan K Daniels

Email: skdaniels812@gmail.com ☎ 2627191131

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:** 3 Secs

**City:** OCONOMOWOC

**State:** Wisconsin

**Country:** UNITED STATES

Chat Duration : 10 Mins 55 Secs

### Chat Transcript

Susan K Daniels	Hello, I am your Acebuddy	6 Feb, 7:55:42 PM
Acebuddy	Hello Susan K Daniels, I'm your Ace Buddy. I'll be happy to assist you!	7:55:43 PM
	Whom Would You Like to Connect With?	7:55:43 PM
Susan K Daniels	Technical Support (QB & App Hosting)	7:55:47 PM
Acebuddy	Welcome to Ace Support.	7:55:47 PM
	Please chose an option :	7:55:47 PM
Susan K Daniels	I'd like to raise a Request	7:55:54 PM
Acebuddy	Please select your request type.	7:55:54 PM
Susan K Daniels	Reboot your Server	7:56:06 PM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	7:56:06 PM
	Do you need any further assistance on the topic?	7:56:06 PM
Susan K Daniels	Yes	7:56:14 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:56:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:56:14 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:57:23 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:57:27 PM
	Susan, may i know the reason of the server reboot?	7:59:26 PM
	Are we still connected here?	8:00:58 PM
	Are we still connected here?	8:04:30 PM
	Are we still connected here?	8:06:11 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:06:31 PM
	<i>Manish Singh has ended this chat session</i>	8:06:38 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

16 Feb, 6:24:24 PM

**#72618 jiang**

**Email:** jiang@fldacpa.com 19548304509

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 11 Mins 44 Secs

jiang	Hello, I am your Acebuddy	16 Feb, 6:24:25 PM
Acebuddy	Hello Jiang, I'm your Ace Buddy. I'll be happy to assist you!	6:24:26 PM
	Whom Would You Like to Connect With?	6:24:26 PM
jiang	Technical Support (QB & App Hosting)	6:24:35 PM
Acebuddy	Welcome to Ace Support.	6:24:35 PM
	Please chose an option :	6:24:35 PM
jiang	I'd like to report an Issue	6:24:42 PM
Acebuddy	Please select an option!	6:24:42 PM
jiang	Other Issue	6:24:48 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:24:48 PM
jiang	The Drake Accounting 2025 has an error message when installing updates.	6:26:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:26:07 PM

*Acebuddy (bot) forwarded the chat request*

6:26:07 PM

*Yash Ahi accepted the chat transfer request.*

6:26:19 PM

Yash Ahi

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

6:26:41 PM

Hi Jiang. How are you doing?

6:26:56 PM

jiang

Good. Sorry to bother you on Sunday.

6:27:24 PM

Yash Ahi

No issues

6:27:44 PM

I will surely help you with this issue.

6:27:49 PM

Could you please help me with your server name or business name?

6:27:53 PM

jiang

Deming.myrealdata.net

6:28:27 PM

the server name

6:28:32 PM

Yash Ahi

Thank you for the information and allow me 2 minutes to check the same.

6:28:48 PM

Thank you for your patience Jiang

6:31:46 PM

Could you please check now?

6:32:04 PM

I have pushed the updates from backend.

6:32:35 PM

jiang

It's working now. Thank you. Will I get the same issue in the future updates?

6:34:08 PM

Yash Ahi

You're welcome Jiang. I would recommend you to let us know if the application is asking for an update.

6:34:50 PM

We will complete it from the backend.

6:35:07 PM

jiang

OK. Thank you.

6:35:33 PM

Yash Ahi

You're welcome

6:35:39 PM

Is there anything else I may help you with ?

6:35:43 PM

jiang

No.

6:35:48 PM

Yash Ahi

After this chat you will get the reference ticket ID

6:35:53 PM

I would greatly appreciate if you could share the feedback after this chat

6:35:59 PM

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

6:36:03 PM

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

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

6:36:06 PM

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

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

*Yash Ahi has ended this chat session*

6:36:10 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

5 Feb, 7:38:04 PM

**#71986 Rebecca Testa**

**Email:** becky@fairtaxplanning.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 44 Mins 26 Secs

Rebecca Testa	Hello, I am your Acebuddy	5 Feb, 7:38:05 PM
Acebuddy	Hello Rebecca Testa, I'm your Ace Buddy. I'll be happy to assist you!	7:38:07 PM
	Whom Would You Like to Connect With?	7:38:07 PM
Rebecca Testa	Technical Support (QB & App Hosting)	7:38:11 PM
Acebuddy	Welcome to Ace Support.	7:38:11 PM
	Please chose an option :	7:38:11 PM
Rebecca Testa	I'd like to raise a Request	7:38:19 PM
Acebuddy	Please select your request type.	7:38:19 PM
Rebecca Testa	Other Request	7:38:28 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.	7:38:28 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:38:28 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance,	8:22:31 PM

Kindly re-initiate the chat.

*Ended due to chat idle timeout*

8:22:31 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

28 Feb, 4:13:12 AM

**#73289 Rebecca Marcy**

**Email:** finance@stoneblade.com ☎ 3609264654

**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:** 58 Secs

**City:** EDMONDS

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 12 Secs

Rebecca Marcy	Hello, I am your Acebuddy	28 Feb, 4:13:13 AM
Acebuddy	Hello Rebecca Marcy, I'm your Ace Buddy. I'll be happy to assist you!	4:13:14 AM
	Whom Would You Like to Connect With?	4:13:14 AM
Rebecca Marcy	Technical Support (QB & App Hosting)	4:13:21 AM
Acebuddy	Welcome to Ace Support.	4:13:21 AM
	Please chose an option :	4:13:21 AM
Rebecca Marcy	I'd like to report an Issue	4:13:33 AM
Acebuddy	Please select an option!	4:13:33 AM
Rebecca Marcy	Password Reset	4:13:38 AM
Acebuddy	Please select an option below	4:13:38 AM

Rebecca Marcy	Not Enrolled to Selfcare Portal	4:13:47 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	4:13:47 AM
	Do you need any further assistance on the topic?	4:13:47 AM
Rebecca Marcy	Yes	4:15:25 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:15:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:15:25 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:15:49 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:16:07 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:16:17 AM
Rebecca Marcy	I need to get a password reset for Lyn Shoo on our tema	4:16:19 AM
Yash Kalra	Kindly help me with your server name.	4:16:32 AM
Rebecca Marcy	Stpneblade	4:17:14 AM
	Stoneblade	4:17:21 AM
Yash Kalra	Kindly confirm if the full name of the user for which password reset need to be done is Lyn Soo Hoo. (Edited)	4:17:24 AM
Rebecca Marcy	YEs	4:17:54 AM
Yash Kalra	Please send us a mail to support@acecloudhosting.com requesting password reset for <b>LynHoo</b> , so that we can proceed with the request.	4:19:52 AM
Rebecca Marcy	I have done that already	4:20:18 AM
Yash Kalra	Rebecca, Could you please provide me with the <b>Ticket ID</b> ?	4:21:42 AM
Rebecca Marcy	647153	4:22:05 AM
	647153	4:22:13 AM
Yash Kalra	Thank you, please stay connected while I am making changes from the backend.	4:22:55 AM
Rebecca Marcy	okay	4:23:08 AM
	okay	4:26:46 AM
Yash Kalra	Rebecca, I've sent the password reset link to the email associated with the ticket ID. Please check and confirm if you've received it. (Edited)	4:26:50 AM
Rebecca Marcy	Yes I got it.	4:27:38 AM
Yash Kalra	Is there anything else I may help you with ?	4:27:43 AM
Rebecca Marcy	No, thank you	4:28:06 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this	4:28:08 AM

chat by clicking on the Smilies.

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

4:28:21 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!

4:28:23 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*

4:28:26 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Feb, 1:01:35 AM

**#73273 ryanticome**

**Email:** ryanticome@haveninnovation.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 1 Sec

**City:** GRAND HAVEN

**State:** Michigan

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 28 Secs

ryanticome	Hello, I am your Acebuddy	28 Feb, 1:01:37 AM
Acebuddy	Hello Ryan Ticome, 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
ryanticome	Technical Support (QB & App Hosting)	1:01:47 AM
Acebuddy	Welcome to Ace Support.	1:01:47 AM
	Please chose an option :	1:01:47 AM
ryanticome	I'd like to report an Issue	1:01:56 AM
Acebuddy	Please select an option!	1:01:56 AM
ryanticome	Password Reset	1:02:03 AM
Acebuddy	Please select an option below	1:02:03 AM
ryanticome	Already Enrolled to Selfcare Portal	1:02:10 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:02:10 AM
	Do you need any further assistance on the topic?	1:02:10 AM
ryanticome	Yes	1:03:12 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:03:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:03:12 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	1:03:21 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	1:03:29 AM
ryanticome	Hi, Sharath	1:03:44 AM
Sharath Kumar	Hello Ryan, How may I assist you today	1:03:48 AM
ryanticome	I cannot log in to my account. Under the configuration I altered my password and saved it, but now I cannot acces QB.	1:04:18 AM
Sharath Kumar	Hello Ryan, could you please confirm if you are facing the login issue with server or is it the QuickBooks application	1:06:27 AM
ryanticome	Its the server. I cannot access Ace Cloud Hosting.	1:07:00 AM
Sharath Kumar	Got it, and what is the error message you receive when signing in	1:07:22 AM
ryanticome	I am told the username or password are incorrect.	1:07:41 AM
Sharath Kumar	understood, when was the last time that you were able to sign in?	1:08:47 AM
ryanticome	This morning.	1:08:59 AM
Sharath Kumar	Could you delete the already saved credentials and type it in again on the RDP file.	1:09:53 AM
ryanticome	I'll try one moment	1:10:14 AM
	I am told the logon attempt failed.	1:11:26 AM
	The username will not allow me to edit the field. Only the password.	1:12:22 AM
Sharath Kumar	I checked your account and found that your account was locked, possibly due to entering incorrect password multiple times	1:12:53 AM

ryanticome	The username does match what is listed in my configuration settings though.	1:12:54 AM
	Yah that sounds about right.	1:13:13 AM
Sharath Kumar	I have unlocked it now, could you please try signing in again and let me know the result	1:13:25 AM
ryanticome	yes, thank you. one moment.	1:13:39 AM
	HavenMedical25	1:14:08 AM
	That did it. I'm in. Thank you	1:14:45 AM
Sharath Kumar	glad to hear that!	1:15:11 AM
	Anything else that I may assist you with?	1:15:25 AM
ryanticome	No you've been very helpful.	1:15:46 AM
	Thank you	1:15:49 AM
Sharath Kumar	My pleasure, Sir.	1:16:36 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!	1:16:39 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:16:43 AM
	<i>Sharath Kumar has ended this chat session</i>	1:17:05 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Feb, 8:06:13 PM

#72464 jolai.clover

Email: jolai.clover@gmail.com ☎ 85294261088

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:** SHAM SHUI PO

**State:** Hong Kong

**Country:** HONG KONG

## Chat Transcript

Chat Duration : 53 Secs

jolai.clover	Hello, I am your Acebuddy	13 Feb, 8:06:14 PM
Acebuddy	Hello Jolai.clover, I'm your Ace Buddy. I'll be happy to assist you!	8:06:16 PM
	Whom Would You Like to Connect With?	8:06:16 PM
jolai.clover	Technical Support (QB & App Hosting)	8:06:23 PM
Acebuddy	Welcome to Ace Support.	8:06:23 PM
	Please chose an option :	8:06:23 PM
jolai.clover	I'd like to raise a Request	8:06:30 PM
Acebuddy	Please select your request type.	8:06:30 PM
jolai.clover	Other Request	8:06:48 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:06:48 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:06:48 PM
jolai.clover	No, That'll be all!	8:07:08 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	8:07:08 PM
	<i>Acebuddy has ended this chat session</i>	8:07:08 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Feb, 11:14:25 PM

#73143 Greg Massa

**Email:** greg@remrecycling.com  15122151415

**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:** LEANDER

**State:** Texas

**Country:** UNITED STATES

Chat Duration : 32 Mins 15 Secs

### Chat Transcript

Greg Massa	Hello, I am your Acebuddy	25 Feb, 11:14:27 PM
Acebuddy	Hello Greg Massa, I'm your Ace Buddy. I'll be happy to assist you!	11:14:28 PM
	Whom Would You Like to Connect With?	11:14:28 PM
Greg Massa	Technical Support (QB & App Hosting)	11:14:38 PM
Acebuddy	Welcome to Ace Support.	11:14:38 PM
	Please chose an option :	11:14:38 PM
Greg Massa	I'd like to report an Issue	11:14:45 PM
Acebuddy	Please select an option!	11:14:46 PM
Greg Massa	Password Reset	11:14:49 PM
Acebuddy	Please select an option below	11:14:49 PM
Greg Massa	Already Enrolled to Selfcare Portal	11:14:54 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:14:56 PM
	Do you need any further assistance on the topic?	11:14:56 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.	11:46:43 PM
	<i>Ended due to chat idle timeout</i>	11:46:43 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Feb, 1:11:28 AM

#73073 Karin Newburger

Email: knewburger@hansenrealtyervices.com ☎ 7087692030

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: POMPANO BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 30 Secs

Karin Newburger	Hello, I am your Acebuddy	25 Feb, 1:11:29 AM
Acebuddy	Hello Knewburger, I'm your Ace Buddy. I'll be happy to assist you!	1:11:30 AM
	Whom Would You Like to Connect With?	1:11:30 AM
Karin Newburger	Technical Support (QB & App Hosting)	1:11:33 AM
Acebuddy	Welcome to Ace Support.	1:11:33 AM
	Please chose an option :	1:11:33 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:48:59 AM
	<i>Ended due to chat idle timeout</i>	1:48:59 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Feb, 11:43:43 PM

#71852 Sarah Carruthers

**Email:** sarah@redhenbusiness.com  13144924343

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** SPRINGFIELD

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 13 Mins 33 Secs

Sarah Carruthers	Hello, I am your Acebuddy	3 Feb, 11:43:44 PM
Acebuddy	Hello Sarah, I'm your Ace Buddy. I'll be happy to assist you!	11:43:45 PM
	Whom Would You Like to Connect With?	11:43:45 PM
Sarah Carruthers	Technical Support (QB & App Hosting)	11:43:55 PM
Acebuddy	Welcome to Ace Support.	11:43:55 PM
	Please chose an option :	11:43:55 PM
Sarah Carruthers	I'd like to report an Issue	11:44:01 PM
Acebuddy	Please select an option!	11:44:01 PM
Sarah Carruthers	Other Issue	11:44:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:44:05 PM
Sarah Carruthers	Can not connect to the server	11:44:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:44:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:44:18 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:45:26 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:45:29 PM
	Hello Sarah	11:45:33 PM
Sarah Carruthers	Hello, thank you for chatting with me today	11:46:12 PM
	I'm having an issue when attempting to connect with the server and am getting the message in the screen shot	11:46:34 PM
	<i>11:46:39 PMSarah Carruthers is sharing a file with you <a href="#">Screenshot 2025-02-03 121007.jpg</a> - ( Size:33.72 KB )</i>	11:46:39 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	11:47:48 PM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:48:00 PM
Sarah Carruthers	Sure, the server name is RedHenBusiness and my username is SarahCar	11:48:19 PM
Anurag Sharma	Thanks for the confirmation !	11:48:45 PM
	May I take the remote access of your local computer?	11:48:49 PM
Sarah Carruthers	Yes, you may	11:48:55 PM
	All windows are closed	11:49:11 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	11:50:13 PM
	<a href="https://assist.acecloudhosting.com/join/9112312082">https://assist.acecloudhosting.com/join/9112312082</a>	11:50:28 PM
	Kindly paste this link in the browser of local computer and join the session.	11:50:33 PM
Sarah Carruthers	I am on, you may take control of the computer	11:51:58 PM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:52:05 PM
	The issue seems to be resolved now.	11:56:26 PM
	Is there anything else I may help you with ?	11:56:29 PM
Sarah Carruthers	Thank you, not at this time. How do I disconnect the remote session?	11:56:40 PM
Anurag Sharma	Thanks for the confirmation !	11:56:46 PM
	I am disconnecting the remote session.	11:56:55 PM
Sarah Carruthers	Thank you for your help. It was much appreciated\	11:57:05 PM
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:57:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:57:11 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!	11:57:15 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Anurag Sharma has ended this chat session</i>	11:57:18 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

1 Feb, 2:42:38 AM

### #71773 KEITH

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

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Mins 35 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 10 Secs

KEITH	Hello, I am your Acebuddy	1 Feb, 2:42:39 AM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	2:42:40 AM
	Whom Would You Like to Connect With?	2:42:40 AM
KEITH	Technical Support (QB & App Hosting)	2:42:50 AM
Acebuddy	Welcome to Ace Support.	2:42:50 AM
	Please chose an option :	2:42:50 AM
KEITH	I'd like to report an Issue	2:43:00 AM
Acebuddy	Please select an option!	2:43:00 AM
KEITH	QuickBooks Issue	2:43:04 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:43:04 AM
KEITH	Other QB related issue	2:43:11 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:43:11 AM
KEITH	REMOVE QUICKBOOKS FROM START UP MENU	2:43:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:43:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:43:52 AM

KEITH	PARTSFAST.MYREALDATA.NET	2:45:05 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:45:15 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:45:18 AM
	Hello Keith	2:45:23 AM
KEITH	HELLO	2:45:28 AM
	BEEN HAVING ISSUES WITH WEBCONNECTOR BATTLED IT FOR 2 MONTHS	2:45:54 AM
	I HAVE DISCOVERED THAT WEBCONNECTOR HAS A VERSION IN THE START UP .	2:46:30 AM
	I DONT BELIEVE I CAN LOOK AT START UP ON THE SERVER WINDOWS 10.	2:47:01 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:47:32 AM
KEITH	I WOULD LIKE TO REMOVE WEB CONNECTOR E FILE FROM THE START UP SYSTEM.	2:47:42 AM
Anurag Sharma	Okay	2:48:13 AM
	I will surely help you with that.	2:48:20 AM
	Kindly allow me two minutes to check the same.	2:48:28 AM
KEITH	LET SEE IF YOU CAN	2:48:39 AM
	WEB CONNECTOR HAS BEEN DIFFICULT	2:48:49 AM
	OK	2:49:08 AM
	<i>Visitor changed the visitor's Email to KS.partsfast@gmail.com.</i>	2:59:09 AM
Anurag Sharma	Thank you for your patience.	3:00:12 AM
KEITH	ANY LUCK	3:00:24 AM
Anurag Sharma	Keith, could you elaborate what issue are you facing with the web connector?	3:00:35 AM
KEITH	T ERROR TROUBLE SHOOTED WITH ACE CLOUD A FEW WEEKS BACK CUD NOT RESOLVE. I BELIEVE THERE ARE MIX MATCHED SECURITY CERTIFICATES.	3:01:42 AM
	I HAVE DOWN LOADED THE LATEST WEB CONNECTOR HOWEVER I SEE 2 WEB CONNECTORS RUNNING SOMETIMES IN TASK MANAGER	3:02:19 AM
	I CAN DELETE ONE OF THEM FROM PROGRAMS MENU	3:02:38 AM
	THE OTHER STARTS UP EVERY TIME I OPEN QUICKBOOKS.	3:02:59 AM
	ITS THE ONE IN THE START MENU	3:03:11 AM
Anurag Sharma	Okay	3:03:12 AM
	Please stay connected.	3:03:58 AM
KEITH	WEB CONNECTOR WORKS RANDOMLY	3:04:13 AM
	NO WORRIES	3:04:15 AM
	I WILL RETURN IN 2 MINUTES	3:04:41 AM

	OK	3:06:19 AM
Anurag Sharma	Okay	3:06:41 AM
KEITH	I AM STANDING BY WHEN UR READY	3:08:49 AM
Anurag Sharma	Yes	3:10:48 AM
	I am working on it. Please stay connected	3:11:00 AM
KEITH	NO QWORRIES	3:11:27 AM
Anurag Sharma	I have removed the Web connector from the startup as requested by you.	3:16:42 AM
	Please let me know if there is anything else I can help you with?	3:17:05 AM
KEITH	OK AWESOME. THANL YOU SO MUCH. I WILL REACH OUT IF I HAVE ANY THING ELSE	3:17:18 AM
Anurag Sharma	Okay	3:17:39 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:17:43 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!	3:17:46 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
<i>Anurag Sharma has ended this chat session</i>		3:17:49 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

28 Feb, 11:27:07 PM

#73324 don

Email: [don@deane-cpa.com](mailto:don@deane-cpa.com) ☎ 704-797-1844

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:** 2 Mins 9 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 37 Mins 42 Secs

don	Hello, I am your Acebuddy	28 Feb, 11:27:09 PM
Acebuddy	Hello Leah Deane, I'm your Ace Buddy. I'll be happy to assist you!	11:27:09 PM
	Whom Would You Like to Connect With?	11:27:09 PM
don	Technical Support (QB & App Hosting)	11:27:16 PM
Acebuddy	Welcome to Ace Support.	11:27:17 PM
	Please chose an option :	11:27:17 PM
don	I'd like to report an Issue	11:27:22 PM
Acebuddy	Please select an option!	11:27:22 PM
don	Other Issue	11:27:28 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:27:28 PM
don	Getting a script error everytime I try to open outlook	11:28:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:28:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:28:05 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:29:13 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:29:16 PM
	Hello Leah	11:29:26 PM
don	We have already put in a ticket about this issue and we are still having problems.	11:29:36 PM
	Outlook has been updated the way it needed and the script error is still coming up	11:30:00 PM
Shashwat Verma	I will surely help you with this issue.	11:30:07 PM
	Kindly allow me two minutes to check the same.	11:30:10 PM
don	thank you	11:30:20 PM
Shashwat Verma	Its taking more than usual time, kindly allow me 5 more mins	11:39:10 PM
don	ok	11:41:59 PM
Shashwat Verma	May I take the remote access of your local computer?	11:42:43 PM

don	yes	11:42:47 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:42:58 PM
don	its all set	11:43:12 PM
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/4442304672">https://assist.acecloudhosting.com/join/4442304672</a>	11:45:52 PM
	Kindly Click on the link and open the downloaded file.	11:45:54 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:49:09 PM
	As per remote session, will do application re-installation.	1 Mar, 12:04:42 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:04:44 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	12:04:49 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Shashwat Verma has ended this chat session*

12:04:51 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Feb, 4:40:43 AM

**#71779 Albert Heldak**

**Email:** alberth@sloopinc.com ☎ 9096005982

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** RACINE

**State:** Wisconsin

**Country:** UNITED STATES

Chat Duration : 32 Mins 50 Secs

### Chat Transcript

Albert Heldak	Hello, I am your Acebuddy	1 Feb, 4:40:45 AM
Acebuddy	Hello Albert Heldak, I'm your Ace Buddy. I'll be happy to assist you!	4:40:46 AM
	Whom Would You Like to Connect With?	4:40:46 AM
Albert Heldak	Technical Support (QB & App Hosting)	4:40:55 AM
Acebuddy	Welcome to Ace Support.	4:40:55 AM
	Please chose an option :	4:40:55 AM
Albert Heldak	I'd like to report an Issue	4:41:04 AM
Acebuddy	Please select an option!	4:41:04 AM
Albert Heldak	QuickBooks Issue	4:41:10 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:41:10 AM
Albert Heldak	Other QB related issue	4:41:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:41:15 AM
Albert Heldak	I need to upload a customer list-it's an excel file- every time I try to save it on the ace desktop it is being saved as a PDF file	4:43:04 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:43:04 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:43:04 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	4:44:18 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	4:44:21 AM
	Hello Albert	4:44:25 AM
Albert Heldak	hi	4:44:32 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	4:46:26 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:46:31 AM
Albert Heldak	My customer # CID70204	4:47:11 AM
	User : AgnesH	4:47:19 AM
Anurag Sharma	Thanks for the confirmation !	4:48:38 AM
	May I take the remote access of your server?	4:48:42 AM
Albert Heldak	yes	4:49:06 AM

Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	4:49:13 AM
Albert Heldak	ok done	4:50:09 AM
Anurag Sharma	Please accept the remote session request on the server.	4:51:00 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.	4:51:25 AM
Albert Heldak	ok, thank you	4:51:45 AM
Anurag Sharma	Please check the server's screen.	4:52:55 AM
	This message has been deleted	4:55:33 AM
	As per the conversation over the remote. I informed you regarding the pricing of the excel standalone.	5:10:47 AM
	And you accepted that you want the subscription for the same.	5:11:07 AM
Albert Heldak	yes	5:12:00 AM
Anurag Sharma	So, after this chat. I will send you an email. You can just revert back to that email with the approval from the primary contact along with the request.	5:12:15 AM
	So that I can proceed with your request as soon as possible.	5:12:28 AM
Albert Heldak	ok sound good	5:12:54 AM
Anurag Sharma	Yes	5:12:58 AM
Albert Heldak	thank you	5:12:58 AM
Anurag Sharma	Is there anything else I may help you with ?	5:13:01 AM
Albert Heldak	no, that's all	5:13:16 AM
Anurag Sharma	Thanks for the confirmation !	5:13:23 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:13:27 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:13:30 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	5:13:32 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Anurag Sharma has ended this chat session</i>	5:13:36 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

11 Feb, 2:32:20 AM

#72267 it

Email: it@vulcanwire.com ☎ 4156517710

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: SAN FRANCISCO

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 39 Secs

it	Hello, I am your Acebuddy	11 Feb, 2:32:21 AM
Acebuddy	Hello Dominic, I'm your Ace Buddy. I'll be happy to assist you!	2:32:25 AM
	Whom Would You Like to Connect With?	2:32:25 AM
it	Technical Support (QB & App Hosting)	2:32:33 AM
Acebuddy	Welcome to Ace Support.	2:32:33 AM
	Please chose an option :	2:32:33 AM
it	I'd like to raise a Request	2:32:43 AM
Acebuddy	Please select your request type.	2:32:43 AM
it	Application Update	2:32:56 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	2:32:56 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	2:32:56 AM
it	No	2:33:04 AM

Acebuddy	Thank you for contacting Ace Support. Have a nice day!	2:33:04 AM
	<i>Acebuddy has ended this chat session</i>	2:33:04 AM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details 20 Feb, 12:01:40 AM

**#72831 Thomas Bowen**

**Email:** tombowen@bowencpa.net  17703434692

**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:** ROSWELL

**State:** Georgia

**Country:** UNITED STATES

Chat Transcript Chat Duration : 52 Mins 48 Secs

Thomas Bowen	Hello, I am your Acebuddy	20 Feb, 12:01:42 AM
Acebuddy	Hello Thomas Bowen, I'm your Ace Buddy. I'll be happy to assist you!	12:01:44 AM
	Whom Would You Like to Connect With?	12:01:44 AM
Thomas Bowen	Technical Support (QB & App Hosting)	12:01:57 AM
Acebuddy	Welcome to Ace Support.	12:01:57 AM
	Please chose an option :	12:01:57 AM
Thomas Bowen	I'd like to raise a Request	12:02:02 AM
Acebuddy	Please select your request type.	12:02:02 AM
Thomas Bowen	Password Reset	12:02:14 AM
Acebuddy	Please select an option below	12:02:15 AM

Thomas Bowen	Already Enrolled to Selfcare Portal	12:02:24 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	12:02:24 AM
	Do you need any further assistance on the topic?	12:02:24 AM
	<i>The visitor's phone number was changed to 17703434692.</i>	12:12:36 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.	12:54:31 AM
	<i>Ended due to chat idle timeout</i>	12:54:31 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 6 Feb, 10:45:32 PM

**#72095 jackhung**

**Email:** jackhung@jonaglobal.com 16265893869

**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:** 27 Secs

**City:** CERRITOS

**State:** California

**Country:** UNITED STATES

Chat Transcript Chat Duration : 49 Mins 29 Secs

jackhung	Hello, I am your Acebuddy	6 Feb, 10:45:33 PM
Acebuddy	Hello Jack Hung, I'm your Ace Buddy. I'll be happy to assist you!	10:45:34 PM
	Whom Would You Like to Connect With?	10:45:34 PM
jackhung	Technical Support (QB & App Hosting)	10:45:43 PM
Acebuddy	Welcome to Ace Support.	10:45:43 PM

	Please chose an option :	10:45:43 PM
jackhung	I'd like to raise a Request	10:45:49 PM
Acebuddy	Please select your request type.	10:45:49 PM
jackhung	Change in Applications	10:46:12 PM
Acebuddy	Please select your desired option!	10:46:12 PM
jackhung	Application Addition	10:46:19 PM
Acebuddy	Please select your Application	10:46:19 PM
jackhung	Other Application	10:46:26 PM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email.  • Application name and version • Setup/Installer download link (if any) • Activation Code / License information • Any other info/guide needed to install the application.	10:46:26 PM
	We will update you via email once the installation is complete.	10:46:26 PM
	Application Addition usually takes 1-2 Hour(s)	
	Do you need any further assistance on the topic?	10:46:26 PM
jackhung	Yes	10:46:37 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:46:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:46:38 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:46:45 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:46:51 PM
	Hello Jack	10:46:55 PM
jackhung	hi	10:47:05 PM
	i need help on installing Misys...please check ticket #632504	10:48:23 PM
Shashwat Verma	I will surely help you with this issue.	10:48:31 PM
	We have checked your recent ticket and found that your case is under escalation, they have recently tried to connect you on call but unable to connect, kindly share your best time to connect.	10:49:26 PM
jackhung	i am available now and whole day...i need to take care of this before my training session start at 1 pm pst	10:50:39 PM
	i emailed Malkeet back and asked him to call me	10:51:19 PM
Shashwat Verma	Sure, our escalation engineer will connect with you very soon on call.	10:51:22 PM
	Okay, thanks	10:51:30 PM
jackhung	i have another issue with my QB	10:51:46 PM

Shashwat Verma	Yes	10:51:52 PM
jackhung	the email on my QB enterprise doesn't work	10:52:13 PM
Shashwat Verma	Okay	10:52:20 PM
	May I take the remote access of your local computer?	10:52:23 PM
jackhung	yes	10:52:27 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	10:52:47 PM
	<a href="https://assist.acecloudhosting.com/join/8932577849">https://assist.acecloudhosting.com/join/8932577849</a>	10:52:49 PM
	Kindly Click on the link and open the downloaded file.	10:52:56 PM
jackhung	are you in?	10:55:28 PM
Shashwat Verma	No not yet, have you downloaded that kink?	10:55:49 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:56:03 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.	11:35:02 PM
	<i>Ended due to chat idle timeout</i>	11:35:03 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Feb, 11:46:23 PM

**#72226 David Weinstein**

**Email:** david@davidweinsteincpa.com 19149071180

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** GREENWICH

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 25 Mins 53 Secs

David Weinstein	Hello, I am your Acebuddy	9 Feb, 11:46:26 PM
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!	11:46:27 PM
	Whom Would You Like to Connect With?	11:46:27 PM
David Weinstein	Technical Support (QB & App Hosting)	11:46:31 PM
Acebuddy	Welcome to Ace Support.	11:46:31 PM
	Please chose an option :	11:46:31 PM
David Weinstein	I'd like to raise a Request	11:46:40 PM
Acebuddy	Please select your request type.	11:46:40 PM
David Weinstein	Other Request	11:47:05 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:47:05 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:47:05 PM
David Weinstein	Yes, I'm facing issues with my server	11:47:12 PM
Acebuddy	Please select an option!	11:47:12 PM
David Weinstein	Other Issue	11:47:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:47:17 PM
David Weinstein	How do you run the RDP on a MAC or Apple machine?	11:47:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:47:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:47:38 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:48:18 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:48:27 PM
	Hello	11:48:33 PM
	I will surely help you with this issue.	11:48:41 PM
David Weinstein	How do we download the Microsoft Remote Desktop app from the Mac App Store	11:49:02 PM
Shashwat Verma	App name is Windows app	11:49:25 PM
	Shall I remote in and help you to make a server login? (Edited)	11:49:47 PM
David Weinstein	Yes	11:50:21 PM
	I found it int he app strore	11:50:27 PM
	can I get it?	11:50:33 PM

Shashwat Verma	yes	11:50:43 PM
	May I take the remote access of your local computer?	11:50:47 PM
David Weinstein	yes	11:51:23 PM
	send a link please	11:51:28 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:51:38 PM
	<a href="https://assist.acecloudhosting.com/join/4702229960">https://assist.acecloudhosting.com/join/4702229960</a>	11:51:40 PM
	Kindly Click on the link and open the downloaded file.	11:51:44 PM
	Have downloaded the link?	11:56:42 PM
David Weinstein	yes	11:56:50 PM
Shashwat Verma	still not connected?	11:57:08 PM
David Weinstein	ok	11:57:18 PM
	what about now?	11:58:20 PM
Shashwat Verma	Connected but unable to see the screen	11:58:47 PM
	kindly allow the permissions	11:58:56 PM
David Weinstein	we didd	11:59:04 PM
	how about now	11:59:39 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.	11:59:48 PM
David Weinstein	The user is milder.i	10 Feb, 12:02:56 AM
Shashwat Verma	Okay	12:03:06 AM
David Weinstein	Is there an icon installed now?	12:09:10 AM
Shashwat Verma	You have open the windows app icon.	12:09:35 AM
	Then you'll get the user icon in front	12:09:49 AM
David Weinstein	Got it and thank you!	12:11:49 AM
Shashwat Verma	Is there anything else I may help you with ?	12:11:52 AM
David Weinstein	Not at this point	12:12:02 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	12:12:06 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:12:12 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	

Thanks!

12:12:16 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/>)

*Shashwat Verma has ended this chat session*

12:12:19 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Feb, 4:23:26 AM

**#71804 Lewisville**

**Email:** lewisville@eaglefintax.com ☎ 4696098829

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 52 Secs

**City:** HYDERABAD

**State:** Telangana

**Country:** INDIA

Chat Transcript

Chat Duration : 19 Mins 50 Secs

Lewisville Hello, I am your Acebuddy 2 Feb, 4:23:28 AM

Tushar Pharswan Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today. 4:23:58 AM

Hello Supervisor. 4:24:06 AM

4:26:00 AM Lewisville is sharing a file with you  
[image.png](#) - ( Size:43.06 KB ) 4:26:00 AM

CAN LOOK INTO THIS ISSUES

It is an application specific error Drake support will be the best option for this if they require any server-side changes kindly reach out to us again, we will be happy to assist you regarding that. 4:29:31 AM

	Is there anything else I may help you with ?	4:29:38 AM
	Are we still connected here?	4:30:06 AM
	Are we still connected here?	4:31:06 AM
Lewisville	please	4:32:41 AM
	look into this issues	4:32:47 AM
	please can you call on 9014149486	4:33:33 AM
Tushar Pharswan	Unfortunately, our expertise does not extend to application-specific support, especially since it involves your data. Any unnecessary changes made on our part could potentially lead to data loss. For issues related to the application itself, we recommend reaching out to Drake support. However, if they request any changes on the server side, we'll be more than happy to assist you with those.	4:37:57 AM
	We will also email you for this to check whether the issue is resolved or not.	4:38:38 AM
	I hope you understand.	4:39:18 AM
	Is there anything else I may help you with ?	4:39:21 AM
	Are we still connected here?	4:40:04 AM
Lewisville	how to resolve this isues	4:40:37 AM
	who will resolve this issue	4:40:56 AM
Tushar Pharswan	When you will reach out to Drake support for this issue, they will surely help you with this as it is there application, and they have expertise regarding the application issue. If they will suggest any changes from server side, then you can reach us out by chat or you contact us on our 24/7 helpline on 888-415-5240 (toll-free). (Edited)	4:43:15 AM
Lewisville	okay	4:43:42 AM
	<i>SUPERVISOR has ended this chat session</i>	4:43:46 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Feb, 3:06:40 PM

#73002 Henry.chhabra

Email: henry.chhabra@dograadvisors.com

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** RANI BAGH

**State:** Delhi

**Country:** INDIA

Chat Duration : 31 Mins 8 Secs

### Chat Transcript

Henry.chhabra	Hello, I am your Acebuddy	22 Feb, 3:06:41 PM
Acebuddy	Hello Henry.chhabra, I'm your Ace Buddy. I'll be happy to assist you!	3:06:43 PM
	Whom Would You Like to Connect With?	3:06:43 PM
Henry.chhabra	Technical Support (QB & App Hosting)	3:06:52 PM
Acebuddy	Welcome to Ace Support.	3:06:52 PM
	Please chose an option :	3:06:52 PM
Henry.chhabra	I'd like to raise a Request	3:06:58 PM
Acebuddy	Please select your request type.	3:06:58 PM
Henry.chhabra	Office 365 Addition	3:07:07 PM
Acebuddy	Please specify if you already have an Office365 subscription	3:07:07 PM
Henry.chhabra	I already have O365 license	3:07:14 PM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	3:07:15 PM
	<ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul>	3:07:15 PM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	3:07:15 PM
	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.	3:07:15 PM
	Do you need any further assistance on the topic?	3:07:15 PM
Henry.chhabra	Yes	3:07:25 PM
Acebuddy	Please wait while we connect you to our Support Representative	3:07:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:07:25 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	3:07:31 PM

Yash Ahi

	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	3:07:42 PM
Henry.chhabra	Hi Yash	3:07:43 PM
Yash Ahi	Hi Henry. How are you doing?	3:07:53 PM
Henry.chhabra	I want to activate msoffice on my remote server	3:08:04 PM
Yash Ahi	I will surely help you with this.	3:08:18 PM
	Could you please help me with your server name or business name?	3:08:22 PM
Henry.chhabra	Dogra CPA LLC	3:08:49 PM
Yash Ahi	Thank you for the information.	3:09:09 PM
	Kindly allow me two minutes to check the same.	3:09:12 PM
Henry.chhabra	ok	3:09:16 PM
Yash Ahi	Thank you for your patience Henry.	3:12:13 PM
	May I take the remote access of your server?	3:12:17 PM
Henry.chhabra	sure	3:12:21 PM
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.	3:12:27 PM
Henry.chhabra	SURE	3:12:31 PM
Yash Ahi	I just sent you a remote request	3:12:56 PM
	Please accept.	3:13:06 PM
Henry.chhabra	didn't get it	3:13:34 PM
Yash Ahi	Try to minimize all the applications if there is any opened.	3:13:58 PM
Henry.chhabra	NOPE	3:14:22 PM
Yash Ahi	Let me try an alternate way.	3:15:02 PM
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/6232698788">https://assist.acecloudhosting.com/join/6232698788</a>	3:15:41 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:17:19 PM
	Please enter your email address.	3:19:05 PM
	Are we still connected here?	3:19:49 PM
	Henry, we need to have an email address to be able to help you with Office 365 login.	3:24:02 PM
Henry.chhabra	you must aware of which email id is to be used for this particular client to install msoffice	3:25:05 PM
Yash Ahi	You should check with Chetan, as he is the Primary contact person and managing office 365 for all users.	3:25:14 PM
	You are not leasing office 365 from us.	3:25:23 PM

Henry.chhabra	are you sure ?	3:25:38 PM
	and how other user are using ms office then ?	3:25:53 PM
Yash Ahi	Chetan is the POC and might be managing office 365 licenses.	3:26:33 PM
Henry.chhabra	he asked me to contact you	3:26:55 PM
	i also have one more user od same company	3:27:05 PM
Yash Ahi	You should check with Chetan, as no office 365 license is assigned on your email address. (Edited)	3:27:06 PM
Henry.chhabra	there email idd registered is himanshuc@myrealdata.net and that is also not working	3:27:43 PM
Yash Ahi	This is the username not the email address Henry.	3:28:15 PM
Henry.chhabra	what to do now, in both users msoffice is not working	3:29:01 PM
Yash Ahi	You need to check with Chetan about assigning of Office 365 license on your email address, as you are not leasing Office 365 from us, so we are not managing that.	3:29:49 PM
	Once you have the license assigned or have any other email with Office 365, you can login to the Office 365 applications on the server.	3:31:32 PM
	Are we still connected here?	3:32:17 PM
Henry.chhabra	ok	3:32:25 PM
Yash Ahi	Yes Henry.	3:32:36 PM
	Is there anything else I may help you with ?	3:32:38 PM
Henry.chhabra	no	3:34:13 PM
Yash Ahi	Alright, I am closing the remote session now.	3:34:37 PM
	After this chat you will get the reference ticket ID.	3:34:46 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:34:49 PM
	You may end this chat now.	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	3:35:04 PM
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Yash Ahi has ended this chat session</i>	3:37:50 PM



## Chat Transcript

Hello, I am your Acebuddy

21 Feb, 8:17:52 PM

## Visitor Details

### #72948 adoughty

**Email:** adoughty@sophelle.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 20 Secs

**City:** SOUTH PORTLAND

**State:** Maine

**Country:** UNITED STATES

Chat Duration : 43 Mins 13 Secs

## Chat Transcript

adoughty	Hello, I am your Acebuddy	21 Feb, 8:17:53 PM
Acebuddy	Hello Adoughty, I'm your Ace Buddy. I'll be happy to assist you!	8:17:54 PM
	Whom Would You Like to Connect With?	8:17:54 PM
adoughty	Technical Support (QB & App Hosting)	8:18:00 PM
Acebuddy	Welcome to Ace Support.	8:18:00 PM
	Please chose an option :	8:18:00 PM
adoughty	I'd like to report an Issue	8:18:09 PM
Acebuddy	Please select an option!	8:18:09 PM
adoughty	QuickBooks Issue	8:20:06 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:20:06 PM
adoughty	QuickBooks Login Issue	8:20:12 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:20:12 PM
	Was that helpful?	8:20:12 PM
adoughty	No	8:20:18 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:20:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:20:18 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	8:20:24 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	8:20:35 PM
adoughty		

	Thank you	8:20:41 PM
Sharath Kumar	Hello there, could you please let me know more about your concern	8:21:25 PM
adoughty	When I try to choose our QB name to login I am told that the file was moved or renamed.	8:22:22 PM
	I used it up until I left last night and then everything was shut down	8:22:50 PM
Sharath Kumar	could you check the file location where this company file is stored and let me know if it is still there	8:23:43 PM
adoughty	I actually have never really looked at the file path of where it is located but I did a search for the name of the file in the file explorer at the PC level and the one that I found did nothing either.	8:25:00 PM
	We use the desktop version which is basically a dinosaur and should go extinct so, yeah	8:26:28 PM
Sharath Kumar	could you check the same in the client data folder in D drive	8:26:32 PM
	client data is mostly where users keep their data	8:26:57 PM
adoughty	We have two "companies" and one of them is listed there and the other is not. I know that where ever one is the other should be as I switch between them multiple times a day and they are both listed there.	8:28:38 PM
	When I try to open the one that I found it says my password is incorrect. I had another colleague try and she got the same message	8:29:15 PM
Sharath Kumar	and you mentioned that you were able to use it until last night, right?	8:30:50 PM
adoughty	Yes, I used it last night, shut it down and now it is broken when I try to open it	8:31:45 PM
Sharath Kumar	I can have someone from the appropriate team to restore the file to last night to see if that resolves your concern.	8:33:39 PM
	Though, I need the location of the file and the folder it is in along with the last accessed time	
adoughty	I saved a copy of it last night a bit before 5pm eastern. We have a procedure that we do this nightly on one of our companies but not the other	8:35:04 PM
Sharath Kumar	time is 5 PM, what folder is it saved in?	8:37:22 PM
adoughty	The backup file?	8:37:49 PM
Sharath Kumar	actually. the one that you do not have access to	8:38:35 PM
adoughty	I think it was in the client data file	8:40:19 PM
Sharath Kumar	alright, we will need precise location in order to restore the file	8:41:35 PM
	under client data, what folder and file name shall I be looking into	
adoughty	this pc, client data D. client data	8:43:19 PM
	That is where the one I did find lives	
Sharath Kumar	okay, I am in the client data	8:46:09 PM
	there are multiple folders here. what shall I get into	
adoughty	It just is client data, client data	8:46:40 PM
	Again, from what I can tell	
		8:47:06 PM

	8:47:22 PM	Sharath Kumar is sharing a file with you <a href="#">image.png</a> - ( Size:29.51 KB )	8:47:22 PM
		GTG	8:47:39 PM
		Retail AI Council is supposed to be hanging out with it as well but it seems to be completely missing	8:48:08 PM
Sharath Kumar		could you try accessing the GTG file once again and let me know if you are able to access it	8:50:02 PM
adoughty		Nope, samething	8:51:41 PM
Sharath Kumar		it shows that file was last modified in 2017	8:52:13 PM
		are you able to access other files or is this a problem with this particular file	8:52:31 PM
adoughty		Yeah, exactly, it doesn't seem to be the correct one, does it	8:52:34 PM
		QB wise?	8:52:42 PM
		Or just any file?	8:52:47 PM
Sharath Kumar		any other file that you are experiencing the same issues with	8:53:37 PM
adoughty		I can open excel and pdf files	8:54:35 PM
Sharath Kumar		okay, but what about QB company files	8:55:47 PM
adoughty		I have no passwords for anything other than GTG and Retail AI, which I am unable to locate	8:56:21 PM
		Multiple people have tried to access them and find them and the results are still the same	8:56:52 PM
Sharath Kumar		understood, we will try to locate these files for you from our backup from last night or the night before yesterday and reach out to you with an update at the earliest	8:58:20 PM
		Is there anything else I may help you with ?	8:58:25 PM
adoughty		Nope, just this as not being able to access anything is completely stopping me from doing any work done.	8:59:07 PM
Sharath Kumar		I understand your concern, I will make this a priority and will get back to you as soon as I can	9:00:19 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!	9:00:26 PM
		Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
		For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
adoughty		Thank you	9:00:28 PM
Sharath Kumar		Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:00:32 PM
		<i>Sharath Kumar has ended this chat session</i>	9:01:07 PM



# Chat Transcript

I am unable to locate my desktop's drive through the server hosted desktop in order to save files. Need to set this up after I recently got a new computer

## Visitor Details

6 Feb, 12:14:46 AM

#72015 erin

Email: erin@advocate-accounting.com ☎ 12062164629

Department: Support(QB & App Hosting)

Operator:

Website: <https://www.acecloudhosting.com/contact-us/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: OLYMPIA

State: Washington

Country: UNITED STATES

## Chat Transcript

Chat Duration : 47 Mins 22 Secs

erin

I am unable to locate my desktop's drive through the server hosted desktop in order to save files.  
Need to set this up after I recently got a new computer

6 Feb, 12:14:46 AM

Akash Majumdar

Thank you for contacting ACE. My name is Akash Majumdar. I will be assisting you further.

12:14:51 AM

*Akash Majumdar is transferring the chat to Support(QB & App Hosting).*

12:15:03 AM

erin

Hi. I just got a new computer, have been able to set up the server access on it, but I am just noticing now that the drive I save all files to does not appear in the file explorer on server

12:16:17 AM

So looking for help figuring out how to get that to show up so that I can save documents from server to my actual computer

12:16:38 AM

I had this set up on my old computer but have no idea how to make that drive visible now on my new computer, when using ACE hosted desktop

12:17:03 AM

Akash Majumdar

Let me transfer you to the technical team for this.

12:17:20 AM

*Akash Majumdar is transferring the chat to Support(QB & App Hosting).*

12:17:24 AM

erin

thanks

12:17:31 AM

	<i>Sharath Kumar accepted the chat transfer request.</i>	12:17:52 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	12:18:03 AM
	could you please let me know the server name	12:19:12 AM
erin	AALLCATX1	12:20:26 AM
	or AALLCATX1.myrealdate.net ?	12:20:36 AM
	I'd also love to get instruction on this because sometimes my team members have the same issues. I'd like to be able to tell them how to fix when it happens to them	12:21:05 AM
	or when I get a new employee	12:21:09 AM
Sharath Kumar	Sure Erin, Please allow me a moment to work on this	12:21:32 AM
erin	thanks	12:23:49 AM
Sharath Kumar	just a couple more minutes, I am trying to figure out how the permissions were set previously	12:25:24 AM
erin	I see a D: drive, and I have no idea what that is, but I need to be able to see my S: drive	12:29:20 AM
	whoops I don't know how that turned into an emoji lol. It was supposed to say "D:" drive	12:29:46 AM
	Here is what it looks like on my actual computer	12:29:58 AM
	<i>12:30:01 AM erin is sharing a file with you <u>1_image.png</u> - ( Size:5.76 KB )</i>	12:30:01 AM
Sharath Kumar	noted!	12:30:41 AM
	let se send you a link for a remote access	12:30:58 AM
erin	ok	12:31:12 AM
Sharath Kumar	this needs to be opened on your local desktop so that I can configure the settings on the RDP	12:31:34 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:32:24 AM
	<a href="https://assist.acecloudhosting.com/join/6672628206">https://assist.acecloudhosting.com/join/6672628206</a>	12:32:40 AM
	Are we still connected here?	12:35:11 AM
erin	yes just got the zoho going	12:35:29 AM
Sharath Kumar	alright, I have access to your screen now, thank you	12:35:56 AM
	is there anything that you need to save on the server?	12:37:58 AM
erin	please just let me double check quickly, and then I think that will probably be it. thank you!	12:38:24 AM
Sharath Kumar	certainly	12:38:30 AM
erin	I still don't see it?	12:39:17 AM
Sharath Kumar	we will need to reconnect to the server	12:39:37 AM
	log out and then sign back in	12:39:46 AM
erin	okay, please stay on while I try that. thanks	12:39:47 AM
Sharath Kumar	I recommend using the log off icon from the desktop (Edited)	12:41:14 AM

	that is the proper way to sign out from the server	12:41:44 AM
erin	I was a bit worried about this	12:42:24 AM
	I have had to have tech support change my RDP setting many many times in order to acces my server because what is happening now kept happening	12:42:45 AM
	I was sent to escalated support to get it fixed. Did we accidentally just break it again?	12:43:01 AM
Sharath Kumar	Sorry to hear that	12:43:12 AM
	but let me give it couple more tries	12:43:27 AM
erin	I am very concerned. This took me several days to fix before and I would have never done this if it meant that I would lose access to everything again	12:45:44 AM
Sharath Kumar	Looking into it, Erin	12:46:26 AM
erin	I cannot lose another week to this.	12:46:40 AM
	I would have just found a work around for the files.	12:46:50 AM
Sharath Kumar	any idea about whom did you speak with regarding this previously?	12:47:01 AM
erin	Am I back at square one?	12:47:01 AM
	Sumeet Sachdeva	12:47:44 AM
	I am honeslty panicking	12:48:09 AM
Sharath Kumar	let me quickly check with him	12:48:13 AM
erin	this took an extremely long time to resolve	12:48:18 AM
	like actualy, literaly having a panic attack. not your fault. please talk to Summet and I am going to need a few minutes to calm. I have some mental health issues.	12:48:49 AM
Sharath Kumar	I understand, Erin. Please take your time. Since we got this resolved earlier, I assure you that it will not take much time	12:49:33 AM
erin	Here is the case # 628703	12:50:33 AM
	hopefully! It took like a week last time and many many nights of me working until one in the morning as a result	12:50:51 AM
	I will email all my clients that I can't get their work done today, again, while you chat with Sumeet	12:51:07 AM
Sharath Kumar	Hi Erin, I think it was just a syncing issue that we just saw	12:53:10 AM
	I have yet to configure the drive	12:53:23 AM
erin	thank you!!!	12:59:01 AM
	sorry for the panic energy, tough time for accountants	12:59:17 AM
	I was very worried	12:59:26 AM
Sharath Kumar	totally understand	12:59:39 AM
	but we got you	12:59:46 AM

let me know if you need any further assistance (Edited)

12:59:55 AM

erin I think we're good for now. I will chat back in if I have any additional issues. I really appreciate that ACE is always available.

1:00:21 AM

Sharath Kumar sure, we are here 24\*7 for support

1:00:45 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!

1:00:53 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.

1:01:06 AM

*Sharath Kumar has ended this chat session*

1:02:13 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

12 Feb, 8:37:23 AM

#### #72362 Larry Ma

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

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 26 Secs

**City:** SANTA ANA

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 55 Mins 51 Secs

Larry Ma	Hello, I am your Acebuddy	12 Feb, 8:37:24 AM
Acebuddy	Hello Larry, I'm your Ace Buddy. I'll be happy to assist you!	8:37:25 AM
	Whom Would You Like to Connect With?	8:37:25 AM
Larry Ma	Technical Support (QB & App Hosting)	8:37:28 AM
Acebuddy	Welcome to Ace Support.	8:37:28 AM
	Please chose an option :	8:37:28 AM
Larry Ma	I'd like to report an Issue	8:37:35 AM
Acebuddy	Please select an option!	8:37:35 AM
Larry Ma	Other Issue	8:37:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:37:43 AM
Larry Ma	Can't connect into Remote Desktop	8:37:57 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:37:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:37:58 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	8:39:13 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	8:39:34 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:39:40 AM
Larry Ma	Reoccurring issue, we can't connect again.	8:39:47 AM
	GeneralBuilders.myrealdatal.net	8:39:51 AM
	myrealdatal\lan_gb	8:39:54 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	8:40:03 AM
	I deeply apologize for the inconvenience caused to you.	8:40:10 AM
	May I take the remote access of your local computer?	8:43:17 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:43:19 AM
Larry Ma	it's not working on multiple computers at different locations	8:43:35 AM
	I don't understand why I have had to contact support for this issue for over a dozen times now	8:43:58 AM
	and it gets fixed	8:44:14 AM
	and then it comes back weeks later	8:44:17 AM
	if you can see the ticket history	8:44:50 AM
	it is the same exact problem over and over again	8:44:55 AM
Tushar Pharswan	As this is reoccurring issue, we will escalate the case to the higher team which is our escalation team they will look into the case and will fix the issue with a better solution.	8:45:53 AM

Larry Ma	it's been escalated several times before too	8:46:44 AM
	gets fixed for a while and then issue comes back maybe a month later	8:46:53 AM
Tushar Pharswan	This should have not happened, we will look into the case again with our escalation team later on. Let's fix the issue as of now.	8:48:22 AM
	May I take the remote access of your local computer?	8:48:31 AM
Larry Ma	ok	8:48:35 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	8:48:44 AM
	<a href="https://assist.acecloudhosting.com/join/5252430238">https://assist.acecloudhosting.com/join/5252430238</a>	8:48:54 AM
	Kindly Click on the link and open the downloaded file.	8:48:58 AM
	Kindly enter the password.	8:52:08 AM
	Kindly allow me 2-4 minutes to check server end.	8:54:12 AM
	Larry is it possible if you can share your password with us so that we can check the login issue on our end of the server.	9:05:29 AM
Larry Ma	LA#\$ut76	9:05:38 AM
Tushar Pharswan	Thank you allow me 2 - 4 minutes to check.	9:06:05 AM
	I Just checked on server end it is letting us login but somehow it is not letting us login outside of the server.	9:11:42 AM
	Kindly allow me some time to fix this.	9:12:01 AM
Larry Ma	ok	9:12:06 AM
Tushar Pharswan	Thank you for waiting unfortunately it is not connecting outside of the server we may have to create a new user profile.	9:20:41 AM
Larry Ma	there's a second user that's having the same issue	9:21:03 AM
	solution shouldn't be making a new user profile when there's more than one user having an issue	9:21:24 AM
Tushar Pharswan	Our escalation team will be here in around 4-5 hours kindly share your contact number so that if needed they will reach you out.	9:21:32 AM
Larry Ma	restarting server not doing anything?	9:22:39 AM
Tushar Pharswan	It could possibly be regarding the server OS end then we will have to have a discussion with our escalation team as it is affecting multiple users and this is recurring issue.	9:22:56 AM
Larry Ma	ok	9:23:18 AM
Tushar Pharswan	We did that in between this troubleshooting but it didn't help.	9:24:50 AM
	Kindly share your contact number so that we can reach you out if needed to resolve the issue.	9:26:03 AM
Larry Ma	my email is larry@techusys.com 949-356-6000 is phone number if they can email first that would be preferable since it's going to be 1AM here in 5 hours	9:26:22 AM
Tushar Pharswan	Sure, we will email you first asking for the call back availability or could you tell us your general time frame in between we can reach you with time zone.	9:27:56 AM

Larry Ma	hopefully they can just resolve it without needing to access this computer though	9:28:19 AM
Tushar Pharswan	Sure, we will put this case on priory.	9:28:56 AM
	Is there anything else I may help you with ?	9:29:05 AM
Larry Ma	no that's all	9:29:10 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:29:35 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:29:40 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Tushar Pharswan has ended this chat session*

9:33:16 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

10 Feb, 9:28:19 PM

**#72241 ann lopez**

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

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 1 Min 22 Secs

**City:** CHANDLER

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

ann lopez	Hello, I am your Acebuddy	10 Feb, 9:28:20 PM
Acebuddy	Hello Annlopez, I'm your Ace Buddy. I'll be happy to assist you!	9:28:21 PM
	Whom Would You Like to Connect With?	9:28:21 PM
ann lopez	Technical Support (QB & App Hosting)	9:28:24 PM
Acebuddy	Welcome to Ace Support.	9:28:24 PM
	Please chose an option :	9:28:24 PM
ann lopez	I'd like to report an Issue	9:28:29 PM
Acebuddy	Please select an option!	9:28:30 PM
ann lopez	QuickBooks Issue	9:28:32 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:28:32 PM
ann lopez	QuickBooks Login Issue	9:28:38 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	9:28:38 PM
	Was that helpful?	9:28:38 PM
ann lopez	No	9:28:42 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:28:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:28:42 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:29:05 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:29:10 PM
ann lopez	hello	9:29:18 PM
Manish Singh	Hii, how may I assist you today? (Edited)	9:29:45 PM
ann lopez	qb 2024 will not open on the server	9:29:58 PM
Manish Singh	I will surely help you with this issue.	9:30:08 PM
	Kindly allow me two minutes to check the same.	9:30:15 PM
	May I know your CID or business name associated with us?	9:31:10 PM
ann lopez	business support services is my business name. my server is qbnxtpre	9:31:31 PM
Manish Singh	Checking please wait.	9:33:11 PM
	Kindly try to access QB now.	9:35:08 PM
ann lopez	It still will not launch.	9:35:31 PM
Manish Singh	Need to reboot the server once.	9:36:32 PM

ann lopez	ok. I will log off.	9:36:44 PM
Manish Singh	Kindly try to access now.	9:43:20 PM
ann lopez	OK	9:43:26 PM
	It opened. Thank you.	9:44:03 PM
Manish Singh	Is there anything else I may help you with ?	9:44:11 PM
ann lopez	No thanks.	9:44:16 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:44:31 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:44:53 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!	9:44:59 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Manish Singh has ended this chat session*

9:45:00 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Feb, 12:14:18 AM

#72255 portlargooffice

Email: portlargooffice@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: KEY LARGO

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 2 Mins 33 Secs

portlargooffice	Hello, I am your Acebuddy	11 Feb, 12:14:19 AM
Acebuddy	Hello Portlargooffice, I'm your Ace Buddy. I'll be happy to assist you!	12:14:20 AM
	Whom Would You Like to Connect With?	12:14:20 AM
portlargooffice	Technical Support (QB & App Hosting)	12:15:00 AM
Acebuddy	Welcome to Ace Support.	12:15:00 AM
	Please chose an option :	12:15:00 AM
portlargooffice	I'd like to raise a Request	12:15:11 AM
Acebuddy	Please select your request type.	12:15:11 AM
portlargooffice	Password Reset	12:15:20 AM
Acebuddy	Please select an option below	12:15:20 AM
portlargooffice	Setback	12:15:37 AM
Acebuddy	Please select your request type.	12:15:37 AM
portlargooffice	Other Request	12:15:49 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:15:49 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:15:49 AM
portlargooffice	Restart	12:16:09 AM
Acebuddy	Hello Portlargooffice, I'm your Ace Buddy. I'll be happy to assist you!	12:16:10 AM
	Whom Would You Like to Connect With?	12:16:10 AM
portlargooffice	Technical Support (QB & App Hosting)	12:16:29 AM
Acebuddy	Welcome to Ace Support.	12:16:30 AM
	Please chose an option :	12:16:30 AM
portlargooffice	I'd like to report an Issue	12:16:36 AM
Acebuddy	Please select an option!	12:16:36 AM
portlargooffice	Password Reset	12:16:38 AM
Acebuddy	Please select an option below	12:16:39 AM
portlargooffice	Already Enrolled to Selfcare Portal	12:16:44 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	12:16:44 AM

	Do you need any further assistance on the topic?	12:16:44 AM
portlargooffice	No	12:16:52 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:16:52 AM
	<i>Acebuddy has ended this chat session</i>	12:16:52 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

26 Feb, 5:08:09 PM

### #73183 Amy Parkhouse

**Email:** amyp@municipalsupply.com ☎ (517) 647-6597

**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:** 30 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 9 Mins 25 Secs

Amy Parkhouse	Hello, I am your Acebuddy	26 Feb, 5:08:11 PM
Acebuddy	Hello Amy Parkhouse, I'm your Ace Buddy. I'll be happy to assist you!	5:08:13 PM
	Whom Would You Like to Connect With?	5:08:13 PM
Amy Parkhouse	Technical Support (QB & App Hosting)	5:08:28 PM
Acebuddy	Welcome to Ace Support.	5:08:28 PM
	Please chose an option :	5:08:28 PM
Amy Parkhouse	I'd like to report an Issue	5:08:37 PM
Acebuddy	Please select an option!	5:08:38 PM

Amy Parkhouse	Other Issue	5:08:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:08:50 PM
Amy Parkhouse	Brian Wohlscheid's login was disabled, we did not request this and it should not have happened. We need to get this resolved as soon as possible. I do have a ticket in on the issue Ticket #647817. How did this even happen???	5:10:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:10:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:10:18 PM
	<i>Manish Singh accepted the chat transfer request.</i>	5:10:37 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	5:10:40 PM
	I will surely help you with this issue.	5:10:59 PM
	As I can check user Amy and Brian are already unlocked.	5:14:43 PM
Amy Parkhouse	Okay, we will give it a try. but Brian just received an email saying that his log in was disabled. I will let you know if we have any problems. Thank you	5:15:42 PM
Manish Singh	We would be happy to assist you, Amy.	5:15:56 PM
	Is there anything else I may help you with ?	5:16:00 PM
Amy Parkhouse	NOt at this time.	5:16:16 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:17:31 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!	5:17:35 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	5:17:36 PM



## Chat Transcript

Hello, I am your Acebuddy

**Visitor Details****#73213 john****Email:** john@claritymba.com 415.491.1099**Department:** Support(QB & App Hosting)**Operator:** Anurag Sharma**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 16 Secs**City:** SAN RAFAEL**State:** California**Country:** UNITED STATES

Chat Duration : 9 Mins 17 Secs

**Chat Transcript**

john	Hello, I am your Acebuddy	27 Feb, 1:00:52 AM
Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!	1:00:53 AM
	Whom Would You Like to Connect With?	1:00:53 AM
john	Technical Support (QB & App Hosting)	1:00:58 AM
Acebuddy	Welcome to Ace Support.	1:00:58 AM
	Please chose an option :	1:00:58 AM
john	I'd like to report an Issue	1:01:03 AM
Acebuddy	Please select an option!	1:01:03 AM
john	Other Issue	1:01:16 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:01:16 AM
john	re 647298 and numerous other tickets, the user session for user Admin_CMBA is frozen again, please log off the user from the server, thanks. Not related to Quickbooks	1:01:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:01:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:01:45 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:02:18 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:02:21 AM
	Hello John	1:02:24 AM
john	hello Anurag! so sorry to bother your team with this issue again	1:02:44 AM
Anurag Sharma	No problem John	1:03:27 AM
	I deeply apologize for the inconvenience caused to you.	1:03:44 AM

Kindly allow me 2-3 minutes to check the same.

1:04:00 AM

John, I have successfully logged the user out from the server in order to resolve this freezing issue.

1:09:10 AM

Whereas I would like to inform you that our escalation team is currently working on your other issue and will update you via email once it is completed.

1:09:42 AM

Is there anything else I may help you with ?

1:09:47 AM

john that's all I need for now! thanks very much!

1:09:59 AM

Anurag Sharma Thanks for the confirmation !

1:10:03 AM

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

1:10:05 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!

1:10:07 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/>)

*Anurag Sharma has ended this chat session*

1:10:10 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

1 Feb, 12:29:23 AM

**#71759 Megan Becker**

**Email:** mbecker@teamoneclaims.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 11 Mins 38 Secs

Megan Becker	Hello, I am your Acebuddy	1 Feb, 12:29:24 AM
Acebuddy	Hello Megan Becker, I'm your Ace Buddy. I'll be happy to assist you!	12:29:25 AM
	Whom Would You Like to Connect With?	12:29:25 AM
Megan Becker	Technical Support (QB & App Hosting)	12:29:29 AM
Acebuddy	Welcome to Ace Support.	12:29:29 AM
	Please chose an option :	12:29:29 AM
Megan Becker	I'd like to report an Issue	12:29:36 AM
Acebuddy	Please select an option!	12:29:36 AM
Megan Becker	Other Issue	12:29:48 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:29:48 AM
Megan Becker	Unable to access server due to issue with multi-factor authorization error window.	12:30:18 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:30:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:30:19 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:30:32 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:30:36 AM
	Hello Megan	12:30:48 AM
Megan Becker	Hello!	12:30:56 AM
	<i>12:31:34 AM Megan Becker is sharing a file with you <a href="#">image.png</a> - ( Size:33.19 KB )</i>	12:31:34 AM
	When I type my password to the server in, it words fine. But before I am able to enter anything else, I get an error pop-up window.	12:31:36 AM
Anurag Sharma	Thankyou for sharing the error.	12:31:58 AM
	Let me transfer you to a specialist who can better address your concern.	12:32:01 AM
	<i>Anurag Sharma is transferring the chat to Tushar Pharswan.</i>	12:32:08 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	12:32:13 AM
Tushar Pharswan	Hello Megan	12:32:33 AM
Megan Becker	Hello	12:32:37 AM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:32:46 AM

Megan Becker	Ace Cloud Server / Megan.B@myrealdata.net	12:33:12 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	12:34:38 AM
	Thank you for waiting, kindly try again and see if the issue is resolved or not.	12:38:26 AM
Megan Becker	I believe so! Thank you for helping!	12:40:00 AM
Tushar Pharswan	Were you able to login?	12:40:32 AM
Megan Becker	Yes	12:40:43 AM
Tushar Pharswan	Good.	12:40:49 AM
	Is there anything else I may help you with ?	12:40:50 AM
Megan Becker	That is all, thank you.	12:40:55 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:40:59 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	12:41:00 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Tushar Pharswan has ended this chat session</i>	12:41:02 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Feb, 6:08:47 AM

**#72195 JEAN HU**

**Email:** jean.hu@snrtea.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** ROWLAND HEIGHTS

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 3 Mins 56 Secs

JEAN HU	Hello, I am your Acebuddy	8 Feb, 6:08:49 AM
Acebuddy	Hello Jean Hu, I'm your Ace Buddy. I'll be happy to assist you!	6:08:50 AM
	Whom Would You Like to Connect With?	6:08:50 AM
JEAN HU	Technical Support (QB & App Hosting)	6:08:54 AM
Acebuddy	Welcome to Ace Support.	6:08:54 AM
	Please chose an option :	6:08:54 AM
JEAN HU	I'd like to report an Issue	6:09:00 AM
Acebuddy	Please select an option!	6:09:00 AM
JEAN HU	Other Issue	6:09:04 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:09:04 AM
JEAN HU	Remote Desktop unresponsive. Blue screen.	6:09:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:09:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:09:20 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:09:27 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:09:31 AM
	Hello Jean	6:09:36 AM
	I will surely help you with this issue.	6:09:47 AM
	Kindly try now	6:11:07 AM
JEAN HU	all good now	6:12:15 AM
Shashwat Verma	Great	6:12:24 AM
	Is there anything else I may help you with ?	6:12:27 AM
JEAN HU	no that was all. thank you	6:12:33 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	6:12:38 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:12:41 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

6:12:43 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/>)

*Shashwat Verma has ended this chat session*

6:12:45 AM



## Chat Transcript

Hello, I am your Acebuddy

19 Feb, 10:16:41 PM

### Visitor Details

#### #72821 Betty George

**Email:** finance@americanflat.com ☎ 18335674050

**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:** 17 Secs

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 8 Mins 7 Secs

Betty George	Hello, I am your Acebuddy	19 Feb, 10:16:43 PM
Acebuddy	Hello Paul Rogers, I'm your Ace Buddy. I'll be happy to assist you!	10:16:44 PM
	Whom Would You Like to Connect With?	10:16:44 PM
Betty George	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
Betty George	I'd like to report an Issue	10:16:59 PM
Acebuddy	Please select an option!	10:17:00 PM
Betty George	Password Reset	10:17:09 PM
Acebuddy	Please select an option below	10:17:09 PM
Betty George	Already Enrolled to Selfcare Portal	10:17:17 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:17:17 PM
	Do you need any further assistance on the topic?	10:17:17 PM
Betty George	Yes	10:18:58 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:18:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:18:58 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:19:25 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:19:30 PM
	Hello Paul	10:19:35 PM
Betty George	Hello	10:19:39 PM
	I'm having an issue calling you. And logging into my account. The OTP isn't going to my phone	10:20:17 PM
	Says it is... but nothing shows up	10:20:30 PM
Shashwat Verma	I will surely help you with this issue.	10:20:37 PM
	Kindly allow me two minutes to check the same.	10:20:52 PM
Betty George	My phone is 561-312-6640	10:22:21 PM
Shashwat Verma	Do you want to proceed with on call or shall I assist you here only?	10:22:58 PM
Betty George	Phone call would be best please	10:23:14 PM
Shashwat Verma	Sure	10:23:21 PM
	We have noted the request and will arrange a callback, do you have any preferred timing for callback? (Edited)	10:23:53 PM
Betty George	Today please	10:24:06 PM
Shashwat Verma	Sure	10:24:14 PM
Betty George	ASAP	10:24:15 PM
Shashwat Verma	Is there anything else I may help you with ?	10:24:20 PM
Betty George	Not at this time	10:24:40 PM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:24:45 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

10:24:47 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/>)

*Shashwat Verma has ended this chat session*

10:24:50 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

22 Feb, 7:04:23 PM

**#73007 ANDREW LEWIS KLEIN**

**Email:** burro777@aol.com 15034903553

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 9 Mins 31 Secs

ANDREW LEWIS  
KLEIN

Hello, I am your Acebuddy

22 Feb, 7:04:25  
PM

Acebuddy

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

7:04:26 PM

Whom Would You Like to Connect With?

7:04:26 PM

ANDREW LEWIS  
KLEIN

Technical Support (QB & App Hosting)

7:04:30 PM

Acebuddy	Welcome to Ace Support.	7:04:30 PM
	Please chose an option :	7:04:30 PM
ANDREW LEWIS KLEIN	I'd like to report an Issue	7:04:35 PM
Acebuddy	Please select an option!	7:04:35 PM
ANDREW LEWIS KLEIN	QuickBooks Issue	7:04:39 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:04:39 PM
ANDREW LEWIS KLEIN	QuickBooks Update	7:04:45 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.	7:04:45 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.	7:04:45 PM
	Do you need any further assistance on the topic?	7:04:45 PM
ANDREW LEWIS KLEIN	Yes	7:04:56 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:04:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:04:56 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	7:04:59 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	7:05:03 PM
	Hi Andrew. How are you doing today?	7:05:12 PM
ANDREW LEWIS KLEIN	Hi Yash. Doing okay. And you? I've been unable to open our QB company file for about 4 days now and I need to be able to open QB and access the file. Right now, QB won't even open. You can look at our history that Ace has been working on it, but it is unresolved.	7:06:48 PM
Yash Ahi	I am also doing good. Thankyou for asking.	7:07:05 PM
	I deeply apologize for the inconvenience caused to you.	7:07:10 PM
	I will surely help you with this issue.	7:07:12 PM
	Could you please help me with your server name or business name?	7:07:15 PM
ANDREW LEWIS KLEIN	My log in is: AndrewKL.NENT1	7:07:54 PM
Yash Ahi	Thank you for the information.	7:08:25 PM
	Kindly allow me two minutes to check the same.	7:08:27 PM
	Thank you for your patience Andrew.	7:11:29 PM
ANDREW LEWIS KLEIN	Do you want access to our server?	7:11:52 PM
Yash Ahi		7:12:20 PM

	It seems like the callback is already arranged by the senior person at 7 AM PST.	
ANDREW LEWIS KLEIN	Do you wish to have a callback, or want to work on it right now?	7:12:51 PM
Yash Ahi	ok. Got it. I'll wait for the call. Will it be to my cell phone 503-490-3553?	7:12:58 PM
ANDREW LEWIS KLEIN	You will receive a callback on 503-490-3553.	7:13:22 PM
Yash Ahi	Perfect. Thanks Yash. Have a good one.	7:13:41 PM
	You're welcome.	7:13:44 PM
	After this chat you will get the reference ticket ID	7:13:50 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:13:52 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:13:54 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Yash Ahi has ended this chat session</i>	7:13:57 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Feb, 2:05:57 AM

**#73080 Ailee Buendia**

**Email:** abuendia@windmillcap.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:** 6 Mins 51 Secs

**City:** THE LAKES

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 13 Mins

Ailee Buendia	Hello, I am your Acebuddy	25 Feb, 2:05:58 AM
Acebuddy	Hello Ailee Buendia, I'm your Ace Buddy. I'll be happy to assist you!	2:05:59 AM
	Whom Would You Like to Connect With?	2:05:59 AM
Ailee Buendia	Technical Support (QB & App Hosting)	2:06:05 AM
Acebuddy	Welcome to Ace Support.	2:06:05 AM
	Please chose an option :	2:06:05 AM
Ailee Buendia	I'd like to raise a Request	2:06:12 AM
Acebuddy	Please select your request type.	2:06:13 AM
Ailee Buendia	Application Update	2:06:24 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	2:06:24 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	2:06:24 AM
Ailee Buendia	Yes	2:06:33 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:06:33 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:06:33 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:07:24 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:07:27 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:07:36 AM
Ailee Buendia	Windmill Capital Inc : CID74296	2:07:58 AM
	Hi Yash, i have ticket #645955	2:08:08 AM
	open already	2:08:09 AM
Yash Kalra	Kindly allow me two minutes to check the same.	2:08:11 AM
	Thank you for informing me. Kindly allow me <b>2 minutes</b> to check this.	2:10:41 AM
	Ailee, please let me know the version of the QuickBooks you are using.	2:12:57 AM
Ailee Buendia	Quickbooks Desktop Pro 2024 I believe	2:14:43 AM
Yash Kalra	Ailee, from the backend I have added a file doctor on your desktop please try to use this one.	2:16:52 AM

	Please check and let us know if the issue is resolved?	2:17:48 AM
Ailee Buendia	I just logged in and tried opening a company file and receive the same error message about needing to download the latest file doctor	2:18:20 AM
Yash Kalra	May I take the remote access of your server?	2:18:28 AM
Ailee Buendia	Sure	2:18:32 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	2:18:37 AM
Ailee Buendia	done	2:19:16 AM
	Hello?	2:35:32 AM
Yash Kalra	Yes I am here.	2:35:50 AM
	I trying to resolve the issue from the backend.	2:36:14 AM
Ailee Buendia	ok thank you	2:36:20 AM
Yash Kalra	Please allow me the access of your sever.	2:39:32 AM
	Prior providing the access, I would suggest you close any important documents at your end.	2:39:43 AM
Ailee Buendia	ok	2:39:58 AM
	i'm logged back in	2:55:07 AM
Yash Kalra	Ailee, As per our conversation, we'll schedule a task for <b>night hours</b> to perform the update and resolve the issue. Is there anything else I can help you with?	3:19:16 AM
Ailee Buendia	Thanks very much for your help Yash! That will be all	3:19:26 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies.	3:19:28 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:19:35 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	3:19:39 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Yash Kalra has ended this chat session</i>	3:19:42 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

26 Feb, 1:33:56 AM

### #73152 KEITH

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

**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:** 58 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 23 Mins 10 Secs

KEITH	Hello, I am your Acebuddy	26 Feb, 1:33:58 AM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	1:33:59 AM
	Whom Would You Like to Connect With?	1:33:59 AM
KEITH	Technical Support (QB & App Hosting)	1:34:01 AM
Acebuddy	Welcome to Ace Support.	1:34:01 AM
	Please chose an option :	1:34:01 AM
KEITH	I'd like to report an Issue	1:34:06 AM
Acebuddy	Please select an option!	1:34:06 AM
KEITH	QuickBooks Issue	1:34:10 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:34:10 AM
KEITH	QuickBooks Update	1:34:15 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.	1:34:15 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.	1:34:15 AM

	Do you need any further assistance on the topic?	1:34:15 AM
KEITH	Yes	1:34:25 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:34:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:34:25 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:34:31 AM
KEITH	OK I GOT KICKED OFF. I AM NOW COMING BACK TO CHAT FROM LOCAL SIDE	1:35:09 AM
Yash Kalra	Keith, The <b>QuickBooks update</b> will take another <b>5 minutes</b> . Please avoid connecting to the server during this time, as it may impact the process.	1:36:15 AM
KEITH	GOT IT. WILL RETURN IN 3 MINUTES OR SO	1:36:32 AM
Yash Kalra	Sure, please take your time	1:36:47 AM
KEITH	OK IM BACK	1:44:10 AM
	<i>1:44:28 AM Yash Kalra is sharing a file with you <a href="#">image.png</a> - ( Size:4.73 KB )</i>	1:44:28 AM
	NO WORRIES	1:45:43 AM
Yash Kalra	Keith, The update is still in progress and is almost complete. Please allow us a little more time.	1:45:55 AM
KEITH	NO WORRIES. I WILL RETURN IN 3 MINUTES	1:46:12 AM
Yash Kalra	Keith, We've updated <b>QuickBooks</b> from the backend. Is there anything else I can help you with?	1:48:36 AM
	Are we still connected here?	1:49:45 AM
	Are we still connected here?	1:51:29 AM
KEITH	YES	1:51:37 AM
	IM BACK	1:51:42 AM
	LET ME LOG ON AND SEE	1:51:54 AM
Yash Kalra	Sure, please take your time	1:52:10 AM
	Please check and let us know if the issue is resolved?	1:52:35 AM
KEITH	I RAN IT JUST NOW. ITS DOWLOADING CRITICLE FIXES AGAIN	1:54:40 AM
	I GUESS WE ARE GOOD	1:55:58 AM
Yash Kalra	Is there anything else I may help you with ?	1:56:05 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies.	1:56:29 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:56:41 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!

1:56:45 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*

1:57:09 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

18 Feb, 8:52:01 PM

**#72738 enitza.rivera**

**Email:** enitza.rivera@lawnconnections.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:** 34 Secs

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 7 Mins 52 Secs

enitza.rivera	Hello, I am your Acebuddy	18 Feb, 8:52:01 PM
Acebuddy	Hello Enitza.rivera, I'm your Ace Buddy. I'll be happy to assist you!	8:52:02 PM
	Whom Would You Like to Connect With?	8:52:02 PM
enitza.rivera	Technical Support (QB & App Hosting)	8:52:11 PM
Acebuddy		

	Welcome to Ace Support.	8:52:11 PM
	Please chose an option :	8:52:11 PM
enitza.rivera	I'd like to raise a Request	8:52:24 PM
Acebuddy	Please select your request type.	8:52:24 PM
enitza.rivera	Setup Ace Server	8:52:41 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:52:41 PM
enitza.rivera	Microsoft Windows	8:52:50 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	8:52:50 PM
	Do you need any further assistance on the topic?	8:52:50 PM
enitza.rivera	Yes	8:53:24 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:53:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:53:24 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:54:09 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:54:13 PM
enitza.rivera	I received the following mwessage: Enitza.Rivera is currently disabled on the server.	8:54:50 PM
Manish Singh	I will surely help you with this issue.	8:54:56 PM
	Kindly allow me 3-4 minutes to check the same.	8:55:04 PM
enitza.rivera	how do i get back ,	8:55:06 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.	8:57:27 PM
	Also, the registered email for your account with us is : chris@lawnconnections.com	
	So that we can enable the user for you or you can enable the user via My Portal.	8:57:54 PM
enitza.rivera	thanks	8:59:10 PM
Manish Singh	Is there anything else I may help you with ?	8:59:21 PM
enitza.rivera	than is all , thank you	8:59:36 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:59:47 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!	
		8:59:51 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*

8:59:54 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

23 Feb, 11:30:10 AM

#### #73023 Dinesh Dulal

**Email:** admin@ctaxllc.com ☎ 14438159975

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 31 Mins 5 Secs

Dinesh Dulal	Hello, I am your Acebuddy	23 Feb, 11:30:11 AM
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!	11:30:11 AM
	Whom Would You Like to Connect With?	11:30:11 AM
Dinesh Dulal	Technical Support (QB & App Hosting)	11:30:15 AM
Acebuddy	Welcome to Ace Support.	11:30:15 AM
	Please chose an option :	11:30:15 AM
Dinesh Dulal	I'd like to raise a Request	11:30:21 AM
Acebuddy		

	Please select your request type.	11:30:21 AM
Dinesh Dulal	Office 365 Addition	11:30:25 AM
Acebuddy	Please specify if you already have an Office365 subscription	11:30:25 AM
Dinesh Dulal	I already have O365 license	11:30:34 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 :	11:30:34 AM
	<ul style="list-style-type: none"> <li>• O365 E3</li> <li>• O365 E5</li> <li>• O365 Apps for Enterprise</li> </ul>	11:30:34 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.	11:30:34 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.	11:30:34 AM
	Do you need any further assistance on the topic?	11:30:34 AM
Dinesh Dulal	Yes	11:30:59 AM
Acebuddy	Please wait while we connect you to our Support Representative	11:30:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:30:59 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:31:08 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:31:10 AM
	Hello Admin	11:31:18 AM
Dinesh Dulal	Hello I need to download ms 365	11:31:36 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:31:58 AM
Dinesh Dulal	my company name is Creative Tax Services LLc and my name is Dinesh	11:32:40 AM
Anurag Sharma	Thanks for the confirmation !	11:33:51 AM
	Dinesh could you please confirm me that do you have the license or you want to purchase it from ACE?	11:34:50 AM
Dinesh Dulal	I just bought trial version. if it works for me for i will move forward annual subscription	11:35:45 AM
Anurag Sharma	Okay.	11:36:00 AM
Dinesh Dulal	does it works	11:36:04 AM
Anurag Sharma	To confirm that I need to have the license details of O365 that you have.	11:36:40 AM
Dinesh Dulal	what info should i give you	11:37:03 AM
Anurag Sharma	I just want to know the license details of O365 as there are various licenses of O365 available. But only few of them are compatible on the server.	11:38:42 AM
Dinesh Dulal	how do i get?	11:39:03 AM
		11:39:25 AM

	i do not see any license number	
Anurag Sharma	Okay no problem.	11:39:45 AM
	I will explain it to you.	11:40:13 AM
	Actually on the server. Only O365 (Apps for enterprise)	
	O365 E3	11:40:35 AM
	O365 E5	
	are compatible. (Edited)	
Dinesh Dulal	yes it is enterprise	11:40:51 AM
Anurag Sharma	Thanks for the confirmation Dinesh !	11:42:33 AM
	After this chat, I will send you an email. You can just revert back to that email with an approval from the primary contact regarding this request.	11:43:14 AM
Dinesh Dulal	ok	11:43:37 AM
Anurag Sharma	Once we will receive the confirmation on mail. We will execute the installation process and will inform you via email once it is completed.	11:44:04 AM
	Is there anything else I may help you with ?	11:44:15 AM
Dinesh Dulal	im sending email	11:44:39 AM
Anurag Sharma	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	11:45:00 AM
Dinesh Dulal	done	11:46:11 AM
Anurag Sharma	Thank you so much Dinesh.	11:47:12 AM
	We will update you on email once it is completed.	11:47:22 AM
	Is there anything else I may help you with ?	11:47:25 AM
Dinesh Dulal	how will you get my license info?	11:47:54 AM
	i need it now	11:48:09 AM
Anurag Sharma	We will install the application on the server for you.	11:48:32 AM
	Then you can login to that application with your credentials.	11:48:48 AM
Dinesh Dulal	am buying from you?	11:49:13 AM
	how long does it take?	11:49:43 AM
Anurag Sharma	You can surely purchase the license from ACE as well.	11:49:57 AM
	However, you can use your own license also if you already have one.	11:50:13 AM
Dinesh Dulal	i already have it	11:50:27 AM
Anurag Sharma	It can take around 2-3 hours. We will inform you once it is completed.	11:50:36 AM
Dinesh Dulal	sir it is 12.30 am loal time. i want it to download now.	11:51:16 AM
Anurag Sharma		11:51:43 AM

It is good if you have one. You can use that to use the application on the server.

Yes sure Dinesh. We have received your approval on mail. Our team has already started the process in the backend.

11:52:37 AM

We will inform you on email as soon as possible with the update.

11:53:15 AM

Dinesh Dulal you are telling me it takes 2-3 hour. Why?

11:53:29 AM

it is 2 minutes job

11:53:50 AM

Anurag Sharma Actually Dinesh, it is an estimation time. Our team has already started working on your request. We will try our best to deliver the application to you before time.

11:54:53 AM

I have also noted it down in the notes that you need this application installed on the server urgently. We have already assigned your task in priority.

11:56:39 AM

Dinesh Dulal i want to finish a work now so i need it urgently. I have client meeting tomorrow morning. Without completing it now i can not meet my client so it is really urgent. and also time is mid night here. i need to go to bed asap.

11:58:14 AM

Anurag Sharma I can really understand you urgency Dinesh. Our team will make sure to deliver the application to you before time.

11:59:42 AM

You don't need to worry. I have already prioritized your task.

12:00:32 PM

Is there anything else I may help you with ?

12:00:34 PM

Dinesh Dulal no thank you

12:00:49 PM

Anurag Sharma Thankyou so much Dinesh.

12:01:08 PM

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

12:01:11 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!

12:01:13 PM

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

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

*Anurag Sharma has ended this chat session*

12:01:16 PM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

6 Feb, 6:28:37 AM

#72049 ramgopal

Email: ram@taxtemple.com ☎ 16185709470

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: CHANTILLY

State: Virginia

Country: UNITED STATES

## Chat Transcript

Chat Duration : 7 Mins 9 Secs

ramgopal	Hello, I am your Acebuddy	6 Feb, 6:28:39 AM
Acebuddy	Hello Ramgopal, I'm your Ace Buddy. I'll be happy to assist you!	6:28:40 AM
	Whom Would You Like to Connect With?	6:28:40 AM
ramgopal	Technical Support (QB & App Hosting)	6:28:45 AM
Acebuddy	Welcome to Ace Support.	6:28:45 AM
	Please chose an option :	6:28:45 AM
ramgopal	I'd like to report an Issue	6:28:53 AM
Acebuddy	Please select an option!	6:28:53 AM
ramgopal	Other Issue	6:28:57 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:28:57 AM
ramgopal	i need to unzip a file on cloud	6:29:11 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:29:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:29:12 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	6:29:53 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	6:29:57 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:30:06 AM
	Are we still connected here?	6:32:10 AM
	Are we still connected here?	6:33:01 AM

Are we still connected here?

6:34:18 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.

6:35:36 AM

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

6:35:39 AM

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

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

Thanks!

6:35:46 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/>)

*Tushar Pharswan has ended this chat session*

6:35:49 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Feb, 3:47:21 PM

**#71906 rlangford**

**Email:** rlangford@roistrategies.net ☎ 14046102218

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** ALPHARETTA

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 9 Months 2 Weeks

rlangford

Hello, I am your Acebuddy

4 Feb, 3:47:22 PM

Acebuddy	Hello Rlangford, I'm your Ace Buddy. I'll be happy to assist you!	3:47:23 PM
	Whom Would You Like to Connect With?	3:47:23 PM
rlangford	Technical Support (QB & App Hosting)	3:48:47 PM
Acebuddy	Welcome to Ace Support.	3:48:47 PM
	Please chose an option :	3:48:47 PM
rlangford	I'd like to report an Issue	3:48:55 PM
Acebuddy	Please select an option!	3:48:55 PM
rlangford	Other Issue	3:48:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:49:00 PM
rlangford	My server was running a little slow yetserday but it is almost inoperable right now... need to try a reboot	3:49:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:49:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:49:35 PM
	<i>Anurag Sharma has not responded for the transfer request.</i>	3:51:36 PM
	<i>Rohan Prajapati has not responded for the transfer request.</i>	3:51:36 PM
	<i>Chat request was not picked up by the operators</i>	3:52:02 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

17 Feb, 9:41:30 PM

#72661 pnel

Email: pnel@aimws.com ☎ 12818472000

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: 48 Secs

City: SPRING

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 16 Mins 2 Secs

pnel	Hello, I am your Acebuddy	17 Feb, 9:41:31 PM
Acebuddy	Hello Pnel, I'm your Ace Buddy. I'll be happy to assist you!	9:41:33 PM
	Whom Would You Like to Connect With?	9:41:33 PM
pnel	Technical Support (QB & App Hosting)	9:41:41 PM
Acebuddy	Welcome to Ace Support.	9:41:41 PM
	Please chose an option :	9:41:41 PM
pnel	I'd like to report an Issue	9:41:47 PM
Acebuddy	Please select an option!	9:41:48 PM
pnel	Other Issue	9:41:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:41:52 PM
pnel	Ticket number 6410018 - I do not have all the user names and passwords	9:42:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:42:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:42:15 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:42:51 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:42:57 PM
pnel	Thank you - I tried calling but your phone number isn't working	9:43:12 PM
	and the ticket portal will not let me sign on	9:43:20 PM
	Our users were supposed to be transferred to Office Enterprise, but I do not have the sign in information for everyone	9:43:46 PM
Manish Singh	We have shared the O365 credentials for 10 users have you received it?	9:45:30 PM
pnel	Yes, but I do not have credenitals for myself	9:45:44 PM
	for Bryan and Sue McHenry	9:45:48 PM
	where are those credentials?	9:45:53 PM
	Julivette Albarran	9:45:56 PM
	I don't have hers either	9:46:01 PM
Manish Singh	Rest 3 users are already created.	9:46:09 PM
pnel	Please send me a list of ALL the users and their passwords	9:46:30 PM

	This is interfering with our business needs	9:46:41 PM
	Also	9:46:49 PM
	I thought we would use our own credentials for this switch	9:46:57 PM
	if that is NOT the case, then I want everything switched back to how it was before	9:47:11 PM
Manish Singh	The users which are already been created prior to this request we don't have their password.	9:47:13 PM
	We can reset the password for you.	9:47:21 PM
pnel	Switch everything back to the way it was before	9:47:30 PM
	this is horrible	9:47:34 PM
Manish Singh	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	9:48:00 PM
	Please send us the email, we will reset the password of the existing users.	9:49:03 PM
pnel	hello?	9:52:53 PM
	hello	9:52:54 PM
	Are you still htere	9:52:54 PM
Manish Singh	Yes	9:53:05 PM
pnel	I do not want a password reset	9:53:09 PM
	I need them to have access to our credentials @aimws.com	9:53:22 PM
	they send emails and create files and they need to have our access	9:53:31 PM
Manish Singh	Alright, we are arranging a callback, and it can be better assisted over the call.	9:54:27 PM
	Can you provide us with your contact number and preferred time to assist you.	9:54:56 PM
pnel	832-933-1969 and I need a call now - we are NOT able to function	9:55:12 PM
Manish Singh	Arranging a callback now.	9:56:40 PM
	Is there anything else I may help you with ?	9:56:44 PM
pnel	No	9:56:53 PM
Manish Singh	Thanks for your patience.	9:57:13 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:57:26 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:57:31 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	

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

*Manish Singh has ended this chat session*

9:57:34 PM

