

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

24 Apr, 12:21:23 AM

### #75978 Kenneth Gould

**Email:** kenneth@medworking.com ☎ 940-384-0212

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** FT WORTH

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 7 Mins 14 Secs

Kenneth Gould	Hello, I am your Acebuddy	24 Apr, 12:21:24 AM
Acebuddy	Hello Kenneth Gould, I'm your Ace Buddy. I'll be happy to assist you!	12:21:25 AM
	Whom Would You Like to Connect With?	12:21:25 AM
Kenneth Gould	Technical Support (QB & App Hosting)	12:21:31 AM
Acebuddy	Welcome to Ace Support.	12:21:31 AM
	Please chose an option :	12:21:31 AM
Kenneth Gould	I'd like to report an Issue	12:21:40 AM
Acebuddy	Please select an option!	12:21:41 AM
Kenneth Gould	QuickBooks Issue	12:21:45 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:21:45 AM
Kenneth Gould	QuickBooks Update	12:21:50 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.	12:21:50 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.	12:21:50 AM

	Do you need any further assistance on the topic?	12:21:50 AM
Kenneth Gould	Yes	12:22:15 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:22:15 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:22:15 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:22:53 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:22:57 AM
	Hello kenneth (Edited)	12:23:07 AM
Kenneth Gould	We need to get our QB update done.	12:23:22 AM
Shashwat Verma	I will surely help you with this issue.	12:23:34 AM
	We have noted your request and will do the needful	12:23:57 AM
	Once done will let you know on email	12:24:12 AM
Kenneth Gould	We're getting messages every time that we need to upgrade to the new version.	12:24:21 AM
	When should I expect it to be done?	12:24:40 AM
Shashwat Verma	Ok So you want to upgrade the QB from 22 to 24	12:24:51 AM
	We thought you require general update of the QB	12:25:15 AM
Kenneth Gould	I guess so. The message says it's a free upgrade.	12:25:18 AM
Shashwat Verma	As your License is Client pre-owned, kindly connect to intuit for new license, once we get that details, rest installation will be performed by us. (Edited)	12:26:26 AM
Kenneth Gould	So I need to give you a key?	12:27:11 AM
Shashwat Verma	Yes, we need License number and the product key	12:27:28 AM
	Once you get the same, let us know	12:27:45 AM
Kenneth Gould	Ok. I'll get that done.	12:27:59 AM
Shashwat Verma	Is there anything else I may help you with ?	12:28:15 AM
Kenneth Gould	That's all	12:28:21 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	12:28:32 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:28:35 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!	12:28:36 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 (<https://www.acecloudhosting.com/knowledgebase/>)

*Shashwat Verma has ended this chat session*

12:28:39 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Apr, 11:33:27 PM

**#75638 Blake**

**Email:** blake.leinart@ecs-env.com

**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:** 26 Secs

**City:** BELTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 5 Mins 39 Secs

Blake	Hello, I am your Acebuddy	15 Apr, 11:33:29 PM
Acebuddy	Hello Blake, I'm your Ace Buddy. I'll be happy to assist you!	11:33:29 PM
	Whom Would You Like to Connect With?	11:33:29 PM
Blake	Technical Support (QB & App Hosting)	11:33:36 PM
Acebuddy	Welcome to Ace Support.	11:33:36 PM
	Please chose an option :	11:33:36 PM
Blake	I'd like to report an Issue	11:33:46 PM
Acebuddy	Please select an option!	11:33:46 PM
Blake	QuickBooks Issue	11:33:52 PM

Acebuddy	What type of QuickBooks Issue are you facing?	11:33:52 PM
Blake	Other QB related issue	11:34:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:34:01 PM
Blake	I have a service ticket 676540. You were supposed to call me at 1PM CST. My phone number is 254-493-3599.	11:34:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:34:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:34:30 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:34:40 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:34:44 PM
	I deeply apologize for the inconvenience caused to you.	11:35:24 PM
	Kindly allow me 3-4 minutes to check the same.	11:35:34 PM
Blake	ok	11:35:39 PM
Anurag Sharma	Blake I just checked the ticket you shared. The agent will contact you in 5 minutes.	11:36:46 PM
Blake	ok	11:36:52 PM
Anurag Sharma	Is there anything else I may help you with ?	11:37:00 PM
	Are we still connected here?	11:38:23 PM
Blake	nope just waiting on the call	11:38:33 PM
Anurag Sharma	Our agent will surely reach out to you soon.	11:38:59 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:39:02 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!	11:39:05 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>	11:39:08 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Apr, 7:09:25 PM

### #76088 Atorres

**Email:** atorres@quinnpayroll.com 15709726222

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

**Operator:**

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 1 Min 13 Secs

**City:** SCRANTON

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 8 Mins 11 Secs

Atorres	Hello, I am your Acebuddy	25 Apr, 7:09:26 PM
Acebuddy	Hello Amanda Torres, I'm your Ace Buddy. I'll be happy to assist you!	7:09:27 PM
	Whom Would You Like to Connect With?	7:09:27 PM
Atorres	Technical Support (QB & App Hosting)	7:09:33 PM
Acebuddy	Welcome to Ace Support.	7:09:33 PM
	Please chose an option :	7:09:33 PM
Atorres	I'd like to report an Issue	7:09:40 PM
Acebuddy	Please select an option!	7:09:40 PM
Atorres	Other Issue	7:09:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:09:45 PM
Atorres	I am unable to login to the server. It says my credentials are not correct but they are.	7:10:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:10:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:10:07 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:10:27 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:10:35 PM

	Hello Amanda, please allow me a moment to sign into the server and check what's causing the issue	7:10:57 PM
Atorres	Thank you	7:11:13 PM
Sharath Kumar	Since there was nobody signed into the server, I have restarted it and am hoping that should resolve your concern	7:13:25 PM
	The server is back up and running now, could you please try signing in once again and let me know the result.	7:13:53 PM
Atorres	I am still not able to login	7:14:14 PM
	okay now I'm in. Thank you very much!!	7:15:42 PM
Sharath Kumar	Glad to hear that, I'm sure it should stay connected.	7:16:00 PM
	I will keep a ticket open for you today and you can reply to my email if this issue persists.	7:16:26 PM
	Is there anything else I may help you with ?	7:16:30 PM
Atorres	no that's everything thank you	7:16:42 PM
Sharath Kumar	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!	7:17:31 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> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:17:35 PM
	<i>Sharath Kumar has ended this chat session</i>	7:17:38 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

28 Apr, 6:28:56 PM

#76208 jlevy

Email: [jlevy@sitemetric.com](mailto:jlevy@sitemetric.com)

Department: Support(QB & App Hosting)

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 10 Secs

**City:** WESTFORD

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 20 Secs

jlevy	Hello, I am your Acebuddy	28 Apr, 6:28:57 PM
Acebuddy	Hello Jake Levy, I'm your Ace Buddy. I'll be happy to assist you!	6:28:58 PM
	Whom Would You Like to Connect With?	6:28:58 PM
jlevy	Technical Support (QB & App Hosting)	6:29:05 PM
Acebuddy	Welcome to Ace Support.	6:29:05 PM
	Please chose an option :	6:29:05 PM
jlevy	I'd like to raise a Request	6:29:11 PM
Acebuddy	Please select your request type.	6:29:11 PM
jlevy	Setup Ace Server	6:29:20 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	6:29:20 PM
jlevy	Microsoft Windows	6:29:28 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	6:29:28 PM
	Do you need any further assistance on the topic?	6:29:28 PM
jlevy	Yes	6:30:03 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:30:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:30:03 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	6:30:08 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	6:30:14 PM
	Hello Jake, How are you doing today ?	6:30:24 PM
jlevy	Hi I'm good thanks	6:31:03 PM
Rohan Prajapati	That's Great	6:31:29 PM
	I will surely help you with this.	6:31:53 PM

	May I know the username for which you need the RDP file ?	6:32:04 PM
jlevy	I just received a temp laptop and need to get remote desktop and QuickBooks setup on this device	6:32:06 PM
Rohan Prajapati	Sure I will help you with this,	6:32:59 PM
	Could you please confirm if you are using windows laptop OR Mac OS	
	Please confirm this too	6:33:10 PM
jlevy	Windows OS	6:33:51 PM
	Here is the info for both remote desktops and QB login	6:34:08 PM
	Sitemetric_User_05 Remote Desktop Login Username: myrealdata\Sitemetric_User_05 Password: k2E7Ub1Nh# 2. QuickBooks login information: Username: Sitemetric_User_05 Password: Admin14 7:22	
	Sitemetric_User_06 Remote Desktop Login Username: myrealdata\Sitemetric_User_06 Password: 3yz@W9HQ5u 2. QuickBooks login information: Username: Sitemetric_User_06 Password: Admin14	6:34:08 PM
Rohan Prajapati	Do you need RDP files for both users ?	6:34:35 PM
jlevy	Both users/virtual dekstop were setup on my other Macbook which I used until a temp laptop came	6:35:23 PM
Rohan Prajapati	Thanks for the confirmation !	6:36:29 PM
	I have uploaded the RDP files for both the users on below link :	6:36:46 PM
	<a href="https://we.tl/t-XCnmDQzgyP">https://we.tl/t-XCnmDQzgyP</a>	
	Is there anything else I may help you with ?	6:36:48 PM
jlevy	Are you able to help install and get these setup?	6:38:15 PM
	We had some problems before and then had issues with QB so want to make sure we troubleshoot issues if they arise	6:39:50 PM
Rohan Prajapati	Jake, you just need to download the RDP files to your temporary laptop using the provided link. Then, you can access the server by double-clicking on each user's file and entering their existing password.	6:40:37 PM
	Do you still need me to remotely access your laptop and download it to your local PC?	6:42:11 PM
	Are we still connected here?	6:45:44 PM
jlevy	Yes sorry I'm trying to connect to one of them to see if it works	6:46:12 PM
Rohan Prajapati	Sure take your time	6:46:26 PM
jlevy	I accessed 05 server, but I'm still not able to download QB reports to Excel. It says I don't have enough memory and only gives me the option to export CSV	6:50:43 PM
Rohan Prajapati	Okay that means that user doesn't have access to the MS Office application	6:52:31 PM
	Kindly allow me 4-5 minutes to check the same.	6:52:38 PM
jlevy	Apologies, system rebooted but I'm back	6:53:42 PM
	Thanks for checking	6:53:58 PM
Rohan Prajapati	Will that be okay if i update you via email regarding this Excel Permission ? (Edited)	6:56:30 PM

	Are we still connected here?	6:58:36 PM
jlevy	Yes, how long do you think it will take?	6:59:27 PM
Rohan Prajapati	Jake, most likely the user account you're logged into doesn't have access to the MS Office applications, and we would need approval from the account owner to grant access.	7:01:00 PM
jlevy	But I have a license for MS 365, I can open Outlook, Excel and other MS apps	7:02:25 PM
Rohan Prajapati	Jake, please note that MS Office 365 is not installed on the server instead MS Excel 2016 is installed on the server.	7:05:28 PM
<b>Also, only the following MS Office 365 subscriptions are compatible with the Terminal Server:</b>		
	MS Office 365 Apps for Enterprise	7:08:09 PM
	MS Office 365 E3	
	MS Office 365 E5	
jlevy	Ok - please ask Brian Thomas for permission	7:08:29 PM
	High priority, he knows I need access	7:08:43 PM
Rohan Prajapati	Sure We will verify the same from the backend and will send the email	7:08:58 PM
	Is there anything else I may help you with ?	7:09:03 PM
jlevy	thank you, and it should be installed on both 05 and 06 servers	7:09:23 PM
	I imagine the install is quick once Brian approves?	7:09:38 PM
Rohan Prajapati	Yes as its already installed on the server and we need to just provide the permission	7:10:22 PM
jlevy	Got it	7:10:49 PM
Rohan Prajapati	Is there anything else I may help you with ?	7:11:32 PM
jlevy	Not at the moment	7:11:51 PM
Rohan Prajapati	Thanks for the confirmation !	7:12:13 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:12:14 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:12:16 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>Rohan Prajapati has ended this chat session</i>		7:12:18 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Apr, 10:34:10 PM

**#76395 Jeff Caldwell**

**Email:** jeff@heatinggreen.com 113607398774

**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:** 3 Secs

**City:** SEATTLE

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 2 Mins 44 Secs

Jeff Caldwell	Hello, I am your Acebuddy	30 Apr, 10:34:11 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:38:28 PM
	Are we still connected here?	10:39:26 PM
	Are we still connected here?	10:40:05 PM
	Are we still connected here?	10:41:02 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:41:04 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:41:07 PM
<i>Anurag Sharma has ended this chat session</i>		10:41:09 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

23 Apr, 3:30:26 PM

### #75933 AMANDA

Email: 378807418@qq.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 18 Secs

City: SHIGUO

State: Zhejiang Sheng

Country: CHINA

## Chat Transcript

Chat Duration : 53 Mins 1 Sec

AMANDA	Hello, I am your Acebuddy	23 Apr, 3:30:26 PM
Acebuddy	Hello Amanda, I'm your Ace Buddy. I'll be happy to assist you!	3:30:27 PM
	Whom Would You Like to Connect With?	3:30:27 PM
AMANDA	Technical Support (QB & App Hosting)	3:30:35 PM
Acebuddy	Welcome to Ace Support.	3:30:35 PM
	Please chose an option :	3:30:35 PM
AMANDA	I'd like to raise a Request	3:30:41 PM
Acebuddy	Please select your request type.	3:30:41 PM
AMANDA	Other Request	3:30:52 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.	3:30:52 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:30:52 PM
AMANDA	Yes, I'm facing issues with my server	3:31:19 PM
Acebuddy	Please select an option!	3:31:19 PM
AMANDA	Other Issue	3:31:23 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:31:23 PM

AMANDA	INSTALL NEW COMPUTER	3:31:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:31:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:31:34 PM
	<i>Arjun Sikarwar declined the transfer request.</i>	3:31:37 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	3:31:39 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	3:31:45 PM
AMANDA	hello my friend	3:31:52 PM
Sharath Kumar	Hi Amanda, we got disconnected earlier	3:31:59 PM
AMANDA	sorry just droped the internet	3:32:01 PM
	yes lol	3:32:06 PM
	I entered the password	3:32:21 PM
Sharath Kumar	no problem, I assume you were not able to connect to the server	3:32:24 PM
AMANDA	but it is not able to login	3:32:28 PM
	there is the messag said three reason to not connect the remote..	3:32:47 PM
Sharath Kumar	understood, let me quickly check the account	3:32:50 PM
AMANDA	would you like to remote and assist to	3:33:09 PM
Sharath Kumar	yes, let me send you the link for the remote	3:33:33 PM
AMANDA	zohu?	3:33:34 PM
	cool	3:33:39 PM
Sharath Kumar	<a href="https://assist.acecloudhosting.com/join/8112920562">https://assist.acecloudhosting.com/join/8112920562</a>	3:34:00 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:34:04 PM
	Are we still connected here?	3:36:40 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:36:59 PM
	<i>3:53:27 PM Sharath Kumar is sharing a file with you <a href="mailto:AAMD@myrealdata.net.zip">AAMD@myrealdata.net.zip</a> - ( Size:770 Bytes )</i>	3:53:27 PM
	<i>4:04:56 PM Sharath Kumar is sharing a file with you <a href="mailto:AABK@myrealdata.net.zip">AABK@myrealdata.net.zip</a> - ( Size:770 Bytes )</i>	4:04:56 PM
	<i>4:14:31 PM Sharath Kumar is sharing a file with you <a href="mailto:AAPAYROLL@myrealdata.net.zip">AAPAYROLL@myrealdata.net.zip</a> - ( Size:788 Bytes )</i>	4:14:31 PM
	Amanda, on the remote session we were able to assist you with setting up the user accounts on your new computer.	4:22:50 PM
	Please let us know if you require any further assistance	4:23:07 PM

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

4:23:11 PM

*Sharath Kumar has ended this chat session*

4:23:28 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Apr, 9:39:39 PM

**#75163 kthevendra**

**Email:** kthevendra@gmail.com 4166187294

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 27 Mins 38 Secs

kthevendra	Hello, I am your Acebuddy	4 Apr, 9:39:40 PM
Acebuddy	Hello Kthevendra, I'm your Ace Buddy. I'll be happy to assist you!	9:39:41 PM
	Whom Would You Like to Connect With?	9:39:41 PM
kthevendra	Technical Support (QB & App Hosting)	9:39:44 PM
Acebuddy	Welcome to Ace Support.	9:39:44 PM
	Please chose an option :	9:39:44 PM
kthevendra	I'd like to raise a Request	9:39:52 PM
Acebuddy	Please select your request type.	9:39:52 PM
kthevendra	Application Update	9:40:01 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update	

	once the task has been completed.	9:40:01 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	9:40:01 PM
kthevendra	Yes	9:40:13 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:40:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:40:13 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:40:22 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:40:35 PM
kthevendra	Ace cloud hosting <a href="http://TLDMFSI.myrealdata.net">http://TLDMFSI.myrealdata.net</a> myrealdata\GnanakumaranTh	9:40:58 PM
Ashutosh Mishra	I understand you want to update an application.	9:41:41 PM
kthevendra	no is shows not enough space	9:42:03 PM
Ashutosh Mishra	I will surely help you with this issue.	9:42:29 PM
	Kindly allow me two minutes to check the same.	9:42:34 PM
	I see that you C: drive space is low, this is the system drive. This drive contains critical components such as user profiles, application folders, Windows files, cache data, updates, and application-specific data that cannot be safely removed.	9:47:11 PM
	I am cleaning up unnecessary files for you.	9:47:14 PM
	That can be safely removed.	9:47:26 PM
kthevendra	ok	9:47:48 PM
Ashutosh Mishra	I have also noticed that RAM usage is at 99% which is not ideal. (Edited)	9:48:05 PM
	<i>9:48:29 PMAshutosh Mishra is sharing a file with you <a href="#">image.png</a> - ( Size:1.7 KB )</i>	9:48:29 PM
kthevendra	how do we increase this	9:50:45 PM
Ashutosh Mishra	The RAM can be increased and it is chargeable at \$20 per GB per month.	9:52:03 PM
kthevendra	ok can you add 1 GB to our account	9:53:29 PM
	<i>9:54:07 PMAshutosh Mishra is sharing a file with you <a href="#">image.png</a> - ( Size:1.27 KB )</i>	9:54:07 PM
	<i>I have analysed the storage also and the amount of space that we can gain is</i>	
Ashutosh Mishra	I would suggest to increase the storage space as well as that would enhance performance and help prevent potential slowdowns or operational disruptions. (Edited)	9:55:07 PM
	I have cleaned the unnecessary files and you have gained 1% free space, The system should ideally have at least 20% free space, currently you have 10% free space.	9:58:05 PM
	<i>9:58:08 PMAshutosh Mishra is sharing a file with you <a href="#">image.png</a> - ( Size:2.08 KB )</i>	9:58:08 PM
		10:00:21 PM

	Are we still connected here?	
	Are we still connected here?	10:02:02 PM
kthevendra	yes	10:02:16 PM
Ashutosh Mishra	I can send you all the information over the email so you can make informed choice about resource addition, in case you want to proceed with the resource addition we require approval from the registered account holder.	10:03:18 PM
	Is there anything else I may help you with ?	10:04:22 PM
kthevendra	no	10:05:29 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:05:56 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!	10:06:04 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> )	
kthevendra	my son is the account holder I'll ask	10:06:17 PM
Ashutosh Mishra	sure, you can reply with the approval over email and we will proceed accordingly.	10:06:44 PM
	I will send you an email once the chat session ends.	10:06:55 PM
kthevendra	ok thank you	10:07:05 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:07:15 PM
	<i>Ashutosh Mishra has ended this chat session</i>	10:07:19 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 7:49:15 PM

#76097 Bhavin

**Email:** bookkeeping@sandiegocpasteve.com ☎ +1 646 661 2865

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 12 Secs

**City:** BIDADA

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 28 Mins 11 Secs

Bhavin	Hello, I am your Acebuddy	25 Apr, 7:49:16 PM
Acebuddy	Hello Bookkeeping, I'm your Ace Buddy. I'll be happy to assist you!	7:49:17 PM
	Whom Would You Like to Connect With?	7:49:17 PM
Bhavin	Technical Support (QB & App Hosting)	7:49:20 PM
Acebuddy	Welcome to Ace Support.	7:49:20 PM
	Please chose an option :	7:49:20 PM
Bhavin	I'd like to report an Issue	7:49:46 PM
Acebuddy	Please select an option!	7:49:46 PM
Bhavin	Other Issue	7:49:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:49:50 PM
Bhavin	Ticket ID 682937	7:50:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:50:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:50:05 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:50:16 PM
Bhavin	Hi Anjainay	7:50:37 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:50:53 PM
Bhavin	I am unable to log in my remote	7:51:03 PM
	it is showing below error. Please see the below snip	7:51:19 PM
	<i>7:51:29 PM Bhavin is sharing a file with you <a href="#">1_image.png</a> - ( Size:13.62 KB )</i>	7:51:29 PM
Anjainay Singh	Since when you are facing this issue .	7:51:39 PM
Bhavin	since yesterday morning	7:52:02 PM

Anjainay Singh	Please also confirm whether all users are facing the same issue .	7:53:25 PM
Bhavin	Yes my co-worker is facing the same issue.	7:54:21 PM
Anjainay Singh	We have made some backend changes , please try to login into server once I confirm .	7:54:28 PM
Bhavin	okay wait a minut	7:54:56 PM
	No it is showing the same error	7:56:02 PM
Anjainay Singh	Thankyou for letting me know	7:56:16 PM
	Could you also confirm your account name	7:56:59 PM
Bhavin	Name: myrealdata\ShubhamJarecha	7:57:28 PM
Anjainay Singh	Thankyou for your confirmation .	7:58:03 PM
	I am working on it please be patient with me .	7:59:33 PM
Bhavin	Ok please	7:59:51 PM
Anjainay Singh	As this is global issue and our backend team is working to resolve it and it may take 30 minutes to resolve it and once it gets completed we will inform you over same ticket ID .	8:04:57 PM
Bhavin	So I can log in my remote after 30 min.	8:06:49 PM
	I have raised ticket yesterday by didn't get the solution.	8:07:53 PM
Anjainay Singh	There is service issue at backend	8:08:28 PM
Bhavin	okay	8:09:04 PM
Anjainay Singh	We will confirm you over an email .	8:09:26 PM
Bhavin	how long it takes?	8:10:56 PM
Anjainay Singh	It may take 30 minutes approximately.	8:11:24 PM
Bhavin	Ok i will wait 30 min, if I will get the same error. I will reconnect to you again.	8:13:09 PM
Anjainay Singh	Sure ,	8:13:29 PM
	Is there anything else I may help you with ?	8:13:33 PM
Bhavin	No	8:13:44 PM
	Thanks	8:13:49 PM
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:15:37 PM
	You will receive a survey in which you may click on similing emoji to provide positive feedback.	8:16:18 PM
	you may end this chat session.	8:16:48 PM
	<i>bookkeeping has ended this chat session</i>	8:17:28 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

27 Apr, 9:45:33 PM

**#76195 Anis Azkoul**

**Email:** deltaaac2000@yahoo.com **Phone:** 7138945760

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** RICHMOND

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 7 Mins 4 Secs

Anis Azkoul	Hello, I am your Acebuddy	27 Apr, 9:45:34 PM
Acebuddy	Hello Anis Azkoul, I'm your Ace Buddy. I'll be happy to assist you!	9:45:35 PM
	Whom Would You Like to Connect With?	9:45:35 PM
Anis Azkoul	Technical Support (QB & App Hosting)	9:45:38 PM
Acebuddy	Welcome to Ace Support.	9:45:38 PM
	Please chose an option :	9:45:38 PM
Anis Azkoul	I'd like to report an Issue	9:45:47 PM
Acebuddy	Please select an option!	9:45:47 PM
Anis Azkoul	Other Issue	9:45:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:45:54 PM
Anis Azkoul	not able to log in	9:46:11 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:46:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:46:11 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	9:46:44 PM

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	9:46:51 PM
	Hello Anis, How are you doing today ?	9:47:02 PM
	I will surely help you with this issue.	9:47:30 PM
	Kindly allow me two minutes to check the same.	9:47:32 PM
Anis Azkoul	I am not able to log in to my account. The system is not accepting my credentials	9:47:34 PM
Rohan Prajapati	Kindly allow me two minutes to check the same.	9:48:24 PM
	Thank you for your patience.	9:50:08 PM
	Kindly check now and let me know the status	9:50:18 PM
Anis Azkoul	welcome	9:50:26 PM
	ok	9:50:35 PM
	ok it is good now	9:51:04 PM
	thank you	9:51:14 PM
Rohan Prajapati	That's Great	9:51:50 PM
	Is there anything else I may help you with ?	9:51:52 PM
Anis Azkoul	no thank you	9:52:08 PM
Rohan Prajapati	Thanks for the confirmation !	9:52:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:52:35 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!	9:52:36 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>Rohan Prajapati has ended this chat session</i>	9:52:39 PM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

29 Apr, 3:18:09 AM

### #76290 Claire Speake

**Email:** corporate@sgwfresno.com 15593479965

**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:** 2 Mins 8 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 37 Mins 28 Secs

Claire Speake	Hello, I am your Acebuddy	29 Apr, 3:18:10 AM
Acebuddy	Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you!	3:18:11 AM
	Whom Would You Like to Connect With?	3:18:11 AM
Claire Speake	Technical Support (QB & App Hosting)	3:18:15 AM
Acebuddy	Welcome to Ace Support.	3:18:15 AM
	Please chose an option :	3:18:15 AM
Claire Speake	I'd like to report an Issue	3:18:22 AM
Acebuddy	Please select an option!	3:18:22 AM
Claire Speake	Other Issue	3:18:25 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:18:25 AM
Claire Speake	I am having an issue with accessing my downloaded files on my computer with QB. For some reason when I go to attach a file in QB, I cannot access my downloads / files.	3:19:37 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:19:37 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:19:37 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:21:10 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:21:13 AM
	Hello Claire	3:21:17 AM
Claire Speake	Hello	3:21:50 AM

Anurag Sharma	I deeply apologize for the inconvenience caused to you.	3:22:12 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:22:16 AM
Claire Speake	Accounting_SG	3:22:49 AM
	Maria	3:22:57 AM
	You can have remote access of my computer	3:23:15 AM
Anurag Sharma	Thanks for the confirmation !	3:24:27 AM
	May I take the remote access of your server?	3:24:30 AM
Claire Speake	yES	3:25:15 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	3:25:20 AM
	Please accept the remote session request on the server.	3:25:42 AM
Claire Speake	Ok, I do not see a request to access my computer	3:26:03 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.	3:26:11 AM
Claire Speake	Never mind I see it	3:26:13 AM
Anurag Sharma	May I take the remote access of your local computer?	3:39:59 AM
Claire Speake	Yes	3:40:27 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	3:40:32 AM
	<a href="https://assist.acecloudhosting.com/join/7412577357">https://assist.acecloudhosting.com/join/7412577357</a>	3:40:40 AM
	Kindly paste this link in the browser of local computer and join the session.	3:40:43 AM
Claire Speake	Are you in??	3:42:52 AM
Anurag Sharma	Please refresh your webpage once	3:43:54 AM
Claire Speake	Is that good?	3:44:39 AM
Anurag Sharma	Still we are not connected.	3:44:56 AM
	Please try again.	3:45:02 AM
Claire Speake	Did that work??	3:46:19 AM
	I See the ZOHO assist at the bottom of my screen	3:46:41 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.	3:47:02 AM
Claire Speake	OK	3:47:10 AM
Anurag Sharma	We request you to please re-initiate another chat from your local computer.	3:52:38 AM
	As we need the access of your local computer in order to proceed with the issue.	3:52:54 AM
		3:53:16 AM

Are we still connected here?  
Are we still connected here?  
Are we still connected here?  
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.  
Thank you for choosing ACE cloud Hosting, you have a wonderful day.  
*Anurag Sharma has ended this chat session*

3:55:29 AM  
3:55:33 AM  
3:55:34 AM  
3:55:36 AM  
3:55:38 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 4 Apr, 12:05:23 AM

**#75115 Shailene**

**Email:** shailene@seedcareministries.org 17785580694  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 21 Secs  
**City:** Langley  
**State:** British Columbia  
**Country:** Canada

Chat Transcript Chat Duration : 6 Mins 9 Secs

Shailene	Hello, I am your Acebuddy	4 Apr, 12:05:24 AM
Acebuddy	Hello Shailene, I'm your Ace Buddy. I'll be happy to assist you!	12:05:26 AM
	Whom Would You Like to Connect With?	12:05:26 AM
Shailene	Technical Support (QB & App Hosting)	12:05:30 AM
Acebuddy	Welcome to Ace Support.	12:05:30 AM

	Please chose an option :	12:05:30 AM
Shailene	I'd like to raise a Request	12:05:36 AM
Acebuddy	Please select your request type.	12:05:36 AM
Shailene	Reboot your Server	12:05:40 AM
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.	12:05:40 AM
	Do you need any further assistance on the topic?	12:05:40 AM
Shailene	Yes	12:05:46 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:05:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:05:47 AM
Shailene	thank you	12:07:04 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:07:06 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:07:10 AM
	Hello Shailene	12:07:17 AM
	I will surely help you with this issue.	12:08:04 AM
	We have successfully rebooted the server.	12:09:02 AM
	Is there anything else I may help you with ?	12:09:04 AM
Shailene	last night, the rep remove the temporary cache in think on the files and Caseware is starting to slow down on other files. I know I have issue with a certain app	12:10:00 AM
Shashwat Verma	Okay, so you want to close the caseware application from backend, right?	12:10:47 AM
Shailene	it's already closed	12:10:57 AM
	I am reopening now	12:11:01 AM
	thank you	12:11:02 AM
Shashwat Verma	Okay	12:11:10 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	12:11:18 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:11:20 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!	12:11:24 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

12:11:35 AM



# Chat Transcript

Hello, I am your Acebuddy

28 Apr, 6:48:39 PM

## Visitor Details

### #76212 BINITA ADHIKARI

**Email:** abctaxllc@outlook.com 12025319519

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 7 Secs

**City:** OVERLAND PARK

**State:** Kansas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 4 Secs

BINITA ADHIKARI	Hello, I am your Acebuddy	28 Apr, 6:48:40 PM
Acebuddy	Hello Binita Adhikari, I'm your Ace Buddy. I'll be happy to assist you!	6:48:41 PM
	Whom Would You Like to Connect With?	6:48:41 PM
BINITA ADHIKARI	Technical Support (QB & App Hosting)	6:49:00 PM
Acebuddy	Welcome to Ace Support.	6:49:00 PM
	Please chose an option :	6:49:00 PM
BINITA ADHIKARI	I'd like to raise a Request	6:49:06 PM
Acebuddy	Please select your request type.	6:49:07 PM
BINITA ADHIKARI	Password Reset	6:49:16 PM
Acebuddy	Please select an option below	6:49:16 PM
BINITA ADHIKARI		

	Already Enrolled to Selfcare Portal	6:49:23 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	6:49:23 PM
	Do you need any further assistance on the topic?	6:49:23 PM
BINITA ADHIKARI	Yes	6:56:47 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:56:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:56:47 PM
BINITA ADHIKARI	684795	6:56:58 PM
	agent	6:57:26 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	6:58:22 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	6:58:30 PM
BINITA ADHIKARI	hey, my cloud is not opening	6:58:41 PM
	can you check whats going on...	6:58:54 PM
Sharath Kumar	Hi Binita, looking into your concern, Please allow me a minute to sign into the server and check a few settings	6:59:12 PM
BINITA ADHIKARI	i just changed the password also because it says password is incorrect but also not opening	6:59:24 PM
	myreldata\Avinandan_Av	6:59:43 PM
	check this user id	6:59:56 PM
Sharath Kumar	Thank you for your patience.	7:02:07 PM
	I didn't see anyone signed into the server so I have restarted it	7:02:19 PM
	Could you please try signing in and let me know the result	7:02:35 PM
BINITA ADHIKARI	yeah, its open now	7:03:31 PM
	thanks	7:03:34 PM
	<i>Binita Adhikari has ended this chat session</i>	7:03:45 PM



# Chat Transcript

Hello, I am your Acebuddy

#75070 Tom

Email: tom@empirefoamsolutions.com 518-852-2812

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: POUGHKEEPSIE

State: New York

Country: UNITED STATES

### Chat Transcript

Chat Duration : 16 Mins 9 Secs

Tom	Hello, I am your Acebuddy	3 Apr, 3:36:53 AM
Acebuddy	Hello Tom, I'm your Ace Buddy. I'll be happy to assist you!	3:36:54 AM
	Whom Would You Like to Connect With?	3:36:54 AM
Tom	Technical Support (QB & App Hosting)	3:36:59 AM
Acebuddy	Welcome to Ace Support.	3:36:59 AM
	Please chose an option :	3:36:59 AM
Tom	I'd like to raise a Request	3:37:05 AM
Acebuddy	Please select your request type.	3:37:05 AM
Tom	Setup Ace Server	3:37:16 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	3:37:16 AM
Tom	Microsoft Windows	3:37:24 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	3:37:24 AM
	Do you need any further assistance on the topic?	3:37:24 AM
Tom	Yes	3:37:50 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:37:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:37:50 AM
	<i>Gurwinder Singh declined the transfer request.</i>	3:37:52 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	3:37:58 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	3:38:07 AM
Tom	671741 Ticket #	3:38:19 AM

	Previous support guy said "I will send the icon on the email.". Have not received anything.	3:39:21 AM
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:39:49 AM
Tom	No idea	3:40:07 AM
Shivam Singh	Tom, please wait I'm making sure that you receive it.	3:41:29 AM
	Please stay connected	3:41:38 AM
Tom	ok	3:42:17 AM
Shivam Singh	Please check and confirm.	3:43:40 AM
	Ashutosh has shared it.	3:44:17 AM
	I'm sorry for the wait.	3:44:34 AM
Tom	Got it... I don't remember the password though. :-/ I have to run. I'll be back latter to address. Thanks.	3:45:09 AM
Shivam Singh	No problem	3:45:29 AM
	You can do it yourself by My Portal.	3:46:00 AM
	Is there anything else I may help you with ?	3:46:26 AM
	Are we still connected here?	3:48:17 AM
	Are we still connected here?	3:50:07 AM
	Are we still connected here?	3:52:17 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:52:54 AM
	<i>Shivam Singh has ended this chat session</i>	3:53:02 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Apr, 11:18:31 PM

#75376 mike

Email: mike@backstoptax.com ☎ 6026867247

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:** 3 Mins 57 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 28 Mins 3 Secs

mike	Hello, I am your Acebuddy	9 Apr, 11:18:32 PM
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!	11:18:32 PM
	Whom Would You Like to Connect With?	11:18:32 PM
mike	Technical Support (QB & App Hosting)	11:18:42 PM
Acebuddy	Welcome to Ace Support.	11:18:42 PM
	Please chose an option :	11:18:42 PM
mike	I'd like to report an Issue	11:18:47 PM
Acebuddy	Please select an option!	11:18:47 PM
mike	Other Issue	11:18:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:18:52 PM
mike	Need to disassociate a file type with a program. When I click on the file it opens up the wrong program	11:19:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:19:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:19:56 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:20:17 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:20:20 PM
	Hello Mike	11:20:23 PM
mike	Hello	11:20:27 PM
Shashwat Verma	Due you face this issue on particular application, kindly confirm its name? (Edited)	11:21:13 PM
mike	Currently opens Engagement rather than Planning. We tried to fix it yesterday but didn't undo what Ace tried.	11:22:47 PM
Shashwat Verma	I will surely help you with this issue.	11:23:13 PM
	May I take the remote access of your local computer?	11:23:16 PM
mike	Yes	11:23:25 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:23:30 PM
	<a href="https://assist.acecloudhosting.com/join/1112109170">https://assist.acecloudhosting.com/join/1112109170</a>	11:23:31 PM

	Kindly Click on the link and open the downloaded file.	11:23:33 PM
mike	Ok	11:23:47 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.	11:25:15 PM
mike	Ok	11:25:35 PM
Shashwat Verma	issue resolved on remote session by changing the default app	11:46:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:46:32 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:46:33 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>Shashwat Verma has ended this chat session</i>	11:46:36 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

5 Apr, 2:14:18 AM

#### #75187 Jon Ruby

**Email:** msdn001jr@hotmail.com ☎ 14026701249

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 20 Mins 44 Secs

Jon Ruby	Hello, I am your Acebuddy	5 Apr, 2:14:19 AM
Acebuddy	Hello Msdn001jr, I'm your Ace Buddy. I'll be happy to assist you!	2:14:19 AM
	Whom Would You Like to Connect With?	2:14:19 AM
Jon Ruby	Technical Support (QB & App Hosting)	2:14:28 AM
Acebuddy	Welcome to Ace Support.	2:14:28 AM
	Please chose an option :	2:14:28 AM
Jon Ruby	I'd like to report an Issue	2:14:36 AM
Acebuddy	Please select an option!	2:14:36 AM
Jon Ruby	QuickBooks Issue	2:14:41 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:14:41 AM
Jon Ruby	QuickBooks Login Issue	2:14:48 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	2:14:49 AM
	Was that helpful?	2:14:49 AM
Jon Ruby	No	2:14:53 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:14:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:14:53 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:15:04 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:15:15 AM
	I understand you have QB related issue.	2:16:30 AM
Jon Ruby	We have an issue for one user for our hosted QB. It is the same as several recent tickets. Please refer to recent ticket and take steps to resolve for user Nicki Parrot.	2:16:43 AM
	I will also like to request elevated admin access for this user to prevent the issue moving forward.	2:17:08 AM
Ashutosh Mishra	I will surely help you with this issue.	2:18:24 AM
	Please share the ticket number and i will quickly look into this.	2:18:43 AM
Jon Ruby	663980	2:18:56 AM
	I have sent the email to authorize the elevated authority for this user.	2:19:23 AM
Ashutosh Mishra	Thanks for the confirmation !	2:20:15 AM
	Kindly allow me two minutes to check the same.	2:20:21 AM

	Thank you for your patience.	2:30:13 AM
	I am still working on the admin rights.	2:30:36 AM
Jon Ruby	Thank you	2:30:46 AM
Ashutosh Mishra	I will inform you once it's completed.	2:30:47 AM
Jon Ruby	Very good	2:31:35 AM
Ashutosh Mishra	It will take 15-20 minutes more, once it's completed i can also inform you over the email.	2:33:06 AM
	If that's fine we can end the chat session for now and within 30 minutes you will receive email confirmation from me.	2:34:00 AM
Jon Ruby	That is fine.	2:34:40 AM
Ashutosh Mishra	Thanks for the confirmation !	2:34:49 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:34:54 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:35:00 AM
	<i>Ashutosh Mishra has ended this chat session</i>	2:35:03 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Apr, 8:53:15 PM

**#75480 Michael Jimenez**

**Email:** mike@jcplainc.com **Phone:** 8137276108

**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:** TAMPA

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 38 Mins 49 Secs

Michael Jimenez	Hello, I am your Acebuddy	11 Apr, 8:53:17 PM
Acebuddy	Hello Michael Jimenez, I'm your Ace Buddy. I'll be happy to assist you!	8:53:18 PM
	Whom Would You Like to Connect With?	8:53:18 PM
Michael Jimenez	Technical Support (QB & App Hosting)	8:53:53 PM
Acebuddy	Welcome to Ace Support.	8:53:53 PM
	Please chose an option :	8:53:53 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:32:06 PM
	<i>Ended due to chat idle timeout</i>	9:32:06 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

2 Apr, 4:27:07 AM

#### #75015 bmchenry

**Email:** bmchenry@aimws.com ☎ 720 473 3730

**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:** 2 Mins 49 Secs

**City:** FT COLLINS

**State:** Colorado

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 22 Mins 56 Secs

bmchenry	Hello, I am your Acebuddy	2 Apr, 4:27:07 AM
Acebuddy	Hello Bmchenry, I'm your Ace Buddy. I'll be happy to assist you!	4:27:08 AM
	Whom Would You Like to Connect With?	4:27:08 AM

bmchenry	Technical Support (QB & App Hosting)	4:27:26 AM
Acebuddy	Welcome to Ace Support.	4:27:26 AM
	Please chose an option :	4:27:26 AM
bmchenry	I'd like to report an Issue	4:27:35 AM
Acebuddy	Please select an option!	4:27:35 AM
bmchenry	Other Issue	4:27:40 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:27:40 AM
bmchenry	670307	4:27:52 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:27:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:27:53 AM
bmchenry	Ticket 670307	4:28:56 AM
	has not been worked on yet	4:29:06 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:29:14 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:29:17 AM
	I will surely help you with this issue.	4:29:28 AM
bmchenry	we also sent an email to authorize this work	4:29:56 AM
	ACE Please set up new account for: benjie@cdciguam.com +63 960 558 1316 On: AIM1 Folders: D:\Client Data\Guam\Amentum\RFIs D:\Client Data\Guam\Amentum\Submittals D:\Client Data\Guam\Amentum\Bids D:\Client Data\Guam\Bids\Bids	4:30:23 AM
	and office 365	4:30:34 AM
	From: Patricia Nel <pnel@aimws.com> Sent: Tuesday, April 1, 2025 7:09 AM To: Bryan McHenry <bmcHenry@aimws.com>; ACE Support <support@acecloudhosting.com> Subject: RE: New user account Approved. Please also give him Office 365 and send the credentials. Thank you. Respectfully, Patricia Nel, Finance Manager   Tel: +1 281 847-2000 x100   Cell: +1 832 933-1969   Email: pnel@aimws.com AIMWorldServices   www.AIMws.com   9450 Grogans Mill Road, Suite 120   The Woodlands (Houston area)   Texas 77380 USA	4:31:23 AM
Yash Kalra	bmchenry, I've reviewed your request and escalated the case to expedite the user creation process. Our team is actively working on this.	4:32:06 AM
	You will be receiving an update soon.	4:32:31 AM
	Is there anything else I may help you with ?	4:32:35 AM
	Are we still connected here?	4:33:01 AM
	Are we still connected here?	4:35:26 AM
bmchenry	yes	4:36:11 AM
	This request was sent in yesterday	4:36:28 AM
Yash Kalra	I understand your concern regarding the user creation process. As we just received the official	

approval today, we are now able to proceed with your request. Due to our security protocols, we were unable to create the user account prior to receiving authorization from [panel@aimws.com] ([https://mailto:panel@aimws.com/](mailto:panel@aimws.com)).

4:39:44 AM

You should have already received the user credentials by now. If you haven't, please let us know immediately so we can assist further.

Is there anything else I may help you with ?

4:42:37 AM

Are we still connected here?

4:43:10 AM

bmchenry just - thanks

4:44:26 AM

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

4:49:57 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](mailto:quality@acecloudhosting.com).

Thanks!

4:50:02 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*

4:50:04 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

14 Apr, 11:25:06 PM

**#75584 Kim Kasten**

**Email:** bhuvan@venningadvisors.com 19548290306

**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:** ASHBURN

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 49 Secs

Kim Kasten	Hello, I am your Acebuddy	14 Apr, 11:25:06 PM
Acebuddy	Hello Bhuvan Satya, I'm your Ace Buddy. I'll be happy to assist you!	11:25:07 PM
	Whom Would You Like to Connect With?	11:25:07 PM
Kim Kasten	Technical Support (QB & App Hosting)	11:25:10 PM
Acebuddy	Welcome to Ace Support.	11:25:10 PM
	Please chose an option :	11:25:10 PM
Kim Kasten	I'd like to raise a Request	11:25:16 PM
Acebuddy	Please select your request type.	11:25:16 PM
Kim Kasten	Other Request	11:25:25 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.	11:25:25 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:25:25 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.	15 Apr, 12:08:56 AM
	<i>Ended due to chat idle timeout</i>	12:08:56 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

30 Apr, 12:51:49 AM

**#76340 Ankush rana**

**Email:** reckoner.theankush@gmail.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** BABELI

**State:** Himachal Pradesh

**Country:** INDIA

## Chat Transcript

Chat Duration : 39 Mins 15 Secs

Ankush rana	Hello, I am your Acebuddy	30 Apr, 12:51:49 AM
Acebuddy	Hello Ankush Rana, I'm your Ace Buddy. I'll be happy to assist you!	12:51:50 AM
	Whom Would You Like to Connect With?	12:51:50 AM
Ankush rana	Technical Support (QB & App Hosting)	12:52:51 AM
Acebuddy	Welcome to Ace Support.	12:52:51 AM
	Please chose an option :	12:52:51 AM
Ankush rana	I'd like to raise a Request	12:53:27 AM
Acebuddy	Please select your request type.	12:53:27 AM
Ankush rana	Other Request	12:53:45 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.	12:53:45 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:53:45 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.	1:31:05 AM
	<i>Ended due to chat idle timeout</i>	1:31:05 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

2 Apr, 7:04:36 PM

**#75036 ala**

**Email:** ala@pppsych.com (513)229-7585 x131

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

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

**City:** WEST CHESTER

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 26 Mins 24 Secs

ala	Hello, I am your Acebuddy	2 Apr, 7:04:37 PM
Acebuddy	Hello Ala, I'm your Ace Buddy. I'll be happy to assist you!	7:04:38 PM
	Whom Would You Like to Connect With?	7:04:38 PM
ala	Managed Security	7:04:45 PM
Acebuddy	Please wait while we connect you to an available Representative.	7:04:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:04:45 PM
	<i>mayank accepted the chat transfer request.</i>	7:05:05 PM
mayank	Hi Thank you for contacting Acecloudhosting. My name is Mayank. How can I help you today?	7:06:21 PM
ala	hi Mayank, I need assistance to change my RBDP password	7:08:36 PM
	RDP Password	7:08:59 PM
mayank	Can you provide me with your account name?	7:09:28 PM
ala	Professional psychiatric service	7:10:06 PM
mayank	Let me transfer this chat to the concerned team so that they can assist you	7:11:04 PM
	<i>mayank is transferring the chat to Support(QB &amp; App Hosting).</i>	7:11:11 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	7:11:43 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	7:11:50 PM
	Hello Ala	7:11:54 PM
ala	yes'	7:12:01 PM
Shashwat Verma	I will surely help you with this issue.	7:12:08 PM
	Kindly allow me two minutes to check the same.	7:12:11 PM
ala	okay	7:12:24 PM
Shashwat Verma	Do you have the access of myportal?	7:13:08 PM
ala	yes	7:13:55 PM
Shashwat Verma	You can easily reset the password from there only from the user list.	7:14:22 PM

ala	will you able to shar screen and show me	7:14:52 PM
Shashwat Verma	Sure	7:14:56 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:14:59 PM
	<a href="https://assist.acecloudhosting.com/join/4962277181">https://assist.acecloudhosting.com/join/4962277181</a>	7:15:19 PM
	Kindly Click on the link and open the downloaded file.	7:15:22 PM
ala	okay	7:15:23 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.	7:16:55 PM
ala	okay	7:17:26 PM
Shashwat Verma	Ala, do you need any other assistance?	7:24:20 PM
	Are we still connected here?	7:25:15 PM
	Are we still connected here?	7:27:20 PM
	Are we still connected here?	7:29:11 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.	7:30:58 PM
	<i>Shashwat Verma has ended this chat session</i>	7:31:01 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 Apr, 7:24:14 AM

#### #75615 Fiona Roche Luce

**Email:** fiona.mikeroche@gmail.com ☎ 13105493161

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

**Operator:** Varun Bisht

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 51 Secs

**City:** CYPRESS

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 29 Secs

Fiona Roche Luce	Hello, I am your Acebuddy	15 Apr, 7:24:15 AM
Acebuddy	Hello Fiona Roche Luce, I'm your Ace Buddy. I'll be happy to assist you!	7:24:16 AM
	Whom Would You Like to Connect With?	7:24:16 AM
Fiona Roche Luce	Technical Support (QB & App Hosting)	7:24:23 AM
Acebuddy	Welcome to Ace Support.	7:24:24 AM
	Please chose an option :	7:24:24 AM
Fiona Roche Luce	I'd like to report an Issue	7:24:34 AM
Acebuddy	Please select an option!	7:24:34 AM
Fiona Roche Luce	Other Issue	7:24:39 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:24:39 AM
Fiona Roche Luce	Fiona is starting to work from home and needs a remote access to the server. I cannot remember my password into the server	7:25:22 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:25:23 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:25:23 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	7:26:21 AM
	<i>Shubham Kataria is transferring the chat to Varun Bisht.</i>	7:26:35 AM
	<i>Varun Bisht accepted the chat transfer request.</i>	7:26:37 AM
Varun Bisht	Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be assisting you today.	7:26:42 AM
	May I know your user ID please	7:27:20 AM
	Are we still connected here?	7:28:29 AM
	Are we still connected here?	7:29:32 AM
Fiona Roche Luce	yes	7:30:00 AM
	I dont know my user id	7:30:07 AM
	I think it is Rochf or somethin	7:30:21 AM
Varun Bisht	May I send you the request for remote session for further assistance?	7:31:03 AM
Fiona Roche Luce	yes	7:31:14 AM
	<i>Varun Bisht has initiated the remote assistance session.</i>	7:31:45 AM
	<i>Varun Bisht has requested the visitor to grant remote access to their screen.</i>	7:31:55 AM

Varun Bisht

Alright sending you the request for remote session at your email address -  
**fiona.mikeroche@gmail.com**

7:32:26 AM

<https://assist.acecloudhosting.com/join/9862003419>

7:32:46 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.

7:34:20 AM

May I know if you have any login instructions available at a moment

7:34:53 AM

As issue is resolved over Remote session we are currently closing chat

7:55:31 AM

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

7:55:34 AM

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

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

Thanks!

7:55:43 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/>)

*Varun Bisht has ended this chat session*

7:55:45 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Apr, 1:03:19 AM

**#75323 Croaches**

**Email:** croaches@mvalveso.com ☎ 8323158558

**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:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 7 Mins 29 Secs

Croaches	Hello, I am your Acebuddy	9 Apr, 1:03:21 AM
Acebuddy	Hello Carl Roaches, I'm your Ace Buddy. I'll be happy to assist you!	1:03:22 AM
	Whom Would You Like to Connect With?	1:03:22 AM
Croaches	Technical Support (QB & App Hosting)	1:03:35 AM
Acebuddy	Welcome to Ace Support.	1:03:43 AM
	Please chose an option :	1:03:43 AM
Croaches	I'd like to raise a Request	1:04:02 AM
Acebuddy	Please select your request type.	1:04:02 AM
Croaches	Password Reset	1:04:07 AM
Acebuddy	Please select an option below	1:04:07 AM
Croaches	Not Enrolled to Selfcare Portal	1:04:16 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	1:04:16 AM
	Do you need any further assistance on the topic?	1:04:16 AM
Croaches	No	1:10:30 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	1:10:50 AM
	<i>Acebuddy has ended this chat session</i>	1:10:50 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

24 Apr, 9:28:43 PM

**#76024 shirley**

**Email:** shirley@mgvinc.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** DUNCAN

**State:** British Columbia

**Country:** CANADA

Chat Duration : 50 Secs

### Chat Transcript

shirley	Hello, I am your Acebuddy	24 Apr, 9:28:44 PM
Acebuddy	Hello Shirley, I'm your Ace Buddy. I'll be happy to assist you!	9:28:45 PM
	Whom Would You Like to Connect With?	9:28:45 PM
shirley	Technical Support (QB & App Hosting)	9:28:58 PM
Acebuddy	Welcome to Ace Support.	9:28:58 PM
	Please chose an option :	9:28:58 PM
shirley	I'd like to raise a Request	9:29:07 PM
Acebuddy	Please select your request type.	9:29:07 PM
shirley	Password Reset	9:29:12 PM
Acebuddy	Please select an option below	9:29:12 PM
shirley	Not Enrolled to Selfcare Portal	9:29:24 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:29:24 PM
	Do you need any further assistance on the topic?	9:29:24 PM
shirley	No	9:29:34 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:29:34 PM
	<i>Acebuddy has ended this chat session</i>	9:29:34 PM



# Chat Transcript

Hello, I am your Acebuddy

16 Apr, 6:30:34 AM

## Visitor Details

### #75658 Jennifer McKinney

**Email:** jennifer@austinboatshow.com  512-921-3461

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

**Operator:** Shubham Kataria

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** AUSTIN

**State:** Texas

**Country:** UNITED STATES

Chat Duration : 20 Mins 36 Secs

## Chat Transcript

Jennifer McKinney	Hello, I am your Acebuddy	16 Apr, 6:30:35 AM
Acebuddy	Hello Jennifer McKinney, I'm your Ace Buddy. I'll be happy to assist you!	6:30:36 AM
	Whom Would You Like to Connect With?	6:30:36 AM
Jennifer McKinney	Technical Support (QB & App Hosting)	6:30:41 AM
Acebuddy	Welcome to Ace Support.	6:30:41 AM
	Please chose an option :	6:30:41 AM
Jennifer McKinney	I'd like to report an Issue	6:30:50 AM
Acebuddy	Please select an option!	6:30:50 AM
Jennifer McKinney	QuickBooks Issue	6:30:54 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:30:54 AM
Jennifer McKinney	QuickBooks Login Issue	6:31:12 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	6:31:12 AM
	Was that helpful?	6:31:12 AM
Jennifer McKinney	No	6:33:08 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:33:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:33:08 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:33:25 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:33:31 AM

Jennifer McKinney	Hello!	6:34:01 AM
	the user WendyF on our system may not be configured correctly. We updated to QB 2024 and when she goes into the new gateway, she can open QB 2024, but there are no files there.	6:35:24 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:35:45 AM
Jennifer McKinney	QBNXTPRE1.myrealdata.net	6:36:16 AM
	my user name is Myrealdata\JenniferMc.Npre1	6:36:36 AM
Shubham Kataria	Please allow me two minutes to check the same.	6:37:17 AM
Jennifer McKinney	thank you!	6:37:25 AM
Shubham Kataria	May I take the remote access of user WendyF?	6:38:21 AM
Jennifer McKinney	let me see if she is on it.	6:39:16 AM
Shubham Kataria	okay	6:39:25 AM
Jennifer McKinney	can you do it when she is not logged in?	6:39:49 AM
Shubham Kataria	Unfortunately no	6:40:17 AM
	I need to take the remote session to check the issue	6:40:27 AM
Jennifer McKinney	ok. let me check with her. One moment.	6:40:48 AM
Shubham Kataria	Sure, please take your time	6:40:57 AM
Jennifer McKinney	ok, she is not able to do it tonight with the approaching tax deadline. I'll have her reach out when she can. Thank you.	6:46:33 AM
Shubham Kataria	Okay no problem, whenever she is available she can contact us.	6:47:12 AM
	Is there anything else I may help you with ?	6:47:17 AM
	Are we still connected here?	6:48:34 AM
	Are we still connected here?	6:49:15 AM
	Are we still connected here?	6:50:35 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.	6:51:09 AM
	<i>Shubham Kataria has ended this chat session</i>	6:51:12 AM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

21 Apr, 9:36:41 PM

### #75830 PRATIK.G

**Email:** pratik.g@myrealdatalnet.rdp

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 43 Secs

**City:** DUNCAN

**State:** British Columbia

**Country:** CANADA

## Chat Transcript

Chat Duration : 19 Mins 21 Secs

PRATIK.G	Hello, I am your Acebuddy	21 Apr, 9:36:42 PM
Acebuddy	Hello Pratik.g, I'm your Ace Buddy. I'll be happy to assist you!	9:36:43 PM
	Whom Would You Like to Connect With?	9:36:43 PM
PRATIK.G	Technical Support (QB & App Hosting)	9:37:48 PM
Acebuddy	Welcome to Ace Support.	9:37:48 PM
	Please chose an option :	9:37:48 PM
PRATIK.G	I'd like to report an Issue	9:37:55 PM
Acebuddy	Please select an option!	9:37:55 PM
PRATIK.G	QuickBooks Issue	9:38:05 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:38:06 PM
PRATIK.G	Other QB related issue	9:38:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:38:12 PM
PRATIK.G	Hi team, I have been facing issue with QB crash while saving from last Thursday. The last support representative mentioned that the solution would involve creating a new user account on your end. But we haven't heard after that.	9:39:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:39:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:39:36 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	9:41:01 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	9:41:46 PM

PRATIK.G	Hi Shivam..	9:42:01 PM
	I have been facing issue with QB crash while saving from last Thursday. The last support representative mentioned that the solution would involve creating a new user account on your end. But we haven't heard after that.	9:44:22 PM
Shivam Singh	As checked the ticket #679615, As user creation requires POC authorization, we kindly request that the approval be sent from <a href="mailto:aiko.nafissah@mgvinc.com">[aiko.nafissah@mgvinc.com](mailto:aiko.nafissah@mgvinc.com)</a> . Once we receive the confirmation, we will proceed with the creation and share the credentials accordingly.	9:46:22 PM
PRATIK.G	Sure, Aiko has not received any approval request. I was told that she will get an email for the approval.. Could you please check on that.	9:47:20 PM
Shivam Singh	Sure, after the chat I will share the email for the approval. Just approve the request and we will proceed further	9:50:25 PM
PRATIK.G	Thank you so much, just curious how much overall time it will take?	9:51:02 PM
Shivam Singh	After the approval it will take 2 hours of time.	9:52:35 PM
PRATIK.G	Understood and the credentials will be sent to Aiko or me?	9:53:10 PM
Shivam Singh	It will be sent to Aikoo	9:53:38 PM
	And then can be reshared.	9:54:07 PM
PRATIK.G	Awesome, please do send the approval request. I will let my manager know that she will receive an request. Thanks a ton :)	9:55:13 PM
Shivam Singh	Great	9:55:22 PM
	Is there anything else I may help you with ?	9:55:26 PM
PRATIK.G	No, thats all thank you!	9:55:35 PM
	<i>PRATIK.G has ended this chat session</i>	9:56:05 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Apr, 1:00:20 AM

#75120 Ryan Lee Arthur

Email: rlwood@woodandhastings.com ☎ 2055274401

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:** BIRMINGHAM

**State:** Alabama

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 40 Secs

Ryan Lee Arthur	Hello, I am your Acebuddy	4 Apr, 1:00:22 AM
Acebuddy	Hello Ryan Lee Arthur, I'm your Ace Buddy. I'll be happy to assist you!	1:00:23 AM
	Whom Would You Like to Connect With?	1:00:23 AM
Ryan Lee Arthur	Technical Support (QB & App Hosting)	1:00:27 AM
Acebuddy	Welcome to Ace Support.	1:00:27 AM
	Please chose an option :	1:00:27 AM
Ryan Lee Arthur	I'd like to report an Issue	1:00:34 AM
Acebuddy	Please select an option!	1:00:34 AM
Ryan Lee Arthur	Password Reset	1:00:37 AM
Acebuddy	Please select an option below	1:00:37 AM
Ryan Lee Arthur	Not Enrolled to Selfcare Portal	1:00:42 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	1:00:42 AM
	Do you need any further assistance on the topic?	1:00:42 AM
Ryan Lee Arthur	No	1:02:02 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	1:02:02 AM
	<i>Acebuddy has ended this chat session</i>	1:02:03 AM



## Chat Transcript

Hello, I am your Acebuddy

**Visitor Details****#75991 pam****Email:** pam@elevated-accounting.com 8282831232**Department:** Support(QB & App Hosting)**Operator:** Ashutosh Mishra**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 46 Secs**City:** ATLANTA**State:** Georgia**Country:** UNITED STATES

Chat Duration : 8 Mins 8 Secs

**Chat Transcript**

pam	Hello, I am your Acebuddy	24 Apr, 3:09:05 AM
Acebuddy	Hello Pamela Leal, I'm your Ace Buddy. I'll be happy to assist you!	3:09:06 AM
	Whom Would You Like to Connect With?	3:09:06 AM
pam	Technical Support (QB & App Hosting)	3:09:13 AM
Acebuddy	Welcome to Ace Support.	3:09:13 AM
	Please chose an option :	3:09:13 AM
pam	I'd like to report an Issue	3:09:21 AM
Acebuddy	Please select an option!	3:09:21 AM
pam	Other Issue	3:09:26 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:09:26 AM
pam	I can not connect to my server	3:09:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:09:44 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:09:44 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:09:52 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:09:59 AM
	I understand you cannot connect to Ace server, is that correct?	3:10:22 AM
pam	That is corrrct	3:10:31 AM
Ashutosh Mishra	Is this the first time you are facing this issue?	3:11:15 AM
pam	Well after many attempts and restarting my computer several times I think it may be working now	3:11:41 AM
Ashutosh Mishra	I see that the issue is resolved, let me check from the backend to ensure proper login.	3:12:39 AM

	I see that you are logged in on the server.	3:12:50 AM
	Is there anything else I may help you with ?	3:12:59 AM
	Are we still connected here?	3:14:49 AM
pam	Thanks	3:15:35 AM
Ashutosh Mishra	Thanks for the confirmation !	3:16:53 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:17:01 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!	3:17:11 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> )	

*Ashutosh Mishra has ended this chat session*

3:17:14 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

21 Apr, 11:44:39 PM

**#75846 kelly.flynn**

**Email:** kelly.flynn@openjarconcepts.com ☎ 1-619-201-7586

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

**Operator:** Rohan

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

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

**City:** CORONADO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins 32 Secs

kelly.flynn	Hello, I am your Acebuddy	21 Apr, 11:44:40 PM
Acebuddy	Hello Kelly.flynn, I'm your Ace Buddy. I'll be happy to assist you!	11:44:41 PM
	Whom Would You Like to Connect With?	11:44:41 PM
kelly.flynn	Technical Support (QB & App Hosting)	11:44:44 PM
Acebuddy	Welcome to Ace Support.	11:44:44 PM
	Please chose an option :	11:44:44 PM
kelly.flynn	I'd like to report an Issue	11:44:50 PM
Acebuddy	Please select an option!	11:44:50 PM
kelly.flynn	Other Issue	11:44:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:44:54 PM
kelly.flynn	Followup on ticket 681024	11:45:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:45:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:45:11 PM
kelly.flynn	Followup on two tickets: 681005 and 681024 - I think we figured out what is wrong.	11:45:38 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	11:47:12 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	11:47:23 PM
kelly.flynn	Hi, this is regarding the two support tickets 681005 and 681024	11:47:48 PM
Rohan Prajapati	Hello Kelly, how are you doing today ?	11:48:01 PM
kelly.flynn	I have been unable to login to the Outlook 2016 software. Previous troubleshooting did not work.	11:48:20 PM
	After reviewing new security info from Google, they will no longer authenticate certain remote uses of their accounts.	11:48:50 PM
	After reviewing Microsoft, the 2016 Outlook no longer has the OAuth 2.0 needed by Google.	11:49:14 PM
	I believe the 2016 Outlook/microsoft package is being paid for by us, via this Ace account.	11:49:35 PM
	So we need to update the Microsoft software such that our email works.	11:49:56 PM
Rohan Prajapati	Kindly allow me 5-6 minutes to check the same.	11:50:07 PM
kelly.flynn	Let me know if you need more detail, I have more detail available from my research.	11:50:12 PM
	From Google: Less secure apps & your Google Account Starting January 2025, less secure apps, third-party apps, or devices that have you sign in with only your username and password will no longer be supported for Google Workspace accounts. For exact dates, visit Google Workspace Updates. To continue to use a specific app with your Google Account, you'll need to use a more secure type of	

access that doesn't share password data. Learn how to use Sign in with Google. If an app or site doesn't meet our security standards, Google might block anyone who's trying to sign in to your account from it. Less secure apps can make it easier for hackers to get in to your account, so blocking sign-ins from these apps helps keep your account safe. Use more secure apps If an app uses less secure sign-in technology, you might not be able to use it with your Google Account. Apps that use only your username or password will create errors if they try to access your Google Account. These errors can appear as: "Invalid username" "Invalid password" "Unable to log in" You can sign in to your Google Account from any third-party app that has the "Sign in with Google" option. In some cases you may need to remove your Google Account and then add it again on your device.

11:50:41 PM

From Microsoft: No, Microsoft Outlook 2016 does not support OAuth authentication for Gmail accounts.

11:51:39 PM

Outlook 2016, especially the Windows Installer (MSI) version, does not have the capability to use OAuth for connecting to Gmail.

11:52:26 PM

Google is phasing out support for less secure apps, including those that use basic authentication (like POP, IMAP, SMTP) and will require OAuth 2.0 for third-party apps to access Gmail and other Google Workplace services. This change impacts Outlook, which will need to utilize OAuth 2.0 to connect to Gmail.

11:53:39 PM

Rohan Prajapati

Thank you for all the information

11:54:07 PM

May I take the remote access of your server?

11:54:09 PM

kelly.flynn

yes

11:54:56 PM

Rohan Prajapati

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

11:56:02 PM

kelly.flynn

Ok

11:57:39 PM

Let me know what you would like me to do.

11:57:46 PM

Rohan Prajapati

Haven't you logged in on the server yet ?

11:58:10 PM

kelly.flynn

Yes I'm logged in

11:58:22 PM

Rohan Prajapati

Are you logged in as Tracy ?

11:59:06 PM

kelly.flynn

No.

11:59:11 PM

Rohan Prajapati

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.

11:59:32 PM

kelly.flynn

Ok

11:59:38 PM

Rohan Prajapati

Here is the instructions for the same: [How to create an App Password on Gmail | by SoftwareReview | Medium](#)

22 Apr, 12:07:48 AM

Is there anything else I may help you with ?

12:17:42 AM

kelly.flynn

Thank you SOLVED THE PROBLEM! Very grateful!

12:18:50 AM

Rohan Prajapati

Thanks for the confirmation !

12:18:59 AM

I would request you to please give your Valuable feedback after ending the chat.

12:19:00 AM

kelly.flynn

Thank you for solving my issue!

12:19:01 AM

Rohan Prajapati

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

12:19:07 AM

kelly.flynn	Absolutely.	12:19:07 AM
Rohan Prajapati	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!	12:19:09 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> )	

*Rohan Prajapati has ended this chat session*

12:19:12 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 3 Apr, 6:33:22 AM

**#75080 brandy**

**Email:** brandy@bamaccountingtaxservices.com 15713641914

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 13 Secs

**City:** GRAPEVINE

**State:** Texas

**Country:** UNITED STATES

Chat Transcript Chat Duration : 11 Mins 31 Secs

brandy	Hello, I am your Acebuddy	3 Apr, 6:33:23 AM
Acebuddy	Hello Brandy, I'm your Ace Buddy. I'll be happy to assist you!	6:33:24 AM
	Whom Would You Like to Connect With?	6:33:24 AM

brandy	Technical Support (QB & App Hosting)	6:33:39 AM
Acebuddy	Welcome to Ace Support.	6:33:39 AM
	Please chose an option :	6:33:39 AM
brandy	I'd like to report an Issue	6:33:45 AM
Acebuddy	Please select an option!	6:33:45 AM
brandy	Other Issue	6:33:56 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:33:56 AM
brandy	I cannot log into my remote desktop	6:34:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:34:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:34:10 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:34:16 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:34:21 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:34:27 AM
brandy	BAMATSLLC.myreldata.net	6:35:01 AM
	Is that the server name?	6:35:26 AM
Shubham Kataria	Yes	6:35:43 AM
brandy	I'm not sure what my user name is	6:35:55 AM
Shubham Kataria	Could you please confirm if you're receiving any error message while accessing remote desktop	6:36:12 AM
	No problem, I will help you out	6:36:27 AM
brandy	I am, it says Remote Desktop can't find the computer "BAMATSLLC.myreldata.net." This might mean that BAMATSLLC.myreldata.net does not belong to the specified network. Verify the computer name and domain that you are trying to connect to.	6:37:25 AM
Shubham Kataria	Alright	6:37:41 AM
	May I take the remote access of your local computer?	6:37:44 AM
brandy	I also get another error message to	6:37:44 AM
	Sure	6:37:49 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	6:38:03 AM
	<a href="https://assist.acecloudhosting.com/join/1262022976">https://assist.acecloudhosting.com/join/1262022976</a>	6:38:18 AM
brandy	The other error is there was a problem connecting to the remote resources. Ask your network administrator for help	6:38:24 AM
Shubham Kataria	Kindly paste this link in the browser of local computer and join the session.	6:38:24 AM
	No problem. I'll check over the remote session	6:39:02 AM

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

6:40:06 AM

Thank you for your patience.

6:44:17 AM

As per our remote session your issue has been resolved

6:44:32 AM

brandy Thank you

6:44:33 AM

Shubham Kataria Is there anything else I may help you with ?

6:44:35 AM

brandy No thanks

6:44:38 AM

Shubham Kataria You're welcome

6:44:44 AM

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

6:44:47 AM

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

6:44:50 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!

6:44:52 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/>)

*Shubham Kataria has ended this chat session*

6:44:54 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

14 Apr, 6:42:43 PM

**#75548 Christi Berryhill**

**Email:** berryhillsewer@gmail.com **Phone:** 8067621066

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

**Operator:** Rohan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** LUBBOCK

**State:** Texas

**Country:** UNITED STATES

Chat Duration : 59 Mins 12 Secs

### Chat Transcript

Christi Berryhill	Hello, I am your Acebuddy	14 Apr, 6:42:44 PM
Acebuddy	Hello Christi, I'm your Ace Buddy. I'll be happy to assist you!	6:42:46 PM
	Whom Would You Like to Connect With?	6:42:46 PM
Christi Berryhill	Technical Support (QB & App Hosting)	6:42:52 PM
Acebuddy	Welcome to Ace Support.	6:42:52 PM
	Please chose an option :	6:42:52 PM
Christi Berryhill	I'd like to raise a Request	6:43:00 PM
Acebuddy	Please select your request type.	6:43:00 PM
Christi Berryhill	Application Update	6:43:11 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	6:43:11 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	6:43:11 PM
Christi Berryhill	Yes	6:43:18 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:43:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:43:18 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	6:43:41 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	6:43:49 PM
	Hello Christi, How are you doing today ?	6:44:02 PM
Christi Berryhill	Program was upgraded last night and I can't log in. Please help	6:45:05 PM
Rohan Prajapati	I will surely help you with this issue.	6:45:06 PM
	May I take the remote access of your server?	6:45:09 PM
Christi Berryhill	Yes	6:45:22 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	6:45:26 PM
Christi Berryhill	OK	6:45:48 PM

Rohan Prajapati	May i know if you are unable to login to the server or the QuickBooks ?	6:46:19 PM
Christi Berryhill	both	6:46:55 PM
Rohan Prajapati	Thanks for the confirmation !	6:47:00 PM
	May I take the remote access of your local computer?	6:47:04 PM
Christi Berryhill	yes	6:47:13 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	6:47:15 PM
	Kindly copy and Paste the below link in any browser of your Local PC and Join the session	6:47:43 PM
	<a href="https://assist.acecloudhosting.com/join/5802659505">https://assist.acecloudhosting.com/join/5802659505</a>	
Christi Berryhill	ok	6:47:48 PM
Rohan Prajapati	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.	6:50:26 PM
Christi Berryhill	ok	7:10:36 PM
Rohan Prajapati	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:41:57 PM
	<i>Ended due to chat idle timeout</i>	7:41:57 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 Apr, 6:26:58 PM

**#75628 Jordan Melde**

**Email:** jmelde@ward-humphrey.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** MARIETTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 14 Secs

Jordan Melde	Hello, I am your Acebuddy	15 Apr, 6:26:59 PM
Acebuddy	Hello Jordan Melde, I'm your Ace Buddy. I'll be happy to assist you!	6:27:00 PM
	Whom Would You Like to Connect With?	6:27:00 PM
Jordan Melde	Technical Support (QB & App Hosting)	6:27:11 PM
Acebuddy	Welcome to Ace Support.	6:27:11 PM
	Please chose an option :	6:27:11 PM
Jordan Melde	I'd like to report an Issue	6:27:19 PM
Acebuddy	Please select an option!	6:27:19 PM
Jordan Melde	QuickBooks Issue	6:27:26 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:27:26 PM
Jordan Melde	QuickBooks is Frozen	6:27:30 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	6:27:30 PM
	Was that helpful?	6:27:30 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:08:14 PM
	<i>Ended due to chat idle timeout</i>	7:08:14 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

22 Apr, 7:00:43 PM

**#75877 shelley mcguire**

**Email:** shelley.mcguire@squyres.cpa

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 14 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Duration : 10 Mins 52 Secs

## Chat Transcript

shelley mcguire	Hello, I am your Acebuddy	22 Apr, 7:00:44 PM
	My availability is 8:30am -5pm M-F.	7:01:19 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:02:25 PM
	Could you please mention your issue so that I can provide you the exact resolution.	7:03:19 PM
	Are we still connected?	7:06:01 PM
	Are we still connected?	7:08:45 PM
	Are we still connected?	7:11:08 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:12:31 PM
	<i>Anjainay Singh has ended this chat session</i>	7:13:03 PM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Apr, 12:50:11 PM

**#75298 Deanna Estes**

**Email:** deanna@hmbv.co

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

**Operator:** Shubham Kataria

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 24 Secs

**City:** LODI

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 26 Mins 18 Secs

Deanna Estes	Hello, I am your Acebuddy	8 Apr, 12:50:12 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:51:26 PM
Deanna Estes	I cannot connect it says my password is incorrect ticket ID 674493	12:54:00 PM 12:54:01 PM
Shubham Kataria	Kindly allow me two minutes to check the same	12:54:36 PM
Deanna Estes	Thank you	12:54:50 PM
Shubham Kataria	You're welcome	12:55:20 PM
	I apologize for the delay, my system was stuck that's why it is taking time.	1:05:00 PM
Deanna Estes	Please assist with my password to connect to server	1:05:06 PM
Shubham Kataria	I deeply apologize for the inconvenience.	1:05:31 PM
	I'm working on your request.	1:05:38 PM
Deanna Estes	Thank you	1:08:13 PM
Shubham Kataria	I've checked and found that your account status is disabled	1:11:54 PM
	Are we still connected here?	1:12:59 PM
	As you are disconnected from the chat , we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:17:32 PM
	<i>Shubham Kataria has ended this chat session</i>	1:17:40 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

18 Apr, 12:19:31 AM

#75751 Jokeefe

**Email:** jokeefe@plplogistics.com  14048227874

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 1 Min 9 Secs

**City:** GAINESVILLE

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 47 Mins 25 Secs

Jokeefe	Hello, I am your Acebuddy	18 Apr, 12:19:32 AM
Acebuddy	Hello Jokeefe, I'm your Ace Buddy. I'll be happy to assist you!	12:19:33 AM
	Whom Would You Like to Connect With?	12:19:33 AM
Jokeefe	Managed IT	12:53:30 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:53:31 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:53:31 AM
	<i>Shubham accepted the chat transfer request.</i>	12:53:37 AM
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>	12:54:16 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:54:25 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:54:37 AM
Jokeefe	I need to chat with someone who can help me with ticket 678739	12:54:39 AM
Ashutosh Mishra	I will surely help you with this issue.	12:55:39 AM
Jokeefe	thank you	12:55:44 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	12:55:45 AM
	I see you want server access for Lynda without having to add her in the account, is that correct?	12:59:18 AM
Jokeefe	We need her to be set up like everyone else from what I understand	12:59:45 AM
	she needs to be able to get into Quickbooks in the server, send emails and be able to print to an in office printer	1:00:20 AM
Ashutosh Mishra	Sure, we can add the new user in the account and set up the required access.	1:05:00 AM
Jokeefe	okay great	1:05:39 AM
Ashutosh Mishra	We will send an email under the same ticket number for details, once you reply to that our backend team will accordingly proceed.	1:05:40 AM

Jokeefe	perfect!	1:05:51 AM
Ashutosh Mishra	Is there anything else I may help you with ?	1:06:11 AM
Jokeefe	that is all thank you!	1:06:16 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:06:49 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:06:55 AM
	<i>Ashutosh Mishra has ended this chat session</i>	1:06:58 AM
		

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

3 Apr, 9:50:36 PM

**#75103 john**

**Email:** john@claritymba.com  415.491.1099

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 3 Secs

**City:** SAN RAFAEL

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 12 Mins 37 Secs

john	Hello, I am your Acebuddy	3 Apr, 9:50:37 PM
Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!	9:50:38 PM
	Whom Would You Like to Connect With?	9:50:38 PM
john	Technical Support (QB & App Hosting)	9:50:40 PM
Acebuddy	Welcome to Ace Support.	9:50:40 PM

	Please chose an option :	9:50:40 PM
john	I'd like to report an Issue	9:50:48 PM
Acebuddy	Please select an option!	9:50:48 PM
john	Other Issue	9:50:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:50:51 PM
john	Hi there - I'm seeing a lot of "not responding" errors on the server this morning. Profile for user Admin_CMBA was reset just yesterday. Please review the resource allocation and advise if any changes are appropriate. Thanks	9:51:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:51:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:51:50 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:51:54 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:52:14 PM
john	hello Ashutosh!	9:52:21 PM
Ashutosh Mishra	I understand you are getting errors on the server.	9:52:41 PM
john	yes, very unusual	9:52:59 PM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name?	9:53:06 PM
john	ForwardLLP.myrealdatal.net	9:53:14 PM
Ashutosh Mishra	Thanks for the confirmation !	9:53:36 PM
	Kindly allow me two minutes to check the same.	9:53:43 PM
john	thank yuo	9:53:50 PM
Ashutosh Mishra	I have checked the server and on our end their is no issue.	9:56:58 PM
	May I take the remote access of your server?	9:57:02 PM
john	can you let me know the resource allocation - do I have enough RAM, storage space, etc? this issue is not currently happening, difficult to reperform	9:57:37 PM
	intermittent issues	9:57:44 PM
Ashutosh Mishra	Sure, currently you have 10GB RAM on the server and 60-70% is being used	10:00:17 PM
	I am also checking for the storage space.	10:00:30 PM
	Storage on the C Drive is 34% free	10:01:08 PM
john	ok seems reasonable	10:01:18 PM
	not sure what the issue was but it seems to be working now	10:01:23 PM
	sorry to bother	10:01:26 PM
Ashutosh Mishra	Is there anything else I may help you with ?	10:02:14 PM
john	that's it for now - appreciate your help!	10:02:29 PM

Ashutosh Mishra

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

10:03:07 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!

10:03:11 PM

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

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

*Ashutosh Mishra has ended this chat session*

10:03:14 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Apr, 10:10:25 PM

**#76128 Gig Todd**

**Email:** admin@pacificquest.org 18083452315

**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:** KEAAU

**State:** Hawaii

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 43 Secs

Gig Todd

Hello, I am your Acebuddy

25 Apr, 10:10:26 PM

Acebuddy

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

10:10:29 PM

Whom Would You Like to Connect With?

10:10:29 PM

Gig Todd	Technical Support (QB & App Hosting)	10:10:36 PM
Acebuddy	Welcome to Ace Support.	10:10:36 PM
	Please chose an option :	10:10:36 PM
Gig Todd	I'd like to raise a Request	10:10:43 PM
Acebuddy	Please select your request type.	10:10:44 PM
Gig Todd	Other Request	10:10:54 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:10:54 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:10:54 PM
Gig Todd	No, That'll be all!	10:11:11 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	10:11:11 PM
	<i>Acebuddy has ended this chat session</i>	10:11:12 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Apr, 6:44:33 PM

### #76371 Joe DeCeglie

**Email:** techsupport@landmarkdevelopers.com 12013705947

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** NEW HOPE

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 2 Secs

Joe DeCeglie

30 Apr, 6:44:34

	Hello, I am your Acebuddy	PM
Acebuddy	Hello Joe Tech, I'm your Ace Buddy. I'll be happy to assist you!	6:44:35 PM
	Whom Would You Like to Connect With?	6:44:35 PM
Joe DeCeglie	Technical Support (QB & App Hosting)	6:44:59 PM
Acebuddy	Welcome to Ace Support.	6:44:59 PM
	Please chose an option :	6:44:59 PM
Joe DeCeglie	I'd like to report an Issue	6:45:09 PM
Acebuddy	Please select an option!	6:45:09 PM
Joe DeCeglie	QuickBooks Issue	6:45:24 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:45:24 PM
Joe DeCeglie	QuickBooks Update	6:45:31 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.	6:45:31 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.	6:45:31 PM
	Do you need any further assistance on the topic?	6:45:31 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:19:37 PM
	<i>Ended due to chat idle timeout</i>	7:19:37 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 9:12:17 AM

#76355 robin

Email: robin@cartridgeconnectionak.com ☎ 1907 743 9901

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:** ANCHORAGE

**State:** Alaska

**Country:** UNITED STATES

Chat Duration : 42 Mins 2 Secs

### Chat Transcript

robin	Hello, I am your Acebuddy	30 Apr, 9:12:19 AM
Acebuddy	Hello Robin, I'm your Ace Buddy. I'll be happy to assist you!	9:12:19 AM
	Whom Would You Like to Connect With?	9:12:20 AM
robin	Technical Support (QB & App Hosting)	9:12:28 AM
Acebuddy	Welcome to Ace Support.	9:12:28 AM
	Please chose an option :	9:12:28 AM
robin	I'd like to report an Issue	9:12:36 AM
Acebuddy	Please select an option!	9:12:36 AM
robin	Other Issue	9:12:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:12:44 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.	9:54:21 AM
	<i>Ended due to chat idle timeout</i>	9:54:21 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

12 Apr, 11:27:32 PM

**#75519 Becky Rivard**

**Email:** becky@beckyrivardcpa.com ☎ 15304489276

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Duration : 21 Mins 55 Secs

### Chat Transcript

Becky Rivard	Hello, I am your Acebuddy	12 Apr, 11:27:33 PM
Acebuddy	Hello Becky, I'm your Ace Buddy. I'll be happy to assist you!	11:27:34 PM
	Whom Would You Like to Connect With?	11:27:34 PM
Becky Rivard	Technical Support (QB & App Hosting)	11:27:44 PM
Acebuddy	Welcome to Ace Support.	11:27:44 PM
	Please chose an option :	11:27:44 PM
Becky Rivard	I'd like to report an Issue	11:27:54 PM
Acebuddy	Please select an option!	11:27:54 PM
Becky Rivard	Restart	11:28:00 PM
Acebuddy	Hello Becky, I'm your Ace Buddy. I'll be happy to assist you!	11:28:00 PM
	Whom Would You Like to Connect With?	11:28:00 PM
Becky Rivard	Technical Support (QB & App Hosting)	11:28:06 PM
Acebuddy	Welcome to Ace Support.	11:28:06 PM
	Please chose an option :	11:28:06 PM
Becky Rivard	I'd like to raise a Request	11:28:35 PM
Acebuddy	Please select your request type.	11:28:35 PM
Becky Rivard	Other Request	11:28:44 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.	11:28:44 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:28:44 PM
Becky Rivard	Yes, I'm facing issues with my server	11:28:55 PM
Acebuddy	Please select an option!	11:28:55 PM
Becky Rivard	Other Issue	11:36:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:36:33 PM

Becky Rivard	I need a reboot asap	11:36:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:36:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:36:46 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:36:57 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:37:06 PM
	I understand you want to reboot the server.	11:37:28 PM
Becky Rivard	Hi. I submitted ticket 677013. My tax software is stuck and won't close out. I can't access the task manager to do a hard shut down.	11:37:58 PM
Ashutosh Mishra	I will be surely assisting you with this.	11:38:35 PM
	Kindly allow me two minutes to check the same.	11:38:42 PM
	Thank you for your patience.	11:42:28 PM
	I have rebooted the server.	11:42:35 PM
	Is there anything else I may help you with ?	11:42:56 PM
	Are we still connected here?	11:44:07 PM
	Are we still connected here?	11:44:45 PM
	Are we still connected here?	11:46:25 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.	11:49:26 PM
	<i>Ashutosh Mishra has ended this chat session</i>	11:49:28 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

21 Apr, 8:50:23 PM

**#75826 Courtney DeHart**

**Email:** courtney@ppipools.com 13372983608

**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:** LAFAYETTE

**State:** Louisiana

**Country:** UNITED STATES

Chat Duration : 45 Mins 36 Secs

## Chat Transcript

Courtney DeHart	Hello, I am your Acebuddy	21 Apr, 8:50:24 PM
Acebuddy	Hello Courtney Dehart, I'm your Ace Buddy. I'll be happy to assist you!	8:50:25 PM
	Whom Would You Like to Connect With?	8:50:25 PM
Courtney DeHart	Technical Support (QB & App Hosting)	8:50:28 PM
Acebuddy	Welcome to Ace Support.	8:50:28 PM
	Please chose an option :	8:50:28 PM
Courtney DeHart	I'd like to report an Issue	8:50:38 PM
Acebuddy	Please select an option!	8:50:38 PM
Courtney DeHart	QuickBooks Issue	8:50:41 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:50:41 PM
Courtney DeHart	QuickBooks Update	8:50:46 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.  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.	8:50:46 PM
	Do you need any further assistance on the topic?	8:50:46 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:36:01 PM
	<i>Ended due to chat idle timeout</i>	9:36:01 PM



## Chat Transcript

Hello, I am your Acebuddy

1 Apr, 3:38:13 AM

## Visitor Details

### #74957 Ali Wynn

**Email:** ali.wynn@montesanogroup.com 18056981608  
**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:** SANTA BARBARA  
**State:** California  
**Country:** UNITED STATES

Chat Duration : 17 Mins 30 Secs

## Chat Transcript

Ali Wynn	Hello, I am your Acebuddy	1 Apr, 3:38:14 AM
Acebuddy	Hello Ali Wynn, I'm your Ace Buddy. I'll be happy to assist you!	3:38:15 AM
	Whom Would You Like to Connect With?	3:38:15 AM
Ali Wynn	Technical Support (QB & App Hosting)	3:39:05 AM
Acebuddy	Welcome to Ace Support.	3:39:05 AM
	Please chose an option :	3:39:05 AM
Ali Wynn	I'd like to raise a Request	3:39:10 AM
Acebuddy	Please select your request type.	3:39:10 AM
Ali Wynn	Setup Ace Server	3:39:16 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	3:39:16 AM
Ali Wynn	Microsoft Windows	3:39:22 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	3:39:22 AM
	Do you need any further assistance on the topic?	3:39:22 AM
Ali Wynn	Restart	3:39:25 AM
Acebuddy	Hello Ali Wynn, I'm your Ace Buddy. I'll be happy to assist you!	3:39:25 AM
	Whom Would You Like to Connect With?	3:39:25 AM
Ali Wynn	Technical Support (QB & App Hosting)	3:39:45 AM
Acebuddy	Welcome to Ace Support.	3:39:46 AM

	Please chose an option :	3:39:46 AM
Ali Wynn	I'd like to report an Issue	3:39:50 AM
Acebuddy	Please select an option!	3:39:50 AM
Ali Wynn	QuickBooks Issue	3:39:54 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:39:54 AM
Ali Wynn	Other QB related issue	3:39:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:39:58 AM
Ali Wynn	I'm having trouble setting up a remote desktop for a new user	3:40:15 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:40:15 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:40:16 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:40:30 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:40:34 AM
	Hello Ali	3:40:39 AM
Ali Wynn	hi! is there a way to have your remote desktop on just one monitor?	3:40:55 AM
	it's taking up both of my screens	3:41:02 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:41:19 AM
Ali Wynn	server name: MontesanoGroup.myrealdata.net	3:41:45 AM
	and the user I'm trying to set it up for is nicole.h1@myrealdata.net	3:42:05 AM
Anurag Sharma	Thanks for the confirmation !	3:42:54 AM
	May I take the remote access of your local computer?	3:42:57 AM
Ali Wynn	yes please!	3:43:05 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	3:44:15 AM
Ali Wynn	done.	3:44:21 AM
Anurag Sharma	<a href="https://assist.aceclouddhosting.com/join/7562589626">https://assist.aceclouddhosting.com/join/7562589626</a>	3:44:33 AM
	Kindly paste this link in the browser of local computer and join the session.	3:44:36 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:45:54 AM
	The issue seems to be resolved.	3:55:17 AM
	Is there anything else I may help you with ?	3:55:20 AM
Ali Wynn	No that's all. Thank you so much!	3:55:31 AM
Anurag Sharma	Thanks for the confirmation !	3:55:35 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this	

chat.

3:55:38 AM

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

3:55:41 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!

3:55:43 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/>)

*Anurag Sharma has ended this chat session*

3:55:45 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

10 Apr, 8:50:08 PM

**#75427 Barbara Beeney**

**Email:** ar@visionsespresso.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:** REDMOND

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 45 Mins 55 Secs

Barbara Beeney

Hello, I am your Acebuddy

10 Apr, 8:50:10 PM

Acebuddy

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

8:50:10 PM

	Whom Would You Like to Connect With?	8:50:10 PM
Barbara Beeney	Technical Support (QB & App Hosting)	8:50:18 PM
Acebuddy	Welcome to Ace Support.	8:50:18 PM
	Please chose an option :	8:50:18 PM
Barbara Beeney	I'd like to report an Issue	8:50:29 PM
Acebuddy	Please select an option!	8:50:29 PM
Barbara Beeney	QuickBooks Issue	8:50:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:50:40 PM
Barbara Beeney	QuickBooks Login Issue	8:50:57 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	8:50:57 PM
	Was that helpful?	8:50:57 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:36:05 PM
	<i>Ended due to chat idle timeout</i>	9:36:05 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

26 Apr, 4:50:02 PM

#76168 Laura Mahone

Email: lmahone@pipecs.com ☎ 114043148313

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: ATLANTA

State: Georgia

Country: UNITED STATES

## Chat Transcript

Chat Duration : 35 Secs

Laura Mahone	Hello, I am your Acebuddy	26 Apr, 4:50:04 PM
Acebuddy	Hello Laura Mahone, I'm your Ace Buddy. I'll be happy to assist you!	4:50:05 PM
	Whom Would You Like to Connect With?	4:50:05 PM
Laura Mahone	Technical Support (QB & App Hosting)	4:50:10 PM
Acebuddy	Welcome to Ace Support.	4:50:10 PM
	Please chose an option :	4:50:10 PM
Laura Mahone	I'd like to report an Issue	4:50:23 PM
Acebuddy	Please select an option!	4:50:23 PM
Laura Mahone	Password Reset	4:50:28 PM
Acebuddy	Please select an option below	4:50:28 PM
Laura Mahone	Already Enrolled to Selfcare Portal	4:50:33 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	4:50:33 PM
	Do you need any further assistance on the topic?	4:50:33 PM
Laura Mahone	No	4:50:39 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	4:50:39 PM
	<i>Acebuddy has ended this chat session</i>	4:50:39 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

21 Apr, 10:03:35 PM

**#75832 Charla Collins**

**Email:** charla@stormwateroregon.com 5414807473

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

**Operator:**

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

**Operating System:** Chrome OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** REDMOND

**State:** Oregon

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 12 Mins 27 Secs

Charla Collins	Hello, I am your Acebuddy	21 Apr, 10:03:36 PM
Acebuddy	Hello Charla Collins, I'm your Ace Buddy. I'll be happy to assist you!	10:03:37 PM
	Whom Would You Like to Connect With?	10:03:37 PM
Charla Collins	Technical Support (QB & App Hosting)	10:03:43 PM
Acebuddy	Welcome to Ace Support.	10:03:43 PM
	Please chose an option :	10:03:43 PM
Charla Collins	I'd like to raise a Request	10:03:56 PM
Acebuddy	Please select your request type.	10:03:56 PM
Charla Collins	Setup Ace Server	10:04:10 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	10:04:10 PM
Charla Collins	Microsoft Windows	10:04:18 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	10:04:18 PM
	Do you need any further assistance on the topic?	10:04:18 PM
Charla Collins	Yes	10:04:52 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:04:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:04:52 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	10:05:43 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	10:05:53 PM
	Hello Charla, how may I assist you today	10:06:12 PM
Charla Collins	I recently got an email to add remote to a new Chromebook. I followed instructions but it wont connect	10:06:37 PM
Sharath Kumar	Understood, may I take remote of that and help you with setting it up	10:07:20 PM
Charla Collins	yes	10:07:26 PM
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.	10:07:37 PM
	<a href="https://assist.acecloudhosting.com/join/6062339828">https://assist.acecloudhosting.com/join/6062339828</a>	10:07:51 PM

Here is the link you'll need to provide me with the remote access

10:08:10 PM

Are we still connected here?

10:10:47 PM

the session says joined but it requires a few permissions from you

10:13:03 PM

Are we still connected here?

10:14:04 PM

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

10:15:20 PM

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

10:15:25 PM

*Sharath Kumar has ended this chat session*

10:16:04 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 Apr, 3:05:36 AM

#### #75606 kending

**Email:** pkending@schulershook.com ☎ 6122127660

**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:** EDEN PRAIRIE

**State:** Minnesota

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 36 Mins 39 Secs

kending	Hello, I am your Acebuddy	15 Apr, 3:05:37 AM
Acebuddy	Hello Pkending, I'm your Ace Buddy. I'll be happy to assist you!	3:05:38 AM
	Whom Would You Like to Connect With?	3:05:38 AM
kending	Technical Support (QB & App Hosting)	3:05:41 AM

Acebuddy	Welcome to Ace Support.	3:05:41 AM
	Please chose an option :	3:05:41 AM
kending	I'd like to report an Issue	3:05:45 AM
Acebuddy	Please select an option!	3:05:45 AM
kending	QuickBooks Issue	3:06:04 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:06:04 AM
kending	QuickBooks is Frozen	3:06:08 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	3:06:08 AM
	Was that helpful?	3:06:08 AM
kending	No	3:06:46 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:06:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:06:47 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:07:23 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:07:27 AM
kending	Hi -	3:07:34 AM
Anurag Sharma	Hello Pkending	3:07:38 AM
kending	Quickbooks and ACE have frozen 3 times in the last hour. I have now rebooted for the 4th time. I have had this issue before and was told it was resolved after chatting with someone at Ace.	3:08:14 AM
	It is clearly not resolved.	3:08:38 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	3:08:38 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:08:43 AM
kending	I am also having trouble logging in.	3:08:47 AM
	I click the start button but it just revolves and disappears without giving me the option to log in.	3:09:13 AM
	pkending@schulershook.com	3:09:49 AM
	Should I have started a support ticket instead?	3:10:08 AM
Anurag Sharma	Okay	3:11:03 AM
	Please allow me 2-3 minutes to check the same.	3:11:13 AM
kending	I am also unable to run a backup and the scheduled backup usually fails.	3:11:28 AM
	Again, this is something that I was told had been resolved.	3:11:43 AM
Anurag Sharma	I deeply apologize for the inconvenience. May I take the remote access of your local computer ?	3:12:21 AM
kending	yes	3:12:49 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	3:13:13 AM

kending	It is not frozen currently, since I had to reboot to do anything with Ace.	3:13:22 AM
Anurag Sharma	Okay	3:15:27 AM
	<a href="https://assist.acecloudhosting.com/join/9972757242">https://assist.acecloudhosting.com/join/9972757242</a>	3:15:37 AM
	Kindly paste this link in the browser of local computer and join the session.	3:15:40 AM
kending	doesn't seem to be working.	3:17:55 AM
	ahh, just slow.	3:18:06 AM
	What are we doing?	3:19:06 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.	3:19:08 AM
kending	Please confirm that you are logged out of my computer.	3:32:47 AM
	We have not resolved any of my issued. I will contact Ace tomorrow'	3:32:59 AM
Anurag Sharma	Yes, the remote session has been disconnected.	3:33:03 AM
kending	And you have added nothing to my computer.	3:33:13 AM
	correct?	3:33:18 AM
Anurag Sharma	I have rebooted the server. Please login into the server and check if the issue is resolved.	3:33:34 AM
	Yes, nothing is added or removed. Everything is as it is.	3:34:08 AM
	I just have rebooted the server. I believe now your freezing issue should be resolved.	3:34:27 AM
kending	That is all they did lsat time, and it was not a lasting solution.	3:34:50 AM
Anurag Sharma	Moreover, I would like to inform you that we do take regular backup of the server on daily basis. You don't need to worry about any data loss.	3:35:12 AM
kending	I am logged in, but no way to tell if the problem is resolved or if I'm just waiting for it to freeze again..	3:35:18 AM
Anurag Sharma	I can really understand your issue Philippa	3:36:26 AM
kending	Our IT dept wants ,e to do my own backup in addition to yours. This was a non-negotiable of signing up with Ace and we were told it was no problem.	3:36:38 AM
Anurag Sharma	You don't need to worry. I am still here to assist you with the issues. If you are not satisfied with anything.	3:36:57 AM
kending	No I'm not satisfied! This is the 2nd time in a few months that I've lost hours of work time trying and failing to fix a problem.	3:38:08 AM
	I am finished trying for the day. Thank you.	3:38:24 AM
Anurag Sharma	I am so sorry for any inconvenience caused.	3:38:46 AM
	But trust me I will try my best to resolve the issue.	3:39:04 AM
	Are we still connected here?	3:40:31 AM
	Are we still connected here?	3:41:48 AM

Are we still connected here?

3:42:10 AM

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

3:42:11 AM

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

3:42:13 AM

*Anurag Sharma has ended this chat session*

3:42:16 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Apr, 8:51:06 PM

**#76014 jonathan**

**Email:** jonathan@thetowncrier.net ☎ 19856741870

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** PEARL

**State:** Mississippi

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 13 Secs

jonathan	Hello, I am your Acebuddy	24 Apr, 8:51:07 PM
Acebuddy	Hello Jonathan, I'm your Ace Buddy. I'll be happy to assist you!	8:51:08 PM
	Whom Would You Like to Connect With?	8:51:08 PM
jonathan	Technical Support (QB & App Hosting)	8:51:28 PM
Acebuddy	Welcome to Ace Support.	8:51:28 PM
	Please chose an option :	8:51:28 PM
jonathan	I'd like to report an Issue	8:51:40 PM

Acebuddy	Please select an option!	8:51:40 PM
jonathan	QuickBooks Issue	8:51:44 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:51:44 PM
jonathan	Other QB related issue	8:51:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:51:52 PM
jonathan	errot	8:52:05 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:52:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:52:06 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	8:52:34 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	8:52:44 PM
jonathan	yes, please connect to my session. JonathanD server: Town Croer	8:53:13 PM
	sorry TownCrier	8:53:20 PM
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.	8:53:49 PM
	Could you please try now	8:56:56 PM
	Are we still connected here?	8:59:06 PM
	Are we still connected here?	9:01:15 PM
	Are we still connected here?	9:06:34 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:08:32 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:09:18 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>Shivam Singh has ended this chat session</i>	9:09:21 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

22 Apr, 9:33:02 PM

### #75891 Daniel Barron

**Email:** dbarron@dmjtransportation.net 7246893271

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** MOUNT PLEASANT

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 19 Mins 58 Secs

Daniel Barron	Hello, I am your Acebuddy	22 Apr, 9:33:02 PM
Acebuddy	Hello Dbarron, I'm your Ace Buddy. I'll be happy to assist you!	9:33:03 PM
	Whom Would You Like to Connect With?	9:33:03 PM
Daniel Barron	Technical Support (QB & App Hosting)	9:33:07 PM
Acebuddy	Welcome to Ace Support.	9:33:07 PM
	Please chose an option :	9:33:07 PM
Daniel Barron	I'd like to report an Issue	9:33:13 PM
Acebuddy	Please select an option!	9:33:13 PM
Daniel Barron	Other Issue	9:33:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:33:19 PM
Daniel Barron	I'm trying to create a back up copy of my QB file to send to my accountant via WeTransfer.	9:33:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:33:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:33:39 PM
Daniel Barron	Desktop is saying I don't have enough free space? The only thing on it is the QBW file.	9:34:00 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	9:34:30 PM

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	9:34:34 PM
Daniel Barron	Hello ther	9:34:41 PM
Rohan Prajapati	Hello, how are you doing today?	9:34:47 PM
Daniel Barron	Fine thanks for asking	9:34:55 PM
Rohan Prajapati	That's Great	9:35:32 PM
	I will surely help you with this issue.	9:35:48 PM
	Kindly allow me 4-5 minutes to check the same.	9:37:00 PM
Daniel Barron	that would be great	9:37:00 PM
Rohan Prajapati	May I know if you are facing any issues while creating the accountant copy or transferring the accounting data from the server to the local machine?	9:40:51 PM
Daniel Barron	Backing it up to the server gives me problems	9:41:53 PM
Rohan Prajapati	May I take the remote access of your server?	9:42:02 PM
Daniel Barron	Sure	9:42:08 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	9:42:27 PM
Daniel Barron	Done	9:42:54 PM
Rohan Prajapati	Please accept the remote session request	9:43:55 PM
Daniel Barron	Have not received yet	9:44:10 PM
Rohan Prajapati	Please check now	9:44:38 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:44:59 PM
	Is there anything else I may help you with ?	9:52:33 PM
Daniel Barron	No thanks!	9:52:45 PM
Rohan Prajapati	Thanks for the confirmation !	9:52:55 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:52:57 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!	9:52:58 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>Rohan Prajapati has ended this chat session</i>		9:53:01 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

11 Apr, 6:09:53 AM

### #75459 Brenda Rosales

**Email:** brenda.rosales@eneos.com.ph 636325071840

**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:** SALCEDO VILLAGE

**State:** National Capital Region

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 24 Secs

Brenda Rosales	Hello, I am your Acebuddy	11 Apr, 6:09:55 AM
Acebuddy	Hello Brenda Rosales, I'm your Ace Buddy. I'll be happy to assist you!	6:09:56 AM
	Whom Would You Like to Connect With?	6:09:56 AM
Brenda Rosales	Technical Support (QB & App Hosting)	6:10:00 AM
Acebuddy	Welcome to Ace Support.	6:10:01 AM
	Please chose an option :	6:10:01 AM
Brenda Rosales	Setback	6:10:08 AM
Acebuddy	Hello Brenda Rosales, I'm your Ace Buddy. I'll be happy to assist you!	6:10:08 AM
	Whom Would You Like to Connect With?	6:10:08 AM
<i>BRENDA ROSALES has ended this chat session</i>		6:10:19 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

16 Apr, 3:56:21 AM

### #75655 Rose Chomor

**Email:** accounting@humblebrands.com  14803281454

**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:** RANCHOS DE TAOS

**State:** New Mexico

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins

Rose Chomor	Hello, I am your Acebuddy	16 Apr, 3:56:22 AM
Acebuddy	Hello Rose Chomor, I'm your Ace Buddy. I'll be happy to assist you!	3:56:23 AM
	Whom Would You Like to Connect With?	3:56:23 AM
Rose Chomor	Technical Support (QB & App Hosting)	3:56:29 AM
Acebuddy	Welcome to Ace Support.	3:56:29 AM
	Please chose an option :	3:56:29 AM
Rose Chomor	I'd like to report an Issue	3:57:04 AM
Acebuddy	Please select an option!	3:57:04 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:27:23 AM
	<i>Ended due to chat idle timeout</i>	4:27:23 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

29 Apr, 10:31:37 PM

### #76321 Anastasia Brenson

**Email:** anastasia@crowneagleaccounting.com ☎ 15127044876

**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:** 26 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 8 Mins 25 Secs

Anastasia Brenson	Hello, I am your Acebuddy	29 Apr, 10:31:39 PM
Acebuddy	Hello Anastasia Brenson, I'm your Ace Buddy. I'll be happy to assist you!	10:31:39 PM
	Whom Would You Like to Connect With?	10:31:39 PM
Anastasia Brenson	Technical Support (QB & App Hosting)	10:31:58 PM
Acebuddy	Welcome to Ace Support.	10:31:58 PM
	Please chose an option :	10:31:58 PM
Anastasia Brenson	I'd like to raise a Request	10:32:06 PM
Acebuddy	Please select your request type.	10:32:06 PM
Anastasia Brenson	Change in Users	10:32:12 PM
Acebuddy	Please select your desired option!	10:32:12 PM
Anastasia Brenson	User Replacement	10:32:19 PM
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal.	10:32:19 PM
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	10:32:19 PM

	Do you need any further assistance on the topic?	10:32:19 PM
Anastasia Brenson	Yes	10:32:30 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:32:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:32:30 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	10:32:49 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:33:25 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:33:28 PM
	Hello Anastasia	10:33:38 PM
Anastasia Brenson	Hi! I need to remove a user and add a new one  for the new user, limited access to one folder only	10:33:42 PM  10:33:56 PM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:34:08 PM
Anastasia Brenson	Anastasia_CEA	10:34:41 PM
	That's all I know	10:35:26 PM
	Company Crown Eagle Accounting LLC	10:35:48 PM
Anurag Sharma	Okay	10:35:49 PM
	Thanks for the confirmation !	10:35:52 PM
Anastasia Brenson	I am Anastasia Brenson, and the user I would like to remove Veronika	10:36:05 PM
Anurag Sharma	Okay	10:36:10 PM
	After this chat I will send you an email. Please provide us an approval from the primary contact. So that we can proceed with your request.	10:36:47 PM
	Is there anything else I may help you with ?	10:36:51 PM
Anastasia Brenson	I am the primary contact	10:37:17 PM
Anurag Sharma	Awesome, you can just revert back to the email I will send after this chat.	10:37:47 PM
Anastasia Brenson	ok	10:37:54 PM
Anurag Sharma	Is there anything else I may help you with ?	10:38:24 PM
	Are we still connected here?	10:39:09 PM
	Are we still connected here?	10:39:57 PM
	Are we still connected here?	10:39:59 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:40:00 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:40:02 PM
<i>Anurag Sharma has ended this chat session</i>		10:40:04 PM

