

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 8:34:12 PM

#79095 Mary Clancy

Email: mary@r2rconsulting.net  3867880909

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Secs

Mary Clancy	Hello, I am your Acebuddy	8 Jul, 8:34:12 PM
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!	8:34:13 PM
	Whom Would You Like to Connect With?	8:34:13 PM
Mary Clancy	Technical Support (QB & App Hosting)	8:34:18 PM
Acebuddy	Welcome to Ace Support.	8:34:18 PM
	[]	8:34:18 PM
	We are currently experiencing higher than normal contact volume related to server connectivity issues.	8:34:18 PM
	Are you also experiencing issues related to server connectivity?	8:34:18 PM
Mary Clancy	Yes	8:34:26 PM
Acebuddy	Please refer to our status page for further updates on the issue status.	8:34:26 PM
	Thank you contact Ace Support. Have a wonderful day!	8:34:26 PM
	<i>Acebuddy has ended this chat session</i>	8:34:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jul, 7:47:04 PM

#79758 johnathon

Email: johnathon@islandentertainment.com  (250) 746-9707

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 16 Secs

City: LILLIAN

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins

johnathon	Hello, I am your Acebuddy	24 Jul, 7:47:04 PM
Acebuddy	Hello Johnathon Patty, I'm your Ace Buddy. I'll be happy to assist you!	7:47:06 PM
	Whom Would You Like to Connect With?	7:47:06 PM
johnathon	Technical Support (QB & App Hosting)	7:47:12 PM
Acebuddy	Welcome to Ace Support.	7:47:12 PM
	Please chose an option :	7:47:12 PM
johnathon	I'd like to report an Issue	7:47:17 PM
Acebuddy	Please select an option!	7:47:17 PM
johnathon	QuickBooks Issue	7:47:22 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:47:22 PM
johnathon	QuickBooks is Frozen	7:47:27 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	7:47:28 PM
	Was that helpful?	7:47:28 PM
johnathon	No	7:47:33 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:47:34 PM

Acebuddy (bot) forwarded the chat request

7:47:34 PM

Yash Kalra accepted the chat transfer request.

7:48:04 PM

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

7:48:08 PM

I will be surely assisting you with this. Kindly help me with your server name and user name?

7:48:12 PM

johnathon Our server is frozen for multiple users. Need you to reboot it

7:48:47 PM

Yash Kalra I will surely help you resolve the issue. May I please have your server name and username? (Edited)

7:49:21 PM

johnathon Our account is CID68317

7:49:51 PM

We only have 1 server.

7:49:57 PM

Yash Kalra Kindly allow me two minutes to check the same.

7:50:10 PM

Thank you for your patience. We will be running the reboot script, and it will take approximately 5 minutes to execute.

7:55:08 PM

johnathon Thank you

7:55:19 PM

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

7:55:33 PM

johnathon No thanks.

7:55:40 PM

Yash Kalra I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.

7:55:52 PM

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

7:56:00 PM

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

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

Thanks!

7:56:02 PM

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

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

Yash Kalra has ended this chat session

7:56:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#79752 Victor****Email:** taxmanager@fintaxcpas.com**Department:** Support(QB & App Hosting)**Operator:** Abhay Kumar Saraswat**Website:** https://www.acecloudhosting.com/support-chat.php**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 16 Secs**City:** AHMEDABAD**State:** Gujarat**Country:** INDIA

Chat Duration : 6 Mins 8 Secs

Chat Transcript

Victor	Hello, I am your Acebuddy	24 Jul, 4:48:40 AM
Acebuddy	Hello Taxmanager, I'm your Ace Buddy. I'll be happy to assist you!	4:48:40 AM
	Whom Would You Like to Connect With?	4:48:40 AM
Victor	Technical Support (QB & App Hosting)	4:48:50 AM
Acebuddy	Welcome to Ace Support.	4:48:50 AM
	Please chose an option :	4:48:50 AM
Victor	I'd like to report an Issue	4:48:58 AM
Acebuddy	Please select an option!	4:48:59 AM
Victor	Other Issue	4:49:04 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:49:04 AM
	<i>4:49:46 AM Victor is sharing a file with you <u>1_image.png</u> - (Size:9.0 KB)</i>	4:49:46 AM
	Please wait while we connect you to a Support Representative	4:49:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:49:46 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	4:49:55 AM
Victor	I'm facing an issue to connecting RDC.	4:49:55 AM
	<i>4:50:02 AM Victor is sharing a file with you <u>1_image.png</u> - (Size:9.0 KB)</i>	4:50:02 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	4:50:03 AM
Victor		

	Hi Abhay, I'm currently facing an error to connect RDC, I have uploaded error snapshot. Hope you can see it	4:50:49 AM
Abhay Kumar Saraswat	Yes, I can see it.	4:51:02 AM
	I will be surely assisting you with this.	4:51:08 AM
	Is this for account: FinTax CPAs ?	4:51:21 AM
Victor	Yup	4:51:25 AM
Abhay Kumar Saraswat	Could you please confirm me your username?	4:51:43 AM
	Thanks for the confirmation !	4:52:10 AM
Victor	Sure! It's victor.j@myrealdata.net	4:52:21 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	4:52:50 AM
Victor	Wait	4:53:33 AM
	Please don't do anything. I'm able to connect	4:53:48 AM
	May be some down time, so that error appear.	4:54:06 AM
Abhay Kumar Saraswat	Okay, great.	4:54:12 AM
Victor	Thank you!	4:54:16 AM
Abhay Kumar Saraswat	No worries.	4:54:22 AM
	Is there anything else I may help you with ?	4:54:27 AM
Victor	Nope.	4:54:33 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:54:38 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:54:41 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:54:46 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	4:54:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jul, 4:24:40 PM

#78893 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 16 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 21 Mins 28 Secs

krisika	Hello, I am your Acebuddy	2 Jul, 4:24:41 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	4:24:42 PM
	Whom Would You Like to Connect With?	4:24:42 PM
krisika	Technical Support (QB & App Hosting)	4:25:07 PM
Acebuddy	Welcome to Ace Support.	4:25:07 PM
	Please chose an option :	4:25:07 PM
krisika	I'd like to report an Issue	4:25:13 PM
Acebuddy	Please select an option!	4:25:13 PM
krisika	Other Issue	4:25:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:25:17 PM
krisika	Hi	4:26:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:26:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:26:14 PM

	<i>Shivam Singh accepted the chat transfer request.</i>	4:26:30 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	4:26:49 PM
krisika	Quickbook not open in all user	4:27:05 PM
Shivam Singh	I will surely help you with this issue.	4:27:22 PM
krisika	Yes	4:27:26 PM
Shivam Singh	Allow 2 minutes to check the same from the server end.	4:28:49 PM
krisika	Ok	4:29:07 PM
Shivam Singh	Please check on your end, As I have checked the server and it seems to be fine.	4:32:51 PM
krisika	Ok	4:34:39 PM
Shivam Singh	Is it working now?	4:35:52 PM
krisika	No	4:36:28 PM
	Not open quickbook	4:36:34 PM
Shivam Singh	Could you please logout of the server and login back again.	4:37:27 PM
krisika	Ok	4:37:41 PM
Shivam Singh	Are we still connected here?	4:39:17 PM
krisika	Yes	4:39:25 PM
	Not open quickbook	4:39:42 PM
	Logout of the server and login back again but not open quickbook	4:41:25 PM
Shivam Singh	thanks for your response, we have made some changes kindly try now.	4:42:34 PM
krisika	Ok	4:42:48 PM
Shivam Singh	Is it working now?	4:44:18 PM
krisika	Waite	4:44:41 PM
	Yes	4:45:17 PM
Shivam Singh	Great	4:45:25 PM
krisika	Quickbook working fine now	4:45:26 PM
	Thank you	4:45:30 PM
Shivam Singh	Krisika, Is there anything else I may help you with?	4:45:31 PM
krisika	No	4:45:34 PM
	Thank you	4:45:37 PM
Shivam Singh	I'm glad, I was able to assist	4:45:48 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	4:45:52 PM

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

4:46:02 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!

4:46:06 PM

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

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

Shivam Singh has ended this chat session

4:46:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jul, 11:21:48 PM

#79896 Pamela Johnson

Email: pam@psjaccounting.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: WORCESTER

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 56 Secs

Pamela Johnson	Hello, I am your Acebuddy	29 Jul, 11:21:49 PM
Acebuddy	Hello Pamela Johnson, I'm your Ace Buddy. I'll be happy to assist you!	11:21:49 PM
	Whom Would You Like to Connect With?	11:21:49 PM
Pamela Johnson		

	Technical Support (QB & App Hosting)	11:21:56 PM
Acebuddy	Welcome to Ace Support.	11:21:56 PM
	Please chose an option :	11:21:56 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	30 Jul, 12:05:45 AM
	<i>Ended due to chat idle timeout</i>	12:05:45 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jul, 9:36:53 PM

#79765 Heather Moore

Email: hmoore@genesisfire.com ☎ 19722879836

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: 34 Secs

City: SEAGOVILLE

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 2 Secs

Heather Moore	Hello, I am your Acebuddy	24 Jul, 9:36:54 PM
Acebuddy	Hello Holli Thomas, I'm your Ace Buddy. I'll be happy to assist you!	9:36:54 PM
	Whom Would You Like to Connect With?	9:36:54 PM
Heather Moore	Technical Support (QB & App Hosting)	9:37:00 PM
Acebuddy	Welcome to Ace Support.	9:37:01 PM
	Please chose an option :	9:37:01 PM

Heather Moore	I'd like to report an Issue	9:37:06 PM
Acebuddy	Please select an option!	9:37:06 PM
Heather Moore	Password Reset	9:37:09 PM
Acebuddy	Please select an option below	9:37:10 PM
Heather Moore	Setback	9:37:19 PM
Acebuddy	Please select an option!	9:37:19 PM
Heather Moore	QuickBooks Issue	9:37:23 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:37:23 PM
Heather Moore	QuickBooks Login Issue	9:37:29 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:37:29 PM
	Was that helpful?	9:37:29 PM
Heather Moore	Setback	9:37:36 PM
Acebuddy	Please select an option below	9:37:36 PM
Heather Moore	Setback	9:37:42 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:37:42 PM
Heather Moore	Setback	9:37:47 PM
Acebuddy	Please select an option!	9:37:47 PM
Heather Moore	Other Issue	9:38:00 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:38:00 PM
Heather Moore	ACE cloud hosting issue	9:38:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:38:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:38:21 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	9:39:24 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	9:39:26 PM
	Hello Holli	9:39:30 PM
Heather Moore	hello	9:40:21 PM
	I am having issues logging into ace cloud hosting	9:41:14 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	9:41:23 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:41:27 PM
Heather Moore	Holli - username	9:42:23 PM
	myrealdatalHolli_GFPINC	9:42:59 PM

Anurag Sharma	Thanks for the confirmation !	9:43:01 PM
	May I take the remote access of your local computer?	9:43:36 PM
Heather Moore	yes	9:44:02 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	9:45:08 PM
	https://assist.acecloudhosting.com/join/3302713068	9:45:20 PM
	Kindly paste this link in the browser of local computer and join the session.	9:45:27 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.	9:48:45 PM
	<i>The visitor's name, email address and phone number were changed.</i>	9:59:47 PM
	The issue seems to be resolved.	10:02:31 PM
	Is there anything else I may help you with ?	10:02:38 PM
Heather Moore	no thank you'	10:02:43 PM
Anurag Sharma	Thanks for the confirmation !	10:02:48 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:02:50 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:02:52 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:02:54 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Anurag Sharma has ended this chat session</i>	10:02:56 PM



Chat Transcript

Hello, I am your Acebuddy

1 Jul, 1:59:30 AM

Visitor Details

#78834 team

Email: team@infiniteaccountants.com 2125440001

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 35 Secs

City: ZAPOTE

State: Laguna

Country: PHILIPPINES

Chat Duration : 32 Mins 28 Secs

Chat Transcript

team	Hello, I am your Acebuddy	1 Jul, 1:59:31 AM
Acebuddy	Hello Team, I'm your Ace Buddy. I'll be happy to assist you!	1:59:32 AM
	Whom Would You Like to Connect With?	1:59:32 AM
team	Technical Support (QB & App Hosting)	1:59:59 AM
Acebuddy	Welcome to Ace Support.	1:59:59 AM
	Please chose an option :	1:59:59 AM
team	I'd like to report an Issue	2:00:07 AM
Acebuddy	Please select an option!	2:00:07 AM
team	Other Issue	2:00:16 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:00:16 AM
team	When I try to log in my new company in qb desktop there's a pop up message that i need to download the latest file doctor. and once I download the quickbooks tool hub and install it, it appears that The system administrator has set policies to prevent	2:04:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:04:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:04:58 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	2:05:11 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	2:05:19 AM
team	Okay please help me to fix my concern.	2:06:38 AM
Sujeet Kumar Suman	May I take the remote access of your server?	2:08:31 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:09:26 AM

team	can you help me where I can locate the server name and username?	2:10:11 AM
Sujeet Kumar Suman	no issue , help me with your registered company name.	2:10:47 AM
team	Infinite Accounting Services	2:11:33 AM
Sujeet Kumar Suman	Thanks for information. Is AllenC.NPRE or IASAdmin.NPRE	2:12:06 AM
	This message has been deleted	2:12:32 AM
team	IASAdmin.NPRE	2:12:41 AM
Sujeet Kumar Suman	Thanks.	2:12:50 AM
	May I take the remote access of your server?	2:12:56 AM
	Kindly approve.	2:13:02 AM
team	Sure	2:13:05 AM
Sujeet Kumar Suman	Now application is installed.	2:18:01 AM
	Is there anything else I may help you with ?	2:18:09 AM
team	Can I access now my new company I created?	2:19:03 AM
Sujeet Kumar Suman	Yes	2:19:25 AM
	select your company file	2:19:59 AM
team	Already selected	2:20:51 AM
	Are you the one who will type the password?	2:23:17 AM
Sujeet Kumar Suman	You will need to enter the username and password for your QuickBooks company file to proceed.	2:24:03 AM
team	Okay proceed	2:24:32 AM
Sujeet Kumar Suman	You can run the doctor file from your end; our assistance is not required to run or repair QuickBooks files.	2:27:29 AM
team	Okay, Thank You so much for your help.	2:28:26 AM
Sujeet Kumar Suman	Is there anything else I may help you with ?	2:29:57 AM
team	None so far	2:30:15 AM
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:31:24 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sujeet Kumar Suman has ended this chat session</i>	2:31:59 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jul, 8:50:16 PM

#78907 Amy Wiggins

Email: awdiver@yahoo.com ☎ 2178170131

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: LONG ISLAND CITY

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 33 Secs

Amy Wiggins	Hello, I am your Acebuddy	2 Jul, 8:50:17 PM
Acebuddy	Hello Amy Wiggins, I'm your Ace Buddy. I'll be happy to assist you!	8:50:18 PM
	Whom Would You Like to Connect With?	8:50:18 PM
Amy Wiggins	Technical Support (QB & App Hosting)	8:50:33 PM
Acebuddy	Welcome to Ace Support.	8:50:33 PM
	Please chose an option :	8:50:33 PM
Amy Wiggins	I'd like to report an Issue	8:50:41 PM
Acebuddy	Please select an option!	8:50:41 PM
Amy Wiggins	Password Reset	8:50:43 PM
Acebuddy	Please select an option below	8:50:43 PM
Amy Wiggins	Already Enrolled to Selfcare Portal	8:50:48 PM
Acebuddy		

	Please follow the process mentioned in the link below inorder to reset your server password.	8:50:48 PM
	Do you need any further assistance on the topic?	8:50:48 PM
Amy Wiggins	Yes	8:50:53 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:50:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:50:53 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:51:30 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:51:37 PM
Amy Wiggins	Good morning Shubham. I am having problems with logging in to my account. I have even tried to log into the self help portal but the portal says "Your account has been restricted. Please contact the administrator.".	8:51:56 PM
Shubham Kataria	Hello Amy Good morning	8:52:14 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:52:19 PM
Amy Wiggins	One moment.	8:53:15 PM
Shubham Kataria	No problem, take your time	8:53:23 PM
Amy Wiggins	Qblive10.myrealdata.net AmyM.q10	8:53:39 PM
Shubham Kataria	Thank you, Kindly confirm your business name as well with is registered with us. (Edited)	8:54:05 PM
Amy Wiggins	Cayman Islands Baptist Church.	8:54:19 PM
Shubham Kataria	Thank you, please allow me a minute to check the same.	8:54:47 PM
	Thank you for your patience.	8:56:34 PM
	We would like to inform you that the Selfcare portal is currently experiencing an outage. As a result, password resets must be performed manually from our side. Kindly help us by obtaining approval from the account owner so that we can proceed with resetting your password.	8:58:06 PM
Amy Wiggins	When you say the account owner, who do you mean?	8:58:48 PM
Shubham Kataria	We require a email approval from emily@snap.ky.	8:58:58 PM
Amy Wiggins	OK, I will have Emily send an e-mail . What should the e-mail say?	9:00:05 PM
Shubham Kataria	Please ask her to send an email to support@acecloudhosting.com to request the password reset.	9:00:20 PM
	Once we will get the email, we will reset your password proactively.	9:00:52 PM
Amy Wiggins	Thanks. Just trying to get in touch with Emily.	9:06:20 PM
Shubham Kataria	Alright	9:06:30 PM
Amy Wiggins	Should we close this session for now?	9:06:30 PM
Shubham Kataria	Yes, we will wait for the email to proceed with your password reset. In the meantime, our team is actively working to resolve the issue with the Selfcare portal.	9:07:26 PM
Amy Wiggins		9:07:42 PM

OK, thank you. If any problems I'll reach out again.

Thanks.

9:07:45 PM

Shubham Kataria	Once we will get the email from emily, We will send the password	9:07:52 PM
	Sure, you may contact us anytime. We will be happy to assist you.	9:08:13 PM
	Is there anything else I may help you with ?	9:08:17 PM
Amy Wiggins	Thank you have a good day.	9:08:26 PM
Shubham Kataria	After this chat, I will send you an email with Emily in CC so she can provide the necessary approval. (Edited)	9:09:24 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:09:40 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!	9:09:45 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/)	

Shubham Kataria has ended this chat session

9:09:50 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 7:36:37 AM

#79488 bstedmancpa

Email: bstedmancpa@ideaone.net ☎ 7013563101

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 55 Secs

City: WEST FARGO

State: North Dakota

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 25 Secs

bstedmancpa	Hello, I am your Acebuddy	16 Jul, 7:36:38 AM
Acebuddy	Hello Bstedmancpa, I'm your Ace Buddy. I'll be happy to assist you!	7:36:39 AM
	Whom Would You Like to Connect With?	7:36:39 AM
bstedmancpa	Technical Support (QB & App Hosting)	7:36:46 AM
Acebuddy	Welcome to Ace Support.	7:36:46 AM
	Please chose an option :	7:36:46 AM
bstedmancpa	I'd like to report an Issue	7:36:52 AM
Acebuddy	Please select an option!	7:36:53 AM
bstedmancpa	Other Issue	7:37:02 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:37:02 AM
bstedmancpa	We are receiving warnings that Disk space is running low on various drives in the hosting portal. We just need to know what is needed to correct this issue since it is now affecting our QuickBooks reports.	7:38:32 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:38:32 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:38:32 AM
	<i>Tushar accepted the chat transfer request.</i>	7:39:37 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	7:39:39 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:39:45 AM
bstedmancpa	BradleyS_BLSL	7:40:32 AM
	Bradley Stedman	7:40:49 AM
Tushar	Hello Bradley, Thank you for details.	7:41:26 AM
bstedmancpa	Hello	7:41:42 AM
Tushar	I just checked your server, and its C drive storage is at 0% which is causing your performance issue.	7:41:59 AM
	Kindly allow me a moment to free up some space till then I will suggest you to also delete unwanted files from your desktop document and download folder.	7:42:50 AM
bstedmancpa	OK	7:43:05 AM
Tushar	Okay Bradley I was able to free up 10GB of storage which should temporarily resolve your issue as you will start working windows will create some necessary files again which will result in storage consumption again.	7:45:35 AM

	I would suggest increasing your storage plan according to your needs.	7:46:05 AM
bstedmancpa	Is this connected to my individual computer drive or part of the portal? I can try to adjust accordingly.	7:46:56 AM
Tushar	It is for your whole server which we have allocated for your account and all users use it as it is shared with all your users.	7:48:04 AM
	We usually recommend it to be at 20 - 25 % available space, so that performance issues don't occur.	7:48:47 AM
bstedmancpa	OK. What is needed to increase the storage?	7:49:33 AM
Tushar	I will be emailing you the prices which we offer, and we will be requiring an email from bstedmancpa@ideaone.net with the option that you chose after which we will be able to increase the storage.	7:50:52 AM
	For your reference the pricing are	7:51:05 AM
bstedmancpa	OK. Thank you.	7:51:14 AM
Tushar	Plan 1: 200 GB - \$120/month Plan 2: 100 GB - \$60/month Plan 3: 80 GB - \$50/month Plan 4: 60 GB - \$40/month Plan 5: 40 GB - \$28/month Plan 6: 20 GB - \$15/month	7:51:15 AM
bstedmancpa	Can you confirm the current plan we are on?	7:51:41 AM
Tushar	Unfortunately I can't provide you that information instantly as our billing team working time has not started yet.	7:54:10 AM
bstedmancpa	OK. I will look at the information sent to me	7:54:36 AM
Tushar	I will email you the current plan later over the email, the above plans which I just shared are the add on top of your current plan.	7:54:55 AM
	Sure, please take your time and I have emailed you kindly revert back on that email with your response.	7:55:32 AM
	Is there anything else I may help you with ?	7:55:39 AM
bstedmancpa	Thank you.	7:55:41 AM
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	7:55:53 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:55:58 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!	7:56:02 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/)	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jul, 9:29:04 PM

#79691 Ashley Johnson

Email: ajohnson@ipsiscan.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 20 Secs

City: LANSDALE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 12 Secs

Ashley Johnson	Hello, I am your Acebuddy	22 Jul, 9:29:05 PM
Acebuddy	Hello Ashley Johnson, I'm your Ace Buddy. I'll be happy to assist you!	9:29:05 PM
	Whom Would You Like to Connect With?	9:29:05 PM
Ashley Johnson	Technical Support (QB & App Hosting)	9:29:10 PM
Acebuddy	Welcome to Ace Support.	9:29:10 PM
	Please chose an option :	9:29:10 PM
Ashley Johnson	I'd like to report an Issue	9:29:14 PM
Acebuddy	Please select an option!	9:29:14 PM
Ashley Johnson	QuickBooks Issue	9:29:18 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:29:18 PM
Ashley Johnson	QuickBooks Login Issue	9:29:24 PM

Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:29:24 PM
	Was that helpful?	9:29:24 PM
Ashley Johnson	No	9:29:46 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:29:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:29:46 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:30:01 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:30:07 PM
	Hello Ashley	9:30:12 PM
Ashley Johnson	Greetings!	9:30:17 PM
	Myself and one other person in our company are having the same issue in quickbooks. We are logged in to QB, however, in the top right corner, it's asking us to sign-in and we cannot send emails from QB	9:30:56 PM
	When I click sign in, it takes me to a quickbooks payments screen and it keeps spinning, are you able to remote into my computer to look?	9:31:19 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:31:28 PM
Ashley Johnson	Certainly, it's ajohnson@myrealdatal.net, although it was updated within the last few weeks, the login may be asjohnson	9:32:08 PM
Shubham Kataria	Thank you for the information.	9:32:23 PM
	May I take the remote access of your server?	9:32:31 PM
Ashley Johnson	Yes	9:32:35 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	9:32:45 PM
Ashley Johnson	You are good to go	9:32:52 PM
Shubham Kataria	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.	9:33:13 PM
Ashley Johnson	I'm back	9:52:44 PM
Shubham Kataria	Thank you for your patience.	9:52:46 PM
	As per the remote session we will update QB in next 10 minutes and will inform you via email.	9:53:11 PM
	Is there anything else I may help you with ?	9:53:16 PM
	Are we still connected here?	9:54:46 PM
	Are we still connected here?	9:55:24 PM
	Are we still connected here?	9:56:11 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.	9:57:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jul, 10:51:32 PM

#79697 Ashley Johnson

Email: ajohnson@ipsiscan.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 26 Secs

City: LANSDALE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 26 Secs

Ashley Johnson	Hello, I am your Acebuddy	22 Jul, 10:51:33 PM
	you ended the chat before i could get clarification	10:51:58 PM
	can you let me know when this is going to be complete? i need to let multiple people know (some of whom are working remote) when they need to be off of the server	10:52:23 PM
Sanyam Madan	I deeply apologize for the misunderstanding	10:54:13 PM
	The updates will be completed in about 30 mins from now	10:54:38 PM
	we are starting the update in priority	10:54:48 PM
Ashley Johnson	so we can work in there until 2:00 pm est? then we need to be off of the server at 2:00 pm est and you will let me know via email when we can log back in?	10:55:08 PM
	or will you be doing them NOW and you will let me know when we can log back in?	10:55:25 PM
Sanyam Madan	Ashley , all the users have to log out from the server so that we can proceed with the update	10:55:28 PM
	We will let you when the updates are completed , then you can log back in	10:55:58 PM

Ashley Johnson	thank you - we are all out	10:56:43 PM
	please email me when we can log back in	10:56:51 PM
Sanyam Madan	Please inform them to logout within the next 5 minutes	10:56:56 PM
	Is there anything else I may help you with ?	10:57:07 PM
Ashley Johnson	not at this time	10:57:12 PM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:57:25 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!	10:57:31 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sanyam Madan has ended this chat session</i>	10:57:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jul, 12:23:00 AM

#79225 Chris Pierce

Email: chris@preferredfg.com 12606377282

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: 25 Secs

City: ANDERSON

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 16 Secs

Chris Pierce	Hello, I am your Acebuddy	10 Jul, 12:23:01 AM
Acebuddy	Hello Chris Pierce, I'm your Ace Buddy. I'll be happy to assist you!	12:23:02 AM
	Whom Would You Like to Connect With?	12:23:02 AM
Chris Pierce	Technical Support (QB & App Hosting)	12:23:09 AM
Acebuddy	Welcome to Ace Support.	12:23:09 AM
	Please chose an option :	12:23:09 AM
Chris Pierce	I'd like to raise a Request	12:23:22 AM
Acebuddy	Please select your request type.	12:23:22 AM
Chris Pierce	Application Update	12:23:28 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	12:23:28 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	12:23:28 AM
Chris Pierce	Yes	12:23:35 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:23:36 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:23:36 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:24:23 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:24:25 AM
	Hello Chris	12:24:30 AM
Chris Pierce	Hello. I am trying to update our lacerte program	12:24:55 AM
Anurag Sharma	Okay	12:25:38 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:25:41 AM
Chris Pierce	PFG.myreldata.net	12:26:02 AM
	chrispierce	12:26:05 AM
Anurag Sharma	Thanks for the confirmation !	12:26:07 AM
	Could you please confirm the application version which needs to be updated on the server?	12:26:31 AM
Chris Pierce	2024	12:26:36 AM
Anurag Sharma	Thanks for the confirmation !	12:27:18 AM

	Chris, I would like to inform you that I have scheduled this Lacerte update during the night hours and will inform you via email once it is completed.	12:27:51 AM
	Is there anything else I may help you with ?	12:27:53 AM
Chris Pierce	Can we update now? we are needing to file taxes today	12:28:37 AM
Anurag Sharma	Yes we can but as I can see there are active users on the server.	12:29:02 AM
	If you want us to update the application right now, then you need to ask all the active users to log off from the server.	12:29:35 AM
Chris Pierce	can we kick people off server?	12:30:15 AM
Anurag Sharma	Okay, I will do the same.	12:31:35 AM
Chris Pierce	i believe everyone is out	12:31:45 AM
Anurag Sharma	Yes, thank you so much.	12:32:12 AM
	I am proceeding with the application update right away. And will inform you via email once it is completed.	12:32:39 AM
Chris Pierce	thank you	12:32:52 AM
Anurag Sharma	You can then login into the server and can continue with your work.	12:32:53 AM
	Is there anything else I may help you with ?	12:32:56 AM
Chris Pierce	thats it	12:33:03 AM
Anurag Sharma	Thanks for the confirmation !	12:33:08 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:33:12 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:33:14 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!	12:33:15 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Anurag Sharma has ended this chat session</i>	12:33:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 7:00:47 AM

#79444 Aaron Wright

Email: aaronwright1@gmail.com 12063848009

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: ANNAPOLIS

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 45 Secs

Aaron Wright	Hello, I am your Acebuddy	15 Jul, 7:00:48 AM
Acebuddy	Hello Aaron Wright, I'm your Ace Buddy. I'll be happy to assist you!	7:00:49 AM
	Whom Would You Like to Connect With?	7:00:49 AM
Aaron Wright	Technical Support (QB & App Hosting)	7:01:04 AM
Acebuddy	Welcome to Ace Support.	7:01:04 AM
	Please chose an option :	7:01:04 AM
Aaron Wright	I'd like to raise a Request	7:02:07 AM
Acebuddy	Please select your request type.	7:02:08 AM
Aaron Wright	Application Update	7:02:14 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	7:02:14 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	7:02:14 AM
Aaron Wright	Yes	7:02:28 AM
Acebuddy	Please wait while we connect you to our Support Representative	7:02:28 AM

Acebuddy (bot) forwarded the chat request

7:02:28 AM

Gaurav Kumar declined the transfer request.

7:03:06 AM

Tushar accepted the chat transfer request.

7:03:33 AM

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

7:03:36 AM

Aaron Wright Hello Tushar,

7:04:12 AM

There is an update on my desktop QuickBooks that needs to be done by you guys

7:04:27 AM

Tushar Hello Aaron,

7:04:37 AM

Aaron Wright It is not letting me do it

7:04:39 AM

Would you mind getting done overnight?

7:04:47 AM

Tushar Yes, I will schedule it for overnight.

7:05:22 AM

Is there anything else I may help you with ?

7:05:27 AM

Are we still connected here?

7:06:27 AM

Aaron Wright No thank you

7:07:04 AM

Tushar Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.

7:07:08 AM

Aaron Wright That is all I need

7:07:14 AM

Tushar We have scheduled the QuickBooks update.

7:07:26 AM

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

7:07:28 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!

7:07:32 AM

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

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

Tushar has ended this chat session

7:07:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jul, 7:55:22 PM

#79681 jmerante

Email: jmerante@booksmartstax.com ☎ 14128810892

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: MURRYSVILLE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 14 Secs

jmerante	Hello, I am your Acebuddy	22 Jul, 7:55:23 PM
Acebuddy	Hello Jmerante, I'm your Ace Buddy. I'll be happy to assist you!	7:55:24 PM
	Whom Would You Like to Connect With?	7:55:24 PM
jmerante	Technical Support (QB & App Hosting)	7:55:33 PM
Acebuddy	Welcome to Ace Support.	7:55:34 PM
	Please chose an option :	7:55:34 PM
jmerante	I'd like to raise a Request	7:55:39 PM
Acebuddy	Please select your request type.	7:55:40 PM
jmerante	Other Request	7:56:00 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:56:00 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:56:00 PM
jmerante	Yes, I'm facing issues with my server	7:56:08 PM
Acebuddy	Please select an option!	7:56:08 PM
jmerante	Other Issue	7:56:20 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:56:20 PM
jmerante	Is my server on? Having trouble connecting....	7:56:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:56:37 PM

Acebuddy (bot) forwarded the chat request

7:56:37 PM

Manish Singh accepted the chat transfer request.

7:56:58 PM

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

7:57:01 PM

jmerante Thanks Manish

7:57:11 PM

Manish Singh Kindly allow me two minutes to check the same.

7:57:31 PM

Yes, Server is up and ZacNeil is accessing the server.

8:01:30 PM

jmerante ok, I am going to try it now, please stand by...can you watch the serer as I try to access it and see if there's anything going on?

8:04:00 PM

Can you even see if I am even getting to the server?

8:06:48 PM

Manish Singh No, only Zac is on the server.

8:07:24 PM

May I take the remote access of your local computer?

8:07:39 PM

jmerante Ok. I am going to shut down my remote desktop app and restart it and see if that makes a difference.

8:07:48 PM

Manish Singh Alright!

8:08:01 PM

jmerante It worked...It was entirely on my end. As usual, ace cloud hosting was working perfectly.

8:09:04 PM

Manish Singh Great!

8:09:07 PM

Is there anything else I may help you with ?

8:09:09 PM

jmerante I don't like the guys my daughter dates... can you help with that?

8:09:46 PM

Manish Singh 😊

8:09:53 PM

jmerante Thanks for all your help, everything is copacetic here. Thank you

8:10:12 PM

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

8:10:23 PM

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

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

Thanks!

8:10:30 PM

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

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

Manish Singh has ended this chat session

8:10:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jul, 9:30:07 PM

#79551 BREANNA KNICKERBOCKER

Email: breanna@coleelectricllc.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: MELISSA

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 21 Secs

BREANNA KNICKERBOCKER	Hello, I am your Acebuddy	17 Jul, 9:30:08 PM
Acebuddy	Hello Breanna Knickerbocker, I'm your Ace Buddy. I'll be happy to assist you!	9:30:09 PM
	Whom Would You Like to Connect With?	9:30:09 PM
BREANNA KNICKERBOCKER	Technical Support (QB & App Hosting)	9:30:18 PM
Acebuddy	Welcome to Ace Support.	9:30:19 PM
	Please chose an option :	9:30:19 PM
BREANNA KNICKERBOCKER	I'd like to report an Issue	9:30:23 PM
Acebuddy	Please select an option!	9:30:23 PM
BREANNA KNICKERBOCKER	Other Issue	9:30:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:30:30 PM
BREANNA KNICKERBOCKER	I haven't been able to remote in but other people on my team can. It's been 2 hours	9:30:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:30:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:30:54 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:31:45 PM

Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:31:52 PM
BREANNA KNICKERBOCKER	Hello Breanna	9:32:02 PM
	Are we still connected here?	9:34:37 PM
	Are we still connected here?	9:36:30 PM
	The second I started this chat, it started working. However, for the last two hours I have logged on 20 + times and got nothing. I reached out to support two hours ago and got confirmation it was being looked into. Can you please double check there are no issues. We just paid for the upgrade because it was supposed to fix issues, but it seems we are having the same issues. Do I need to truly be paying \$70 a month for extra space. If so, can we figure out what the problem is so this doesn't keep happening...	9:39:24 PM
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.	9:40:31 PM
	Thank you for reaching out, and we sincerely apologize for the inconvenience you've experienced. We understand how frustrating this must be, especially after upgrading the service. We're currently reviewing your account and system activity to ensure there are no underlying issues causing the repeated access failures. While it's great to hear that it's working now, we want to ensure the problem does not recur.	9:42:13 PM
	Thank you for your patience.	9:51:39 PM
	We will continue to monitor the situation and perform additional checks to ensure stability. If the issue recurs, please start a new chat and mention the same ticket number for real-time assistance. The recent storage upgrade improves server performance, and currently, the server is running without any issues.	9:52:15 PM
	Are we still connected here?	9:54:09 PM
	Are we still connected here?	9:56:36 PM
	Are we still connected here?	9:58:15 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:58:25 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	9:58:29 PM



Chat Transcript

Hello, I am your Acebuddy

#79507 Jay Thakor

Email: jay@hfcpallc.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 22 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Duration : 15 Mins 11 Secs

Chat Transcript

Jay Thakor	Hello, I am your Acebuddy	16 Jul, 8:59:16 PM
Acebuddy	Hello Jay Thakor, I'm your Ace Buddy. I'll be happy to assist you!	8:59:17 PM
	Whom Would You Like to Connect With?	8:59:17 PM
Jay Thakor	Technical Support (QB & App Hosting)	8:59:24 PM
Acebuddy	Welcome to Ace Support.	8:59:24 PM
	Please chose an option :	8:59:24 PM
Jay Thakor	I'd like to report an Issue	8:59:35 PM
Acebuddy	Please select an option!	8:59:35 PM
Jay Thakor	QuickBooks Issue	8:59:43 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:59:43 PM
Jay Thakor	Other QB related issue	8:59:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:59:52 PM
	<i>9:00:30 PM Jay Thakor is sharing a file with you image.png - (Size:23.2 KB)</i>	9:00:30 PM
	<i>Whenever I tried to open the QB client, it's showing above error.</i>	
Jay Thakor	Hello	9:03:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:03:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:03:59 PM
Jay Thakor	Ok	9:04:06 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	9:04:29 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	9:04:32 PM

	Hello Jay	9:04:35 PM
Jay Thakor	Hello Anurag	9:04:41 PM
	Please help me with the QBD issue	9:05:11 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	9:05:29 PM
	<i>9:05:32 PM Jay Thakor is sharing a file with you image.png - (Size:23.2 KB)</i>	9:05:32 PM
	.	
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:05:33 PM
Jay Thakor	Server name : HFCPA.myrealdata.net User Name : jay.t@myrealdata.net	9:06:56 PM
Anurag Sharma	Thanks for the confirmation !	9:07:27 PM
	Kindly allow me two minutes to check the same.	9:07:32 PM
Jay Thakor	Thank you!	9:07:43 PM
Anurag Sharma	Jay, I would need to reboot the server in order to resolve the issue. Please confirm if I can proceed with the same.	9:08:18 PM
Jay Thakor	Yes, please	9:08:37 PM
Anurag Sharma	As I can check there are two active users on the server right now i.e Jay, Julie. Please ask them to log off from the server for a while.	9:08:52 PM
Jay Thakor	I don't know about others.	9:09:15 PM
	User	9:09:17 PM
Anurag Sharma	Okay, please confirm if I can proceed with the reboot?	9:09:33 PM
Jay Thakor	Yes, please. As I am stuck with my work.	9:09:53 PM
Anurag Sharma	Thanks for the confirmation !	9:10:19 PM
	I have successfully rebooted the server.	9:11:40 PM
	I request you to please login into the server again and check if the issue still persists.	9:11:57 PM
	Are we still connected here?	9:13:04 PM
	Are we still connected here?	9:14:10 PM
	Are we still connected here?	9:14:16 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.	9:14:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:14:24 PM
	<i>Anurag Sharma has ended this chat session</i>	9:14:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 1:53:45 AM

#79430 paul

Email: paul@neotechnetworks.com ☎ 8887268138

Department: Support(QB & App Hosting)

Operator: Sujet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: MARACAIBO

State: Zulia

Country: VENEZUELA

Chat Transcript

Chat Duration : 7 Mins 30 Secs

paul	Hello, I am your Acebuddy	15 Jul, 1:53:46 AM
Acebuddy	Hello Paul, I'm your Ace Buddy. I'll be happy to assist you!	1:53:47 AM
	Whom Would You Like to Connect With?	1:53:47 AM
paul	Technical Support (QB & App Hosting)	1:54:05 AM
Acebuddy	Welcome to Ace Support.	1:54:05 AM
	Please chose an option :	1:54:05 AM
paul	I'd like to report an Issue	1:54:11 AM
Acebuddy	Please select an option!	1:54:11 AM
paul	Other Issue	1:54:16 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:54:16 AM
paul	cannot use the google authenticator to login error 400	1:54:42 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:54:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:54:43 AM

Sujeet Kumar Suman accepted the chat transfer request.

1:54:49 AM

Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	1:54:56 AM
	Hello Paul	1:55:00 AM
	<i>1:55:33 AM paul is sharing a file with you</i> Screenshot 2025-07-14 162052.png - (Size:125.8 KB)	1:55:33 AM
paul	my client is not able to log to the server	1:55:53 AM
Sujeet Kumar Suman	We apologize for the inconvenience this may have caused you and appreciate your patience and understanding throughout the process.	1:56:27 AM
paul	SundackLLC.myrealdata.net	1:56:37 AM
Sujeet Kumar Suman	Could you please try to log into the server.	1:56:44 AM
paul	ok contacting the client give me second	1:57:51 AM
Sujeet Kumar Suman	Sure, please take your time	1:58:05 AM
paul	good thks	2:00:02 AM
	what was the issue	2:00:07 AM
Sujeet Kumar Suman	Most welcome.	2:00:22 AM
	There was a technical outage	2:00:43 AM
paul	ok bye	2:01:11 AM
	<i>paul has ended this chat session</i>	2:01:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 9:34:40 PM

#79117 accountant

Email: accountant@silversfs.com ☎ 7472192947

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 30 Secs

accountant	Hello, I am your Acebuddy	8 Jul, 9:34:41 PM
Acebuddy	Hello Accountant, I'm your Ace Buddy. I'll be happy to assist you!	9:34:42 PM
	Whom Would You Like to Connect With?	9:34:42 PM
accountant	Technical Support (QB & App Hosting)	9:34:51 PM
Acebuddy	Welcome to Ace Support.	9:34:51 PM
	[]	9:34:51 PM
	We are currently experiencing higher than normal contact volume related to server connectivity issues.	9:34:51 PM
	Are you also experiencing issues related to server connectivity?	9:34:51 PM
accountant	No, I'd like to report another Issue	9:35:07 PM
Acebuddy	Please chose an option :	9:35:07 PM
accountant	I'd like to report an Issue	9:35:13 PM
Acebuddy	Please select an option!	9:35:13 PM
accountant	Other Issue	9:35:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:35:17 PM
accountant	My microphone is not working, and I'm facing a lot of problems while calling the departments.	9:37:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:37:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:37:20 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:38:09 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:38:18 PM
accountant	Hi Sujeet, I'm facing a lot of issue to calling the department as my microphone is not working	9:39:20 PM
Sujeet Kumar Suman	Hello	9:39:44 PM
	I deeply apologize for the inconvenience caused to you.	9:40:13 PM
	Could you please provide your name and your CID or company name for verification?	9:40:45 PM
accountant	Benny Smith	9:41:02 PM

	Company name is: Silvers Financial Services	9:41:23 PM
Sujeet Kumar Suman	Thanks for providing the details.	9:41:49 PM
accountant	Please help me and i want permanent solution on this, thanks	9:42:22 PM
Sujeet Kumar Suman	Are you experiencing the microphone issue on the server or on your local computer?	9:42:56 PM
accountant	On my server	9:43:09 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	9:44:28 PM
accountant	Not sure why you taking so long to response	9:44:29 PM
	Sure please	9:44:36 PM
Sujeet Kumar Suman	I'm sorry for the wait. I'll do my best to assist you quickly.	9:44:48 PM
accountant	Thank you	9:44:56 PM
Sujeet Kumar Suman	Most welcome.	9:45:09 PM
	May I take the remote access of your local computer?	9:46:08 PM
accountant	Yea sure	9:46:16 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	9:46:27 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2992926202	9:46:38 PM
	Thanks for the remote.	9:50:31 PM
	<i>Sujeet Kumar Suman is transferring the chat to Shubham Kataria.</i>	9:55:38 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:55:52 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:55:58 PM
	<i>Shubham Kataria is transferring the chat to Sujeet Kumar Suman.</i>	9:56:37 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:56:50 PM
Sujeet Kumar Suman	Hello Benny.	9:57:36 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.	9:57:45 PM
	Thank you for your patience.	9:58:08 PM
accountant	Thanks Sujeet	9:58:26 PM
Sujeet Kumar Suman	Is there anything else I may help you with ?	9:58:34 PM
accountant	Not at the moment	9:58:42 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:58:49 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!

9:58:53 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/>)

accountant thanks for your assistance

9:58:54 PM

Sujeet Kumar Suman Most welcome!

9:59:06 PM

Sujeet Kumar Suman has ended this chat session

9:59:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jul, 8:13:17 PM

#79647 isaac

Email: isaac@hasselbladlumber.com ☎ 112089383391

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: 1 Min 41 Secs

City: BOISE

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 53 Secs

isaac	Hello, I am your Acebuddy	21 Jul, 8:13:17 PM
Acebuddy	Hello Isaac, I'm your Ace Buddy. I'll be happy to assist you!	8:13:19 PM
	Whom Would You Like to Connect With?	8:13:19 PM

isaac	Technical Support (QB & App Hosting)	8:13:22 PM
Acebuddy	Welcome to Ace Support.	8:13:22 PM
	Please chose an option :	8:13:22 PM
isaac	I'd like to raise a Request	8:13:37 PM
Acebuddy	Please select your request type.	8:13:37 PM
isaac	Change in Users	8:13:47 PM
Acebuddy	Please select your desired option!	8:13:47 PM
isaac	User Addition	8:13:59 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	8:13:59 PM
	Do you need any further assistance on the topic?	8:13:59 PM
isaac	Yes	8:14:05 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:14:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:14:06 PM
isaac	I need to update who receives the OTP for the login portal	8:14:31 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:14:35 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:14:45 PM
	Hello Isaac	8:14:50 PM
	Kindly confirm if you would like to update your contact number in My portal	8:15:25 PM
isaac	I need to update where the OTP is being sent . Its currently sending to my email, but I want to set it to send a pin to my other admin	8:16:31 PM
Shubham Kataria	Alright, Just to confirm, you want to update another email address in My Portal.	8:17:27 PM
	My portal (where you can manage the users and billings)	8:17:46 PM
	Correct?	8:17:49 PM
	<i>8:19:54 PM isaac is sharing a file with you</i>	
	<i>Screenshot 2025-07-21 084806.png - (Size:75.13 KB)</i>	8:19:54 PM
	<i>I- want to have- the OTP sent in txt format to</i>	
	Alright, let me transfer your chat to the billing team so that they can assist you further in updating your email in my portal.	8:23:08 PM
	Are we still connected here?	8:24:21 PM
	Are we still connected here?	8:25:23 PM
isaac	does that make sense	8:25:50 PM

the primary contact William Tice (Adams Tech Group) help@adamstechnology.group 2089068318
needs to be receiving the OTP

8:26:33 PM

Shubham Kataria Alright, Could you please send us an email on support@acecloudhosting.com, Once we will get your approval over email we will move the ticket to the billing team to make these changes.

8:28:13 PM

Is there anything else I may help you with ?

8:30:05 PM

Are we still connected here?

8:31:52 PM

Are we still connected here?

8:32:32 PM

Are we still connected here?

8:33:14 PM

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

8:34:09 PM

Shubham Kataria has ended this chat session

8:34:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jul, 10:58:11 PM

#79311 Alexis

Email: alexisa@sentryusa.com 16057530880

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 11 Secs

Alexis	Hello, I am your Acebuddy	11 Jul, 10:58:12 PM
Acebuddy	Hello Alexis, I'm your Ace Buddy. I'll be happy to assist you!	10:58:12 PM

	Whom Would You Like to Connect With?	10:58:12 PM
Alexis	Technical Support (QB & App Hosting)	10:59:38 PM
Acebuddy	Welcome to Ace Support.	10:59:38 PM
	Please chose an option :	10:59:38 PM
Alexis	I'd like to report an Issue	10:59:45 PM
Acebuddy	Please select an option!	10:59:45 PM
Alexis	QuickBooks Issue	10:59:52 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:59:52 PM
Alexis	Other QB related issue	10:59:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:59:56 PM
Alexis	Question about the web connector tool and if Ace has experience with migrating Ramp credit card transactions.	11:00:26 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:00:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:00:27 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	11:02:22 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	11:02:32 PM
Alexis	Hi Sanyam	11:02:47 PM
Sanyam Madan	Hi Alexis , how are you doing	11:03:02 PM
Alexis	I am well thank you	11:03:11 PM
Sanyam Madan	can you please explain your issue ?	11:03:25 PM
Alexis	Are you familiar with Ramp credit cards?	11:03:43 PM
	They offer a direct sync to QBD using the web connector, and I want to know if there will be any issues with the remote desktop/QBD	11:04:16 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	11:04:59 PM
	Please let us know a convenient time so we can schedule a call to discuss this further. To proceed with the setup, we will need the Ramp QuickBooks Connector file, the admin credentials for the QuickBooks company file, and the user account details on the server for the user who requires this configuration. Let us know once these are available so we can assist you accordingly.	11:08:17 PM
	Are we still connected here?	11:10:36 PM
Alexis	Yes I am thinking	11:10:41 PM
	I have the admin credentials, and we can use my user account	11:11:02 PM
	I am not sure how to get the Ramp quickbooks connector file but they sent me a step-by-step process for starting the integration. Is that something I could forward to you for review?	11:11:47 PM
Sanyam Madan	please share the best time to reach you so that one of our engineers can help you in setting this up	11:12:04 PM

Alexis	Can we schedule time Monday or Tuesday afternoon?	11:12:23 PM
Sanyam Madan	Also please provide your contact number as well as time zone	11:12:26 PM
Alexis	605-910-4731, CST (USA)	11:12:37 PM
Sanyam Madan	yes, we can schedule it anytime you like	11:12:47 PM
	Is there anything else I may help you with ?	11:13:01 PM
Alexis	Do I need to send the Ramp connector file to anyone or just have it ready for the call?	11:13:51 PM
Sanyam Madan	I will email you after this chat , you can send the connector file details there	11:14:22 PM
Alexis	THat sounds good thank you	11:14:42 PM
Sanyam Madan	Is there anything else I may help you with ?	11:14:55 PM
Alexis	No thank you	11:15:06 PM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:15:13 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!	11:15:18 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sanyam Madan has ended this chat session</i>	11:15:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 2:35:06 AM

#79036 Matt Grodin

Email: matt@grodingcpa.com ☎ 16504324394

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SAN MATEO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 40 Secs

Matt Grodin	Hello, I am your Acebuddy	8 Jul, 2:35:07 AM
Acebuddy	Hello Matt Grodin, I'm your Ace Buddy. I'll be happy to assist you!	2:35:08 AM
	Whom Would You Like to Connect With?	2:35:08 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:19:47 AM
	<i>Ended due to chat idle timeout</i>	3:19:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jul, 1:52:26 AM

#79233 George Fowler

Email: gpmfowler@gmail.com 8478991763

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

George Fowler	Hello, I am your Acebuddy	10 Jul, 1:52:26 AM
Acebuddy	Hello George Fowler, I'm your Ace Buddy. I'll be happy to assist you!	1:52:27 AM
	Whom Would You Like to Connect With?	1:52:27 AM
George Fowler	Technical Support (QB & App Hosting)	1:52:45 AM
Acebuddy	Welcome to Ace Support.	1:52:45 AM
	Please chose an option :	1:52:45 AM
George Fowler	I'd like to raise a Request	1:52:50 AM
Acebuddy	Please select your request type.	1:52:50 AM
George Fowler	Other Request	1:52:57 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.	1:52:57 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:52:57 AM
George Fowler	Yes, I'm facing issues with my server	1:53:15 AM
Acebuddy	Please select an option!	1:53:15 AM
George Fowler	QuickBooks Issue	1:53:19 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:53:19 AM
George Fowler	QuickBooks Update	1:53:45 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	1:53:45 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	1:53:45 AM
	Do you need any further assistance on the topic?	1:53:45 AM
George Fowler	Yes	1:54:00 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:54:00 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:54:00 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	1:54:17 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	1:54:23 AM
	Hello George	1:54:41 AM
George Fowler	Hello Shubham. I need help with upgrading my quickbooks desktop to a newer version	1:54:45 AM

Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:54:57 AM
George Fowler	I chatted in before and they suggested that i speak to intuit, but intuit is only allowing me to go to quickbooks online. i just want to upgrade my desktop version so i can send accountants copies	1:55:26 AM
Candleelite		1:55:29 AM
GeorgeF		1:55:33 AM
Shubham Kataria	Thank you for the information. Please allow me two minutes to check the same. (Edited)	1:55:48 AM
	Would you like to upgrade to 2024 version of QB?	1:56:51 AM
George Fowler	ok	1:56:52 AM
	yes i would	1:56:56 AM
	whatever version upgrade will allow me to send accountants copies	1:57:13 AM
Shubham Kataria	We would like to inform you that we exclusively offer the Enterprise version of QuickBooks.	1:58:28 AM
George Fowler	ok	1:58:49 AM
	can we go ahead with that	2:02:22 AM
Shubham Kataria	Kindly confirm for how many users you're looking for license	2:03:03 AM
George Fowler	4	2:03:54 AM
Shubham Kataria	Alright, after this chat, I will send you the detailed pricing list for the QuickBooks licenses. You can choose the option that best suits your requirements, and we will proceed with the license purchase accordingly.	2:05:33 AM
George Fowler	ok	2:07:03 AM
Shubham Kataria	Is there anything else I may help you with ?	2:07:20 AM
George Fowler	no	2:08:15 AM
	can you send me the list	2:08:21 AM
Shubham Kataria	Sure, I will send you over the email after this chat.	2:08:42 AM
George Fowler	ok	2:09:15 AM
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:09:51 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:09:54 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shubham Kataria has ended this chat session</i>	2:09:56 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 8:23:59 PM

#79457 Terri Gaither

Email: tgaither@phoenixsteel.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: GAINESVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 4 Secs

Terri Gaither	Hello, I am your Acebuddy	15 Jul, 8:24:00 PM
Acebuddy	Hello Terri Gaither, I'm your Ace Buddy. I'll be happy to assist you!	8:24:01 PM
	Whom Would You Like to Connect With?	8:24:01 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:59:05 PM
	<i>Ended due to chat idle timeout</i>	8:59:05 PM



Chat Transcript

Hello, I am your Acebuddy

3 Jul, 9:59:42 PM

Visitor Details

#78962 eduardocantore

Email: eduardocantore@hotmail.com  17877917090

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 37 Secs

City: ROSARIO

State: Santa Fe

Country: ARGENTINA

Chat Duration : 10 Mins 51 Secs

Chat Transcript

eduardocantore	Hello, I am your Acebuddy	3 Jul, 9:59:43 PM
Acebuddy	Hello Eduardocantore, I'm your Ace Buddy. I'll be happy to assist you!	9:59:44 PM
	Whom Would You Like to Connect With?	9:59:44 PM
eduardocantore	Technical Support (QB & App Hosting)	9:59:48 PM
Acebuddy	Welcome to Ace Support.	9:59:49 PM
	Please chose an option :	9:59:49 PM
eduardocantore	I'd like to report an Issue	9:59:55 PM
Acebuddy	Please select an option!	9:59:55 PM
eduardocantore	Other Issue	9:59:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:59:59 PM
eduardocantore	We need the ASSIST_MNA user to have access to the Human Resources folder.	10:00:15 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:00:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:00:15 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:01:08 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:01:12 PM
eduardocantore	Hi, Manish	10:01:25 PM
Manish Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:01:33 PM
	Hii Eduardocantore	10:01:56 PM
eduardocantore	The server name is MNAviationInc.myrealdatal.net	10:02:15 PM

	And the user is assist_mna	10:02:43 PM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	10:02:56 PM
	Also, the registered email for your account with us is : eduardocantore@hotmail.com	
eduardocantore	yes	10:03:12 PM
Manish Singh	Yes, kindly email us on the given email so that we can proceed with the request.	10:03:32 PM
eduardocantore	sent	10:05:03 PM
Manish Singh	Alright!	10:05:50 PM
	Kindly allow me two minutes to check the same.	10:05:52 PM
eduardocantore	ok	10:06:00 PM
Manish Singh	Kindly check now.	10:08:14 PM
	Successfully provided the folder access and pasted the shortcut of the folder on the desktop.	10:08:46 PM
eduardocantore	Thank you!!!!	10:09:20 PM
	Is working	10:09:24 PM
Manish Singh	Is there anything else I may help you with ?	10:10:04 PM
eduardocantore	No thank you again	10:10:24 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:10:25 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:10:30 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:10:33 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	10:10:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jul, 7:55:01 PM

#79937 Paola Sofia Moreno

Email: psm@acresearch.net

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: MEXICO CITY

State: Ciudad De Mexico

Country: MEXICO

Chat Transcript

Chat Duration : 31 Mins 54 Secs

Paola Sofia Moreno	Hello, I am your Acebuddy	30 Jul, 7:55:03 PM
Acebuddy	Hello Paola Sofia Moreno, I'm your Ace Buddy. I'll be happy to assist you!	7:55:04 PM
	Whom Would You Like to Connect With?	7:55:04 PM
Paola Sofia Moreno	Technical Support (QB & App Hosting)	7:55:11 PM
Acebuddy	Welcome to Ace Support.	7:55:11 PM
	Please chose an option :	7:55:11 PM
Paola Sofia Moreno	I'd like to raise a Request	7:55:20 PM
Acebuddy	Please select your request type.	7:55:20 PM
Paola Sofia Moreno	Password Reset	7:55:38 PM
Acebuddy	Please select an option below	7:55:38 PM
Paola Sofia Moreno	Restart	7:55:56 PM
Acebuddy	Hello Paola Sofia Moreno, I'm your Ace Buddy. I'll be happy to assist you!	7:55:56 PM
	Whom Would You Like to Connect With?	7:55:56 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:26:57 PM
	<i>Ended due to chat idle timeout</i>	8:26:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 1:12:21 AM

#79409 brady

Email: brady@phenicie.com ☎ 14063829207

Department: Support(QB & App Hosting)

Operator: Gurwinder Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 49 Secs

City: POLSON

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 23 Secs

brady	Hello, I am your Acebuddy	15 Jul, 1:12:22 AM
Acebuddy	Hello Brady, I'm your Ace Buddy. I'll be happy to assist you!	1:12:23 AM
	Whom Would You Like to Connect With?	1:12:23 AM
brady	Technical Support (QB & App Hosting)	1:12:38 AM
Acebuddy	Welcome to Ace Support.	1:12:38 AM
	Please chose an option :	1:12:38 AM
brady	I'd like to report an Issue	1:12:42 AM
Acebuddy	Please select an option!	1:12:42 AM
brady	Other Issue	1:12:47 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:12:47 AM
brady	RDP not working on multiple clients	1:13:12 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:13:12 AM

Acebuddy (bot) forwarded the chat request

1:13:12 AM

Gurwinder Singh accepted the chat transfer request.

1:14:29 AM

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

1:14:37 AM

brady I have a few clients that can not get into to server. RDP issues

1:15:00 AM

Gurwinder Singh Kindly share any client's name so we can check this issue on our end.

1:15:45 AM

1:16:03 AM brady is sharing a file with you

1:16:03 AM

[1_image.png](#) - (Size:2.89 MB)

brady BeSmart and rafanelli winery

1:16:34 AM

Gurwinder Singh Brady, we had a temporary issue on our during last few mint. However, issue has been fixed for most of the clients now. Ex: Server "ARafanelli" is up and running now.

1:18:18 AM

Kindly ask users to try login again and share your feedback.

1:18:29 AM

brady Thank you have a great day.

1:18:38 AM

Gurwinder Singh Is there anything else I may help you with ?

1:18:48 AM

Gurwinder Singh has ended this chat session

1:21:46 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 12:57:26 AM

#79397 Elvis Rodriguez

Email: elvis.rodriguez@castlewalk.us 13346355622

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 9 Secs

City: VILLA SANTA FE

State: Managua

Country: NICARAGUA

Chat Transcript

Elvis Rodriguez	Hello, I am your Acebuddy	15 Jul, 12:57:26 AM
Acebuddy	Hello Elvis.rodriguez, I'm your Ace Buddy. I'll be happy to assist you!	12:57:27 AM
	Whom Would You Like to Connect With?	12:57:27 AM
Elvis Rodriguez	Technical Support (QB & App Hosting)	12:58:20 AM
Acebuddy	Welcome to Ace Support.	12:58:21 AM
	Please chose an option :	12:58:21 AM
Elvis Rodriguez	I'd like to report an Issue	12:58:31 AM
Acebuddy	Please select an option!	12:58:31 AM
Elvis Rodriguez	Other Issue	12:58:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:58:44 AM
Elvis Rodriguez	some users are unable to connect to the server	1:02:10 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:02:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:02:10 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	1:03:49 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	1:03:59 AM
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	1:04:49 AM
	Could you please confirm Elvis since when this issue is happening at your end?	1:06:05 AM
Elvis Rodriguez	hi	1:06:24 AM
	today	1:06:31 AM
	specially users from ip 186.1.29.186	1:07:34 AM
Anjainay Singh	Could you please confirm whether all users accessing server from above IP are present at same physical location?	1:08:42 AM
	Are we still connected here?	1:11:02 AM
Elvis Rodriguez	And the same with other locations. I just got notified.	1:12:38 AM
Anjainay Singh	As I also tried to access the server at my end and it is not accessible.	1:13:51 AM
	Could you please again try to login back into server.	1:14:31 AM
	There was global outage from our end.	1:14:41 AM
	It has been fixed.	1:14:51 AM
	Are we still connected here?	1:18:07 AM
Elvis Rodriguez		

	yes	1:18:11 AM
	it is working now	1:18:47 AM
Anjainay Singh	Is there anything else I may help you with ?	1:18:55 AM
	Thankyou for your confirmation.	1:19:03 AM
Elvis Rodriguez	no thank you	1:19:16 AM
Anjainay Singh	I will keep this ticket under observation.	1:19:44 AM
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	1:20:03 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	1:20:11 AM
Elvis Rodriguez	sure thing	1:20:14 AM
Anjainay Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:20:23 AM
Elvis Rodriguez	wait	1:20:32 AM
Anjainay Singh	Sure.	1:20:40 AM
Elvis Rodriguez	could you check again please	1:21:28 AM
	it worked just for couple minutes	1:22:13 AM
Anjainay Singh	Sure Elvis.	1:22:25 AM
Elvis Rodriguez	it is kicking us out	1:22:50 AM
Anjainay Singh	Please provide me two to three minutes so that I can discuss it with my seniors.	1:22:54 AM
Elvis Rodriguez	ok	1:23:29 AM
Anjainay Singh	Thankyou.	1:24:21 AM
	We are still working on it , we appreciate your patience.	1:26:14 AM
Elvis Rodriguez	thanks	1:26:51 AM
Anjainay Singh	Thankyou Elvis for your patience.	1:32:27 AM
	Could you please also provide the IP address for users location from where they are facing issue so that we can resolve this ?	1:33:22 AM
Elvis Rodriguez	but not only from that ip	1:34:27 AM
	different locations I have been notified	1:34:37 AM
	186.1.29.186	1:34:53 AM
Anjainay Singh	Thankyou for your confirmation.	1:36:31 AM
	The server is also not accessible from our end as there is maintenance work is going on to resolve the root cause of issue.	1:37:20 AM
	There is global outage and it will be resolved within one hour.	1:38:59 AM
	We need your cooperation Elvis, if you could spare one hour so that this issue can be resolved	1:39:36 AM

	completely.	
	Are we still connected here?	1:41:01 AM
	You may try logging into server within this one hour.	1:41:26 AM
	Are we still connected here?	1:42:39 AM
Elvis Rodriguez	yes	1:42:48 AM
Anjainay Singh	.	1:43:09 AM
	This is outage at Datacenter.	1:43:28 AM
Elvis Rodriguez	I supposed you have backup, failover or something to avoid this kind of situation	1:45:36 AM
Anjainay Singh	We do have backup Elvis , but entire data center is down where our backup server is also located.	1:46:57 AM
	I totally understand your situation but I assure you it will be started working within one hours without any further disruption.	1:49:11 AM
	Elvis, I will send you an email update as soon as it starts working, which should be within the next hour.	1:50:40 AM
Elvis Rodriguez	ok	1:50:46 AM
Anjainay Singh	I truly understand your concern and your concern is important to us and we are working rigorously to resolve it.	1:52:40 AM
Elvis Rodriguez	ok thank you	1:53:45 AM
Anjainay Singh	I am taking responsibility to resolve this issue with my senior team so that you can continue your business work.	1:54:02 AM
	You may disconnect this chat as I will update you over an email.	1:54:39 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:54:58 AM
	<i>Anjainay Singh has ended this chat session</i>	1:57:00 AM
	<i>elvis.rodriguez has ended this chat session</i>	1:57:00 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jul, 9:48:48 PM

#79955 Tom Duprey

Email: tduprey@paragusit.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: EAST LONGMEADOW

State: Massachusetts

Country: UNITED STATES

Chat Duration : 25 Mins 40 Secs

Chat Transcript

Tom Duprey	Hello, I am your Acebuddy	30 Jul, 9:48:49 PM
Acebuddy	Hello Tom Duprey, I'm your Ace Buddy. I'll be happy to assist you!	9:48:50 PM
	Whom Would You Like to Connect With?	9:48:50 PM
Tom Duprey	Technical Support (QB & App Hosting)	9:49:09 PM
Acebuddy	Welcome to Ace Support.	9:49:10 PM
	Please chose an option :	9:49:10 PM
Tom Duprey	I'd like to report an Issue	9:49:14 PM
Acebuddy	Please select an option!	9:49:15 PM
Tom Duprey	Other Issue	9:49:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:49:21 PM
Tom Duprey	MS Office is showing not licensed for Local Enterprise Assistance Fund, they are unable to export data from QB	9:49:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:49:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:49:56 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:51:00 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:51:04 PM
	Hello Tom	9:51:09 PM
	How are you doing today?	9:51:21 PM
Tom Duprey	Not bad you?	9:51:33 PM
Sujeet Kumar Suman	I'm good. Thank you for asking.	9:52:11 PM
	Kindly help me with your server name and user name?	9:53:34 PM
Tom Duprey		

	CID72392	9:55:41 PM
	DO I need to log in as a user to get the server name?	9:55:59 PM
Sujeet Kumar Suman	No, that's ok.	9:56:33 PM
	Thank you for the information.	9:56:46 PM
	Are you the only one facing this issue, or is anyone else experiencing the same problem?	10:00:51 PM
Tom Duprey	I only have a single user reporting it at the moment	10:02:31 PM
	I can find out about others	10:03:04 PM
	okay just one	10:03:09 PM
Sujeet Kumar Suman	Could you please confirm the username.	10:03:21 PM
Tom Duprey	JulieCecere@myrealdata.net	10:03:27 PM
Sujeet Kumar Suman	Can we proceed to connect with Julie's server for further assistance?	10:06:12 PM
Tom Duprey	let me check with them real quick	10:07:26 PM
Sujeet Kumar Suman	Sure, please take your time	10:07:35 PM
Tom Duprey	They didnt answer so idk if they are currently using it	10:09:41 PM
Sujeet Kumar Suman	For now, we can conclude this chat. Please feel free to update us via email once you have any further information	10:11:45 PM
	Is there anything else I may help you with ?	10:11:50 PM
Tom Duprey	so was anything done? Do you need to see proof?	10:12:05 PM
	do I have a ticket number I can respond to?	10:12:19 PM
Sujeet Kumar Suman	Sure, we will send you the ticket number via email once the chat is concluded	10:13:47 PM
	Is there anything else I may help you with ?	10:13:53 PM
Tom Duprey	no im all set	10:14:03 PM
Sujeet Kumar Suman	Thanks for the confirmation !	10:14:10 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!	10:14:14 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sujeet Kumar Suman has ended this chat session</i>	10:14:29 PM



Chat Transcript

Would like to know how much it would be to add a second user to our private server.

Visitor Details

9 Jul, 9:09:19 PM

#79209 Tiffany Seiler

Email: tiffany2_1997@yahoo.com 16184667096

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: <https://www.acecloudhosting.com/knowledgebase/new-ace-cloud-hosting-setup-guide-windows/>

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 39 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 42 Secs

Tiffany Seiler	Would like to know how much it would be to add a second user to our private server.	9 Jul, 9:09:20 PM
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.	9:09:24 PM
	Hello there, the cost associated to adding another user will be \$40.95/month.	9:10:41 PM
Tiffany Seiler	So there is no discount for a second user.	9:11:33 PM
Dev Dubey	We charge you on a per user per month basis, and hence, will charge you what you are already paying for single user access.	9:12:13 PM
Tiffany Seiler	and is there a discount for yearly billing	9:13:18 PM
Dev Dubey	Sure, there will be a 10% discount on Annual Billing.	9:14:15 PM
Tiffany Seiler	What is the dedicated server you have advertised for hosting quickbooks for 2 users 49.99	9:15:06 PM
	Isn't that what we currently have a dedicated server for QB 1 user	9:15:51 PM
Dev Dubey	That is correct, you are on the Dedicated Server.	9:16:07 PM
	Since you signed up in 2023, you are paying a lower per user fee.	9:16:20 PM
Tiffany Seiler	Your website says 49.99 for 2 users.	9:16:49 PM

	business "best value" I guess I am miss understanding something	9:17:46 PM
Dev Dubey	49.99/month is the per user cost.	9:17:57 PM
Tiffany Seiler	oh I see. lol	9:18:22 PM
	Can I add another user please	9:18:43 PM
	I was totally making it more complicated and was confused.	9:19:07 PM
Dev Dubey	Sure, let me transfer you to the support team. They will help you.	9:19:11 PM
	Hahaha!	9:19:16 PM
	No Worries.	9:19:20 PM
Tiffany Seiler	Thank you	9:19:32 PM
	<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>	9:19:36 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:20:09 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:20:18 PM
	I will surely help you with this issue.	9:20:34 PM
Tiffany Seiler	Thank you Manish	9:21:11 PM
Manish Singh	Kindly help me with your server name and user name?	9:21:23 PM
Tiffany Seiler	hlmiller.myrealdata.net	9:21:57 PM
Manish Singh	Kindly allow me two minutes to check the same.	9:22:01 PM
Tiffany Seiler	or it might be Tiffany.s@myrealdata.net. that's my user name	9:22:30 PM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	9:22:36 PM
	Also, the registered email for your account with us is : HLmillerconstruction@gmail.com or tiffany2_1997@yahoo.com	
Tiffany Seiler	That is correct	9:22:57 PM
Manish Singh	You can also use https://myportal.acecloudhosting.com/	9:23:03 PM
	To create and disable user.	9:23:20 PM
Tiffany Seiler	Oh I didn't know that.	9:24:24 PM
	<i>9:24:53 PM Manish Singh is sharing a file with you How to Manage ACE Server Users 4 (1).pdf - (Size:1.33 MB)</i>	9:24:53 PM
Manish Singh	You can use this Pdf if facing issue kindly email us on support@acecloudhosting.com	9:25:18 PM
	With new username, contact number and Email ID of the user.	9:25:37 PM
Tiffany Seiler	it keeps says my user name is invalid	9:25:54 PM
	I have two different servers with you. Is the user name for this Tiffany.s@realdata.net	9:26:49 PM

Manish Singh	Alright! Email us we will create the user for you.	9:26:50 PM
Tiffany Seiler	thanks	9:26:55 PM
	will do. have a great day	9:27:04 PM
	<i>seiler has ended this chat session</i>	9:27:07 PM



Chat Transcript

Need to update admin password

Visitor Details

2 Jul, 3:58:14 AM

#78884 sales

Email: mayte@accakappa.us 3109704951

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: SANTA MONICA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 6 Secs

sales	Need to update admin password	2 Jul, 3:58:16 AM
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.	3:58:19 AM
sales	Thank you!	3:59:06 AM
Gantavya	Let me transfer this chat to our support team to help you with your concerns	3:59:47 AM
	<i>Gantavya is transferring the chat to Support(QB & App Hosting).</i>	3:59:55 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	4:00:00 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	4:00:06 AM

	Hello	4:00:28 AM
sales	Thank you!	4:00:32 AM
Shubham Kataria	Kindly confirm which admin password you would like to update	4:00:43 AM
sales	I need to update my QB admin password	4:00:44 AM
	For quickbooks	4:00:57 AM
Shubham Kataria	Alright	4:01:44 AM
	Kindly help me with your server name and user name?	4:02:07 AM
sales	myrealdatalMayteL.pre2	4:02:15 AM
Shubham Kataria	Thank you for the information.	4:03:22 AM
	May I take the remote access of your server?	4:03:39 AM
sales	Yes, thank you	4:03:47 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	4:03:54 AM
sales	Yes, I have done that.	4:04:16 AM
Shubham Kataria	Kindly accept the remote request (Edited)	4:04:27 AM
sales	Thank you! It works great.	4:09:06 AM
Shubham Kataria	You're welcome	4:10:03 AM
	Is there anything else I may help you with ?	4:10:05 AM
sales	That's it for today!	4:10:12 AM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	4:10:16 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:10:20 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!	4:10:23 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shubham Kataria has ended this chat session</i>	4:10:25 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 11:53:35 PM

#79151 Brigitte Sickler

Email: bsickler@goppf.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 21 Secs

City: BURNSVILLE

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 26 Secs

Brigitte Sickler	Hello, I am your Acebuddy	8 Jul, 11:53:36 PM
Acebuddy	Hello Brigitte Sickler, I'm your Ace Buddy. I'll be happy to assist you!	11:53:37 PM
	Whom Would You Like to Connect With?	11:53:37 PM
Brigitte Sickler	Technical Support (QB & App Hosting)	11:53:50 PM
Acebuddy	Welcome to Ace Support.	11:53:50 PM
	Please chose an option :	11:53:50 PM
Brigitte Sickler	I'd like to report an Issue	11:53:57 PM
Acebuddy	Please select an option!	11:53:57 PM
Brigitte Sickler	Other Issue	11:54:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:54:04 PM
Brigitte Sickler	I am not able to login to Ace	11:54:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:54:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:54:58 PM
	<i>11:55:08 PM Brigitte Sickler is sharing a file with you 1_image.png - (Size:330.66 KB)</i>	11:55:08 PM

Brigite Sickler	This is the message that i keep receiving	11:55:22 PM
	<i>Gaurav Kumar declined the transfer request.</i>	11:56:00 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:56:24 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:56:31 PM
	Is this for account: Cornerstone Finishes LLC ?	11:57:49 PM
Brigite Sickler	yes	11:57:55 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:58:20 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	11:58:30 PM
Brigite Sickler	other users are also having this issue	11:59:16 PM
Abhay Kumar Saraswat	Okay.	11:59:39 PM
	Kindly allow me two minutes to check the same.	11:59:47 PM
	Thank you for your patience.	9 Jul, 12:03:04 AM
	Could you please allow me to restart your server quickly?	12:03:32 AM
	Are we still connected here?	12:04:35 AM
Brigite Sickler	yes you can restart it! Thank you	12:05:54 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	12:06:04 AM
	I'm working on it.	12:06:08 AM
	I can see that one of the user is online on server.	12:07:15 AM
	Lyndsey.Voss	12:07:26 AM
	Could you please ask her to logout for 2-3 minutes?	12:07:59 AM
Brigite Sickler	sorry about that, she logged off	12:09:26 AM
Abhay Kumar Saraswat	No worries.	12:10:02 AM
	Please stay online with me.	12:10:13 AM
Brigite Sickler	i am here	12:13:16 AM
Abhay Kumar Saraswat	I've just restarted the server.	12:13:44 AM
	Could you please try to login on the server?	12:13:58 AM
Brigite Sickler	Should i try and re log in	12:14:02 AM
	yes	12:14:04 AM
Abhay Kumar Saraswat	Yes, please.	12:14:06 AM
Brigite Sickler		12:16:23 AM

	It worked, thank you so much!	
Abhay Kumar Saraswat	My pleasure to assist you.	12:16:53 AM
	Is there anything else I may help you with ?	12:17:01 AM
Brigite Sickler	No that is all, thank you for your help	12:17:11 AM
	have a good day	12:17:14 AM
Abhay Kumar Saraswat	You too.	12:17:40 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:17:47 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:17:56 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:17:59 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:18:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 9:53:25 PM

#80011 monique

Email: monique@qps4u.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min

City: TUCSON

State: Arizona

Country: UNITED STATES

Chat Duration : 15 Mins 35 Secs

Chat Transcript

monique	Hello, I am your Acebuddy	31 Jul, 9:53:26 PM
Acebuddy	Hello Monique Doughty, I'm your Ace Buddy. I'll be happy to assist you!	9:53:27 PM
	Whom Would You Like to Connect With?	9:53:27 PM
monique	Technical Support (QB & App Hosting)	9:53:38 PM
Acebuddy	Welcome to Ace Support.	9:53:38 PM
	Please chose an option :	9:53:38 PM
monique	I'd like to report an Issue	9:53:45 PM
Acebuddy	Please select an option!	9:53:45 PM
monique	QuickBooks Issue	9:53:53 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:53:53 PM
monique	Other QB related issue	9:54:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:54:11 PM
monique	Some users are unable to email from or receive email from QB	9:54:53 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:54:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:54:54 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:55:20 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:55:32 PM
monique	great thanks	9:55:43 PM
Manish Singh	I will surely help you with this issue.	9:55:53 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	9:56:29 PM
monique	My account was working but John and Zachary were unable to email out ore receive emails from QB	9:57:02 PM
	they could do everything else...	9:57:22 PM
Manish Singh	Alright	9:57:57 PM
	May I take the remote access of John server?	9:58:08 PM
monique	yes he is logged out	9:58:19 PM
Manish Singh	Kindly log him to the server once and ask to accept the remote session.	9:59:04 PM

monique	ok	9:59:46 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	10:00:35 PM
monique	they have done that	10:01:08 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:01:40 PM
monique	John is in another location ...	10:01:47 PM
	ok	10:02:02 PM
Manish Singh	We would like to inform you that multiple users have reported a similar issue with QuickBooks sign-in. We are currently coordinating with Intuit Support to investigate and resolve the matter.	10:06:30 PM
	Informed John too as he has to login to the Intuit account for sending email.	10:06:56 PM
monique	ok	10:07:19 PM
Manish Singh	We will let you know once the issue is resolved.	10:07:47 PM
	Is there anything else I may help you with ?	10:07:50 PM
monique	no thank you	10:08:15 PM
Manish Singh	Thank you for your patience.	10:08:47 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:08:51 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!	10:08:56 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
monique	thanks	10:08:59 PM
	<i>Manish Singh has ended this chat session</i>	10:09:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jul, 1:51:01 PM

#79531 team

Email: team@infiniteaccountants.com  2125440001

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: ZAPOTE

State: Laguna

Country: PHILIPPINES

Chat Transcript

Chat Duration : 34 Secs

team	Hello, I am your Acebuddy	17 Jul, 1:51:02 PM
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!	1:51:03 PM
	Whom Would You Like to Connect With?	1:51:03 PM
team	Technical Support (QB & App Hosting)	1:51:09 PM
Acebuddy	Welcome to Ace Support.	1:51:09 PM
	Please chose an option :	1:51:09 PM
team	I'd like to report an Issue	1:51:15 PM
Acebuddy	Please select an option!	1:51:15 PM
team	Password Reset	1:51:20 PM
Acebuddy	Please select an option below	1:51:20 PM
team	Not Enrolled to Selfcare Portal	1:51:29 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.	1:51:30 PM
	Do you need any further assistance on the topic?	1:51:30 PM
team	No	1:51:36 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	1:51:37 PM
	<i>Acebuddy has ended this chat session</i>	1:51:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 9:08:19 PM

#79105 HARSHIL SHAH

Email: harshil@ambitsol.co

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 38 Secs

HARSHIL SHAH	Hello, I am your Acebuddy	8 Jul, 9:08:20 PM
Acebuddy	Hello Harshil, I'm your Ace Buddy. I'll be happy to assist you!	9:08:21 PM
	Whom Would You Like to Connect With?	9:08:21 PM
HARSHIL SHAH	Technical Support (QB & App Hosting)	9:08:23 PM
Acebuddy	Welcome to Ace Support.	9:08:23 PM
	[]	9:08:23 PM
	We are currently experiencing higher than normal contact volume related to server connectivity issues.	9:08:23 PM
	Are you also experiencing issues related to server connectivity?	9:08:23 PM
HARSHIL SHAH	No, I'd like to report another Issue	9:08:36 PM
Acebuddy	Please chose an option :	9:08:36 PM
HARSHIL SHAH	I'd like to raise a Request	9:08:41 PM
Acebuddy	Please select your request type.	9:08:41 PM
HARSHIL SHAH	Reboot your Server	9:08:52 PM

Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	9:08:52 PM
	Do you need any further assistance on the topic?	9:08:52 PM
HARSHIL SHAH	No	9:08:58 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:08:59 PM
	<i>Acebuddy has ended this chat session</i>	9:08:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 10:53:34 PM

#79514 George Leddicotte

Email: gleddicotte@sbagrp.com 15593697691

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: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 6 Secs

George Leddicotte	Hello, I am your Acebuddy	16 Jul, 10:53:35 PM
Acebuddy	Hello George Leddicotte, I'm your Ace Buddy. I'll be happy to assist you!	10:53:36 PM
	Whom Would You Like to Connect With?	10:53:36 PM
George Leddicotte	Technical Support (QB & App Hosting)	10:53:45 PM
Acebuddy	Welcome to Ace Support.	10:53:45 PM
	Please chose an option :	10:53:45 PM
George Leddicotte	I'd like to raise a Request	10:53:56 PM

Acebuddy	Please select your request type.	10:53:56 PM
George Leddicotte	Change in Users	10:54:05 PM
Acebuddy	Please select your desired option!	10:54:05 PM
George Leddicotte	User Addition	10:54:11 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	10:54:11 PM
	Do you need any further assistance on the topic?	10:54:11 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:36:42 PM
	<i>Ended due to chat idle timeout</i>	11:36:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jul, 7:54:07 PM

#78860 Carol Bridwell

Email: cbridwell@harbins.com

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: 26 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 29 Secs

Carol Bridwell	Hello, I am your Acebuddy	1 Jul, 7:54:08 PM
Acebuddy	Hello Carol Bridwell, I'm your Ace Buddy. I'll be happy to assist you!	7:54:09 PM
	Whom Would You Like to Connect With?	7:54:09 PM

Carol Bridwell	Technical Support (QB & App Hosting)	7:54:19 PM
Acebuddy	Welcome to Ace Support.	7:54:19 PM
	Please chose an option :	7:54:19 PM
Carol Bridwell	I'd like to report an Issue	7:54:27 PM
Acebuddy	Please select an option!	7:54:27 PM
Carol Bridwell	Other Issue	7:54:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:54:38 PM
Carol Bridwell	network issue	7:54:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:54:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:54:50 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:55:55 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:56:00 PM
Carol Bridwell	One drive isn't connected	7:56:01 PM
	trying to sign in and just loops in a circle	7:56:23 PM
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	7:56:27 PM
	May I take the remote access of your local computer?	7:57:59 PM
Carol Bridwell	yes	7:58:25 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	7:59:13 PM
	https://assist.acecloudhosting.com/join/9972062807	7:59:24 PM
	Please copy this URL at your local machine browser.	7:59:39 PM
	Download the remote.exe file.	8:00:48 PM
	Click on downloaded file and click on Accept and continue.	8:01:05 PM
	Please stay connected.	8:23:26 PM
	Are we still connected here?	8:23:35 PM
	Are we still connected here?	8:24:24 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:25:30 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:25:36 PM
	<i>Anjainay Singh has ended this chat session</i>	8:25:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 1:04:32 AM

#79405 zulma.argueta1

Email: zulma.argueta1@gmail.com ☎ 17048080362

Department: Support(QB & App Hosting)

Operator: Gurwinder Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 49 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 4 Secs

zulma.argueta1	Hello, I am your Acebuddy	15 Jul, 1:04:33 AM
Acebuddy	Hello Zulma, I'm your Ace Buddy. I'll be happy to assist you!	1:04:34 AM
	Whom Would You Like to Connect With?	1:04:34 AM
zulma.argueta1	Technical Support (QB & App Hosting)	1:05:16 AM
Acebuddy	Welcome to Ace Support.	1:05:16 AM
	Please chose an option :	1:05:16 AM
zulma.argueta1	I'd like to report an Issue	1:05:22 AM
Acebuddy	Please select an option!	1:05:22 AM
zulma.argueta1	QuickBooks Issue	1:05:27 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:05:27 AM
zulma.argueta1	Other QB related issue	1:05:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:05:44 AM
zulma.argueta1	I'm getting a message that says that there is a license issue	1:06:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:06:30 AM

Acebuddy (bot) forwarded the chat request

1:06:30 AM

Gurwinder Singh accepted the chat transfer request.

1:06:52 AM

Gurwinder Singh Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you today. 1:06:59 AM

zulma.argueta1 ok thank you 1:08:09 AM

it says there is a remote desktop license issue 1:08:36 AM

Gurwinder Singh Sure, give us few mints to check the same. 1:08:58 AM

Zulma, we noticed that we are facing some temporary issue on our end. That is why server is inaccessible. 1:10:11 AM

We are working in the backend, this might take few mints. Thanks for your patience. 1:10:45 AM

zulma.argueta1 okay thank you 1:11:09 AM

Gurwinder Singh Kindly try to login again. 1:12:44 AM

Gurwinder Singh has ended this chat session 1:19:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jul, 10:02:08 PM

#79733 carrie morrell

Email: officemanager@woodlawnandlandscaping.com 2527275301

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: NEWPORT

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 7 Mins

carrie morrell	Hello, I am your Acebuddy	23 Jul, 10:02:08 PM
Acebuddy	Hello Officemanager, I'm your Ace Buddy. I'll be happy to assist you!	10:02:09 PM
	Whom Would You Like to Connect With?	10:02:09 PM
carrie morrell	Technical Support (QB & App Hosting)	10:02:13 PM
Acebuddy	Welcome to Ace Support.	10:02:13 PM
	Please chose an option :	10:02:13 PM
carrie morrell	I'd like to report an Issue	10:02:18 PM
Acebuddy	Please select an option!	10:02:18 PM
carrie morrell	QuickBooks Issue	10:02:21 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:02:22 PM
carrie morrell	Other QB related issue	10:02:28 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:02:28 PM
carrie morrell	printing	10:02:32 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:02:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:02:33 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	10:02:49 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	10:02:57 PM
carrie morrell	i'm having the same issue i always have, the printer is not redirecting to my office printer from the uniport in quickbooks server. i need to be able to print checks and statements. My computer does this about once a week or so.	10:03:34 PM
Sujeet Kumar Suman	Hello carrie.	10:03:51 PM
carrie morrell	please review last visits notes as to how to fix. send me the link and i will connect to you	10:04:00 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	10:04:14 PM
	Sure, I can help with that. Let me look into it for you.	10:04:30 PM
	Kindly allow me two minutes to check the same.	10:05:08 PM
	Thank you for your patience.	10:07:56 PM
	Are you the only one facing the issue, or is someone else also experiencing the same problem?	10:08:33 PM
carrie morrell	yes, just my computer	10:09:03 PM
Sujeet Kumar Suman	Thanks for the confirmation !	10:09:18 PM
carrie morrell	my printer is the front office browther mfc-L5850DW	10:10:01 PM
	brother	10:10:04 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	10:11:27 PM

carrie morrell	k	10:12:02 PM
Sujeet Kumar Suman	Thank you for your patience.	10:13:17 PM
	May I take the remote access of your server?	10:13:21 PM
carrie morrell	yes	10:14:31 PM
Sujeet Kumar Suman	Kindly approve.	10:14:40 PM
carrie morrell	did you send a link	10:15:29 PM
Sujeet Kumar Suman	No, you should see a prompt on your server. Please approve it to proceed. (Edited)	10:16:07 PM
carrie morrell	i see nothing	10:16:44 PM
Sujeet Kumar Suman	Now approve.	10:16:54 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:17:17 PM
	Kindly try printing and share any error message you encounter.	10:20:07 PM
	Has the PDF been printed?	10:23:22 PM
carrie morrell	no	10:23:34 PM
Sujeet Kumar Suman	No Worry let me check again.	10:23:57 PM
	Could you please try printing the page and let me know the result?	10:24:26 PM
carrie morrell	what page	10:24:40 PM
Sujeet Kumar Suman	Do you have a specific page or document you'd like to print?	10:25:18 PM
carrie morrell	need to be able to print checks, statements, reports from quickbooks	10:25:46 PM
	regular printing works, just not from the hosted site	10:26:29 PM
Sujeet Kumar Suman	Now try to print.	10:27:36 PM
carrie morrell	the last time they had to uninstall and reinstall the print driver thing so it would go to the NUL and then a white box opened up to redirect it to my office printer	10:29:49 PM
Sujeet Kumar Suman	Has it printed now? (Edited)	10:29:51 PM
carrie morrell	no	10:29:55 PM
Sujeet Kumar Suman	I sincerely apologize for the inconvenience. I'm making every effort to resolve your issue permanently.	10:32:56 PM
carrie morrell	k	10:33:05 PM
Sujeet Kumar Suman	Is that page printed?	10:35:17 PM
carrie morrell	no	10:35:22 PM
Sujeet Kumar Suman	No issue.	10:35:32 PM
	May I take the remote access of your local computer?	10:35:43 PM
carrie morrell		10:35:52 PM

	yes	
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	10:36:00 PM
carrie morrell	k	10:36:04 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8942546383	10:36:26 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:38:15 PM
	Thank you for your patience.	10:41:36 PM
	We are currently continuing work on the remote session.	10:42:45 PM
	Thank you for your patience.	11:02:21 PM
	Please reboot your local system and then try reinstalling the application.	11:02:35 PM
	If you are still facing the issue, please reinitiate the chat, and we will escalate it to the next-level support team.	11:02:51 PM
	Are we still connected here?	11:05:53 PM
	Are we still connected here?	11:07:21 PM
	Are we still connected here?	11:09:17 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.	11:09:20 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	11:09:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 1:01:33 PM

#79984 eric.simon

Email: eric.simon@cosmobiousa.com ☎ 17604314600

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 9 Secs

City: CARLSBAD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 4 Secs

eric.simon	Hello, I am your Acebuddy	31 Jul, 1:01:33 PM
Acebuddy	Hello Eric.simonric Simon, I'm your Ace Buddy. I'll be happy to assist you!	1:01:35 PM
	Whom Would You Like to Connect With?	1:01:35 PM
eric.simon	Technical Support (QB & App Hosting)	1:01:42 PM
Acebuddy	Welcome to Ace Support.	1:01:42 PM
	Please chose an option :	1:01:42 PM
eric.simon	I'd like to raise a Request	1:01:47 PM
Acebuddy	Please select your request type.	1:01:47 PM
eric.simon	Application Update	1:01:54 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.	1:01:54 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	1:01:54 PM
eric.simon	Yes	1:02:13 PM
Acebuddy	Please wait while we connect you to our Support Representative	1:02:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:02:13 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:04:10 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:04:16 PM
eric.simon	Can you update our QuickBooks application? It has critical fixes pending and it does not update them when I try to do it.	1:04:16 PM
Shashwat Verma	I will surely help you with this issue.	1:04:25 PM
eric.simon	No one should be on the server right now	1:04:40 PM
Shashwat Verma	We have noted your request and will update the application and will let you know through email	1:05:03 PM
	Is that work for you?	1:05:09 PM
eric.simon	thank you, that is perfect. have a nice day	1:05:19 PM
Shashwat Verma		

	Is there anything else I may help you with ?	1:05:24 PM
eric.simon	no, that is it	1:05:28 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	1:05:31 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:05:35 PM
	<i>Shashwat Verma has ended this chat session</i>	1:05:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jul, 9:02:54 PM

#78862 Jocelyn

Email: jjsaccounting@gmail.com ☎ 12087095347

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: REXBURG

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 49 Secs

Jocelyn	Hello, I am your Acebuddy	1 Jul, 9:02:55 PM
Acebuddy	Hello Jocelyn Johnson, I'm your Ace Buddy. I'll be happy to assist you!	9:02:55 PM
	Whom Would You Like to Connect With?	9:02:55 PM
Jocelyn	Technical Support (QB & App Hosting)	9:02:59 PM
Acebuddy	Welcome to Ace Support.	9:02:59 PM
	Please chose an option :	9:02:59 PM
Jocelyn	I'd like to report an Issue	9:03:06 PM

Acebuddy	Please select an option!	9:03:06 PM
Jocelyn	QuickBooks Issue	9:03:09 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:03:09 PM
Jocelyn	Other QB related issue	9:03:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:03:16 PM
Jocelyn	Need to have the payroll update done. We can't run quarterly reports	9:03:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:03:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:03:48 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	9:04:36 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	9:04:44 PM
Jocelyn	Good morning	9:05:25 PM
Abhay Kumar Saraswat	Good Morning Jocelyn.	9:05:47 PM
	How are you doing today?	9:05:52 PM
Jocelyn	Pretty well	9:06:00 PM
Abhay Kumar Saraswat	Great.	9:06:16 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:06:27 PM
Jocelyn	myrealdatal JocelynJ.NPRE1	9:07:21 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	9:07:36 PM
	Let me check the server first.	9:07:43 PM
	Is this for account : *JJ's Accounting & Payroll Services LLC* ?	9:08:50 PM
Jocelyn	Yes	9:09:31 PM
Abhay Kumar Saraswat	Okay.	9:09:44 PM
Jocelyn	or it's under Fixxology	9:09:46 PM
Abhay Kumar Saraswat	Your given username belongs to the account which I mentioned above. (Edited)	9:10:13 PM
Jocelyn	ok	9:10:31 PM
Abhay Kumar Saraswat	And as I checked, it is a shared server.	9:10:52 PM
Jocelyn	The other user is myrealdatal Fixxbixx.NPRE1	9:10:58 PM
Abhay Kumar Saraswat	Give me a minute, let me check that as well.	9:11:34 PM
	Sorry to inform but I couldn't find any details with this username.	9:12:46 PM

	Could you please confirm me that which QB version you are using now?	9:13:39 PM
Jocelyn	Fizzbuzz.NPRE1	9:13:44 PM
Abhay Kumar Saraswat	Yes, I got it.	9:14:21 PM
Jocelyn	2024	9:14:26 PM
Abhay Kumar Saraswat	This username belongs to the same business i.e. *JJ's Accounting & Payroll Services LLC*	9:14:55 PM
Jocelyn	OK	9:15:00 PM
Abhay Kumar Saraswat	Okay, so as I checked I found that we need to update the payroll tonight.	9:17:43 PM
Jocelyn	Perfect, thank you	9:18:00 PM
Abhay Kumar Saraswat	We'll update you once we finished the update of Payroll. (Edited)	9:18:51 PM
Jocelyn	Ok	9:19:00 PM
Abhay Kumar Saraswat	Is there anything else I may help you with ?	9:19:07 PM
	Are we still connected here?	9:21:27 PM
Jocelyn	No that was all	9:23:41 PM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:25:34 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!	9:25:38 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:25:42 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	9:25:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jul, 9:11:24 PM

#79548 Jen

Email: jennifer@swensonstone.com ☎ 6036430363

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: STRAFFORD

State: Vermont

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Secs

Jen	Hello, I am your Acebuddy	17 Jul, 9:11:25 PM
Acebuddy	Hello Jen, I'm your Ace Buddy. I'll be happy to assist you!	9:11:26 PM
	Whom Would You Like to Connect With?	9:11:26 PM
Jen	Technical Support (QB & App Hosting)	9:11:30 PM
Acebuddy	Welcome to Ace Support.	9:11:30 PM
	Please chose an option :	9:11:30 PM
Jen	I'd like to raise a Request	9:11:44 PM
Acebuddy	Please select your request type.	9:11:44 PM
Jen	Other Request	9:11:54 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.	9:11:54 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:11:54 PM
Jen	No, That'll be all!	9:12:09 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	9:12:09 PM
	<i>Acebuddy has ended this chat session</i>	9:12:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jul, 12:11:03 AM

#79739 tguerrero

Email: tguerrero@kenkinc.com ☎ 8183681291

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: GRANADA HILLS

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 24 Secs

tguerrero	Hello, I am your Acebuddy	24 Jul, 12:11:04 AM
Acebuddy	Hello Tguerrero, I'm your Ace Buddy. I'll be happy to assist you!	12:11:05 AM
	Whom Would You Like to Connect With?	12:11:05 AM
tguerrero	Technical Support (QB & App Hosting)	12:11:19 AM
Acebuddy	Welcome to Ace Support.	12:11:19 AM
	Please chose an option :	12:11:19 AM
tguerrero	I'd like to raise a Request	12:11:26 AM
Acebuddy	Please select your request type.	12:11:26 AM
tguerrero	Other Request	12:11:36 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.	12:11:36 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:11:36 AM
tguerrero	Yes, I'm facing issues with my server	12:11:42 AM
Acebuddy	Please select an option!	12:11:42 AM
tguerrero	QuickBooks Issue	12:11:46 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:11:46 AM

tguerrero	QuickBooks is Frozen	12:11:50 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:11:50 AM
	Was that helpful?	12:11:50 AM
tguerrero	No	12:11:57 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:11:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:11:57 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	12:12:11 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	12:12:18 AM
tguerrero	mY DIRECT LINE IS 310-617-1324	12:12:20 AM
	Can you please log me out of QB? It's frozen	12:12:37 AM
Sanyam Madan	I will be surely assisting you with this.	12:12:53 AM
	Kindly allow me two minutes to check the same.	12:12:58 AM
tguerrero	tHANKS.	12:13:12 AM
	Thanks	12:13:14 AM
Sanyam Madan	can you please tell me your username ?	12:14:18 AM
tguerrero	teresagu	12:14:25 AM
	for QB is teresa	12:14:58 AM
	for the server teresagu, I think	12:15:10 AM
Sanyam Madan	Please check now, i have just terminated your session	12:15:29 AM
tguerrero	thank you	12:15:35 AM
	and also if you can send me the short cut on how to unfreeze ? I think the one I have is outdated.	12:15:36 AM
	It's okay now. Thanks	12:16:00 AM
Sanyam Madan	For this let me take your remote access of the server , so that i can teach you that	12:16:22 AM
	May I take the remote access of your server?	12:16:54 AM
tguerrero	sure	12:16:59 AM
Sanyam Madan	Please accept	12:17:50 AM
	Is there anything else I may help you with ?	12:19:07 AM
tguerrero	that's all for now. Thank you so much	12:19:21 AM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:19:22 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!

12:19:27 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/>)

tguerrero sure 12:19:29 AM

Sanyam Madan has ended this chat session 12:19:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jul, 12:08:06 AM

#79518 Elizabeth Rossignol

Email: elizabeth.rossignol@cembell.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: ANNAPOLIS

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 26 Secs

Elizabeth Rossignol	Hello, I am your Acebuddy	17 Jul, 12:08:07 AM
Acebuddy	Hello Elizabeth Rossignol, I'm your Ace Buddy. I'll be happy to assist you!	12:08:08 AM
	Whom Would You Like to Connect With?	12:08:08 AM
Elizabeth Rossignol	Technical Support (QB & App Hosting)	12:08:29 AM
Acebuddy	Welcome to Ace Support.	12:08:29 AM

Please chose an option :

12:08:29 AM

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

12:53:34 AM

Ended due to chat idle timeout

12:53:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jul, 7:56:17 PM

#79301 okaganova

Email: okaganova@fpdsolutions.com ☎ 15032721036

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: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 49 Secs

okaganova	Hello, I am your Acebuddy	11 Jul, 7:56:18 PM
Acebuddy	Hello Okaganova, I'm your Ace Buddy. I'll be happy to assist you!	7:56:19 PM
	Whom Would You Like to Connect With?	7:56:19 PM
okaganova	Technical Support (QB & App Hosting)	7:56:24 PM
Acebuddy	Welcome to Ace Support.	7:56:24 PM
	Please chose an option :	7:56:24 PM
okaganova	I'd like to raise a Request	7:56:43 PM
Acebuddy	Please select your request type.	7:56:43 PM
okaganova	Application Version Upgrade	7:56:50 PM

Acebuddy	Please select the application you would like to upgrade :	7:56:50 PM
okaganova	QuickBooks	7:56:53 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	7:56:53 PM
	<ul style="list-style-type: none"> • QuickBooks Year • Variant : Pro / Premier / Enterprise / Accountant • License Number • Product Code 	7:56:53 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	7:56:53 PM
	Do you need any further assistance on the topic?	7:56:53 PM
okaganova	No	7:57:07 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	7:57:07 PM
	<i>Acebuddy has ended this chat session</i>	7:57:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jul, 9:04:14 PM

#79650 gbantatua

Email: gbantatua@clearwaterlandscaping.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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: SANTO TOMAS

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Chat Duration : 26 Mins 17 Secs

gbantatua	Hello, I am your Acebuddy	21 Jul, 9:04:15 PM
Acebuddy	Hello Gilbert Bantatua, I'm your Ace Buddy. I'll be happy to assist you!	9:04:16 PM
	Whom Would You Like to Connect With?	9:04:16 PM
gbantatua	Technical Support (QB & App Hosting)	9:04:25 PM
Acebuddy	Welcome to Ace Support.	9:04:25 PM
	Please chose an option :	9:04:25 PM
gbantatua	I'd like to report an Issue	9:04:30 PM
Acebuddy	Please select an option!	9:04:30 PM
gbantatua	Other Issue	9:04:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:04:38 PM
gbantatua	I my laptop cannot read the RDP file, I'm using Mac OS.	9:05:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:05:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:05:09 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:05:36 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:05:45 PM
gbantatua	Hi Ashutosh, my laptop cannot read the RDP file, I'm using Mac OS. How do we fix this?	9:06:21 PM
Ashutosh Mishra	Hello Gilbert, I will be surely assisting you with this. Kindly help me with your server name and user name?	9:06:52 PM
gbantatua	These are my details, I'm a new user: CID: CID73261 Account Name: Clearwater Landscaping User added: Gilbert Bantatua (gilbert.b@myrealdata.net)	9:07:44 PM
Ashutosh Mishra	Thank you for providing the details. Please also share a screenshot of the message you get when attempting to login.	9:08:42 PM
	<i>9:10:22 PMgbantatua is sharing a file with you</i>	
	<u>Screenshot 2025-07-21 at 11.10.36 PM.png</u> - (Size:52.5 KB)	9:10:22 PM
	<i>This is the message I am seeing after when I'm opening the RDP file.</i>	
	The RDP file is different for Mac OS, may I take remote access of your local computer to assist with the setup?	9:11:52 PM
gbantatua	Alright, can you share an RDP file that works for Mac OS?	9:13:21 PM
	Sure, you may have remote access.	9:13:46 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	9:13:58 PM
	Kindly paste this link in the browser of local computer and join the session.	9:14:09 PM
	<u>https://assist.acecloudhosting.com/join/1802664261</u>	9:14:11 PM
	Please accept all the prompts on the screen.	9:14:25 PM
gbantatua	Alright.	9:14:30 PM

	Currently establishing connection	9:20:14 PM
Ashutosh Mishra	Yes, make sure to grant all the permissions to complete the connection.	9:20:43 PM
	As per discussion over the remote session, The issue is resolved by setting Windows Remote App on your Mac Os.	9:29:58 PM
gbantatua	Alright, thank you for your help Ashutosh.	9:30:20 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:30:25 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!	9:30:29 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	9:30:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jul, 11:22:50 PM

#79663 Ir

Email: Ir@hrosscpa.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: MC LEAN

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 8 Secs

lr	Hello, I am your Acebuddy	21 Jul, 11:22:51 PM
Acebuddy	Hello lr, I'm your Ace Buddy. I'll be happy to assist you!	11:22:51 PM
	Whom Would You Like to Connect With?	11:22:51 PM
lr	Technical Support (QB & App Hosting)	11:23:07 PM
Acebuddy	Welcome to Ace Support.	11:23:07 PM
	Please chose an option :	11:23:07 PM
lr	I'd like to report an Issue	11:23:19 PM
Acebuddy	Please select an option!	11:23:19 PM
lr	QuickBooks Issue	11:23:24 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:23:24 PM
lr	QuickBooks is Frozen	11:23:31 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	11:23:32 PM
	Was that helpful?	11:23:32 PM
lr	No	11:27:29 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:27:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:27:29 PM
lr	never mind its working now	11:33:51 PM
	<i>lr has ended this chat session</i>	11:33:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jul, 12:33:06 AM

#79276 kristina seiler

Email: kseiler@briggscaldwell.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: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 47 Secs

kristina seiler	Hello, I am your Acebuddy	11 Jul, 12:33:08 AM
Acebuddy	Hello Kristina Seiler, I'm your Ace Buddy. I'll be happy to assist you!	12:33:09 AM
	Whom Would You Like to Connect With?	12:33:09 AM
kristina seiler	Technical Support (QB & App Hosting)	12:33:19 AM
Acebuddy	Welcome to Ace Support.	12:33:19 AM
	Please chose an option :	12:33:19 AM
kristina seiler	I'd like to raise a Request	12:33:27 AM
Acebuddy	Please select your request type.	12:33:27 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.	1:08:56 AM
	<i>Ended due to chat idle timeout</i>	1:08:56 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jul, 2:37:37 AM

#79569 Daniel Aguilar

Email: daniel.aguilar@wittmann-maq.com ☎ +1 (915) 59 47 400

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: JUAREZ

State: Chihuahua

Country: MEXICO

Chat Transcript

Chat Duration : 32 Secs

Daniel Aguilar	Hello, I am your Acebuddy	18 Jul, 2:37:38 AM
Acebuddy	Hello Daniel Aguilar, I'm your Ace Buddy. I'll be happy to assist you!	2:37:38 AM
	Whom Would You Like to Connect With?	2:37:38 AM
Daniel Aguilar	Technical Support (QB & App Hosting)	2:37:46 AM
Acebuddy	Welcome to Ace Support.	2:37:46 AM
	Please chose an option :	2:37:46 AM
Daniel Aguilar	I'd like to raise a Request	2:37:55 AM
Acebuddy	Please select your request type.	2:37:55 AM
Daniel Aguilar	Application Update	2:38:03 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	2:38:03 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	2:38:03 AM
Daniel Aguilar	No	2:38:10 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	2:38:10 AM
	<i>Acebuddy has ended this chat session</i>	2:38:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 1:28:40 AM

#79170 Warren Norris

Email: warren@titanconsulting.net ☎ 972-679-5183

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 54 Secs

City: FRISCO

State: Texas

Country: UNITED STATES

Chat Duration : 6 Mins 17 Secs

Chat Transcript

Warren Norris	Hello, I am your Acebuddy	9 Jul, 1:28:41 AM
Acebuddy	Hello Warren Norris, I'm your Ace Buddy. I'll be happy to assist you!	1:28:42 AM
	Whom Would You Like to Connect With?	1:28:42 AM
Warren Norris	Technical Support (QB & App Hosting)	1:28:47 AM
Acebuddy	Welcome to Ace Support.	1:28:47 AM
	Please chose an option :	1:28:47 AM
Warren Norris	I'd like to report an Issue	1:28:53 AM
Acebuddy	Please select an option!	1:28:53 AM
	Please specify the issue you are facing before I connect you to an available support representative!	1:28:59 AM
Warren Norris	Other Issue	1:28:59 AM
	Our server appears to be having issues. I reported an issue about 2 hours ago. It was resolved, but now am getting the same issue. I connect to server, then it disconnects.	1:29:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:29:44 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:29:44 AM
Warren Norris	server Titanconsulting.myrealdatal.net	1:29:57 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	1:30:16 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	1:30:24 AM
	Hello Warren	1:30:49 AM
Warren Norris	hello	1:31:01 AM
	Our server appears to be having issues. I reported an issue about 2 hours ago. It was resolved, but now am getting the same issue. I connect to server, then it disconnects.	1:31:39 AM
	server Titanconsulting.myrealdatal.net	1:31:51 AM
Sujeet Kumar Suman		

I would like to inform you that the application is under maintenance and will be up shortly

1:33:20 AM

As per resources, updates are being applied, you could expect it to get updated within 1 hours.

Warren Norris

ok

1:33:31 AM

Sujeet Kumar Suman

We apologize for the inconvenience this may have caused you and appreciate your patience and understanding throughout the process.

1:33:36 AM

Is there anything else I may help you with ?

1:33:39 AM

Warren Norris

no... thanks

1:33:48 AM

Sujeet Kumar Suman

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

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

Thanks!

1:34:57 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/>)

Sujeet Kumar Suman has ended this chat session

1:34:59 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jul, 9:37:57 AM

#79925 Linsey Hempel

Email: linsey@thepinnaclecompaines.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 12 Secs

City: BRECKENRIDGE

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 58 Secs

Linsey Hempel	Hello, I am your Acebuddy	30 Jul, 9:37:58 AM
Acebuddy	Hello Linsey Hempel, I'm your Ace Buddy. I'll be happy to assist you!	9:37:59 AM
	Whom Would You Like to Connect With?	9:37:59 AM
Linsey Hempel	Technical Support (QB & App Hosting)	9:38:03 AM
Acebuddy	Welcome to Ace Support.	9:38:03 AM
	Please chose an option :	9:38:03 AM
Linsey Hempel	I'd like to raise a Request	9:38:10 AM
Acebuddy	Please select your request type.	9:38:10 AM
Linsey Hempel	Other Request	9:38:15 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.	9:38:15 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:38:15 AM
Linsey Hempel	Yes, I'm facing issues with my server	9:38:22 AM
Acebuddy	Please select an option!	9:38:22 AM
Linsey Hempel	Other Issue	9:38:25 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:38:25 AM
Linsey Hempel	742532	9:38:30 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:38:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:38:30 AM
Linsey Hempel	case 742532 still cannot get into ACE	9:38:39 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:39:14 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:39:19 AM
	Hello Linsey	9:39:24 AM
	Kindly allow me two minutes to check the same.	9:39:31 AM
	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	9:40:17 AM
	I will surely help you with this issue.	9:40:28 AM
	May I take the remote access of your local computer?	9:40:31 AM

Linsey Hempel	sure	9:40:44 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:41:14 AM
	https://assist.acecloudhosting.com/join/2402048832	9:41:28 AM
Linsey Hempel	yes	9:41:28 AM
Shashwat Verma	Kindly Click on the link and open the downloaded file.	9:41:30 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:42:59 AM
	As per the remote session, we have resolved the disconnection issue by re- login through your end, also for slowness, we have find that its due to the VPN and will reboot the server in next 15 mins .	9:59:29 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:03:53 AM

Shashwat Verma has ended this chat session

10:03:56 AM



