

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jan, 1:50:11 AM

**#71700 ala**  
**Email:** ala@ppsy.ch.com 📞 (513)229-7585 x131  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 31 Secs  
**City:** WEST CHESTER  
**State:** Ohio  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 47 Secs

ala	Hello, I am your Acebuddy	31 Jan, 1:50:12 AM
Acebuddy	Hello Pps, I'm your Ace Buddy. I'll be happy to assist you!	1:50:13 AM
	Whom Would You Like to Connect With?	1:50:13 AM
ala	Technical Support (QB & App Hosting)	1:50:35 AM
Acebuddy	Welcome to Ace Support.	1:50:35 AM
	Please chose an option :	1:50:35 AM
ala	I'd like to report an Issue	1:50:45 AM
Acebuddy	Please select an option!	1:50:45 AM
ala	Password Reset	1:50:48 AM
Acebuddy	Please select an option below	1:50:48 AM
ala	Not Enrolled to Selfcare Portal	1:51:10 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	1:51:10 AM
	Do you need any further assistance on the topic?	1:51:10 AM
ala	Yes	1:51:43 AM
Acebuddy		

	Please wait while we connect you to our Support Representative	1:51:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:51:44 AM
	<i>Malkeet Nagpal declined the transfer request.</i>	1:51:51 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	1:51:58 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	1:52:19 AM
ala	I don't know what is my current user name and password	1:52:20 AM
Sharath Kumar	No problem, let me help you with that	1:52:38 AM
	could you let me know your server name	1:52:54 AM
ala	All four files are loaded to the RDP	1:54:01 AM
	server name PPS	1:54:21 AM
Sharath Kumar	and May I know your name please	1:55:45 AM
ala	Ala Yacoub	1:55:57 AM
Sharath Kumar	got it	1:59:03 AM
	and is this your company name -Professional Psychiatric Services LLC	1:59:29 AM
ala	correct	1:59:48 AM
Sharath Kumar	when was the last time that you were able to access your account?	2:00:58 AM
ala	I think in Oct 2024	2:01:25 AM
	hello	2:05:12 AM
Sharath Kumar	apologies, I was looking into some account details	2:05:51 AM
ala	I have access through Professional Accounting & Consulting LLC if that helpful]	2:06:23 AM
	the main server under our CPA company	2:06:55 AM
Sharath Kumar	I understand that. it is just that your account is active and enabled, with the right password you should be able to sign in	2:06:56 AM
	Username - AlaY.npro1	2:07:07 AM
	server name - QBNXTPro1.myrealdata.net	2:07:26 AM
ala	and do you know what my current password was so I can set it up	2:08:38 AM
Sharath Kumar	Although, for the password you will have to ask the authorized contact (Jessica Wolf) to send in a request for your password reset	2:08:53 AM
	Once the request is received, we will shortly share the password with you	2:09:20 AM
ala	thank you so much for that	2:09:29 AM
Sharath Kumar	the request has to be sent to - support@acecloudhosting.com	2:09:49 AM
	anything else that I may assist you with?	2:12:27 AM
ala		2:13:17 AM

	no that you for that	
Sharath Kumar	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	2:16:18 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:16:21 AM
	<i>Sharath Kumar has ended this chat session</i>	2:18:00 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Jan, 9:47:32 PM


**#70328 craig**  
**Email:** craig@enscpany.com 📞 7188351978  
**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:** CUTCHOQUE  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins 31 Secs

craig	Hello, I am your Acebuddy	8 Jan, 9:47:35 PM
Acebuddy	Hello Craig Schulken, I'm your Ace Buddy. I'll be happy to assist you!	9:47:37 PM

	Whom Would You Like to Connect With?	9:47:37 PM
craig	Technical Support (QB & App Hosting)	9:47:48 PM
Acebuddy	Welcome to Ace Support.	9:47:48 PM
	Please chose an option :	9:47:48 PM
craig	I'd like to report an Issue	9:47:53 PM
Acebuddy	Please select an option!	9:47:54 PM
craig	Other Issue	9:48:00 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:48:00 PM
craig	Ultratax 2024 keeps crashing	9:48:16 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:48:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:48:18 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:48:59 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	9:49:01 PM
craig	Hi Tushar,	9:49:18 PM
	Our tax program Ultratax 2024 keeps crashing	9:49:37 PM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:50:08 PM
craig	EIERMAN SCHULKEN	9:50:54 PM
	ESASSOCINC	9:51:07 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	9:51:38 PM
	Is the issue faced by you only or other users as well?	9:53:02 PM
craig	other users as well	9:54:24 PM
Tushar Pharswan	May I reboot the server it might resolve the issue. Will notify other users as well that server is going to reboot in next 5 minute.	9:55:46 PM
	May I proceed with this?	9:55:58 PM
craig	yes	9:56:12 PM
	<i>9:57:31 PMTushar Pharswan is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:34.64 KB )</i>  <i>The server will reboot in next 5 minute.</i>	9:57:31 PM
Tushar Pharswan	Kindly stay connected over this chat session till then.	9:58:12 PM
craig	ok	9:59:31 PM
Tushar Pharswan	This issue has happened first time?	10:01:33 PM
craig	yes	10:03:00 PM
Tushar Pharswan		

	The server is rebooted, kindly login and check if the issue is resolved or not.	10:03:53 PM
	Are we still connected here?	10:06:56 PM
craig	ok	10:07:02 PM
Tushar Pharswan	Is the issue resolved?	10:09:34 PM
craig	no	10:09:48 PM
Tushar Pharswan	What we can do is we can reinstall the application again if that also does not resolve the issue then you will have to connect with UltraTax support.	10:12:34 PM
craig	will I lose any of my data	10:13:02 PM
Tushar Pharswan	No.	10:13:55 PM
craig	ok	10:14:03 PM
Tushar Pharswan	This will take time around 30 minutes.	10:15:49 PM
	We will let you know over the email once we are done with the re installation.	10:16:20 PM
	Is there anything else I may help you with ?	10:16:22 PM
craig	ok	10:18:01 PM
	do we need to stay logged off	10:18:32 PM
Tushar Pharswan	yes.	10:18:52 PM
craig	ok	10:20:09 PM
Tushar Pharswan	We will notify you once it is done over the email after this chat session is closed.	10:20:20 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:20:41 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.	10:20:45 PM
	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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Tushar Pharswan has ended this chat session</i>	10:22:06 PM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jan, 9:25:36 PM

**#71418 Theresa Huebner**  
**Email:** theresa.huebner@crv4all.us 📞 16084191684  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 26 Secs  
**City:** SPARTA  
**State:** Wisconsin  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 5 Secs

Theresa Huebner	Hello, I am your Acebuddy	27 Jan, 9:25:37 PM
Acebuddy	Hello Theresa Huebner, I'm your Ace Buddy. I'll be happy to assist you!	9:25:39 PM
	Whom Would You Like to Connect With?	9:25:39 PM
Theresa Huebner	Technical Support (QB & App Hosting)	9:25:45 PM
Acebuddy	Welcome to Ace Support.	9:25:45 PM
	Please chose an option :	9:25:45 PM
Theresa Huebner	I'd like to report an Issue	9:25:53 PM
Acebuddy	Please select an option!	9:25:53 PM
Theresa Huebner	Password Reset	9:25:57 PM
Acebuddy	Please select an option below	9:25:57 PM
Theresa Huebner	Already Enrolled to Selfcare Portal	9:26:08 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:26:08 PM
	Do you need any further assistance on the topic?	9:26:08 PM
Theresa Huebner	Yes	9:27:37 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:27:37 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	9:27:37 PM
Theresa Huebner	I guess I'm not enrolled in self reset	9:27:51 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:28:07 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:28:14 PM
Theresa Huebner	Hi Manish	9:28:21 PM
	I need my password reset please	9:28:35 PM
	I thought I was set up to self reset but I guess I was not	9:28:45 PM
Manish Singh	I will surely help you with this issue.	9:29:06 PM
	As I can check you not enrolled on Self-Care.	9:29:36 PM
	<p>Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.</p> <p>Also, the registered email for your account with us is : Theresa.huebner@crv4all.us</p>	9:30:00 PM
Theresa Huebner	Yes that is the correct email	9:30:22 PM
Manish Singh	Kindly email us regarding Password reset so that we can proceed with the request.	9:30:50 PM
Theresa Huebner	I also just sent an email to the email address	9:31:04 PM
	Thank you!	9:31:45 PM
Manish Singh	Working on it.	9:31:48 PM
	Emailed you regarding password reset.	9:35:49 PM
	Is there anything else I may help you with ?	9:35:54 PM
Theresa Huebner	That was all. Thank you!	9:36:08 PM
Manish Singh	Is there anything else I may help you with ?	9:36:18 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:36:30 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:36:36 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	9:36:40 PM
	<i>Manish Singh has ended this chat session</i>	9:36:42 PM





# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Jan, 9:57:16 PM

**#70385 info**  
**Email:** info@brkimcpa.com ☎ 9729724930  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 7 Secs  
**City:** FLOWER MOUND  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Secs

info	Hello, I am your Acebuddy	9 Jan, 9:57:17 PM
Tushar Pharswan	Hello Jungmi.	9:57:41 PM
Jungmi Lee has ended this chat session		9:58:03 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

11 Jan, 2:14:22 AM



#70452 Alexia Brenholtz

Email: alexia@backstoptax.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Secs

City: ALBANY

State: Oregon

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 1 Sec

Alexia Brenholtz	Hello, I am your Acebuddy	11 Jan, 2:14:24 AM
Acebuddy	Hello Alexia, I'm your Ace Buddy. I'll be happy to assist you!	2:14:25 AM
	Whom Would You Like to Connect With?	2:14:25 AM
Alexia Brenholtz	Technical Support (QB & App Hosting)	2:14:31 AM
Acebuddy	Welcome to Ace Support.	2:14:31 AM
	Please chose an option :	2:14:31 AM
Alexia Brenholtz	I'd like to report an Issue	2:14:40 AM
Acebuddy	Please select an option!	2:14:40 AM
Alexia Brenholtz	Other Issue	2:14:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:14:55 AM
Alexia Brenholtz	Change settings so I can use the remote desktop on two monitors. I used your <a href="https://www.acecloudhosting.com/knowledgebase/dual-screen-setup-ach-support-for-windows/">https://www.acecloudhosting.com/knowledgebase/dual-screen-setup-ach-support-for-windows/</a> and it didn't work.	2:17:25 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:17:25 AM
	Acebuddy (bot) forwarded the chat request	2:17:25 AM
	Yash Kalra accepted the chat transfer request.	2:18:11 AM
	Yash Kalra is transferring the chat to Tushar Pharswan.	2:18:18 AM
	Tushar Pharswan accepted the chat transfer request.	2:18:20 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	2:19:29 AM
Alexia Brenholtz	Thank 7you. I tried <a href="https://www.acecloudhosting.com/knowledgebase/dual-screen-setup-ach-support-for-windows/">https://www.acecloudhosting.com/knowledgebase/dual-screen-setup-ach-support-for-windows/</a> but it doesn't seem to fix the problem.	2:20:06 AM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:20:13 AM

Alexia Brenholtz	backstoptax.myrealddata.net and Alexia.B or Alexia.B@myrealddata.net	2:21:27 AM
	Is that right?	2:21:36 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	2:22:36 AM
Alexia Brenholtz	Thank you	2:22:44 AM
Tushar Pharswan	You want to use two screen or just one?	2:23:25 AM
Alexia Brenholtz	Two screens	2:23:35 AM
Tushar Pharswan	May I take the remote access of your local computer?	2:23:52 AM
Alexia Brenholtz	One second	2:24:47 AM
Tushar Pharswan	Sure, please take your time	2:24:55 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:24:57 AM
	<a href="https://assist.acecloudhosting.com/join/7702099974">https://assist.acecloudhosting.com/join/7702099974</a>	2:25:03 AM
	and after that.	2:25:08 AM
	Kindly Click on the link and open the downloaded file.	2:25:10 AM
Alexia Brenholtz	ok	2:28:12 AM
	It's open	2:28:34 AM
Tushar Pharswan	I will now edit the setting so that you can use it in dual screen.	2:29:01 AM
	Now it is set to dual screen.	2:30:17 AM
	Is there anything else I may help you with ?	2:30:18 AM
Alexia Brenholtz	What do I click to get to that screen?	2:30:40 AM
	So I can fix the other two peoples	2:30:52 AM
Tushar Pharswan	Let me show you again.	2:30:55 AM
	I will guide you just follow the steps.	2:31:22 AM
	right click on the icon	2:31:33 AM
	Now click on show more options.	2:32:10 AM
	click on edit icon.	2:32:24 AM
	now click on display	2:32:41 AM
Alexia Brenholtz	Perfect! Thank you. That is all I need today. :)	2:33:02 AM
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	2:33:08 AM
Alexia Brenholtz	Have a good rest of your shift.	2:33:09 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:33:16 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:33:19 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

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

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

Thanks!


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

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

2:33:25 AM

*Alexia has ended this chat session*

2:33:25 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 9:44:52 PM

**#71089 eda**

**Email:** [eda@walldorfcapitalventures.com](mailto:eda@walldorfcapitalventures.com) 📞 14234001756

**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:** CHATTANOOGA

**State:** Tennessee

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 36 Secs

eda	Hello, I am your Acebuddy	21 Jan, 9:44:53 PM
Acebuddy	Hello Eda, I'm your Ace Buddy. I'll be happy to assist you!	9:44:54 PM
	Whom Would You Like to Connect With?	9:44:54 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:21:30 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 11:20:26 PM

**#71250 Marlon**  
**Email:** parts@liftpartsfl.com 📞 7862369209  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 1 Min 7 Secs  
**City:** MIAMI  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 39 Secs

Marlon	Hello, I am your Acebuddy	23 Jan, 11:20:26 PM
Acebuddy	Hello Marlon, I'm your Ace Buddy. I'll be happy to assist you!	11:20:28 PM
	Whom Would You Like to Connect With?	11:20:28 PM
Marlon	Technical Support (QB & App Hosting)	11:20:31 PM
Acebuddy	Welcome to Ace Support.	11:20:31 PM
	Please chose an option :	11:20:31 PM
Marlon	I'd like to report an Issue	11:20:36 PM
Acebuddy	Please select an option!	11:20:36 PM
Marlon	Other Issue	11:20:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:20:44 PM
Marlon	QB migration	11:20:55 PM

Acebuddy	Please wait while we connect you to a Support Representative	11:20:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:20:56 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:22:22 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:22:25 PM
	Hello Marlon	11:22:35 PM
Marlon	Hello Anurag	11:22:40 PM
	question, we just purchase QB online plus from intuit and will be migrating the company QB	11:23:15 PM
	do I need to save QB or ACE has this backed up?	11:23:34 PM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:24:31 PM
Marlon	sure	11:25:05 PM
	QBLivePro1.myrealdata.net	11:25:35 PM
	MarlonA.pro1	11:25:40 PM
Anurag Sharma	Thanks for the confirmation !	11:27:44 PM
	Kindly allow me two minutes to check the same.	11:27:47 PM
Marlon	thanks	11:28:06 PM
Anurag Sharma	I would like to inform you that we do take backup of the server everyday to prevent any data loss.	11:29:10 PM
Marlon	ok thanks	11:29:34 PM
Anurag Sharma	Is there anything else I may help you with ?	11:29:54 PM
Marlon	yes, so can you tell me what would be the process with the migration? do I tell intuit to contact ace or how do we move on?	11:30:47 PM
Anurag Sharma	Marlon, we can do one thing. After this chat, I will move this concern of yours to the concerned department. Who can assist you better with this. (Edited)	11:33:38 PM
Marlon	yes please Anurag	11:34:26 PM
Anurag Sharma	Thanks for the confirmation !	11:34:30 PM
	Is there anything else I may help you with ?	11:34:35 PM
Marlon	no that was the only thing	11:34:48 PM
Anurag Sharma	Okay	11:34:53 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:34:58 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:35:01 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am</p>	

working. I will appreciate that. or you may send your feedback at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com).  
Thanks!

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

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

11:35:03 PM

*Anurag Sharma has ended this chat session*

11:35:06 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jan, 1:12:49 AM

**#71344 Sayr Jamil**  
**Email:** midnightzonevi@gmail.com 📞 340-998-1171  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 48 Secs  
**City:** ORLANDO  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 8 Secs

Sayr Jamil	Hello, I am your Acebuddy	25 Jan, 1:12:49 AM
Acebuddy	Hello Midnightzonevi, I'm your Ace Buddy. I'll be happy to assist you!	1:12:50 AM
	Whom Would You Like to Connect With?	1:12:50 AM
Sayr Jamil	Technical Support (QB & App Hosting)	1:12:56 AM
Acebuddy	Welcome to Ace Support.	1:12:56 AM
	Please chose an option :	1:12:56 AM

Sayr Jamil	I'd like to report an Issue	1:14:04 AM
Acebuddy	Please select an option!	1:14:04 AM
Sayr Jamil	QuickBooks Issue	1:14:10 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:14:10 AM
Sayr Jamil	QuickBooks is Frozen	1:14:16 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:14:16 AM
	Was that helpful?	1:14:16 AM
Sayr Jamil	No	1:14:26 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:14:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:14:26 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:14:38 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:14:42 AM
	Hello	1:14:46 AM
Sayr Jamil	Good Afternoon, My QB is frozen and need your help. SayrJ Enterprises	1:15:24 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	1:15:42 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:15:45 AM
Sayr Jamil	SayrJ Enterprise at Midnight Zone Convenience Store	1:17:25 AM
Anurag Sharma	Thanks for the confirmation !	1:17:33 AM
	Kindly allow me 3-4 minutes to check the same.	1:17:41 AM
Sayr Jamil	ok	1:18:09 AM
Anurag Sharma	Thank you for your patience.	1:22:00 AM
	Please check if the issue is now resolved.	1:22:26 AM
Sayr Jamil	ok	1:24:18 AM
Anurag Sharma	Please confirm if the issue is now resolved.	1:24:48 AM
Sayr Jamil	Thank you. working now.	1:25:43 AM
Anurag Sharma	Thanks for the confirmation !	1:25:46 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:25:50 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:25:52 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p>	




Thanks!

1:25:55 AM

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

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

Anurag Sharma has ended this chat session1:25:58 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details8 Jan, 1:43:35 AM

#70299 celeste

**Email:** celeste@creativeshelters.com 📞 541-988-1099

**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:** PORTLAND

**State:** Oregon

**Country:** UNITED STATES

Chat TranscriptChat Duration : 57 Secs

celeste	Hello, I am your Acebuddy	8 Jan, 1:43:36 AM
Acebuddy	Hello Celeste, I'm your Ace Buddy. I'll be happy to assist you!	1:43:37 AM
	Whom Would You Like to Connect With?	1:43:37 AM
celeste	Technical Support (QB & App Hosting)	1:43:47 AM
Acebuddy	Welcome to Ace Support.	1:43:47 AM
	Please chose an option :	1:43:47 AM
celeste	I'd like to report an Issue	1:43:57 AM

Acebuddy	Please select an option!	1:43:57 AM
celeste	Password Reset	1:44:01 AM
Acebuddy	Please select an option below	1:44:01 AM
celeste	Not Enrolled to Selfcare Portal	1:44:11 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	1:44:11 AM
	Do you need any further assistance on the topic?	1:44:11 AM
celeste	No	1:44:34 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	1:44:34 AM
	Acebuddy has ended this chat session	1:44:34 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jan, 8:55:04 PM

**#71501 steven**  
**Email:** steven@lynncpas.com 📞 17204703581  
**Department:** Support(QB & App Hosting)  
**Operator:** Aarush Aneja  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 32 Secs  
**City:** DENVER  
**State:** Colorado  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 51 Secs

steven	Hello, I am your Acebuddy	28 Jan, 8:55:04 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	8:55:05 PM

	Whom Would You Like to Connect With?	8:55:05 PM
steven	VDI/DaaS Support	8:55:59 PM
Acebuddy	Please wait while we connect you to an available Representative.	8:55:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:55:59 PM
	<i>Sushant accepted the chat transfer request.</i>	8:56:10 PM
Sushant	Thank you for choosing ACE cloud Hosting, my name is Sushant. I will be assisting you today. How may I help you	8:56:25 PM
steven	I am unable to login to my cloud server. This problem has be recurring and it takes many times to get logged in	8:56:50 PM
	I have a good internet connection it is an issue connecting to the server	8:57:39 PM
Sushant	Can you please let me know your company name please ?	8:59:42 PM
steven	Lynn CPAs	8:59:58 PM
Sushant	Please wait while we connect you to our concern team.	9:01:21 PM
	<i>Sushant is transferring the chat to Support(QB &amp; App Hosting).</i>	9:01:35 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	9:01:39 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	9:01:41 PM
	Hello Sushant	9:02:04 PM
steven	Ok I cannot login to my cloud server and I seem to have this problem everyday where I need to try and login many times before it finally connects	9:02:16 PM
Aarush Aneja	I will surely assist you with this issue.	9:02:17 PM
	Kindly help me with your server name and user name?	9:02:42 PM
steven	Lynn.myrealdata.net	9:03:13 PM
	stevenlynn@myrealdata.net	9:03:22 PM
	RDGscn.myrealdata.net is the gateway	9:03:37 PM
Aarush Aneja	Thank you for the details	9:03:44 PM
	May I take the remote access of your local computer?	9:03:48 PM
steven	ok	9:03:52 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	9:03:53 PM
steven	ok	9:04:03 PM
Aarush Aneja	<a href="https://assist.acecloudhosting.com/join/4202312978">https://assist.acecloudhosting.com/join/4202312978</a>	9:04:10 PM
	Kindly paste this link in the browser of local computer and join the session.	9:04:14 PM
steven	ok	9:05:35 PM
	should be good	9:06:11 PM

Aarush Aneja	<a href="https://assist.acecloudhosting.com/join/4202312978">https://assist.acecloudhosting.com/join/4202312978</a>	9:06:48 PM
steven	should be good to go Aarush	9:07:43 PM
Aarush Aneja	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.	9:07:46 PM
	We are connected back	9:35:31 PM
	We assisted in connecting back on the rdp	9:35:40 PM
steven	ok	9:35:49 PM
Aarush Aneja	You can now access the server	9:35:52 PM
steven	thanks	9:35:59 PM
Aarush Aneja	We believe your issue is now resolved	9:36:02 PM
	Steven, Is there anything else I may help you with ? (Edited)	9:36:05 PM
steven	nope thats it	9:36:44 PM
Aarush Aneja	Thank you for choosing ACE Cloud Hosting, have a wonderful day.	9:36:47 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	9:36:49 PM
	<i>Aarush Aneja has ended this chat session</i>	9:36:56 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70971 pam

18 Jan, 10:17:46 PM

**Email:** pam@elevated-accounting.com 📞 8282831232

**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:** 6 Secs

**City:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 38 Secs

pam	Hello, I am your Acebuddy	18 Jan, 10:17:47 PM
Acebuddy	Hello Pam, I'm your Ace Buddy. I'll be happy to assist you!	10:17:49 PM
	Whom Would You Like to Connect With?	10:17:49 PM
pam	Technical Support (QB & App Hosting)	10:17:58 PM
Acebuddy	Welcome to Ace Support.	10:17:58 PM
	Please chose an option :	10:17:58 PM
pam	I'd like to raise a Request	10:18:06 PM
Acebuddy	Please select your request type.	10:18:06 PM
pam	Change in Applications	10:18:22 PM
Acebuddy	Please select your desired option!	10:18:22 PM
pam	Application Addition	10:18:25 PM
Acebuddy	Please select your Application	10:18:26 PM
pam	ProSeries	10:18:37 PM
Acebuddy	Please send us an email from your registered email address to support@acecloudhosting.com with the following information :	10:18:37 PM
	<div><div>• ProSeries Version/Year</div><div>• Please download the latest ProSeries Setup/Installer file from the Intuit Application Portal and place it on your server Desktop.</div></div>	10:18:37 PM
	<div>We will update you via email once the installation is complete.</div> <div>Application Addition usually takes 1-2 Hour(s)</div>	10:18:37 PM
	Do you need any further assistance on the topic?	10:18:37 PM
pam	Yes	10:19:04 PM

Acebuddy	Please wait while we connect you to our Support Representative	10:19:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:19:04 PM
pam	I need help installing Fixed Asset Manager on my hosted site	10:20:01 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:20:48 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:20:51 PM
pam	I need help installing Fixed Asset Manager on my hosted site	10:21:05 PM
Anurag Sharma	Hello Pam	10:21:34 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:21:39 PM
pam	Did they come through?	10:23:17 PM
Anurag Sharma	You can find that in your invoice.	10:24:39 PM
pam	I just sent all the information	10:25:09 PM
	server name elevatedacc.myrealddata.net	10:25:25 PM
	user name my realdatea/pamelaleal	10:25:38 PM
Anurag Sharma	Thanks for the confirmation !	10:25:49 PM
	Kindly allow me 3-4 minutes to check the same.	10:25:58 PM
pam	you still here	10:30:24 PM
Anurag Sharma	Yes	10:30:44 PM
	Please allow me 2 more minutes.	10:30:51 PM
	I am working on fixing this issue.	10:30:57 PM
pam	What issue are you working on? I just need assistance installing a program	10:32:15 PM
Anurag Sharma	Yes, I am actually checking if the server supports this application or not.	10:32:55 PM
pam	It does its already on my server	10:33:06 PM
Anurag Sharma	We can install this application on the server. I would just need an approval from the primary contact for this.	10:33:25 PM
	After this chat I will send you an email. You can just revert back to that email with an approval from the primary contact. Also make sure to download the setup file on the server and share us the location of that so that we can proceed with the request.	10:34:32 PM
	Are we still connected here?	10:36:40 PM
pam	Yes	10:36:58 PM
Anurag Sharma	It seems like you want to install the 2024 version.	10:37:17 PM
pam	Yes correct	10:37:33 PM
Anurag Sharma	Okay, no problem.	10:38:15 PM
	Is there anything else I may help you with ?	10:38:30 PM

pam	no just the installation	10:38:50 PM
Anurag Sharma	Thanks for the confirmation !	10:39:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:39:20 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	10:39:23 PM
	<i>Anurag Sharma has ended this chat session</i>	10:39:26 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jan, 10:53:25 AM

#71723 Mark Stouffer

**Email:** [stoufferconstruction@gmail.com](mailto:stoufferconstruction@gmail.com) 📞 15204018577

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

**Operator:** Shashwat Verma

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

**Operating System:** Linux

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** TEMPE

**State:** Arizona

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 26 Secs

Mark Stouffer	Hello, I am your Acebuddy	31 Jan, 10:53:27 AM
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Acebuddy	Hello Mark Stouffer, I'm your Ace Buddy. I'll be happy to assist you!	10:53:31 AM
	Whom Would You Like to Connect With?	10:53:31 AM
Mark Stouffer	Technical Support (QB & App Hosting)	10:53:43 AM
Acebuddy	Welcome to Ace Support.	10:53:43 AM
	Please chose an option :	10:53:43 AM
Mark Stouffer	I'd like to report an Issue	10:53:51 AM
Acebuddy	Please select an option!	10:53:51 AM
Mark Stouffer	Other Issue	10:53:56 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:53:56 AM
Mark Stouffer	Ticket 631917	10:54:12 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:54:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:54:13 AM
	<i>Yash Ahi accepted the chat transfer request.</i>	10:55:30 AM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	10:55:38 AM
	Hi Mark. How are you doing today?	10:55:44 AM
Mark Stouffer	I'm okay, a bit stressed. How are you?	10:56:02 AM
Yash Ahi	I am also doing fine. Thankyou for asking.	10:56:16 AM
	I am moving your chat to the concerned person, he will be helping you.	10:56:30 AM
	<i>Yash Ahi is transferring the chat to Shashwat Verma.</i>	10:56:38 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:56:41 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:56:44 AM
	Hello Mark	10:56:55 AM
Mark Stouffer	Hi	10:57:01 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	10:57:02 AM
Mark Stouffer	Sure	10:57:13 AM
Shashwat Verma	We have checked your ticket and we are working on re-installing the Acrobat reader.	10:58:45 AM
Mark Stouffer	I was told it would take an hour and a half about 6 hours ago. Do you know when it will be done?	10:59:27 AM
Shashwat Verma	I deeply apologize for the inconvenience caused to you.	10:59:34 AM
	We are currently working on it, will be done in 10mins	10:59:56 AM
Mark Stouffer	Thank you.	11:00:05 AM
Shashwat Verma	Will update you on email,once we are done	11:00:15 AM
	Is that work for you?	11:00:26 AM

Mark Stouffer	Yes thank you.	11:00:33 AM
Shashwat Verma	Is there anything else I may help you with ?	11:00:37 AM
Mark Stouffer	That's it.	11:00:46 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:00:49 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:00:52 AM

*Shashwat Verma has ended this chat session*

11:00:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70590 Karen Kropp

Email: [karen.bythebooks@gmail.com](mailto:karen.bythebooks@gmail.com) 📞 16074374988

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: 2 Secs

City: COOPERSTOWN

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 49 Secs


Karen Kropp	Hello, I am your Acebuddy	14 Jan, 12:12:40 AM
Acebuddy	Hello Karen.bythebooks, I'm your Ace Buddy. I'll be happy to assist you!	12:12:41 AM
	Whom Would You Like to Connect With?	12:12:41 AM
Karen Kropp	Technical Support (QB & App Hosting)	12:12:48 AM
Acebuddy	Welcome to Ace Support.	12:12:48 AM
	Please chose an option :	12:12:48 AM
Karen Kropp	I'd like to report an Issue	12:12:57 AM
Acebuddy	Please select an option!	12:12:57 AM
Karen Kropp	QuickBooks Issue	12:13:00 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:13:00 AM
Karen Kropp	Other QB related issue	12:13:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:13:08 AM
Karen Kropp	I'm trying to open the QB file for one user and we can't find the file	12:13:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:13:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:13:29 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	12:14:09 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	12:14:12 AM
Karen Kropp	Hello. I'm assisting my user find the QB file Ted Feury.	12:15:20 AM
	My user is Ted Feury for ByTheBooks.myrealdata.net	12:15:42 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	12:16:44 AM
	Are you connected over the call session as well?	12:19:44 AM
	Are we still connected here?	12:22:12 AM
	Are we still connected here?	12:22:15 AM
	As we got to know you are connected over the call session as well, we will disconnect this chat session. (Edited)	12:22:59 AM
	This message has been deleted	12:23:09 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:23:25 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	12:23:27 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/>)

Tushar Pharswan has ended this chat session

12:23:29 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 12:17:33 AM

**#71040 Karen Everhart**  
**Email:** sales@heritagepuzzle.com ☎ 336-650-6688  
**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:** PFAFFTOWN  
**State:** North Carolina  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 25 Secs

Karen Everhart	Hello, I am your Acebuddy	21 Jan, 12:17:34 AM
Acebuddy	Hello Sales, I'm your Ace Buddy. I'll be happy to assist you!	12:17:35 AM
	Whom Would You Like to Connect With?	12:17:35 AM
Karen Everhart	Technical Support (QB & App Hosting)	12:17:51 AM
Acebuddy	Welcome to Ace Support.	12:17:51 AM
	Please chose an option :	12:17:51 AM
Karen Everhart	I'd like to report an Issue	12:17:57 AM
Acebuddy	Please select an option!	12:17:57 AM
Karen Everhart	QuickBooks Issue	12:18:01 AM

Acebuddy	What type of QuickBooks Issue are you facing?	12:18:01 AM
Karen Everhart	QuickBooks Update	12:18:07 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	12:18:07 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	12:18:07 AM
	Do you need any further assistance on the topic?	12:18:07 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.	12:50:59 AM
	Ended due to chat idle timeout	12:50:59 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jan, 5:55:16 AM

#70827 Jocelyn

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

**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:** 9 Secs

**City:** BLACKFOOT

**State:** Idaho

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 43 Secs

Jocelyn	Hello, I am your Acebuddy	16 Jan, 5:55:17 AM
Acebuddy	Hello Jocelyn, I'm your Ace Buddy. I'll be happy to assist you!	5:55:18 AM

	Whom Would You Like to Connect With?	5:55:18 AM
Jocelyn	Technical Support (QB & App Hosting)	5:55:22 AM
Acebuddy	Welcome to Ace Support.	5:55:22 AM
	Please chose an option :	5:55:22 AM
Jocelyn	I'd like to report an Issue	5:55:27 AM
Acebuddy	Please select an option!	5:55:27 AM
Jocelyn	Other Issue	5:55:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:55:31 AM
Jocelyn	QB shut down and now Excel won't close out	5:56:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:56:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:56:03 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:57:28 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:57:30 AM
Jocelyn	My excel is locked up and I can't close it	5:58:05 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	5:58:15 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:58:18 AM
Jocelyn	myrealdata... JocelynJ.pa1	5:59:01 AM
Anurag Sharma	Thanks for the confirmation !	5:59:55 AM
	Do you want me to remove the excel task from the backend?	6:02:26 AM
Jocelyn	Yes please	6:02:33 AM
Anurag Sharma	Okay	6:03:29 AM
	Kindly allow me two minutes to check the same.	6:03:34 AM
Jocelyn	Ok	6:04:08 AM
Anurag Sharma	Thank you for your patience.	6:07:48 AM
	Jocelyn as I can see you are not logged in into the server.	6:08:05 AM
Jocelyn	I'm on it right now	6:08:16 AM
Anurag Sharma	Okay	6:08:23 AM
Jocelyn	myrealdata.net	6:08:28 AM
Anurag Sharma	Let me check again.	6:08:28 AM
Jocelyn	myrealdata.net	6:08:33 AM
	QBlivepa1.myrealdata.net	6:08:57 AM
Anurag Sharma	Thankyou for the information.	6:10:20 AM

	I have closed the excel from backend.	6:10:27 AM
	Please confirm if the issue is resolved.	6:10:37 AM
Jocelyn	I logged out and logging back in	6:10:41 AM
Anurag Sharma	Sure, please take your time	6:10:45 AM
Jocelyn	It's trying to log in	6:11:26 AM
Anurag Sharma	Okay	6:11:32 AM
	Please confirm me if the issue is resolved.	6:11:51 AM
Jocelyn	Logging into QB and will run the report that goes into Excel	6:13:30 AM
Anurag Sharma	Sure, please take your time	6:13:40 AM
	Is it working?	6:15:07 AM
Jocelyn	Ok it's all working now. Thank you for your help	6:15:17 AM
Anurag Sharma	Is there anything else I may help you with ?	6:15:29 AM
Jocelyn	No. Again thank you for your help	6:15:47 AM
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:15:52 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:15:56 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	6:15:58 AM
	<i>Anurag Sharma has ended this chat session</i>	6:16:01 AM





#71186 Fred Burke

Email: fred@fhbcpa.com 📞 14105630848

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: BALTIMORE

State: Maryland

Country: UNITED STATES

Fred Burke	Hello, I am your Acebuddy	23 Jan, 1:26:59 AM
Acebuddy	Hello Fred H Burke, I'm your Ace Buddy. I'll be happy to assist you!	1:27:00 AM
	Whom Would You Like to Connect With?	1:27:00 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:04:14 AM
	Ended due to chat idle timeout	2:04:15 AM



# Chat Transcript

Hello, I am your Acebuddy

13 Jan, 10:58:53 PM

#70576 angela

Email: angela@maineyacht.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 7 Secs

**City:** PORTLAND  
**State:** Maine  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 39 Secs

angela	Hello, I am your Acebuddy	13 Jan, 10:58:53 PM
Acebuddy	Hello Angela, I'm your Ace Buddy. I'll be happy to assist you!	10:58:54 PM
	Whom Would You Like to Connect With?	10:58:54 PM
angela	Technical Support (QB & App Hosting)	10:59:05 PM
Acebuddy	Welcome to Ace Support.	10:59:05 PM
	Please chose an option :	10:59:05 PM
angela	I'd like to report an Issue	11:00:11 PM
Acebuddy	Please select an option!	11:00:11 PM
angela	QuickBooks Issue	11:00:16 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:00:16 PM
angela	Other QB related issue	11:00:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:00:22 PM
	<i>11:00:55 PMangela is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:8.2 KB )</i>	11:00:55 PM
	Please wait while we connect you to a Support Representative	11:00:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:00:56 PM
angela	When I try and open a second company I am receiving the following message.	11:00:57 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	11:02:46 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	11:03:20 PM
angela	Afternoon	11:03:31 PM
	<i>Aarush Aneja is transferring the chat to Gaurav Kumar.</i>	11:04:22 PM
	<i>Gaurav Kumar accepted the chat transfer request.</i>	11:04:46 PM
	<i>Gaurav Kumar is transferring the chat to Manish Singh.</i>	11:05:18 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:05:24 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:05:30 PM
	Good Afternoon Angela.	11:05:45 PM
angela	Afternoon	11:05:51 PM

Manish Singh	Regarding the issue kindly close the previous company file.	11:06:41 PM
angela	done	11:07:01 PM
Manish Singh	Try to access the company file now.	11:07:15 PM
angela	I know that will work. The issue is that I have an issue with QB allowing me to be in two files at the same time.	11:07:43 PM
	This normally occurs when there is an update to be done.	11:07:54 PM
Manish Singh	Kindly allow me two minutes to check the same.	11:08:04 PM
	<div>Intuit QuickBooks Enterprise Solutions - Manufacturing and Wholesale Edition 24.0</div>	11:09:00 PM
	Is this the QuickBooks you are accessing right now.	11:09:14 PM
angela	No. Mine shows QuickBooks Enterprise Solutions 24.0	11:09:48 PM
Manish Singh	Alright, let me check once.	11:10:07 PM
	<div><div>11:10:46 PMManish Singh is sharing a file with you</div><div><a href="#">image.png</a> - ( Size:30.3 KB )</div></div> <div>There are some updates Pending.</div>	11:10:46 PM
	We need to update QuickBooks to resolve the issue.	11:11:00 PM
angela	As I stated, I have this issue everytime QB needs to be updated.	11:11:07 PM
	You will have to schedule the updates for afterhours	11:11:20 PM
Manish Singh	Sure, we will schedule this update in night hours.	11:13:31 PM
	Is there anything else I may help you with ?	11:13:35 PM
angela	Nope. That is it. Thank you.	11:13:43 PM
Manish Singh	Is there anything else I may help you with ?	11:14:05 PM
	Are we still connected here?	11:21:34 PM
	Are we still connected here?	11:27:07 PM
	Are we still connected here?	11:28:26 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.	11:28:31 PM
	Manish Singh has ended this chat session	11:28:33 PM
<div><div></div><div></div><div></div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jan, 3:25:27 PM

**#70470 krisika**  
**Email:** krisika@hkidata.com 📞 7383092838  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 17 Secs  
**City:** GANDHINAGAR  
**State:** Madhya Pradesh  
**Country:** INDIA

Chat Transcript

Chat Duration : 17 Mins 11 Secs

krisika	Hello, I am your Acebuddy	11 Jan, 3:25:30 PM
Acebuddy	Hello Krisika Panchal, I'm your Ace Buddy. I'll be happy to assist you!	3:25:31 PM
	Whom Would You Like to Connect With?	3:25:31 PM
krisika	Technical Support (QB & App Hosting)	3:25:35 PM
Acebuddy	Welcome to Ace Support.	3:25:35 PM
	Please chose an option :	3:25:35 PM
krisika	I'd like to report an Issue	3:25:39 PM
Acebuddy	Please select an option!	3:25:39 PM
krisika	Other Issue	3:25:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:25:42 PM
krisika	Hi	3:25:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:25:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:25:52 PM
	<i>Manish Singh accepted the chat transfer request.</i>	3:26:08 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:26:18 PM

krisika	Quickbook not open in All PC	3:26:36 PM
Manish Singh	I will surely help you with this issue.	3:27:27 PM
krisika	Yes	3:27:35 PM
Manish Singh	Kindly allow me 4-5 minutes to check the same.	3:27:38 PM
krisika	Ok	3:27:45 PM
	U can proceed the server reboot	3:27:58 PM
Manish Singh	Is this the first time you are facing this issue? (Edited)	3:30:35 PM
	Kindly help me with your server name and user name?	3:31:56 PM
krisika	U can proceed the server reboot	3:31:57 PM
	Priorware.myreal Data .com	3:33:17 PM
Manish Singh	We have successfully restarted the QB services from the backend and rebooted once kindly check after 2 minutes.	3:35:22 PM
krisika	Okay	3:35:45 PM
Manish Singh	Kindly login once.	3:41:27 PM
krisika	Quickbook working now in all pc	3:42:11 PM
	Thank you	3:42:15 PM
Manish Singh	Is there anything else I may help you with ?	3:42:17 PM
krisika	No	3:42:22 PM
	Thank you	3:42:25 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.	3:42:25 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:42:34 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	3:42:39 PM
	<i>Manish Singh has ended this chat session</i>	3:42:41 PM



# Chat Transcript

SWK CPA LLC Server

Visitor Details

26 Jan, 1:21:27 AM

**#71373 Sunita Karamchandani**  
**Email:** sunita@skcpallc.com 📞 14198823599  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/ace-support/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 22 Secs  
**City:** SYLVANIA  
**State:** Ohio  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 28 Secs

Sunita Karamchandani	SWK CPA LLC Server	26 Jan, 1:21:28 AM
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.	1:21:35 AM
	Hi Sunita	1:21:44 AM
Sunita Karamchandani	hi Ayush can have th euser YvonneL access to server please	1:22:08 AM
Aayush Verma	Sure, I will transfer this chat to support.	1:22:15 AM
Sunita Karamchandani	thanks	1:22:24 AM
	Aayush Verma is transferring the chat to Support(QB & App Hosting).	1:22:37 AM
	Anurag Sharma accepted the chat transfer request.	1:22:54 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:22:57 AM
	Hello Sunita	1:23:04 AM
Sunita Karamchandani	Hello Anurag Can you give access to user Yvonne L for whole year	1:23:34 AM
Anurag Sharma	As I can understand you want to add a new user to the server.	1:23:58 AM
	Am I right?	1:24:02 AM

Sunita Karamchandani	no we have user Yvonne L she is not able to log inn	1:24:20 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name ?	1:25:16 AM
Sunita Karamchandani	SKCPALLC	1:25:29 AM
Anurag Sharma	Thanks for the confirmation !	1:25:38 AM
	May I take the remote access of your local computer?	1:25:48 AM
Sunita Karamchandani	yes YvonneL	1:26:07 AM
	her phone number is 4194906370	1:26:31 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	1:26:57 AM
Sunita Karamchandani	were you able to take remote access to her computer	1:28:47 AM
Anurag Sharma	I will send the remote access link. You have to share the link with her so that I can take her remote access.	1:29:23 AM
	Or you can ask her to initiate a new chat from her end.	1:29:45 AM
Sunita Karamchandani	sene me link	1:30:03 AM
Anurag Sharma	It will be more easier if she can connect.	1:30:15 AM
	Okay	1:30:28 AM
	<a href="https://assist.acecloudhosting.com/join/2472316102">https://assist.acecloudhosting.com/join/2472316102</a>	1:30:30 AM
	Kindly paste this link in the browser of local computer and join the session.	1:30:35 AM
	Are we still connected here?	1:33:55 AM
Sunita Karamchandani	yes	1:34:08 AM
Anurag Sharma	Is she able to connect?	1:34:17 AM
Sunita Karamchandani	yes	1:34:23 AM
Anurag Sharma	Okay, let me know once she is connected over the remote session.	1:34:40 AM
Sunita Karamchandani	she has joined	1:34:52 AM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:34:54 AM
	Are we still connected here?	1:38:27 AM
	Are we still connected here?	1:39:52 AM
	Are we still connected here?	1:42:56 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:42:58 AM



1:43:01 AM

1:43:04 AM



Hello, I am your Acebuddy

3 Jan, 8:46:58 PM

**Country:** INDIA

Chat Duration : 33 Mins 24 Secs

Kevinder	Hello, I am your Acebuddy	3 Jan, 8:47:00 PM
Acebuddy	Hello Kevinder Singh, I'm your Ace Buddy. I'll be happy to assist you!	8:47:01 PM
	Whom Would You Like to Connect With?	8:47:01 PM
Kevinder	Technical Support (QB & App Hosting)	8:47:07 PM
Acebuddy	Welcome to Ace Support.	8:47:07 PM
	Please chose an option :	8:47:07 PM
Kevinder	I'd like to report an Issue	8:47:14 PM
Acebuddy	Please select an option!	8:47:15 PM
Kevinder	Other Issue	8:47:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:47:22 PM

Kevinder	I am unable to get in to ACE cloud via RDP, it gets stuck on please wait screen	8:47:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:47:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:47:53 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	8:48:28 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	8:48:31 PM
Kevinder	Hi Aarush - I am trying to connect ace support via cell number but seems like all customer supports are busy. I have sent an email yesterday to about not connecting ace cloud hosting via RDP it gets stuck at please wait after entering credentials	8:49:59 PM
Aarush Aneja	We apologize for the inconvenience caused. We will surely assist you	8:50:25 PM
	May I take the remote access of your local computer?	8:50:29 PM
Kevinder	sure	8:50:35 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	8:50:40 PM
	<a href="https://assist.acecloudhosting.com/join/7462668257">https://assist.acecloudhosting.com/join/7462668257</a>	8:50:59 PM
	Kindly paste this link in the browser of local computer and join the session.	8:51:13 PM
Kevinder	okay	8:51:40 PM
Aarush Aneja	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:11:10 PM
	We are connected back	9:17:10 PM
Kevinder	Thank you for your help	9:17:25 PM
Aarush Aneja	We reduced the resource consumption and increased the server performance.	9:17:29 PM
	We believe your issue is now resolved	9:17:38 PM
	Is there anything else I may help you with ?	9:17:42 PM
	This message has been deleted	9:18:25 PM
	Are we still connected here?	9:18:53 PM
Kevinder	Are we still connected here?	9:19:21 PM
	no that's all	9:19:35 PM
	thanks	9:19:37 PM
	Issue is resolved	9:19:49 PM
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:19:50 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p>	

Thanks!


9:19:51 PM

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

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

Aarush Aneja has ended this chat session

9:20:25 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jan, 11:36:11 PM

#70126 Kevin T Taylor

Email: ktaylor@cthumanities.org

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: GLASTONBURY

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 17 Secs

Kevin T Taylor	Hello, I am your Acebuddy	3 Jan, 11:36:12 PM
Acebuddy	Hello Kevin T Taylor, I'm your Ace Buddy. I'll be happy to assist you!	11:36:13 PM
	Whom Would You Like to Connect With?	11:36:13 PM
Kevin T Taylor	Technical Support (QB & App Hosting)	11:36:16 PM
Acebuddy	Welcome to Ace Support.	11:36:16 PM
	Please chose an option :	11:36:16 PM
Kevin T Taylor	I'd like to report an Issue	11:36:22 PM

Acebuddy	Please select an option!	11:36:22 PM
Kevin T Taylor	QuickBooks Issue	11:36:25 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:36:25 PM
Kevin T Taylor	QuickBooks Login Issue	11:36:29 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	11:36:29 PM
	Was that helpful?	11:36:29 PM
Kevin T Taylor	No	11:36:34 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:36:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:36:34 PM
Kevin T Taylor	Ticket #614321	11:36:47 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:36:59 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:37:04 PM
Kevin T Taylor	Hi Anurag.	11:37:12 PM
Anurag Sharma	Hello Kevin	11:37:24 PM
Kevin T Taylor	I don't have the icon installed	11:37:40 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	11:37:53 PM
	May I take the remote access of your local computer?	11:37:57 PM
Kevin T Taylor	Yes	11:38:41 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	11:38:48 PM
Kevin T Taylor	OK. Please proceed.	11:39:24 PM
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/1582459545">https://assist.acecloudhosting.com/join/1582459545</a>	11:39:28 PM
	Kindly paste this link in the browser of local computer and join the session.	11:39:35 PM
Kevin T Taylor	I have done so	11:41:09 PM
Anurag Sharma	Please confirm for remote session.	11:41:50 PM
	On the screen.	11:42:00 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:42:05 PM
	Kevin I would require an email from the primary contact to support@acecloudhosting.com so that I can reset the password again for you.	11:56:36 PM
	As I can see the the previously shared password is now expired.	11:57:16 PM
	I will mail you the new password which you can use to login to the server again.	11:57:33 PM

	Once I will receive the email from the primary contact.	11:57:50 PM
	Is there anything else I may help you with ?	4 Jan, 12:03:36 AM
Kevin T Taylor	No thank you.	12:04:09 AM
	Have a great day.	12:04:11 AM
Anurag Sharma	Thanks for the confirmation !	12:04:13 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:04:19 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:04:24 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	12:04:27 AM
	<i>Anurag Sharma has ended this chat session</i>	12:04:29 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70603 tanya oubre

Email: [toubre@dieselpartsdirect.com](mailto:toubre@dieselpartsdirect.com) 📞 2259281913

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: ORANGE BEACH


14 Jan, 1:39:51 AM

**State:** Alabama  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 58 Secs

tanya oubre	Hello, I am your Acebuddy	14 Jan, 1:39:52 AM
Acebuddy	Hello Tanya Oubre, I'm your Ace Buddy. I'll be happy to assist you!	1:39:53 AM
	Whom Would You Like to Connect With?	1:39:53 AM
tanya oubre	Technical Support (QB & App Hosting)	1:39:55 AM
Acebuddy	Welcome to Ace Support.	1:39:55 AM
	Please chose an option :	1:39:55 AM
tanya oubre	I'd like to report an Issue	1:40:03 AM
Acebuddy	Please select an option!	1:40:03 AM
tanya oubre	Other Issue	1:40:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:40:08 AM
tanya oubre	ticket 619590	1:40:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:40:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:40:20 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:41:36 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:41:44 AM
tanya oubre	this is reference to ticket 619590. i sent an email from our application support on this issue, and i wanted to confirm it was received and placed with this ticket because it said it created a new ticket 619860.	1:42:52 AM
	i also wanted to check on the status of this issue as we are still down and need to process documents.	1:43:19 AM
Manish Singh	I will surely help you with this issue.	1:44:01 AM
	Kindly allow me two minutes to check the same.	1:44:05 AM
	As I can check Tanya, this ticket is with Escalation team, and they have removed TLS which is causing the issue.	1:45:59 AM
tanya oubre	it is still not working	1:46:23 AM
Manish Singh	Alright, would you like a callback from Escalation team regarding this matter?	1:47:02 AM
tanya oubre	IMMEDIATELY!!!!!!!!!! WE HAVE TO GET THIS WORKING ASAP	1:47:30 AM
Manish Singh	Alright, I have noted your request and arrange a callback as soon as possible.	1:47:54 AM
	Is there anything else I may help you with ?	1:48:16 AM
tanya oubre	why did no one tell me they thought it was fixed? this is causing a business interruption	1:48:53 AM

Manish Singh	I apologize for the trouble you’ve experienced. Our team is working on it from the backend.	1:49:26 AM
	And we will make this case Priority.	1:49:41 AM
	And arrange a callback as soon as possible.	1:49:54 AM
	Is there anything else I may help you with ?	1:50:24 AM
tanya ouble	no	1:50:30 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:50:39 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	1:50:43 AM
	<i>Manish Singh has ended this chat session</i>	1:50:51 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71751 Anurup Dhakal

Email: anurup@clearbridgeaccounting.com 📞 13165167067

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: WICHITA

State: Kansas

Country: UNITED STATES

31 Jan, 11:00:41 PM



Anurup Dhakal	Hello, I am your Acebuddy	31 Jan, 11:00:41 PM
	didnt work	11:01:04 PM
	Anurag Sharma is transferring the chat to Sharath Kumar.	11:03:22 PM
	Sharath Kumar accepted the chat transfer request.	11:03:25 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	11:03:33 PM
	Hi again, Anurup. Sorry we got disconnected earlier	11:03:54 PM
	I have provided the users with shortcuts on their respective desktops after making sure that they appropriate access to use Excel on the server	11:04:39 PM
Anurup Dhakal	we need to ba able to use it through quickbooks aswell	11:07:12 PM
	to file state we2s	11:07:20 PM
Sharath Kumar	could you let me know the error message that the users receive while trying to do so	11:08:21 PM
Anurup Dhakal	its really busy for me today...can you call remote in and fix it	11:09:36 PM
	i can chat all day	11:09:42 PM
	cant	11:09:47 PM
Sharath Kumar	I understand	11:09:58 PM
	what will be an appropriate phone number to reach the users	11:10:12 PM
	and the time as well	11:10:17 PM
Anurup Dhakal	3163375098	11:10:18 PM
	in like 5 mns,...my staff is on another call	11:10:49 PM
	good to call now	11:11:25 PM
Sharath Kumar	sure, I will have some one reach out to them	11:11:27 PM
	anything else that I may assist you with ?	11:11:48 PM
Anurup Dhakal	fix this issue first	11:12:36 PM
	is your phone system down	11:12:46 PM
	i called atleast 5 time yesterday,..	11:12:58 PM
	no one has called yet,...i need this issue resolver right away,...i need to meet deadline	11:13:35 PM
Sharath Kumar	Our phone is working, however, agents have been on call. I will have someone reach out to you at the earliest.	11:14:06 PM
	Anurup, I have prioritized your ticket and ticket will be scheduled for a callback shortly	11:16:22 PM
Anurup Dhakal	ok thank you	11:16:54 PM

Sharath Kumar	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:17:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:17:10 PM
	<i>Sharath Kumar has ended this chat session</i>	11:19:05 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#71015 Raymond Crump**

**Email:** ray@raycrumpcpa.com ☎ 8045982500

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

**Operator:** Aarush Aneja

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 57 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 46 Secs

Raymond Crump	Hello, I am your Acebuddy	20 Jan, 7:38:14 PM
Acebuddy	Hello Ray, I'm your Ace Buddy. I'll be happy to assist you!	7:38:16 PM
	Whom Would You Like to Connect With?	7:38:16 PM

Raymond Crump	Technical Support (QB & App Hosting)	7:38:20 PM
Acebuddy	Welcome to Ace Support.	7:38:20 PM
	Please chose an option :	7:38:20 PM
Raymond Crump	I'd like to report an Issue	7:38:25 PM
Acebuddy	Please select an option!	7:38:25 PM
Raymond Crump	Other Issue	7:38:28 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:38:28 PM
Raymond Crump	need user CHRISTY user download folder restored as it existed THURSDAY. i believe existing ticket 623665	7:41:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:41:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:41:32 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	7:41:52 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	7:41:55 PM
Raymond Crump	thank you.	7:42:04 PM
Aarush Aneja	Hello Ray	7:45:40 PM
	We will surely assist you	7:46:47 PM
	We have already restored the desktops of the users mentioned in the ticket,	7:47:45 PM
	We are raising a task for restoring the requested backup	7:48:05 PM
Raymond Crump	Yes, my user CHRISTY had some files in her DOWNLOAD folder i am hoping we can restore.	7:48:30 PM
Aarush Aneja	of the downloads folder. Once it is restored on the profile, we will email you surely	7:48:33 PM
Raymond Crump	is there a timetable on the restoration of CHRISTY download folder?	7:49:06 PM
Aarush Aneja	We raised the task on high priority. We will quickly restore and email you. You may expect 30-60 minutes of time	7:50:07 PM
Raymond Crump	perfect, thank you.	7:50:23 PM
Aarush Aneja	Welcome	7:50:26 PM
	Ray, Is there anything else I may help you with ?	7:50:31 PM
	We checked and found you disconnected the chat session	7:53:12 PM
	We are also disconnecting it now.	7:53:23 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:53:27 PM
	Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> .	

	Thanks!	7:53:31 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

Aarush Aneja has ended this chat session

7:54:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jan, 4:56:01 AM


**#70413 plstern**  
**Email:** plstern@verizon.net 📞 410 382 3248  
**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:** 4 Secs  
**City:** BALTIMORE  
**State:** Maryland  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 41 Secs

plstern	Hello, I am your Acebuddy	10 Jan, 4:56:02 AM
Acebuddy	Hello Plstern, I'm your Ace Buddy. I'll be happy to assist you!	4:56:04 AM
	Whom Would You Like to Connect With?	4:56:04 AM
plstern	Technical Support (QB & App Hosting)	4:56:11 AM
Acebuddy	Welcome to Ace Support.	4:56:11 AM
	Please chose an option :	4:56:11 AM
plstern	I'd like to report an Issue	4:56:18 AM

Acebuddy	Please select an option!	4:56:18 AM
plstern	QuickBooks Issue	4:56:23 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:56:23 AM
plstern	QuickBooks is Frozen	4:56:27 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	4:56:27 AM
	Was that helpful?	4:56:27 AM
plstern	No	4:57:05 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	4:57:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:57:05 AM
plstern	can't get rid of the quickbooks freeze box on my computer	4:57:35 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	4:58:08 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	4:58:11 AM
plstern	good	4:58:17 AM
Anurag Sharma	Hello	4:58:48 AM
plstern	hello	4:58:54 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	4:59:22 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:59:26 AM
plstern	qblivepro2.myrealdata. net	5:00:09 AM
	philipst.pro2	5:00:31 AM
Anurag Sharma	Thanks for the confirmation !	5:01:04 AM
	Kindly allow me two minutes to check the same.	5:01:07 AM
plstern	ok	5:01:13 AM
Anurag Sharma	Could you please confirm when you face this QB freezing issue?	5:01:59 AM
plstern	i was exiting.	5:02:19 AM
Anurag Sharma	Okay	5:02:26 AM
	Could you please confirm that do you face this freezing issue regularly ?	5:04:34 AM
plstern	no	5:04:40 AM
Anurag Sharma	Okay	5:04:44 AM
	I have successfully logged you out from the server.	5:05:21 AM
	Is there anything else I may help you with ?	5:05:24 AM
plstern	can i just check screen is now clear?	5:05:39 AM
	yes it is. thank you.	5:06:21 AM

Anurag Sharma	Sure, please take your time	5:06:22 AM
	Thanks for the confirmation !	5:06:31 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:06:35 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:06:39 AM
plstern	ok	5:06:39 AM
Anurag Sharma	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	5:06:41 AM
	<i>Anurag Sharma has ended this chat session</i>	5:06:44 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70683 meganseneca

Email: meganseneca@gmail.com

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Sec

City: BREAUX BRIDGE

State: Louisiana

Country: UNITED STATES

14 Jan, 10:22:45 PM

meganseneca	Hello, I am your Acebuddy	14 Jan, 10:22:47 PM
Acebuddy	Hello Megan Seneca, I'm your Ace Buddy. I'll be happy to assist you!	10:22:47 PM
	Whom Would You Like to Connect With?	10:22:47 PM
meganseneca	Technical Support (QB & App Hosting)	10:22:54 PM
Acebuddy	Welcome to Ace Support.	10:22:54 PM
	Please chose an option :	10:22:54 PM
meganseneca	I'd like to report an Issue	10:23:01 PM
Acebuddy	Please select an option!	10:23:01 PM
meganseneca	QuickBooks Issue	10:23:05 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:23:05 PM
meganseneca	QuickBooks Login Issue	10:23:15 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	10:23:15 PM
	Was that helpful?	10:23:15 PM
meganseneca	No	10:23:31 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:23:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:23:31 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:23:54 PM
	<i>Manish Singh is transferring the chat to Aarush Aneja.</i>	10:24:02 PM
meganseneca	I am trying to work in quick books, but it is saying username is not recognized. I am working remotely so it is not allowing me to log out and back in.	10:24:57 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	10:25:26 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	10:25:29 PM
	Hello Megan	10:25:40 PM
meganseneca	hello	10:25:45 PM
Aarush Aneja	We will surely assist you	10:25:55 PM
	May I take the remote access of your server?	10:25:58 PM
meganseneca	yes	10:26:05 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	10:26:14 PM
meganseneca	done	10:27:42 PM
Aarush Aneja		



	<a href="https://assist.acecloudhosting.com/join/7962845150">https://assist.acecloudhosting.com/join/7962845150</a>	10:28:04 PM
	Kindly paste this link in the browser and join the session. (Edited)	10:28:07 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.	10:30:25 PM
	We are connected back	10:46:31 PM
	We checked and found the company file started working after repair the application and rebooting the server	10:47:06 PM
	We believe your issue is now resolved	10:47:16 PM
meganseneca	great thanks	10:47:23 PM
Aarush Aneja	Megan, Is there anything else I may help you with ?	10:47:24 PM
meganseneca	no thank you	10:47:29 PM
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:47:30 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	10:47:34 PM
meganseneca	you too	10:47:36 PM
	<i>Aarush Aneja has ended this chat session</i>	10:47:37 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70825 Winslow Cohousing Group

Email: winslowcohousinggroup@gmail.com ☎ 2067145545

16 Jan, 5:46:33 AM

**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 3 Secs  
**City:** BAINBRIDGE ISLAND  
**State:** Washington  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 32 Secs

Winslow Cohousing Group	Hello, I am your Acebuddy	16 Jan, 5:46:34 AM
Acebuddy	Hello Winslow Cohousing Group, I'm your Ace Buddy. I'll be happy to assist you!	5:46:35 AM
	Whom Would You Like to Connect With?	5:46:35 AM
Winslow Cohousing Group	Technical Support (QB & App Hosting)	5:46:39 AM
Acebuddy	Welcome to Ace Support.	5:46:39 AM
	Please chose an option :	5:46:39 AM
Winslow Cohousing Group	I'd like to report an Issue	5:46:44 AM
Acebuddy	Please select an option!	5:46:45 AM
Winslow Cohousing Group	Other Issue	5:46:49 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:46:50 AM
Winslow Cohousing Group	I can get onto the server, but when I click the QB icon, I get a whirly circle, then it goes away. QB never comes up.	5:47:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:47:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:47:50 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:48:30 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:48:32 AM
	Hello Windslow.	5:48:41 AM
Winslow Cohousing Group	Hi. I'm actually Debora	5:48:54 AM
Anurag Sharma	Okay	5:49:04 AM
	I deeply apologize for the inconvenience caused to you.	5:49:23 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:49:27 AM

Winslow Cohousing Group	: QBNXTPRO1.myrealdata.net myrealdata\DeboraR.npro1	5:50:08 AM
Anurag Sharma	Thanks for the confirmation !	5:50:58 AM
	May I take the remote access of your server?	5:52:02 AM
Winslow Cohousing Group	yes	5:52:15 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	5:52:26 AM
Winslow Cohousing Group	done	5:52:43 AM
Anurag Sharma	Please accept the remote request on the server.	5:53:15 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:53:32 AM
Winslow Cohousing Group	Waiting for remote request.	5:56:55 AM
Anurag Sharma	Okay	5:56:59 AM
	Have you logged in?	5:57:12 AM
Winslow Cohousing Group	Yes	5:57:17 AM
Anurag Sharma	Okay	5:57:22 AM
Winslow Cohousing Group	I'm here.	6:04:33 AM
Anurag Sharma	I have scheduled a reboot on your server.	6:04:58 AM
	It will take around 10-12 minutes.	6:05:10 AM
	Kindly try accessing the server again after 15 minutes.	6:05:21 AM
Winslow Cohousing Group	Okay	6:05:29 AM
Anurag Sharma	The issue should be resolved after that.	6:05:35 AM
	If the issue persists you can re-initiate another chat.	6:05:53 AM
	Is there anything else I may help you with ?	6:05:57 AM
Winslow Cohousing Group	Nope. Thanks!	6:06:11 AM
Anurag Sharma	Thanks for the confirmation !	6:06:57 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:07:00 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:07:02 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am</p>	

working. I will appreciate that. or you may send your feedback at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com).

Thanks!

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

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

6:07:04 AM

Anurag Sharma has ended this chat session

6:07:07 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jan, 9:22:27 PM

**#70912 info**

**Email:** info@brkimcpa.com ☎ 9729724930

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

**Operator:** Aarush Aneja

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 49 Secs

info	Hello, I am your Acebuddy	17 Jan, 9:22:28 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	9:22:28 PM
	Whom Would You Like to Connect With?	9:22:28 PM
info	Technical Support (QB & App Hosting)	9:22:31 PM
Acebuddy	Welcome to Ace Support.	9:22:31 PM
	Please chose an option :	9:22:31 PM

info	I'd like to report an Issue	9:22:35 PM
Acebuddy	Please select an option!	9:22:35 PM
info	QuickBooks Issue	9:22:39 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:22:39 PM
info	Other QB related issue	9:22:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:22:47 PM
info	can't open the company file	9:22:53 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:22:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:22:55 PM
info	I cant open "Natura like dental lab" company file	9:23:22 PM
	<i>9:23:24 PM</i> info is sharing a file with you <a href="#">1_image.png</a> - ( Size:13.43 KB )	9:23:24 PM
	<i>9:23:38 PM</i> info is sharing a file with you <a href="#">image.png</a> - ( Size:13.51 KB )	9:23:38 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	9:23:56 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	9:23:59 PM
info	I cant open "Natura like dental lab" company file	9:24:09 PM
	<i>9:24:16 PM</i> info is sharing a file with you <a href="#">image.png</a> - ( Size:13.46 KB )	9:24:16 PM
Aarush Aneja	Hello	9:24:18 PM
	We will surely assist you	9:24:27 PM
info	do you think do you have to update QB?	9:24:32 PM
	BC we can't open "Yun's Donut" company file.	9:24:54 PM
	we already requested to update QB on 15th.	9:25:19 PM
Aarush Aneja	We checked and found our engineer already updated the QuickBooks from the backend on 16th Jan	9:25:58 PM
info	yes. but I can't open some of client's files.	9:26:43 PM
Aarush Aneja	May I take the remote access of your server to assist you?	9:27:08 PM
info	yes	9:27:12 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	9:27:17 PM
info	okay	9:27:33 PM
Aarush Aneja	Kindly confirm your user name once	9:29:08 PM
	<i>9:29:34 PM</i> Aarush Aneja is sharing a file with you <a href="#">image.png</a> - ( Size:4.37 KB )	9:29:34 PM
info		

	Bongryong.myrealddata.net. User name : Donna_BK	9:29:42 PM
	I think you need to update QB	9:33:31 PM
Aarush Aneja	Actually, QuickBooks is updated	9:33:53 PM
	9:34:02 PMinfo is sharing a file with you <a href="#">image.png</a> - ( Size:9.6 KB )	9:34:02 PM
	Let's try to update the payroll once	9:34:05 PM
info	so every user should be out, right?	9:36:57 PM
Aarush Aneja	We checked and found the QuickBoks and payroll is updated	9:37:03 PM
	You require all users to login again	9:37:15 PM
	and check the payroll once	9:37:33 PM
info	let me try another company	9:37:37 PM
	okay. i will let them know.	9:38:36 PM
Aarush Aneja	Sure	9:38:42 PM
info	thanks.	9:38:47 PM
	i think we are okay now	9:41:42 PM
Aarush Aneja	Welcome	9:41:47 PM
info	if we can't access one more time, we will contact you.	9:41:51 PM
	thanks.	9:41:52 PM
Aarush Aneja	We are available 24/7 and happy to help. Ending the remote session	9:42:10 PM
info	thank you.	9:42:15 PM
	info has ended this chat session	9:42:17 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70664 Abe Waldner

Email: sec.sunb@gmail.com 📞 4064563265

Department: Support(QB & App Hosting)

14 Jan, 8:21:42 PM

**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Mins 31 Secs  
**City:** CHESTER  
**State:** Montana  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 49 Secs

Abe Waldner	Hello, I am your Acebuddy	14 Jan, 8:21:43 PM
Acebuddy	Hello Abe Waldner, I'm your Ace Buddy. I'll be happy to assist you!	8:21:45 PM
	Whom Would You Like to Connect With?	8:21:45 PM
Abe Waldner	Technical Support (QB & App Hosting)	8:21:59 PM
Acebuddy	Welcome to Ace Support.	8:22:00 PM
	Please chose an option :	8:22:00 PM
Abe Waldner	I'd like to report an Issue	8:22:09 PM
Acebuddy	Please select an option!	8:22:09 PM
Abe Waldner	Password Reset	8:22:13 PM
Acebuddy	Please select an option below	8:22:13 PM
Abe Waldner	Already Enrolled to Selfcare Portal	8:22:29 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:22:29 PM
	Do you need any further assistance on the topic?	8:22:29 PM
	<i>The visitor's phone number was changed to 4064563265.</i>	8:25:42 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:58:33 PM
	<i>Ended due to chat idle timeout</i>	8:58:33 PM





Hello, I am your Acebuddy

Visitor Details

30 Jan, 6:09:22 PM

30 Jan, 6:09:22 PM

## #71653 accounting

**Email:** [accounting@ecpplastictrays.com](mailto:accounting@ecpplastictrays.com) ☎ 5857506545

**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: FAIRPORT

**State:** New York

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 49 Secs

Chat Duration : 42 Mins 49 Secs

accounting	Hello, I am your Acebuddy	30 Jan, 6:09:23 PM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	6:09:25 PM
	Whom Would You Like to Connect With?	6:09:25 PM
accounting	Technical Support (QB & App Hosting)	6:09:30 PM
Acebuddy	Welcome to Ace Support.	6:09:33 PM
	Please chose an option :	6:09:33 PM
accounting	I'd like to report an Issue	6:09:39 PM
Acebuddy	Please select an option!	6:09:39 PM
accounting	QuickBooks Issue	6:09:43 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:09:43 PM
accounting	QuickBooks is Frozen	6:09:47 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	6:09:47 PM
	Was that helpful?	6:09:47 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:52:12 PM

*Ended due to chat idle timeout*

6:52:12 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jan, 12:42:18 AM

**#71337 Amy Lofgren**  
**Email:** amy@thebeaconadvisors.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:** MARION  
**State:** Connecticut  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 22 Secs

Amy Lofgren	Hello, I am your Acebuddy	25 Jan, 12:42:19 AM
Acebuddy	Hello Amy Lofgren, I'm your Ace Buddy. I'll be happy to assist you!	12:42:20 AM
	Whom Would You Like to Connect With?	12:42:20 AM
Amy Lofgren	Technical Support (QB & App Hosting)	12:42:25 AM
Acebuddy	Welcome to Ace Support.	12:42:26 AM
	Please chose an option :	12:42:26 AM
Amy Lofgren	I'd like to raise a Request	12:42:35 AM
Acebuddy	Please select your request type.	12:42:35 AM
Amy Lofgren	Other Request	12:42:50 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.	12:42:50 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:42:50 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:13:42 AM
Ended due to chat idle timeout		1:13:42 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 8:08:53 PM

**#70766 mkhan**  
**Email:** mkhan@tippfloor.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:** 33 Secs  
**City:** RIDGEFIELD  
**State:** New Jersey  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 22 Mins

mkhan	Hello, I am your Acebuddy	15 Jan, 8:08:54 PM
Acebuddy	Hello Mkhan, I'm your Ace Buddy. I'll be happy to assist you!	8:08:55 PM
	Whom Would You Like to Connect With?	8:08:55 PM
mkhan	Technical Support (QB & App Hosting)	8:09:01 PM
Acebuddy	Welcome to Ace Support.	8:09:01 PM
	Please chose an option :	8:09:01 PM
mkhan	I'd like to report an Issue	8:09:05 PM
Acebuddy	Please select an option!	8:09:05 PM
mkhan	Other Issue	8:09:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:09:12 PM
mkhan	excel keeps crashing	8:09:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:09:31 PM
	Acebuddy (bot) forwarded the chat request	8:09:31 PM

	<i>Shubham Kataria accepted the chat transfer request.</i>	8:10:03 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:10:07 PM
	I deeply apologize for the inconvenience caused to you.	8:10:36 PM
	But I will be surely assisting you with this. Kindly help me with your server name and user name?	8:10:47 PM
mkhan	mazammal.k@myrealdeta.net	8:11:42 PM
Shubham Kataria	Thank you for the information.	8:11:55 PM
	Could you please confirm if you are the only user who is facing excel crashing	8:12:16 PM
mkhan	not sure about server name	8:12:17 PM
	yes it is just me	8:12:24 PM
	Manish fixed it yesterday and today it started to crash again	8:12:52 PM
Shubham Kataria	no problem, Could you please provide me your business name	8:12:55 PM
mkhan	Tipp Floor Covering	8:13:06 PM
Shubham Kataria	I will surely help you with this issue.	8:13:15 PM
	please allow me two minutes to check	8:13:26 PM
mkhan	okay	8:13:32 PM
Shubham Kataria	May I know if you are receiving any error while excel crashing	8:16:03 PM
mkhan	no	8:16:24 PM
	i get a message when i open the excel again	8:16:37 PM
	<i>8:16:57 PMmkhan is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:7.37 KB</i> )	8:16:57 PM
Shubham Kataria	Okay, let me check	8:17:04 PM
mkhan	it doesnt matter if i start in safe mode or not it still crashes	8:17:28 PM
Shubham Kataria	Let me perform some troubleshooting steps from the backend, and I will inform you once it's complete.	8:18:24 PM
mkhan	thank you	8:19:32 PM
Shubham Kataria	We have done some changes from backend, could you please try to access now	8:23:21 PM
mkhan	ok	8:24:08 PM
	just a sec	8:24:11 PM
Shubham Kataria	Sure, please take your time	8:24:43 PM
mkhan	it crashed again	8:24:46 PM
Shubham Kataria	Could you please confirm with the other users if they are able to access Excel without any issue (Edited)	8:25:34 PM
mkhan	let me check	8:25:57 PM

Shubham Kataria	okay	8:26:22 PM
mkhan	its everyone	8:29:22 PM
Shubham Kataria	everyone is facing the same	8:30:11 PM
	right	8:30:13 PM
mkhan	yes	8:30:26 PM
	i use excel the most so they didnt realize it was crashing	8:31:01 PM
Shubham Kataria	Please allow me a few more minutes to check with our backend team who is handling this issue.	8:31:22 PM
	I apologize it is taking more than expected time, please be connected we are working on it	8:37:45 PM
mkhan	Thank you.	8:38:04 PM
Shubham Kataria	you're welcome	8:38:17 PM
	just a heads up, we are still working on fixing the issue at the backend	8:46:05 PM
	i'll keep you posted	8:46:08 PM
mkhan	got it	8:46:20 PM
Shubham Kataria	I apologize for the delay but we are proactively working on it (Edited)	9:01:25 PM
	Thank you for your patience.	9:01:31 PM
mkhan	its okay	9:02:28 PM
Shubham Kataria	Thank you for your patience.	9:18:41 PM
	Could you please try to access now	9:18:49 PM
mkhan	will do	9:19:56 PM
Shubham Kataria	Thank you please check and confirm if its working fine now	9:20:34 PM
mkhan	yes, normally it would have crashed by now.	9:24:29 PM
	I guess it is working fine ]	9:24:38 PM
Shubham Kataria	that's great	9:24:49 PM
	Is there anything else I may help you with ?	9:25:16 PM
mkhan	Thank you shubham	9:25:36 PM
	thats all i needed help with	9:25:53 PM
Shubham Kataria	You're welcome. We have made the required changes, but I will keep the ticket under observation for the next 24 hours. If the issue occurs again, please reply to same email. (Edited)	9:26:43 PM
	Are we still connected here?	9:27:44 PM
	Are we still connected here?	9:28:54 PM
	Are we still connected here?	9:29:54 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at	9:31:10 PM

(1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

9:31:50 PM

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 4:28:01 AM

#70619 Ethan Upper

Email: e.upper@sbit.org

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 10 Secs

Ethan Upper	Hello, I am your Acebuddy	14 Jan, 4:28:03 AM
Acebuddy	Hello Ethan Upper, I'm your Ace Buddy. I'll be happy to assist you!	4:28:03 AM
	Whom Would You Like to Connect With?	4:28:03 AM
Ethan Upper	Technical Support (QB & App Hosting)	4:28:17 AM
Acebuddy	Welcome to Ace Support.	4:28:17 AM
	Please chose an option :	4:28:17 AM
Ethan Upper	I'd like to raise a Request	4:28:23 AM
Acebuddy	Please select your request type.	4:28:23 AM
Ethan Upper	Password Reset	4:28:31 AM
Acebuddy	Please select an option below	4:28:31 AM

Ethan Upper	Not Enrolled to Selfcare Portal	4:28:41 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	4:28:41 AM
	Do you need any further assistance on the topic?	4:28:41 AM
Ethan Upper	Yes	4:28:47 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:28:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:28:47 AM
	<i>Manish Singh accepted the chat transfer request.</i>	4:29:03 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	4:29:08 AM
Ethan Upper	Hello Manish.	4:29:17 AM
Manish Singh	Hii Ethan	4:29:32 AM
Ethan Upper	My client is trying to log in to their hosted Quicken and the login is being rejected. He said that he has not logged in for quite a while.	4:29:56 AM
Manish Singh	May i take remote session of your client?	4:30:36 AM
Ethan Upper	Okay	4:30:55 AM
	LindaGluck.myrealddata.net	4:31:04 AM
Manish Singh	May I know your business name or CID number?	4:31:26 AM
Ethan Upper	I think it's under "Linda Gluck".	4:32:54 AM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/7312431739">https://assist.acecloudhosting.com/join/7312431739</a>	4:33:44 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:34:41 AM
Ethan Upper	Okay	4:36:21 AM
	My login isn't working either.	4:36:44 AM
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.	4:37:00 AM
	I will assist you over the session.	4:37:15 AM
	Connection gets disconnected kindly reconnect.	4:40:42 AM
	Are we still connected here?	4:43:44 AM
	Are we still connected here?	4:46:12 AM
	Are we still connected here?	4:48:05 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:48:10 AM
	<i>Manish Singh has ended this chat session</i>	4:48:13 AM





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jan, 8:03:22 PM

**#70374 asajwani**  
**Email:** asajwani@gmail.com 📞 416-319-6811  
**Department:** Support(QB & App Hosting)  
**Operator:** Aarush Aneja  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** THORNHILL  
**State:** Ontario  
**Country:** CANADA

Chat Transcript

Chat Duration : 8 Mins 22 Secs

asajwani	Hello, I am your Acebuddy	9 Jan, 8:03:23 PM
Acebuddy	Hello Asajwani, I'm your Ace Buddy. I'll be happy to assist you!	8:03:25 PM
	Whom Would You Like to Connect With?	8:03:25 PM
asajwani	Technical Support (QB & App Hosting)	8:03:28 PM
Acebuddy	Welcome to Ace Support.	8:03:29 PM
	Please chose an option :	8:03:29 PM
asajwani	I'd like to report an Issue	8:03:33 PM
Acebuddy	Please select an option!	8:03:33 PM
asajwani	Other Issue	8:03:37 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:03:39 PM
asajwani	unable to rdp	8:03:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:03:54 PM
	Acebuddy (bot) forwarded the chat request	8:03:54 PM

	<i>Aarush Aneja accepted the chat transfer request.</i>	8:04:24 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	8:04:27 PM
	Hello Asajwani	8:04:44 PM
asajwani	hello	8:04:48 PM
	due to some reason I am unable to rdp	8:04:56 PM
Aarush Aneja	How may I assist you today	8:05:00 PM
asajwani	looks like gateway is not correct	8:05:07 PM
	in my rdp file	8:05:14 PM
Aarush Aneja	We will surely assist you	8:05:17 PM
	Gateway is RDG.myrealdata.net	8:05:29 PM
asajwani	is this correct RDG.myrealdata.net? for RAS1	8:05:32 PM
Aarush Aneja	Yes	8:05:35 PM
asajwani	not allowing me to login on RAS1	8:06:02 PM
	can you help please	8:06:38 PM
Aarush Aneja	We will surely assist you	8:06:45 PM
	May I take the remote access of your local computer?	8:07:03 PM
asajwani	sure	8:07:15 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	8:07:16 PM
	<a href="https://assist.acecloudhosting.com/join/9962103415">https://assist.acecloudhosting.com/join/9962103415</a>	8:07:28 PM
	Kindly paste this link in the browser of local computer and join the session.	8:07:37 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:09:01 PM
	We are connected back	8:10:59 PM
asajwani	yes	8:11:10 PM
	thx for your help	8:11:15 PM
Aarush Aneja	We updated the bypass setting in RDP and you can easily access back the server again	8:11:17 PM
	Asajwani, Is there anything else I may help you with ?	8:11:28 PM
asajwani	Great, thx	8:11:29 PM
	bye	8:11:37 PM
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:11:38 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

Thanks!

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

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

8:11:41 PM

Aarush Aneja has ended this chat session

8:11:46 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 9:40:46 PM

**#70778 Lisa LaGuardia**  
**Email:** [billing@summitlaboratories.com](mailto:billing@summitlaboratories.com)  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 20 Secs  
**City:** ENGLEWOOD  
**State:** Colorado  
**Country:** UNITED STATES


Chat Transcript

Chat Duration : 32 Mins 24 Secs

Lisa LaGuardia	Hello, I am your Acebuddy	15 Jan, 9:40:47 PM
Acebuddy	Hello Lisa Laguardia, I'm your Ace Buddy. I'll be happy to assist you!	9:40:48 PM
	Whom Would You Like to Connect With?	9:40:48 PM
Lisa LaGuardia	Technical Support (QB & App Hosting)	9:40:53 PM
Acebuddy	Welcome to Ace Support.	9:40:53 PM

	Please chose an option :	9:40:53 PM
Lisa LaGuardia	I'd like to report an Issue	9:41:01 PM
Acebuddy	Please select an option!	9:41:01 PM
Lisa LaGuardia	QuickBooks Issue	9:41:06 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:41:06 PM
Lisa LaGuardia	Other QB related issue	9:41:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:41:12 PM
Lisa LaGuardia	Cannot print from Quickbooks - issue previously reported and not resolved #619956	9:41:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:41:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:41:45 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:43:27 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	9:43:32 PM
	<i>Tushar Pharswan is transferring the chat to Shashwat Verma.</i>	9:44:50 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:44:52 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:44:58 PM
	hello Lisa	9:45:02 PM
Lisa LaGuardia	Good morning	9:45:09 PM
Shashwat Verma	I will surely help you with this issue.	9:45:20 PM
	Kindly allow me two minutes to check the same.	9:45:23 PM
Lisa LaGuardia	Printing stopped after doing a Microsoft 365 update - I can print from outlook email, word docs, etc. but nothing, not even test pages, from remote desktop	9:46:37 PM
Shashwat Verma	Okay	9:47:07 PM
	May I take the remote access of your local computer?	9:47:11 PM
Lisa LaGuardia	yes - let me close out documents I have open	9:47:46 PM
Shashwat Verma	Sure	9:47:51 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:47:59 PM
	<a href="https://assist.acecloudhosting.com/join/8932472796">https://assist.acecloudhosting.com/join/8932472796</a>	9:48:01 PM
	Kindly Click on the link and open the downloaded file.	9:48:04 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.	9:50:00 PM
Lisa LaGuardia	No - nothing printed. Our printer is the Ricoh	9:56:38 PM
Shashwat Verma	As per the remote session, we'll soon connect you with update.	10:13:04 PM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:13:07 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	10:13:09 PM

	<i>Shashwat Verma has ended this chat session</i>	10:13:12 PM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	18 Jan, 7:45:32 PM
<p><b>#70961 Raymond Crump</b></p> <p><b>Email:</b> ray@raycrumpcpa.com 📞 8045982500</p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b> Acebuddy</p> <p><b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a></p> <p><b>Operating System:</b> Microsoft Windows</p> <p><b>Browser:</b> Microsoft Edge</p> <p><b>Device:</b> Desktop</p> <p><b>City:</b> GLEN ALLEN</p> <p><b>State:</b> Virginia</p> <p><b>Country:</b> UNITED STATES</p>	

Chat Transcript

Chat Duration : 10 Months 6 Days

Raymond Crump	Hello, I am your Acebuddy	18 Jan, 7:45:33 PM
Acebuddy	Hello Raymond Crump, I'm your Ace Buddy. I'll be happy to assist you!	7:45:35 PM
	Whom Would You Like to Connect With?	7:45:35 PM
Raymond Crump		

	Technical Support (QB & App Hosting)	7:45:38 PM
Acebuddy	Welcome to Ace Support.	7:45:38 PM
	Please chose an option :	7:45:38 PM
Raymond Crump	I'd like to report an Issue	7:45:44 PM
Acebuddy	Please select an option!	7:45:44 PM
Raymond Crump	Other Issue	7:45:48 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:45:48 PM
Raymond Crump	follow up on yesterday's issuse wtih OS / Users. I still don't have my personalized desktop and do not have any microsoft apps loading	7:46:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:46:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:46:37 PM
	<i>Saurabh Surana has not responded for the transfer request.</i>	7:48:38 PM
	<i>Rohan Prajapati has not responded for the transfer request.</i>	7:48:38 PM
	<i>Chat request was not picked up by the operators</i>	7:48:39 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71074 srinivas

Email: srinivas@taxgeeks.com 📞 2252847776

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: WILMINGTON


State: Illinois

Country: UNITED STATES

21 Jan, 7:04:52 PM

srinivas	Hello, I am your Acebuddy	21 Jan, 7:04:54 PM
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!	7:04:55 PM
	Whom Would You Like to Connect With?	7:04:55 PM
srinivas	Technical Support (QB & App Hosting)	7:05:04 PM
Acebuddy	Welcome to Ace Support.	7:05:04 PM
	Please chose an option :	7:05:04 PM
srinivas	I'd like to report an Issue	7:05:09 PM
Acebuddy	Please select an option!	7:05:09 PM
srinivas	Other Issue	7:05:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:05:13 PM
srinivas	taxg1	7:05:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:05:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:05:19 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	7:05:33 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	7:05:37 PM
srinivas	hi aarush	7:05:44 PM
	taxg1 server	7:05:51 PM
	can you remotely connect to my pc	7:05:58 PM
	I can show you the error on sharefile	7:06:04 PM
Aarush Aneja	Sure	7:06:12 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:06:15 PM
srinivas	ok	7:06:37 PM
Aarush Aneja	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:06:43 PM
srinivas	ok	7:06:51 PM
	let me connect	7:07:38 PM
	sharefile is down?	7:10:48 PM
Aarush Aneja	We suggest to connect with the application support once	7:11:00 PM
srinivas	will do thanks	7:11:06 PM
	bye	7:11:06 PM



	can you logout	7:11:17 PM
Aarush Aneja	Also, we may re-install the application also	7:11:28 PM
srinivas	will let you know after an hour	7:11:37 PM
Aarush Aneja	No worries	7:11:43 PM
	We are available 24/7 and happy to help	7:11:55 PM
srinivas	thanks bye	7:12:00 PM
Aarush Aneja	We will keep the ticket open	7:12:00 PM
	We ended the remote session	7:12:17 PM
	You may contact us back anytime.	7:12:40 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:12:43 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	7:12:45 PM
	<i>Aarush Aneja has ended this chat session</i>	7:13:20 PM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71155 Marlon

Email: [parts@liftpartsfl.com](mailto:parts@liftpartsfl.com) 📞 7862369209

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Apple Safari


22 Jan, 9:54:42 PM

**Device:** Desktop  
**Average Response Time:** 59 Secs  
**City:** MIAMI  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 11 Secs

Marlon	Hello, I am your Acebuddy	22 Jan, 9:54:43 PM
Acebuddy	Hello Marlon Arce, I'm your Ace Buddy. I'll be happy to assist you!	9:54:44 PM
	Whom Would You Like to Connect With?	9:54:44 PM
Marlon	Technical Support (QB & App Hosting)	9:54:48 PM
Acebuddy	Welcome to Ace Support.	9:54:49 PM
	Please chose an option :	9:54:49 PM
Marlon	I'd like to report an Issue	9:54:54 PM
Acebuddy	Please select an option!	9:54:54 PM
Marlon	QuickBooks Issue	9:54:58 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:54:59 PM
Marlon	QuickBooks is Frozen	9:55:04 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	9:55:04 PM
	Was that helpful?	9:55:04 PM
Marlon	No	9:55:09 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:55:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:55:09 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:55:16 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:55:21 PM
	Hii Marlon	9:55:31 PM
Marlon	Hello Manish	9:55:39 PM
	I am having issues with QB, not opening at all	9:55:49 PM
	QBLivePro1.myrealdata.net	9:56:04 PM
	MarlonA.pro1	9:56:10 PM
	Ive tried unfreezing it but does not do anything	9:56:33 PM
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	9:56:36 PM
Marlon	first time today	9:56:45 PM

	I just opened my PC	9:56:50 PM
Manish Singh	As i can see you are not logged in to the server yet.	9:57:32 PM
Marlon	I was out	9:57:48 PM
	ok, my other coworker was told to get out of QB for maintenance, maybe this is why	9:58:12 PM
	should I wait then?	9:58:17 PM
Manish Singh	Yes, please wait.	9:59:12 PM
Marlon	thanks	9:59:48 PM
Manish Singh	Kindly login once.	10:03:31 PM
Marlon	thanks will do	10:04:20 PM
Manish Singh	Sure	10:04:58 PM
	Are you able to connect?	10:06:40 PM
Marlon	sorry	10:09:00 PM
	perfect!	10:09:40 PM
	thanks Manish!	10:09:44 PM
Manish Singh	Is there anything else I may help you with ?	10:09:50 PM
Marlon	that will be all	10:10:13 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.	10:10:41 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:10:50 PM
Marlon	ok	10:10:51 PM
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	10:10:54 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	10:10:55 PM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 10:15:13 PM

**#71244 Rebecca Garcia**  
**Email:** rgarcia@todayscpa.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Aarush Aneja  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 45 Secs  
**City:** BELLAIRE  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 10 Secs

Rebecca Garcia	Hello, I am your Acebuddy	23 Jan, 10:15:15 PM
Acebuddy	Hello Rebecca Garcia, I'm your Ace Buddy. I'll be happy to assist you!	10:15:15 PM
	Whom Would You Like to Connect With?	10:15:15 PM
Rebecca Garcia	Technical Support (QB & App Hosting)	10:15:19 PM
Acebuddy	Welcome to Ace Support.	10:15:19 PM
	Please chose an option :	10:15:19 PM
Rebecca Garcia	I'd like to report an Issue	10:15:32 PM
Acebuddy	Please select an option!	10:15:32 PM
Rebecca Garcia	QuickBooks Issue	10:15:36 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:15:36 PM
Rebecca Garcia	QuickBooks Login Issue	10:15:42 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	10:15:42 PM
	Was that helpful?	10:15:42 PM
Rebecca Garcia	No	10:15:47 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:15:47 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:15:47 PM
Rebecca Garcia	Here is my case # 627010	10:15:56 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:17:41 PM
	<i>Tushar Pharswan is transferring the chat to Aarush Aneja.</i>	10:19:22 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	10:20:00 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	10:20:02 PM
Rebecca Garcia	hello	10:20:56 PM
	can you please fix the TPI QB. There is a login issue that only admisnistator can login to fix	10:22:18 PM
	627010	10:22:22 PM
	my case number	10:22:27 PM
Aarush Aneja	We will surely assist you	10:22:28 PM
	Kindly provide 2-3 minutes to check this further (Edited)	10:22:39 PM
Rebecca Garcia	thanks	10:22:44 PM
Aarush Aneja	May I take the remote access of your server to assist you?	10:27:14 PM
Rebecca Garcia	yes	10:27:24 PM
	do we need to log out?	10:27:29 PM
Aarush Aneja	Kindly connect back to the server and accept the remote request	10:28:20 PM
Rebecca Garcia	ok	10:29:27 PM
	i accepted	10:31:19 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	10:31:31 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.	10:31:36 PM
Rebecca Garcia	ok	10:33:03 PM
Aarush Aneja	Kindly check the file now once	10:35:07 PM
Rebecca Garcia	it works thanks!	10:36:37 PM
Aarush Aneja	Welcome	10:37:01 PM
	Is there anything else I may help you with ?	10:37:04 PM
Rebecca Garcia	nope that is it	10:37:10 PM
	thank you	10:37:12 PM
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:37:19 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

Thanks!

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

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

10:37:22 PM

*Rebecca Garcia has ended this chat session*

10:37:25 PM



# Chat Transcript

## Hello, I am your Acebuddy

Visitor Details

23 Jan, 12:52:46 AM

**#71178 Jolea Robertson**  
**Email:** jolea.robertson@squyres.cpa  
**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 : 1 Min 13 Secs

Jolea Robertson	Hello, I am your Acebuddy	23 Jan, 12:52:48 AM
Acebuddy	Hello Jolea Robertson, I'm your Ace Buddy. I'll be happy to assist you!	12:52:49 AM
	Whom Would You Like to Connect With?	12:52:49 AM
Jolea Robertson	Technical Support (QB & App Hosting)	12:52:56 AM
Acebuddy	Welcome to Ace Support.	12:52:56 AM
	Please chose an option :	12:52:56 AM

Jolea Robertson	I'd like to raise a Request	12:53:10 AM
Acebuddy	Please select your request type.	12:53:10 AM
Jolea Robertson	Setback	12:53:21 AM
Acebuddy	Welcome to Ace Support.	12:53:21 AM
	Please chose an option :	12:53:21 AM
Jolea Robertson	I'd like to report an Issue	12:53:26 AM
Acebuddy	Please select an option!	12:53:26 AM
Jolea Robertson	Setback	12:53:32 AM
Acebuddy	Welcome to Ace Support.	12:53:32 AM
	Please chose an option :	12:53:32 AM
Jolea Robertson	I'd like to raise a Request	12:53:36 AM
Acebuddy	Please select your request type.	12:53:36 AM
Jolea Robertson	Other Request	12:53:46 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:53:46 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:53:46 AM
Jolea Robertson	No, That'll be all!	12:54:01 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	12:54:01 AM
	<i>Acebuddy has ended this chat session</i>	12:54:02 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71406 srinivas

Email: srinivas@taxgeeks.com 📞 2252847776

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

27 Jan, 7:42:57 PM



**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 43 Secs  
**City:** WILMINGTON  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 27 Secs

srinivas	Hello, I am your Acebuddy	27 Jan, 7:42:59 PM
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!	7:43:01 PM
	Whom Would You Like to Connect With?	7:43:01 PM
srinivas	Technical Support (QB & App Hosting)	7:44:08 PM
Acebuddy	Welcome to Ace Support.	7:44:08 PM
	Please chose an option :	7:44:08 PM
srinivas	I'd like to report an Issue	7:44:11 PM
Acebuddy	Please select an option!	7:44:12 PM
srinivas	Other Issue	7:44:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:44:19 PM
srinivas	unable to find the software	7:44:26 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:44:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:44:27 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	7:44:34 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	7:44:38 PM
srinivas	drake 2024 software was installed on the server	7:44:54 PM
Aarush Aneja	Hello Srinivas	7:45:01 PM
srinivas	I am unable to find the software on the server	7:45:04 PM
Aarush Aneja	We will surely assist you with this issue.	7:45:59 PM
	Kindly confirm the application which is missing	7:47:08 PM
srinivas	drake 2024	7:47:12 PM
	we had this software installed and also imported the files but not sure why I am unable to find it on the server	7:48:10 PM
Aarush Aneja	Kindly check the application now on desktop once (Edited)	7:49:14 PM
srinivas	ok	7:49:46 PM

	I don't see it	7:50:12 PM
	2024	7:51:08 PM
	i can see it	7:51:10 PM
Aarush Aneja	ok, Great	7:51:16 PM
	Is there anything else I may help you with ?	7:51:19 PM
srinivas	thanks	7:51:33 PM
	when I search the software it did not show up	7:51:42 PM
Aarush Aneja	Welcome, we provided it on your screen	7:51:52 PM
srinivas	thanks	7:52:12 PM
	bye	7:52:12 PM
Aarush Aneja	Welcome'	7:52:17 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:52:19 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	7:52:24 PM
	<i>Aarush Aneja has ended this chat session</i>	7:52:26 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70941 artwork

Email: artwork@artcrystalld.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

18 Jan, 2:05:20 AM

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 8 Secs

**City:** CHICAGO

**State:** Illinois


**Country:** UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 51 Secs

artwork	Hello, I am your Acebuddy	18 Jan, 2:05:21 AM
Acebuddy	Hello Artwork, I'm your Ace Buddy. I'll be happy to assist you!	2:05:22 AM
	Whom Would You Like to Connect With?	2:05:22 AM
artwork	Technical Support (QB & App Hosting)	2:05:37 AM
Acebuddy	Welcome to Ace Support.	2:05:37 AM
	Please chose an option :	2:05:37 AM
artwork	I'd like to raise a Request	2:05:44 AM
Acebuddy	Please select your request type.	2:05:44 AM
artwork	Restart	2:05:52 AM
Acebuddy	Hello Artwork, I'm your Ace Buddy. I'll be happy to assist you!	2:05:52 AM
	Whom Would You Like to Connect With?	2:05:52 AM
artwork	VDI/DaaS Support	2:05:56 AM
Acebuddy	Please wait while we connect you to an available Representative.	2:05:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:05:56 AM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	2:06:03 AM
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?	2:06:19 AM
artwork	I receive an error when I try to conect to a remote server	2:06:53 AM
	Error code: 0x300005b	2:06:54 AM
	I am using a Mac	2:07:00 AM
Pradeep Kumar	Please allow me a moment.	2:09:23 AM
artwork	Ok. Not a problem	2:10:04 AM
Pradeep Kumar	Can you please confirm me your Account name?	2:10:14 AM
artwork	I believe it is general management	2:11:14 AM
Pradeep Kumar	Alright, Can you please help me with your Full name once?	2:12:19 AM

artwork	Kenneth Zochowski	2:12:35 AM
	the account name is under Sam Hathi	2:12:46 AM
Pradeep Kumar	Thank you for the Information. Let me Transfer the chat to the concerned Team.	2:14:08 AM
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	2:14:16 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:15:58 AM
	<i>Yash Kalra is transferring the chat to Anurag Sharma.</i>	2:16:10 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:16:35 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:16:37 AM
artwork	Hello	2:16:44 AM
Anurag Sharma	Hello Artwork	2:17:08 AM
	Could you please share the CID?	2:18:57 AM
artwork	What is that?	2:19:44 AM
Anurag Sharma	You can find that in your invoice	2:20:01 AM
artwork	I do not have an invoice. I am not the primary account holder.	2:20:28 AM
Anurag Sharma	Okay	2:21:08 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:21:11 AM
artwork	User Name :- myrealddata\SamHathi	2:22:10 AM
	Server Name :- GeneralIMG.myrealddata.net	2:22:19 AM
Anurag Sharma	Thanks for the confirmation !	2:22:38 AM
	May I take the remote access of your local computer? (Edited)	2:23:34 AM
artwork	I am unable to login to the server. That is my issue.	2:24:16 AM
Anurag Sharma	May I take the remote access of your local computer?	2:24:24 AM
artwork	yes	2:25:18 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	2:25:40 AM
artwork	ok	2:26:05 AM
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/6722015249">https://assist.acecloudhosting.com/join/6722015249</a>	2:26:30 AM
	Kindly paste this link in the browser of local computer and join the session.	2:26:34 AM
	Are you able to connect?	2:28:11 AM
	Are we still connected here?	2:29:44 AM
	Are we still connected here?	2:30:03 AM
	Are we still connected here?	2:31:04 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at	2:31:07 AM

	(1-888-415-5240) if any further assistance is required.	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:31:11 AM
	Anurag Sharma has ended this chat session	2:31:13 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jan, 9:54:11 AM

**#71133 Kathleen Stern**  
**Email:** kstern@cfitholdingcorp.com 📞 17083345244  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 27 Secs  
**City:** MONTGOMERY  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 42 Mins

Kathleen Stern	Hello, I am your Acebuddy	22 Jan, 9:54:13 AM
Acebuddy	Hello Kathleen Stern, I'm your Ace Buddy. I'll be happy to assist you!	9:54:14 AM
	Whom Would You Like to Connect With?	9:54:14 AM
Kathleen Stern	Technical Support (QB & App Hosting)	9:54:17 AM
Acebuddy	Welcome to Ace Support.	9:54:18 AM
	Please chose an option :	9:54:18 AM
Kathleen Stern	I'd like to raise a Request	9:54:24 AM
Acebuddy	Please select your request type.	9:54:24 AM
Kathleen Stern	Other Request	9:54:45 AM

Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:54:45 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:54:45 AM
Kathleen Stern	Setback	9:55:01 AM
Acebuddy	Please select your request type.	9:55:01 AM
Kathleen Stern	Setup Ace Server	9:55:08 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	9:55:08 AM
Kathleen Stern	Microsoft Windows	9:55:16 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	9:55:16 AM
	Do you need any further assistance on the topic?	9:55:16 AM
Kathleen Stern	Yes	9:55:35 AM
Acebuddy	Please wait while we connect you to our Support Representative	9:55:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:55:35 AM
Kathleen Stern	Hi I just sent a request for support ticket #625689 I am trying to connect my laptop to the cfit server - I want to save quickbook files to my laptop	9:57:04 AM
	<i>Yash Ahi accepted the chat transfer request.</i>	9:57:12 AM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	9:57:19 AM
	Hi Kathleen. How are you doing today?	9:57:26 AM
Kathleen Stern	Hello	9:57:27 AM
	I'm great are you having a good night	9:57:42 AM
Yash Ahi	Well its day here and having a good one☺	9:58:15 AM
	Thankyou for asking.	9:58:19 AM
	Let me transfer your chat the concerned person, and he will help you with the issue.	9:58:45 AM
	<i>Yash Ahi is transferring the chat to Shashwat Verma.</i>	9:58:53 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:58:55 AM
Kathleen Stern	thank you	9:58:58 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:58:59 AM
	Hello Kathleen	9:59:07 AM
Kathleen Stern	#625689 I am trying to connect my laptop to the cfit server - I want to save quickbook files to my laptop	9:59:23 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	9:59:41 AM
Kathleen Stern	thank you	9:59:50 AM





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	5 Jan, 1:01:45 AM
<b>#70167 Kara StOnge</b>	
<b>Email:</b> kstone@ipowerne.com ☎ 4133620972	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Gaurav kumar	
<b>Website:</b> https://www.acecloudhosting.com/support-chat.php	
<b>Operating System:</b> Microsoft Windows	
<b>Browser:</b> Google Chrome	
<b>Device:</b> Desktop	
<b>Average Response Time:</b> 10 Secs	
<b>City:</b> WESTFIELD	
<b>State:</b> Massachusetts	
<b>Country:</b> UNITED STATES	

Chat Transcript	Chat Duration : 24 Mins 32 Secs
Kara StOnge	Hello, I am your Acebuddy5 Jan, 1:01:47 AM
Acebuddy	Hello Kara, I'm your Ace Buddy. I'll be happy to assist you!1:01:49 AM
	Whom Would You Like to Connect With?1:01:49 AM
Kara StOnge	Technical Support (QB & App Hosting)1:01:59 AM
Acebuddy	Welcome to Ace Support.1:01:59 AM
	Please chose an option :1:01:59 AM
Kara StOnge	I'd like to report an Issue1:02:56 AM
Acebuddy	Please select an option!1:02:56 AM
Kara StOnge	Other Issue1:03:14 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!1:03:15 AM
Kara StOnge	server continues to freeze and reconnect. I have been unable to work in the server for a few days now1:03:53 AM
Acebuddy	Please wait while we connect you to a Support Representative1:03:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i> 1:03:54 AM
	<i>Gaurav Kumar accepted the chat transfer request.</i> 1:05:06 AM
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.1:05:13 AM

Kara StOnge	Hi Guarav!	1:05:33 AM
	I have a ticket already in with Ace	1:05:40 AM
Gaurav Kumar	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:06:06 AM
	also the ticket Id	1:06:15 AM
Kara StOnge	ticket 613174	1:06:43 AM
	KaraSt	1:07:03 AM
	I'm wondering if it is because it keeps going into OneDrive?	1:07:39 AM
Gaurav Kumar	kindly allow me few minutes here	1:10:13 AM
Kara StOnge	ok	1:10:27 AM
Gaurav Kumar	May I take the remote access of your local computer?	1:12:14 AM
Kara StOnge	yes	1:12:49 AM
Gaurav Kumar	Prior providing the access, I would suggest you to close any important documents at your end.	1:13:46 AM
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/2452844754">https://assist.acecloudhosting.com/join/2452844754</a>	1:14:16 AM
Kara StOnge	ok, everything is closed	1:14:20 AM
Gaurav Kumar	Ok, please go ahead (Edited)	1:14:36 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:16:07 AM
	This seems to be stable.	1:18:29 AM
Kara StOnge	hmmm strange...	1:19:56 AM
	when I try, it keeps reconnecting	1:20:06 AM
Gaurav Kumar	Ok, let me create a new RDP for you.	1:21:40 AM
	Kara Kindly use this new RDP to login the server from now onwards.	1:25:03 AM
Kara StOnge	ok!	1:25:12 AM
Gaurav Kumar	Is there anything else I may help you with ?	1:25:22 AM
Kara StOnge	I think that should be it :)	1:25:30 AM
Gaurav Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:25:34 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal</p>	1:25:36 AM

	(https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
Kara StOnge	will all of my stuff be on the new one?	1:25:42 AM
Gaurav Kumar	yes, Kara.	1:25:52 AM
Kara StOnge	perfect! thank you!	1:26:09 AM
Gaurav Kumar	Your Welcome.	1:26:16 AM
	<i>Gaurav Kumar has ended this chat session</i>	1:26:20 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 10:51:22 PM

#70574 duane

**Email:** duane@cartercpatax.com 📞 19703907348

**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:** 28 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES


Chat Transcript

Chat Duration : 39 Mins 25 Secs

duane	Hello, I am your Acebuddy	13 Jan, 10:51:23 PM
Acebuddy	Hello Duane, I'm your Ace Buddy. I'll be happy to assist you!	10:51:24 PM
	Whom Would You Like to Connect With?	10:51:24 PM
duane	Technical Support (QB & App Hosting)	10:51:28 PM
Acebuddy	Welcome to Ace Support.	10:51:29 PM

	Please chose an option :	10:51:29 PM
duane	I'd like to report an Issue	10:51:35 PM
Acebuddy	Please select an option!	10:51:35 PM
duane	Other Issue	10:51:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:51:45 PM
duane	Unable to open ATX payroll 2024	10:52:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:52:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:52:34 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:53:59 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:56:43 PM
duane	Thank you	10:57:03 PM
Tushar Pharswan	Thank you for waitng.	11:00:38 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:00:45 PM
duane	CarterCPAATX2.myrealdata.net	11:03:08 PM
	Amanda	11:03:16 PM
Tushar Pharswan	The primary server needs to be restart in order to fix this issue.	11:06:31 PM
	Kindly allow me two minutes to do that.	11:06:43 PM
duane	Thank you.. This has happened several days in a row. We also had this issue last year but able to fix on your end....around June of 2024	11:09:07 PM
Tushar Pharswan	I deeply apologize for the inconvenience caused to you.	11:11:26 PM
	I have noticed your previous tickets we will investigate the issue and will escalate if needed.	11:12:16 PM
duane	thank you Tushar	11:13:11 PM
Tushar Pharswan	It is taking time.	11:16:32 PM
duane	ok	11:16:43 PM
Tushar Pharswan	Our team is currently also checking as of why this issue happens allot.	11:17:17 PM
duane	We appreciate your help	11:18:31 PM
Tushar Pharswan	It will up in 2 minutes.	11:22:45 PM
duane	thank you	11:22:57 PM
Tushar Pharswan	It should be working now kindly check.	11:24:41 PM
	Is it working ?	11:26:02 PM
	as this chat session got disconnected.	11:30:15 PM
	Kindly email us to let us know if the issue is resolved or not.	11:30:42 PM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:30:44 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:30:46 PM

	<i>Tushar Pharswan has ended this chat session</i>	11:30:48 PM
		

# Chat Transcript


Hello, I am your Acebuddy

Visitor Details	14 Jan, 6:15:53 AM
<p><b>#70638 Ashlee Maitland</b></p> <p><b>Email:</b> office@sadlonandassociates.com 📞 18282000079</p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b> Tushar Pharswan</p> <p><b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a></p> <p><b>Operating System:</b> Apple iPhone</p> <p><b>Browser:</b> Apple Safari</p> <p><b>Device:</b> Mobile</p> <p><b>Average Response Time:</b> 4 Secs</p> <p><b>City:</b> FRANKLIN</p> <p><b>State:</b> North Carolina</p> <p><b>Country:</b> UNITED STATES</p>	

Chat Transcript	Chat Duration : 16 Mins 40 Secs
Ashlee Maitland	Hello, I am your Acebuddy14 Jan, 6:15:54 AM
Acebuddy	Hello Ashlee Maitland, I'm your Ace Buddy. I'll be happy to assist you!6:15:55 AM
	Whom Would You Like to Connect With?6:15:55 AM

Ashlee Maitland	Technical Support (QB & App Hosting)	6:16:00 AM
Acebuddy	Welcome to Ace Support.	6:16:00 AM
	Please chose an option :	6:16:00 AM
Ashlee Maitland	I'd like to report an Issue	6:16:04 AM
Acebuddy	Please select an option!	6:16:05 AM
Ashlee Maitland	Other Issue	6:16:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:16:08 AM
Ashlee Maitland	Locked out of account	6:16:18 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:16:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:16:19 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	6:17:46 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	6:17:50 AM
Ashlee Maitland	Hello! I was using the self care portal but I was locked out of my account meta.npro1	6:17:58 AM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:18:14 AM
Ashlee Maitland	Trying to upset the password because I had a password expiry notice	6:18:15 AM
	I'm not sure of the server name... it's under Sadlon and associates	6:18:49 AM
	the username is meta.npro1	6:19:11 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	6:19:43 AM
	Thank you for waitng.	6:24:35 AM
	Do you have the access for MyPortal?	6:24:47 AM
Ashlee Maitland	Yes	6:24:58 AM
Tushar Pharswan	From where users are manged from your end.	6:25:02 AM
	Thats great.	6:25:12 AM
Ashlee Maitland	yes and I reset the password there but it still said I was locked out on the self care	6:25:23 AM
Tushar Pharswan	May I take the remote access of your local computer?	6:25:33 AM
Ashlee Maitland	i am using a cell phone	6:25:45 AM
Tushar Pharswan	Are you able to login to server ?	6:26:04 AM
Ashlee Maitland	Not right now, no	6:26:15 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	6:26:25 AM
	<a href="https://assist.acecloudhosting.com/join/1862417273">https://assist.acecloudhosting.com/join/1862417273</a>	6:26:42 AM
	Kindly Click on the link and open the downloaded file.	6:26:47 AM
Ashlee Maitland	okay, I can't get on the server from this device	6:26:54 AM



	Is there another way to unlock the user? Or reset the password? Or do I need to do this another day	6:27:41 AM
Tushar Pharswan	We will have to first reset your user password from MyPortal after which you will be able to login to server and for Self care Portal it has blocked you which will reset in 24 hr.	6:29:13 AM
	Do you want to proceed now?	6:30:19 AM
Ashlee Maitland	Okay. I will work on it tomorrow thank you	6:30:34 AM
Tushar Pharswan	Okay.	6:30:42 AM
	Is this the first time you are facing this issue?	6:30:45 AM
Ashlee Maitland	yes it is	6:31:04 AM
	i can log into my portal just fine but even after updating the password on meta.npro1, I got locked out and the expiry notification	6:31:36 AM
Tushar Pharswan	Okay I understand.	6:31:41 AM
	As you said kindly reach us out again tomorrow.	6:32:03 AM
Ashlee Maitland	yes thank you!	6:32:23 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:32:30 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	6:32:32 AM
	<i>Tushar Pharswan has ended this chat session</i>	6:32:35 AM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71381 michael

Email: michael@silversfs.com 📞 18187184643

26 Jan, 7:11:25 PM



**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 30 Secs  
**City:** TEL AVIV  
**State:** Hamerkaz  
**Country:** ISRAEL

Chat Transcript

Chat Duration : 23 Mins 39 Secs

michael	Hello, I am your Acebuddy	26 Jan, 7:11:26 PM
Acebuddy	Hello Michael, I'm your Ace Buddy. I'll be happy to assist you!	7:11:27 PM
	Whom Would You Like to Connect With?	7:11:27 PM
michael	Technical Support (QB & App Hosting)	7:11:35 PM
Acebuddy	Welcome to Ace Support.	7:11:35 PM
	Please chose an option :	7:11:35 PM
michael	I'd like to report an Issue	7:11:43 PM
Acebuddy	Please select an option!	7:11:43 PM
michael	Other Issue	7:11:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:11:46 PM
michael	Ticket Number is: 628529 I cannot login to my Server	7:11:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:12:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:12:00 PM
michael	Hello?	7:15:38 PM
	<i>Saurabh Surana accepted the chat transfer request.</i>	7:15:50 PM
Saurabh Surana	Thank you for contacting Ace Cloud Hosting. My name is Saurabh Surana. I will be assisting you today.	7:16:06 PM
michael	Hello Saurabh	7:16:16 PM
	Please help me figure out why I cannot login to my ACE server	7:16:37 PM
	<i>Saurabh Surana is transferring the chat to Manish Singh.</i>	7:16:53 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:16:58 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:17:11 PM
	I will surely help you with this issue.	7:17:49 PM

michael	Please advise. I have included screenshots on the email	7:19:00 PM
	hello Manish	7:19:59 PM
	Can you assist with this?	7:20:08 PM
Manish Singh	As you are getting MFA verification issue, we are working on it.	7:21:16 PM
michael	I cannot even get to that point\	7:21:38 PM
	This error pops up before I can enter a MFA	7:21:49 PM
Manish Singh	May I take the remote access of your local computer?	7:21:59 PM
michael	sure	7:22:07 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/6372948807">https://assist.acecloudhosting.com/join/6372948807</a>	7:22:27 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:22:36 PM
michael	ok I am here	7:23:36 PM
	Do you see the RDP Link on my right screen?	7:23:57 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.	7:24:51 PM
michael	ok	7:25:02 PM
	hello	7:33:42 PM
Manish Singh	We will arrange a callback as you requested.	7:33:52 PM
	Is there anything else I may help you with ?	7:33:56 PM
michael	ok great	7:33:57 PM
	No, I will await your response. I need to be able to login so I hope it doesnt take more than an hour	7:34:18 PM
Manish Singh	Sure, we will make a note of it.	7:34:32 PM
michael	thank you	7:34:38 PM
Manish Singh	Thanks for your Patience.	7:34:51 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:34:56 PM
michael	sure	7:34:56 PM
	you too	7:35:01 PM
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	7:35:02 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	

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

*Manish Singh has ended this chat session*

7:35:06 PM

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 11:00:09 PM

### Visitor Details

**#71247 Yves Marasigan**

**Email:** ymarasigan@owens.com ☎ 8134227786

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

**Operator:** Anurag Sharma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 11 Secs

City: TAIPEI

**State:** Taipei City

**Country:** TAIWAN PROVINCE OF CHINA

Chat Transcript

Chat Duration : 14 Mins 22 Secs

chat transcript

Yves Marasigan	Hello, I am your Acebuddy	23 Jan, 11:00:11 PM
Acebuddy	Hello Yves Marasigan, I'm your Ace Buddy. I'll be happy to assist you!	11:00:12 PM
	Whom Would You Like to Connect With?	11:00:12 PM
Yves Marasigan	Technical Support (QB & App Hosting)	11:00:22 PM
Acebuddy	Welcome to Ace Support.	11:00:22 PM
	Please chose an option :	11:00:22 PM
Yves Marasigan	I'd like to raise a Request	11:00:29 PM
Acebuddy	Please select your request type.	11:00:29 PM
Yves Marasigan	Other Request	11:00:33 PM

Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:00:33 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:00:33 PM
Yves Marasigan	Yes, I'm facing issues with my server	11:00:39 PM
Acebuddy	Please select an option!	11:00:39 PM
Yves Marasigan	Other Issue	11:00:43 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:00:43 PM
Yves Marasigan	Validate my Windows version	11:00:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:00:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:00:58 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:01:33 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:01:36 PM
	Hello	11:01:43 PM
Yves Marasigan	Hi	11:01:59 PM
	we received an email: Important Update: Discontinuation of Support for Older Windows Versions (Windows 8 and older)	11:02:17 PM
	Just want to clarify if our server is not included in this one	11:02:33 PM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:02:42 PM
Yves Marasigan	MYREALDATA\IT_OOL	11:03:12 PM
Anurag Sharma	Thanks for the confirmation !	11:04:49 PM
	Kindly allow me two minutes to check the same.	11:04:52 PM
Yves Marasigan	ok	11:04:57 PM
Anurag Sharma	May I know which version of Windows you are using on your local computer?	11:10:06 PM
Yves Marasigan	local?	11:10:21 PM
	we're using mac	11:10:27 PM
	and accesing acecloud thru microsoft remote desktop	11:10:43 PM
Anurag Sharma	Okay then it is fine.	11:10:56 PM
	This message that you received says that it will not support the server connection if you are using windows 8 and older.	11:11:33 PM
	It will not impact on your working don't worry.	11:11:50 PM
	Is there anything else I may help you with ?	11:11:57 PM
Yves Marasigan	I see, so that message is for local OS version and not for the server itself?	11:12:27 PM
Anurag Sharma	Yes, we are working 24/7 to provide you with the best environment on the server. If that message has	11:13:46 PM

	any relation to the servers, we would be the first to act on it. Please don't worry about that.	
Yves Marasigan	Got it, thank you so much for the clarification.	11:14:13 PM
	That's all	11:14:16 PM
Anurag Sharma	Is there anything else I may help you with ?	11:14:17 PM
Yves Marasigan	Have a great day	11:14:21 PM
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:14:25 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:14:29 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:14:31 PM
	<i>Anurag Sharma has ended this chat session</i>	11:14:34 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71426 Dustin

Email: [dustin@davecreekmedia.com](mailto:dustin@davecreekmedia.com) 📞 00000000000000000000000000000000

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: 1 Min 26 Secs

City: CONWAY

27 Jan, 10:08:09 PM


**State:** Arkansas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 13 Secs

Dustin	Hello, I am your Acebuddy	27 Jan, 10:08:11 PM
Acebuddy	Hello Dustin, I'm your Ace Buddy. I'll be happy to assist you!	10:08:12 PM
	Whom Would You Like to Connect With?	10:08:12 PM
Dustin	Technical Support (QB & App Hosting)	10:08:19 PM
Acebuddy	Welcome to Ace Support.	10:08:19 PM
	Please chose an option :	10:08:19 PM
Dustin	I'd like to report an Issue	10:08:26 PM
Acebuddy	Please select an option!	10:08:26 PM
Dustin	QuickBooks Issue	10:08:32 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:08:32 PM
Dustin	QuickBooks Login Issue	10:08:38 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	10:08:38 PM
	Was that helpful?	10:08:38 PM
Dustin	No	10:09:33 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:09:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:09:33 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:10:22 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:10:26 PM
Dustin	Hey there, when I went to open Quickbooks this morning, an error message comes up that says "This action requires Windows Administrator Permissions" with the error codes of (-12, 0) and it won't let me access quickbooks.	10:11:13 PM
Manish Singh	I will surely help you with this issue.	10:12:24 PM
	Kindly allow me two minutes to check the same.	10:12:29 PM
	Kindly check now.	10:16:56 PM
Dustin	It's still giving me the same error messages	10:18:44 PM
Manish Singh	May I take the remote access of your server?	10:20:03 PM
Dustin	Yes	10:20:11 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	10:21:24 PM



Dustin	Got it!	10:21:35 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.	10:25:31 PM
	Kindly try to access server after 2 mins.	10:33:22 PM
Dustin	Got it!	10:33:31 PM
Manish Singh	Kindly check now.	10:37:01 PM
Dustin	That worked! I have access again, thanks for your help!	10:37:27 PM
Manish Singh	No need for the update then.	10:37:39 PM
	Is there anything else I may help you with ?	10:37:42 PM
Dustin	No, that was all! Thanks!	10:38:01 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.	10:38:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:38:18 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	10:38:23 PM
	<i>Manish Singh has ended this chat session</i>	10:38:24 PM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70071 rhiannon

Email: rhiannon@thebeaconadvisors.com

3 Jan, 1:19:22 AM



**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:** PLYMOUTH  
**State:** Massachusetts  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 35 Secs

rhiannon	Hello, I am your Acebuddy	3 Jan, 1:19:23 AM
Acebuddy	Hello Rhiannon, I'm your Ace Buddy. I'll be happy to assist you!	1:19:24 AM
	Whom Would You Like to Connect With?	1:19:24 AM
rhiannon	Technical Support (QB & App Hosting)	1:19:32 AM
Acebuddy	Welcome to Ace Support.	1:19:32 AM
	Please chose an option :	1:19:32 AM
rhiannon	I'd like to raise a Request	1:19:42 AM
Acebuddy	Please select your request type.	1:19:42 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.	1:55:58 AM
	Ended due to chat idle timeout	1:55:59 AM



