

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Oct, 10:48:07 AM

#82391 shari

Email: shari@jkservicesinc.com ☎ 18054079440

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: MERIDIAN

State: Idaho

Country: UNITED STATES

## Chat Transcript

Chat Duration : 33 Mins 41 Secs

shari	Hello, I am your Acebuddy	9 Oct, 10:48:08 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	10:48:09 AM
	Whom Would You Like to Connect With?	10:48:09 AM
shari	Technical Support (QB & App Hosting)	10:48:12 AM
Acebuddy	Welcome to Ace Support.	10:48:12 AM
	Please chose an option :	10:48:12 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.	11:21:50 AM
	<i>Ended due to chat idle timeout</i>	11:21:50 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

## #82681 Angelo Bocacao

**Email:** info@clmqbp.com ☎ 639157602689**Department:** Support(QB & App Hosting)**Operator:** Karan Kanwal**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Apple iPhone**Browser:** Apple Safari**Device:** Mobile**Average Response Time:** 1 Min 10 Secs**City:** MUNTINLUPA**State:** National Capital Region**Country:** PHILIPPINES

Chat Duration : 29 Mins 34 Secs

## Chat Transcript

Angelo Bocacao	Hello, I am your Acebuddy	16 Oct, 8:53:10 AM
Acebuddy	Hello Angelo Bocacao, I'm your Ace Buddy. I'll be happy to assist you!	8:53:11 AM
	Whom Would You Like to Connect With?	8:53:11 AM
Angelo Bocacao	Technical Support (QB & App Hosting)	8:53:25 AM
Acebuddy	Welcome to Ace Support.	8:53:25 AM
	Please chose an option :	8:53:25 AM
Angelo Bocacao	I'd like to raise a Request	8:53:31 AM
Acebuddy	Please select your request type.	8:53:31 AM
Angelo Bocacao	Other Request	8:53:39 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.	8:53:39 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:53:39 AM
Angelo Bocacao	Yes, I'm facing issues with my server	8:53:46 AM
Acebuddy	Please select an option!	8:53:46 AM
Angelo Bocacao	QuickBooks Issue	8:53:51 AM
Acebuddy	What type of QuickBooks Issue are you facing?	8:53:51 AM
Angelo Bocacao	Other QB related issue	8:53:56 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:53:56 AM
Angelo Bocacao	There is no QuickBooks and excel installed	8:54:13 AM
Acebuddy		

	Please wait while we connect you to a Support Representative	8:54:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:54:13 AM
Angelo Bocacao	Ticket ID: 783295	8:54:21 AM
	Hu	8:54:39 AM
	Hi	8:54:41 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	8:56:09 AM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	8:56:21 AM
Angelo Bocacao	Hi Ankit	8:56:35 AM
	There is no QuickBooks and excel on the user Bianca	8:56:47 AM
	Ticket ID: 783295	8:56:54 AM
	they setup the server last night and I said to ofcourse install the application needed	8:57:18 AM
	<i>Ankit Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	8:57:20 AM
	<i>Karan Kanwal accepted the chat transfer request.</i>	8:57:26 AM
	How can we use the server if there is no QuickBooks and excel	8:57:28 AM
Karan Kanwal	Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today.	8:57:44 AM
Angelo Bocacao	Hello	8:57:56 AM
	Ticket ID: 783295	8:58:05 AM
	This	8:58:15 AM
	This	8:58:25 AM
	This	8:58:37 AM
	Are you there??	8:58:47 AM
	We need it installed now	8:58:58 AM
	We are already 5 hrs pending with our work today	8:59:11 AM
Karan Kanwal	Kindly allow me 3-4 minutes to check the same.	8:59:27 AM
Angelo Bocacao	I would like to eacalate Manish for not doing his job completely	9:00:04 AM
	<i>9:00:29 AM Angelo Bocacao is sharing a file with you <a href="#">IMG_4040.png</a> - ( Size:550.29 KB )</i>	9:00:29 AM
	And create the QuickBooks folder shortcut on Bianca's desktop	9:03:10 AM
	For easy file access	9:03:15 AM
	Are you there?	9:04:26 AM
Karan Kanwal	As I checked at the backend the access was provided	9:04:45 AM
	Kindly share the error message	9:04:55 AM

Angelo Bocacao	There is no QuickBooks installed	9:05:35 AM
	What error message are you talking about	9:05:43 AM
	THERE IS NO QuickBooks	9:05:55 AM
Karan Kanwal	Allow me to check the user access logs.	9:07:37 AM
	<i>9:11:32 AM Angelo Bocacao is sharing a file with you</i> <a href="#"><u>IMG_4041.jpeg</u></a> - ( Size:64.56 KB )	9:11:32 AM
Angelo Bocacao	Hello?	9:11:53 AM
Karan Kanwal	I deeply apologize for the inconvenience caused to you.	9:12:22 AM
	I'm working at the backend to fix the access issue	9:12:37 AM
Angelo Bocacao	Install QuickBooks now	9:13:21 AM
	Also there is no excel	9:14:17 AM
	I am so frustrated	9:14:23 AM
Karan Kanwal	As I checked at the backend the account for BiancaA is not mapped properly then you are facing this issue, kindly allow is 30 -45 min in order to remap the profile, after remap the access of both QuickBooks & Excel will be granted.	9:15:33 AM
Angelo Bocacao	As should have been done yesterday	9:16:06 AM
	What is wrong with Manish	9:16:31 AM
	It wasnt done correctly	9:16:37 AM
Karan Kanwal	I understand the frustration, the previous agent should have checked before sharing the user profile, don't worry me & my team will take care of this issue .	9:17:25 AM
Angelo Bocacao	Do it in 15 mins	9:17:55 AM
	We are already lag for today	9:18:01 AM
Karan Kanwal	Once done, you will receive a fresh login details.	9:18:02 AM
	Surely we will share the new login asap.	9:18:15 AM
	Is there anything else I may help you with ?	9:18:22 AM
Angelo Bocacao	Please cc the login credentials to maugaspar@maspi.com.ph	9:18:55 AM
	Do not forget to send it to that email too	9:19:09 AM
Karan Kanwal	Surely.	9:19:11 AM
Angelo Bocacao	As I cannot forward it to them as I am in the airport	9:19:22 AM
Karan Kanwal	Don't worry, we will take care of that.	9:19:53 AM
Angelo Bocacao	Okay.	9:19:58 AM
	Send it asap	9:20:01 AM
Karan Kanwal	Sure	9:20:19 AM
		9:20:28 AM

Is there anything else I may help you with ?

Are we still connected here?

9:22:07 AM

Angelo Bocacao Ok

9:22:31 AM

Bye

9:22:34 AM

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

9:22:40 AM

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

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

Thanks!

9:22:42 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/>)

*Karan Kanwal has ended this chat session*

9:22:45 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Oct, 2:23:28 AM

**#82991 Evelyn LoVerdi Cruz**

**Email:** evie@love-tax.com ☎ 13038345536

**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:** PARKER

**State:** Colorado

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 41 Secs

Evelyn LoVerdi Cruz	Hello, I am your Acebuddy	28 Oct, 2:23:28 AM
Acebuddy	Hello Evelyn Loverdi Cruz, I'm your Ace Buddy. I'll be happy to assist you!	2:23:29 AM
	Whom Would You Like to Connect With?	2:23:29 AM
Evelyn LoVerdi Cruz	Technical Support (QB & App Hosting)	2:23:34 AM
Acebuddy	Welcome to Ace Support.	2:23:34 AM
	Please chose an option :	2:23:34 AM
Evelyn LoVerdi Cruz	I'd like to raise a Request	2:23:49 AM
Acebuddy	Please select your request type.	2:23:49 AM
Evelyn LoVerdi Cruz	Restart	2:24:02 AM
Acebuddy	Hello Evelyn Loverdi Cruz, I'm your Ace Buddy. I'll be happy to assist you!	2:24:02 AM
	Whom Would You Like to Connect With?	2:24:02 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:00:10 AM
	<i>Ended due to chat idle timeout</i>	3:00:10 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 Oct, 8:23:29 PM

#### #82262 LESLIE STEPHENS

**Email:** stephenshardwood@highland.net 14236632564

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** PINE KNOT

**State:** Kentucky

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 58 Mins 37 Secs

LESLIE STEPHENS	Hello, I am your Acebuddy	6 Oct, 8:23:30 PM
Acebuddy	Hello Leslie Stephens, I'm your Ace Buddy. I'll be happy to assist you!	8:23:31 PM
	Whom Would You Like to Connect With?	8:23:31 PM
LESLIE STEPHENS	Technical Support (QB & App Hosting)	8:23:35 PM
Acebuddy	Welcome to Ace Support.	8:23:35 PM
	Please chose an option :	8:23:35 PM
LESLIE STEPHENS	I'd like to report an Issue	8:23:39 PM
Acebuddy	Please select an option!	8:23:39 PM
LESLIE STEPHENS	QuickBooks Issue	8:23:43 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:23:43 PM
LESLIE STEPHENS	QuickBooks Login Issue	8:23:47 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:23:47 PM
	Was that helpful?	8:23:47 PM
LESLIE STEPHENS	No	8:23:52 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:23:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:23:52 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:24:15 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:24:22 PM
	Hello Leslie, I will be surely assisting you with this. Kindly help me with your server name and user name?	8:25:25 PM
LESLIE STEPHENS	SH_Admin.NENT1@myrealdata.net	8:26:32 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	8:28:05 PM
	Thank you for your patience.	8:30:39 PM
	May i know Is this issue occurring only for you, or are other users on the server also experiencing it?	8:30:51 PM
LESLIE STEPHENS	Only for me	8:31:46 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	8:31:56 PM
LESLIE STEPHENS	Yes. I just now had to get issues with the server fixed and then once that was fixed and the person was disconnected then the QB issue happened. You can take remote access of my main computer to see the issue.	8:33:01 PM
Ashutosh Mishra	Sure, Prior providing the access to your local computer, I would suggest you to close any important	8:33:54 PM

	documents at your end.	
LESLIE STEPHENS	Yes	8:34:24 PM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	8:35:13 PM
	<a href="https://assist.acecloudhosting.com/join/4352666965">https://assist.acecloudhosting.com/join/4352666965</a>	8:35:15 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.	8:37:01 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:22:08 PM
	<i>Ended due to chat idle timeout</i>	9:22:08 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Oct, 2:10:58 AM

#### #82661 Janice Rodriguez

**Email:** jrodriguez@adelantelive.com 18003209160

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** CHICAGO

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 55 Mins 34 Secs

Janice Rodriguez	Hello, I am your Acebuddy	16 Oct, 2:10:58 AM
Acebuddy	Hello Janice Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!	2:10:59 AM
	Whom Would You Like to Connect With?	2:10:59 AM

Janice Rodriguez	Technical Support (QB & App Hosting)	2:12:12 AM
Acebuddy	Welcome to Ace Support.	2:12:12 AM
	Please chose an option :	2:12:12 AM
Janice Rodriguez	I'd like to report an Issue	2:12:18 AM
Acebuddy	Please select an option!	2:12:18 AM
Janice Rodriguez	Password Reset	2:12:23 AM
Acebuddy	Please select an option below	2:12:23 AM
Janice Rodriguez	Already Enrolled to Selfcare Portal	2:12:30 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	2:12:30 AM
	Do you need any further assistance on the topic?	2:12:30 AM
Janice Rodriguez	Yes	2:12:35 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:12:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:12:35 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:13:46 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:13:51 AM
	I will be surely assisting you with this.	2:14:18 AM
Janice Rodriguez	Hello: I need help resetting my Quickbooks password for a specific account within QB.	2:14:20 AM
	I tried logging into the portal and my password isn't working either.	2:14:37 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	2:15:25 AM
	For confirmation, would you like to reset your ACE server login password?	2:16:42 AM
Janice Rodriguez	Yes but more immportantly I need to reset a passwrod with in QB. When I go to forgot password it says it's going to send you an meial	2:17:50 AM
Abhay Kumar Saraswat	Could you please show me the screenshot with the same as you mentioned above?	2:18:24 AM
	<i>2:19:12 AM Janice Rodriguez is sharing a file with you <a href="#">image.png</a> - ( Size:83.95 KB )</i>	2:19:12 AM
	Got it.	2:19:59 AM
	Do you know who those email addresses belong to?	2:20:26 AM
Janice Rodriguez	you	2:20:32 AM
	they are @acecloudhosting.com and @myrealdatal.com	2:21:10 AM
Abhay Kumar Saraswat	Okay.	2:21:43 AM
	Is this the first time you are resetting the password in <b>QuickBooks</b> ?	2:22:10 AM

Janice Rodriguez	I'm not sure. I don't think I've been prompted to update in years	2:22:30 AM
Abhay Kumar Saraswat	Okay.	2:22:56 AM
	Could you please confirm me the username for which you are trying to reset the password?	2:23:16 AM
Janice Rodriguez	Admin	2:23:24 AM
	only for the company Adelante Live	2:23:37 AM
Abhay Kumar Saraswat	Okay.	2:23:46 AM
	Thank you for the information and allow 2 minutes to check the same.	2:23:52 AM
	Please be online with me.	2:28:22 AM
Janice Rodriguez	ok I'm here	2:28:29 AM
Abhay Kumar Saraswat	I'm trying to get the details of the email.	2:28:39 AM
	Thank you for your patience.	2:30:59 AM
	Please select the second email address and click on NEXT	2:31:16 AM
	And let me know.	2:31:25 AM
	<i>2:31:41 AM Janice Rodriguez is sharing a file with you <a href="#">image.png</a> - ( Size:81.47 KB )</i>	2:31:41 AM
Janice Rodriguez	I need the token	2:31:47 AM
Abhay Kumar Saraswat	Click on "Resend the token to above email id".	2:34:19 AM
Janice Rodriguez	IT sent twice I only have one attempt left	2:34:55 AM
Abhay Kumar Saraswat	Then just wait.	2:35:43 AM
Janice Rodriguez	did you get it?	2:37:27 AM
Abhay Kumar Saraswat	No.	2:38:44 AM
	We still haven't received any token code on our email.	2:39:14 AM
	May I take the remote access of your server and check? (Edited)	2:39:26 AM
Janice Rodriguez	sure	2:39:32 AM
Abhay Kumar Saraswat	Thanks.	2:39:50 AM
	Please accept.	2:40:33 AM
Janice Rodriguez	where?	2:40:46 AM
Abhay Kumar Saraswat	On server.	2:40:53 AM
	Great.	2:41:15 AM
	We are connected	2:41:24 AM

Janice Rodriguez	I don't know if I ever registered this email but the main email address I've used for Quickbooks is jrodriguez@adelantelive.com if you want to try it	2:46:02 AM
Abhay Kumar Saraswat	Yes, sure.	2:47:24 AM
	You can try that one as well.	2:47:31 AM
	No.	2:48:09 AM
	Not working.	2:48:12 AM
Janice Rodriguez	I don't know what to do. My password isn't working and I've logged in for years with it	2:48:35 AM
Abhay Kumar Saraswat	Please enter the last password you remember.	2:49:04 AM
	Please enter the password in notepad.	2:49:32 AM
	And then copy from there and pasted here.	2:49:44 AM
Janice Rodriguez	I have to look for it. please give me a minute	2:49:55 AM
Abhay Kumar Saraswat	Sure.	2:50:21 AM
Janice Rodriguez	nothing I have is correct. My accountant also doesn't have the correct one	2:54:32 AM
Abhay Kumar Saraswat	Kindly allow me two minutes to check from backend.	2:55:23 AM
Janice Rodriguez	I got in. I remembered the password	2:57:43 AM
Abhay Kumar Saraswat	Great.	2:57:52 AM
Janice Rodriguez	I do need to reset the portal. I have that password but it says it's not correct	2:58:38 AM
Abhay Kumar Saraswat	I apologize, but we haven't received any token number yet.	2:58:43 AM
	Share the screenshot please.	2:59:05 AM
	<i>3:02:09 AM Janice Rodriguez is sharing a file with you <a href="#">image.png</a> - ( Size:835.1 KB )</i>	3:02:09 AM
Janice Rodriguez	It looks like it's sending me an OTP but I didn't get it	3:03:52 AM
Abhay Kumar Saraswat	It seems that your email address and contact number is registered over there.	3:03:52 AM
	jrodriguez@adelantelive.com 18003209160	3:04:40 AM
	These are the details registered for MyPortal tool.	3:05:00 AM
Janice Rodriguez	that phone number I need to change. BUt'm in now. I'll update. thanks	3:05:06 AM
	sorry- this was a waste of your time!! I'm saving all the passwords. thank you	3:05:20 AM
Abhay Kumar Saraswat	No worries.	3:05:57 AM
	Janice, Is there anything else I may help you with?	3:06:06 AM

Janice Rodriguez	Not right now. Thank you!	3:06:18 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:06:24 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	3:06:27 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:06:30 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	3:06:33 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 29 Oct, 2:22:56 AM

**#83047 camilleward.cpa**

**Email:** camilleward.cpa@outlook.com ☎ 435-760-3701

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** LOGAN

**State:** Utah

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 25 Secs

29 Oct, 2:22:57

camilleward.cpa	Hello, I am your Acebuddy	AM
Acebuddy	Hello Camilleward.cpa, I'm your Ace Buddy. I'll be happy to assist you!	2:22:57 AM
	Whom Would You Like to Connect With?	2:22:57 AM
camilleward.cpa	Technical Support (QB & App Hosting)	2:23:41 AM
Acebuddy	Welcome to Ace Support.	2:23:41 AM
	Please chose an option :	2:23:41 AM
camilleward.cpa	I'd like to report an Issue	2:23:48 AM
Acebuddy	Please select an option!	2:23:48 AM
camilleward.cpa	QuickBooks Issue	2:23:56 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:23:56 AM
camilleward.cpa	QuickBooks Login Issue	2:24:03 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	2:24:03 AM
	Was that helpful?	2:24:03 AM
camilleward.cpa	No	2:24:09 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:24:09 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:24:09 AM
	<i>2:24:16 AM camilleward.cpa is sharing a file with you <a href="#">image.png</a> - ( Size:47.63 KB )</i>	2:24:16 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:24:19 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:24:25 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:24:28 AM
camilleward.cpa	I am unable to access QBs	2:24:31 AM
	Server name is in the screen shot above. I am Camille Ward.	2:25:10 AM
Yash Kalra	To help me assist you better, please answer the following questions:	
	1. Are you using a Windows PC or a Mac	2:26:35 AM
	2. Have you checked if your internet connection is stable? Also, have you tried connecting using a different network, such as a mobile hotspot?	
camilleward.cpa	I have access now. Thank you!	2:26:44 AM
Yash Kalra	Is there anything else I may help you with ?	2:26:50 AM
camilleward.cpa	No thank you.	2:27:05 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:27:12 AM
		2:27:19 AM

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

*Yash Kalra has ended this chat session*

2:27:22 AM



# Chat Transcript

Hello, I am your Acebuddy

1 Oct, 1:43:46 AM

## Visitor Details

### #82105 kirti

**Email:** kirti@stevencabinets.com 17155333160

**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:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

Chat Duration : 37 Mins 4 Secs

## Chat Transcript

kirti	Hello, I am your Acebuddy	1 Oct, 1:43:47 AM
Acebuddy	Hello Kirti, I'm your Ace Buddy. I'll be happy to assist you!	1:43:47 AM
	Whom Would You Like to Connect With?	1:43:47 AM
kirti	Technical Support (QB & App Hosting)	1:44:47 AM
Acebuddy	Welcome to Ace Support.	1:44:47 AM
	Please chose an option :	1:44:47 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.	2:20:51 AM
	<i>Ended due to chat idle timeout</i>	2:20:51 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

6 Oct, 10:28:41 PM

**#82271 mkhan**

**Email:** mkhan@tippfloor.com

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** RIDGEFIELD

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 20 Secs

mkhan	Hello, I am your Acebuddy	6 Oct, 10:28:42 PM
Acebuddy	Hello Mkhan, I'm your Ace Buddy. I'll be happy to assist you!	10:28:42 PM
	Whom Would You Like to Connect With?	10:28:42 PM
mkhan	Technical Support (QB & App Hosting)	10:28:47 PM
Acebuddy	Welcome to Ace Support.	10:28:47 PM
	Please chose an option :	10:28:47 PM
mkhan	I'd like to report an Issue	10:28:54 PM
Acebuddy	Please select an option!	10:28:54 PM
mkhan	Other Issue	10:28:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:28:57 PM
mkhan	printer not working	10:29:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:29:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:29:10 PM

	<i>Gaurava Tyagi declined the transfer request.</i>	10:29:30 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:30:24 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:30:31 PM
mkhan	Hello Abhay	10:30:51 PM
Abhay Kumar Saraswat	Hello	10:31:03 PM
	How are you doing today?	10:31:08 PM
mkhan	out server was moved from chicago to houston and now my printer is not working (not sure one thing has anything to do with the other.	10:31:30 PM
	im well, thank you for asking	10:31:38 PM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	10:32:03 PM
	Since when have you been experiencing this issue?	10:32:40 PM
	Are the others facing the same issue?	10:33:00 PM
mkhan	it was working fine on friday	10:33:08 PM
	yes, others are facing the same problem	10:33:27 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	10:33:27 PM
	Just to confirm, your printer is functioning properly from your local PC, but it's not working when you are printing something from the server, is that right?	10:34:43 PM
mkhan	i think its everyone using the printer i am using, but it is working fine from my local desktop just not from the virtual desktop.	10:34:59 PM
Abhay Kumar Saraswat	Thank you for the information.	10:35:15 PM
	I will be surely assisting you with this.	10:35:23 PM
mkhan	Thank you	10:35:30 PM
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.	10:35:41 PM
mkhan	sure no problem	10:36:18 PM
Abhay Kumar Saraswat	Thank you for your patience	10:37:18 PM
	May I take the remote access of your local computer?	10:37:21 PM
mkhan	yes	10:37:38 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	10:37:44 PM
mkhan	go ahead	10:38:13 PM
Abhay Kumar Saraswat	<a href="https://assist.aceclouddhosting.com/join/5232760229">https://assist.aceclouddhosting.com/join/5232760229</a>	10:38:17 PM

Kindly paste this link in the browser of local computer and join the session.

10:38:21 PM

mkhan done

10:39:20 PM

Abhay Kumar Saraswat 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.

10:39:31 PM

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

11:10:02 PM

*Ended due to chat idle timeout*

11:10:02 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Oct, 4:12:21 AM

**#82232 lsmith.gandf**

**Email:** lsmith.gandf@gmail.com 209-599-8911

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 21 Secs

**City:** RIPON

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 49 Mins 37 Secs

lsmith.gandf Hello, I am your Acebuddy 4 Oct, 4:12:21 AM

Acebuddy Hello lsmith.gandf, I'm your Ace Buddy. I'll be happy to assist you! 4:12:22 AM

Whom Would You Like to Connect With? 4:12:22 AM

lsmith.gandf Technical Support (QB & App Hosting) 4:12:28 AM

Acebuddy Welcome to Ace Support. 4:12:28 AM

	Please chose an option :	4:12:28 AM
Ismith.gandf	I'd like to raise a Request	4:12:37 AM
Acebuddy	Please select your request type.	4:12:37 AM
Ismith.gandf	Setback	4:12:56 AM
Acebuddy	Welcome to Ace Support.	4:12:56 AM
	Please chose an option :	4:12:56 AM
Ismith.gandf	I'd like to report an Issue	4:13:01 AM
Acebuddy	Please select an option!	4:13:01 AM
Ismith.gandf	QuickBooks Issue	4:13:12 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:13:12 AM
Ismith.gandf	Other QB related issue	4:13:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:13:18 AM
Ismith.gandf	QB is unable to send emails due to network connection failure	4:13:35 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:13:36 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:13:36 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	4:14:07 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	4:14:11 AM
	I deeply apologize for the inconvenience caused to you.	4:14:23 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	4:14:28 AM
	Since when have you been facing this issue, and when was it working last time?	4:15:09 AM
Ismith.gandf	This is the first time I have seen this issue. No one else is trying to email.	4:15:11 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	4:15:49 AM
Ismith.gandf	The problem just started a few minutes ago. It's probably been a few weeks since I emailed successfully.	4:15:51 AM
Abhay Kumar Saraswat	Thank you for the information.	4:16:11 AM
	Is this for account: *G&F Ag Service Inc*?	4:16:26 AM
Ismith.gandf	Yes	4:16:35 AM
Abhay Kumar Saraswat	Okay.	4:17:12 AM
	Could you please confirm if you are encountering any error while sending emails from <b>QuickBooks</b> ?	4:17:53 AM
	Or you can share any screenshot with us?	4:18:07 AM

	<i>4:18:24 AM lsmith.gandf is sharing a file with you <a href="#">image.png</a> - ( Size:47.51 KB )</i>	4:18:24 AM
lsmith.gandf	Yes, that is when I'm having the issue.	4:18:26 AM
Abhay Kumar Saraswat	Have you tried logging out from the server and then logging back in to check?	4:19:45 AM
lsmith.gandf	Multiple times. Also tried connecting to Ace through the windows app and also the Ace app. Both give the same error.	4:20:27 AM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced.	4:23:34 AM
	I will be surely assisting you with this.	4:23:39 AM
	May I take the remote access of your local computer?	4:23:54 AM
lsmith.gandf	ok	4:24:02 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	4:24:05 AM
	<a href="https://assist.acecloudhosting.com/join/6752832281">https://assist.acecloudhosting.com/join/6752832281</a>	4:24:18 AM
	Kindly paste this link in the browser of <b>local computer not on the server's browser</b> and join the session.	4:24:46 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:25:53 AM
	<i>4:43:28 AMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:44.41 KB )</i>	4:43:28 AM
	<i>Updated are running.</i>	
	Please stay with me on remote session.	4:43:38 AM
lsmith.gandf	ok	4:45:30 AM
Abhay Kumar Saraswat	Thank you for your patience.	5:00:23 AM
	As we checked, it seems an issue with the outlook email right now.	5:00:47 AM
	You are able to send an emails with your gmail address.	5:01:10 AM
	Is there anything else I may help you with ?	5:01:32 AM
lsmith.gandf	Nope, that's it for now. Thanks	5:01:46 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:01:51 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	5:01:54 AM

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

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

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

5:01:57 AM

*Abhay Kumar Saraswat has ended this chat session*

5:01:59 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

30 Oct, 12:40:05 AM

**#83088 christian.lopez**

**Email:** christian.lopez@attorneyguss.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 28 Mins 58 Secs

christian.lopez	Hello, I am your Acebuddy	30 Oct, 12:40:06 AM
Acebuddy	Hello Christian Lopez, I'm your Ace Buddy. I'll be happy to assist you!	12:40:06 AM
	Whom Would You Like to Connect With?	12:40:06 AM
christian.lopez	Technical Support (QB & App Hosting)	12:40:10 AM
Acebuddy	Welcome to Ace Support.	12:40:10 AM
	Please chose an option :	12:40:10 AM
christian.lopez	I'd like to report an Issue	12:40:16 AM

Acebuddy	Please select an option!	12:40:16 AM
christian.lopez	Other Issue	12:40:22 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:40:22 AM
christian.lopez	Black Screen in the RDP.	12:40:39 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:40:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:40:40 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:42:02 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:42:05 AM
	Hello Christian	12:42:13 AM
christian.lopez	Hello I am reaching out in regards to Lindsey Gill RDP giving her a black screen after closing out file File explorer in Task Manager is this a common issue that can be fix?	12:42:17 AM
Shashwat Verma	I will surely help you with this issue.	12:42:29 AM
	May I know if it is the first time you are facing this issue?	12:42:36 AM
christian.lopez	Yes	12:42:44 AM
Shashwat Verma	Okay	12:42:49 AM
	Kindly allow me two minutes to check the same.	12:42:51 AM
	Kindly ask her/him to re-login now (Edited)	12:44:20 AM
christian.lopez	That worked. Also, another thing I noticed is when she signed out of OneDrive, she could not re-open it to sign in. Every time she get a small window but won't let her type in her credentials.	12:46:47 AM
Shashwat Verma	Okay	12:47:36 AM
	May I take the remote access of her server end?	12:47:54 AM
	Or you can ask her to join us on chat	12:48:13 AM
christian.lopez	One moment please.	12:49:10 AM
Shashwat Verma	Sure, please take your time	12:49:23 AM
	Are we still connected here?	12:52:41 AM
christian.lopez	Yes	12:52:47 AM
Shashwat Verma	Let me know, how would you like to proceed?	12:53:18 AM
christian.lopez	Before we proceed is there a Run path I can use to reset the application?	12:53:45 AM
Shashwat Verma	In place, we can repair the app from backend	12:54:12 AM
christian.lopez	Can that be done to see if it can fix the issue?	12:54:34 AM
Shashwat Verma	Sure, but as it require other user to logoff, we recommend you to get this done in off hours.	12:55:14 AM
christian.lopez	How long with it take?	12:56:28 AM
Shashwat Verma	It might take 30-40 mins	12:56:45 AM

christian.lopez	Is there any other way to fix the application on my end?	12:59:10 AM
Shashwat Verma	To have the same you might have the restricted admin of the server	12:59:42 AM
	If you want to have the same you have approve the same request from Zac	1:00:44 AM
	Are we still connected here?	1:02:06 AM
christian.lopez	Yes I am still connected	1:02:14 AM
Shashwat Verma	Shall we schedule the same in off hours?	1:02:53 AM
christian.lopez	You can proceed with doing it now.	1:04:13 AM
Shashwat Verma	Okay, kindly ask other user to logoff	1:04:49 AM
christian.lopez	They are logged off	1:05:06 AM
Shashwat Verma	Okay, will let you know on email , once we are done, we have initiated the process.	1:05:41 AM
	Is that work for you?	1:05:44 AM
christian.lopez	No please email me once the process is completed and see if we can get her going. She a lot to take care of before EOD.	1:06:44 AM
Shashwat Verma	Noted, will surely get this done for you. Don't worry!	1:07:13 AM
	Is there anything else I may help you with ?	1:07:16 AM
christian.lopez	That is everything at the moment.	1:08:46 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:08:57 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:09:01 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shashwat Verma has ended this chat session</i>	1:09:04 AM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

15 Oct, 4:27:15 AM

### #82615 Wesley Middleton

Email: wmiddleton@potentiaadvisors.com ☎ 18325737657

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: AUSTIN

State: Texas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 40 Secs

Wesley Middleton	Hello, I am your Acebuddy	15 Oct, 4:27:16 AM
Acebuddy	Hello Wesley Middleton, I'm your Ace Buddy. I'll be happy to assist you!	4:27:17 AM
	Whom Would You Like to Connect With?	4:27:17 AM
Wesley Middleton	Technical Support (QB & App Hosting)	4:27:31 AM
Acebuddy	Welcome to Ace Support.	4:27:31 AM
	Please chose an option :	4:27:31 AM
Wesley Middleton	I'd like to raise a Request	4:27:36 AM
Acebuddy	Please select your request type.	4:27:37 AM
Wesley Middleton	Reboot your Server	4:27:47 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	4:27:47 AM
	Do you need any further assistance on the topic?	4:27:47 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.	5:02:56 AM
	<i>Ended due to chat idle timeout</i>	5:02:56 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Oct, 8:15:53 PM

### #82174 Jeffrey Johnson

**Email:** jeff.eltoroplumbing@gmail.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** IRVINE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 3 Mins 24 Secs

Jeffrey Johnson	Hello, I am your Acebuddy	2 Oct, 8:15:53 PM
Acebuddy	Hello Jeffrey Johnson, I'm your Ace Buddy. I'll be happy to assist you!	8:15:54 PM
	Whom Would You Like to Connect With?	8:15:54 PM
Jeffrey Johnson	Technical Support (QB & App Hosting)	8:16:00 PM
Acebuddy	Welcome to Ace Support.	8:16:00 PM
	Please chose an option :	8:16:00 PM
Jeffrey Johnson	I'd like to report an Issue	8:16:08 PM
Acebuddy	Please select an option!	8:16:08 PM
Jeffrey Johnson	Password Reset	8:16:15 PM
Acebuddy	Please select an option below	8:16:15 PM
Jeffrey Johnson	Already Enrolled to Selfcare Portal	8:16:38 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:16:38 PM
	Do you need any further assistance on the topic?	8:16:38 PM
Jeffrey Johnson	No	8:19:17 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	8:19:17 PM
	<i>Acebuddy has ended this chat session</i>	8:19:18 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

29 Oct, 8:18:59 PM

### #83071 inverteccasv

**Email:** inverteccasv@gmail.com ☎ 78566846

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** COLONIA SAN BENITO

**State:** San Salvador

**Country:** EL SALVADOR

## Chat Transcript

Chat Duration : 53 Mins 29 Secs

inverteccasv	Hello, I am your Acebuddy	29 Oct, 8:19:00 PM
Acebuddy	Hello Inverteccasv, I'm your Ace Buddy. I'll be happy to assist you!	8:19:01 PM
	Whom Would You Like to Connect With?	8:19:01 PM
inverteccasv	Technical Support (QB & App Hosting)	8:20:10 PM
Acebuddy	Welcome to Ace Support.	8:20:10 PM
	Please chose an option :	8:20:10 PM
inverteccasv	I'd like to report an Issue	8:23:23 PM
Acebuddy	Please select an option!	8:23:23 PM
inverteccasv	Password Reset	8:23:53 PM
Acebuddy	Please select an option below	8:23:53 PM
inverteccasv	Reiniciar	8:25:31 PM
Acebuddy	Hello Inverteccasv, I'm your Ace Buddy. I'll be happy to assist you!	8:25:31 PM

	Whom Would You Like to Connect With?	8:25:31 PM
inverteccasv	Technical Support (QB & App Hosting)	8:25:45 PM
Acebuddy	Welcome to Ace Support.	8:25:45 PM
	Please chose an option :	8:25:45 PM
inverteccasv	I'd like to raise a Request	8:26:18 PM
Acebuddy	Please select your request type.	8:26:18 PM
inverteccasv	Reiniciar	8:27:11 PM
Acebuddy	Hello Inverteccasv, I'm your Ace Buddy. I'll be happy to assist you!	8:27:11 PM
	Whom Would You Like to Connect With?	8:27:11 PM
inverteccasv	Technical Support (QB & App Hosting)	8:27:19 PM
Acebuddy	Welcome to Ace Support.	8:27:19 PM
	Please chose an option :	8:27:19 PM
inverteccasv	I'd like to report an Issue	8:27:29 PM
Acebuddy	Please select an option!	8:27:29 PM
inverteccasv	QuickBooks Issue	8:27:51 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:27:51 PM
inverteccasv	QuickBooks Login Issue	8:28:48 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:28:49 PM
	Was that helpful?	8:28:49 PM
inverteccasv	No	8:29:18 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:29:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:29:18 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:29:57 PM
inverteccasv	THANK YOU SO MUCH	8:30:01 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:30:03 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:30:27 PM
	Are we still connected here?	8:32:31 PM
	Are we still connected here?	8:34:12 PM
inverteccasv	YES	8:35:13 PM
Ashutosh Mishra	Kindly help me with your server name and user name?	8:35:52 PM
inverteccasv	I'm having problems with a Quick View user.	8:36:24 PM

	myrealdata	8:36:58 PM
Ashutosh Mishra	I will surely help you with this issue. May I know if you have contacted on behalf of the user who is facing issue with the QuickBooks?	8:37:32 PM
inverteccasv	The user with whom the problem occurs is HD_supervision	8:37:35 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	8:37:56 PM
inverteccasv	thank you	8:38:26 PM
Ashutosh Mishra	Sure please allow me few minutes (Edited)	8:38:45 PM
inverteccasv	ok	8:39:45 PM
Ashutosh Mishra	I understand the issue is isolated to user HD_Supervision hence to assist further I would require remote access of their server.	8:41:44 PM
	May I take the remote access of their server?	8:42:10 PM
inverteccasv	yes of course	8:43:06 PM
	What would be the medium?	8:43:27 PM
Ashutosh Mishra	Please inform the user to accept the remote session request and Prior providing the access, I would suggest to close any important documents at their end.	8:43:39 PM
inverteccasv	deacuerdo	8:44:11 PM
Ashutosh Mishra	The request is being sent on the server.	8:44:27 PM
	The user is refusing the request.	8:45:49 PM
	Are we still connected here?	8:47:50 PM
inverteccasv	forward it again	8:48:05 PM
	I already connected to one	8:48:42 PM
	I have been connected to this user ITSupport_HDLLC	8:49:19 PM
Ashutosh Mishra	I am sending the request specifically to the user HD_supervision on the server.	8:49:48 PM
inverteccasv	ok allow me	8:50:38 PM
Ashutosh Mishra	Yes, since the issue is at the server end of HD_Supervision that's why taking remote access of the affected user is required.	8:51:40 PM
inverteccasv	OK, send the request again	8:52:20 PM
Ashutosh Mishra	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.	8:53:29 PM
inverteccasv	They can connect to the ITSupport_HDLLC account	9:01:02 PM
	because he is a user and doesn't know the problem	9:01:26 PM
Ashutosh Mishra	The issue seems to be with the password, and resetting the password would be required in order to proceed with the troubleshooting steps.	9:02:46 PM
	Since the issue is with the Admin user password in QuickBooks application so Ace will not be able to	

	reset the password since we do not have any control over the application or have admin privileges.	9:04:37 PM
inverteccasv	Okay, great. Can you help me with that? And it disconnects from the HD_supervision session.	9:05:22 PM
Ashutosh Mishra	The user has informed me that Mr Giammetei is not available right now so we cannot reset the password since his email is set up to receive the reset password links, in this scenario only Intuit support would be able to assist since they have control over the internal functions of the application.	9:08:55 PM
inverteccasv	OK, thanks a lot	9:09:43 PM
Ashutosh Mishra	Thank you for your cooperation.	9:10:02 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day. (Edited)	9:10:06 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
	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>Ashutosh Mishra has ended this chat session</i>	9:12:30 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

12 Oct, 2:45:35 PM

#82499 tony.ho

Email: tony.ho@cethcpa.com ☎ 17138829868

Department: Support(QB & App Hosting)

Operator: Shubham Gupta

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 4 Secs

City: HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 9 Mins 18 Secs

tony.ho	Hello, I am your Acebuddy	12 Oct, 2:45:35 PM
Acebuddy	Hello Tony.ho, I'm your Ace Buddy. I'll be happy to assist you!	2:45:36 PM
	Whom Would You Like to Connect With?	2:45:36 PM
tony.ho	Technical Support (QB & App Hosting)	2:45:40 PM
Acebuddy	Welcome to Ace Support.	2:45:40 PM
	Please chose an option :	2:45:40 PM
tony.ho	I'd like to report an Issue	2:45:55 PM
Acebuddy	Please select an option!	2:45:56 PM
tony.ho	Other Issue	2:46:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:46:02 PM
tony.ho	can't login to server	2:46:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:46:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:46:13 PM
	<i>Shubham Gupta accepted the chat transfer request.</i>	2:47:59 PM
Shubham Gupta	Thank you for contacting Ace Cloud Hosting. My name is Shubham Gupta. I will be assisting you today.	2:48:03 PM
	Hello Tony, Hope you are doing good today.	2:48:16 PM
	Are we connected here?	2:49:28 PM
	Are we still connected here?	2:50:56 PM
	Are we still connected here?	2:52:31 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:54:50 PM
	<i>Shubham Gupta has ended this chat session</i>	2:54:54 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Oct, 10:58:56 AM

#82392 shari

Email: shari@jkservicesinc.com ☎ 18054079440

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: MERIDIAN

State: Idaho

Country: UNITED STATES

## Chat Transcript

Chat Duration : 38 Mins 18 Secs

shari	Hello, I am your Acebuddy	9 Oct, 10:58:56 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	10:58:58 AM
	Whom Would You Like to Connect With?	10:58:58 AM
shari	Technical Support (QB & App Hosting)	10:59:01 AM
Acebuddy	Welcome to Ace Support.	10:59:01 AM
	Please chose an option :	10:59:01 AM
shari	I'd like to report an Issue	10:59:26 AM
Acebuddy	Please select an option!	10:59:26 AM
shari	Other Issue	10:59:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:59:42 AM
shari	I just logged in as joel on the enterprise server and realized you guys have given him full access to the Client Data folder	11:00:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:00:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:00:07 AM
shari	he should only have access to the Beacon folder and not see the others	11:00:22 AM
Acebuddy	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:37:15 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

20 Oct, 7:58:02 PM

### #82756 Deborah Oldhouser

**Email:** oldhouser@verizon.net 14102624279

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** CLARKSVILLE

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 26 Mins 24 Secs

Deborah Oldhouser	Hello, I am your Acebuddy	20 Oct, 7:58:02 PM
Acebuddy	Hello Deborah Oldhouser, I'm your Ace Buddy. I'll be happy to assist you!	7:58:03 PM
	Whom Would You Like to Connect With?	7:58:03 PM
Deborah Oldhouser	Technical Support (QB & App Hosting)	7:58:07 PM
Acebuddy	Welcome to Ace Support.	7:58:07 PM
	Please chose an option :	7:58:07 PM
Deborah Oldhouser	I'd like to report an Issue	7:58:26 PM
Acebuddy	Please select an option!	7:58:26 PM
Deborah Oldhouser	QuickBooks Issue	7:58:32 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:58:32 PM
Deborah Oldhouser	Other QB related issue	7:58:38 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:58:38 PM
Deborah Oldhouser	I want to save a backup copy of my company on my personal computer and also on my Google Drive and that is no longer coming up as an option.	7:59:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:59:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:59:11 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:01:04 PM
	<i>Shubham Maurya is transferring the chat to Sujeet Kumar Suman.</i>	8:01:15 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:01:58 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:02:10 PM
	Hello Deborah.	8:02:22 PM
Deborah Oldhouser	Hi	8:02:28 PM
Sujeet Kumar Suman	How are you doing?	8:02:43 PM
Deborah Oldhouser	OK	8:02:50 PM
	Please help me save my QB reports to a Google Drive.	8:03:22 PM
	It does not show it as an option any more.	8:03:33 PM
Sujeet Kumar Suman	No worries, I will surely help you with this issue.	8:04:15 PM
	Kindly help me with your server name and user name?	8:04:33 PM
Deborah Oldhouser	QBNXT	8:07:14 PM
	Deborah O.	8:07:17 PM
Sujeet Kumar Suman	Thank you for the information.	8:07:40 PM
	Could you please confirm if you were able to save files on OneDrive previously, or if this is your first time?	8:08:26 PM
Deborah Oldhouser	I never did One Drive. I used a Google Drive. I could do it before, but I recently got a new computer so I suspect it is a setting on my personal computer that is not right.	8:09:23 PM
Sujeet Kumar Suman	Okay got it.	8:10:27 PM
	May I take the remote access of your local computer?	8:10:30 PM
Deborah Oldhouser	yes	8:10:43 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	8:10:50 PM
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/9312076951">https://assist.acecloudhosting.com/join/9312076951</a>	8:11:19 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.	8:12:38 PM

	Thank you for your patience.	8:23:31 PM
	As per discussion over the remote session, The issue is resolved.	8:23:36 PM
Deborah Oldouser	Yes. Thank you very much.	8:23:46 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:23:53 PM
	Is there anything else I may help you with ?	8:24:00 PM
Deborah Oldouser	No. Thank you very much.	8:24:08 PM
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:24:12 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:24:19 PM
Deborah Oldouser	Will do.	8:24:21 PM
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:24:23 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> )	

*Sujeet Kumar Suman has ended this chat session*

8:24:26 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Oct, 1:48:04 AM

**#82476 Cesar Diaz**

**Email:** cesar.diaz@intercentrohn.com +50499919175

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** CHOLOMA

**State:** Cortes

**Country:** HONDURAS

## Chat Transcript

Chat Duration : 24 Mins 19 Secs

Cesar Diaz	Hello, I am your Acebuddy	11 Oct, 1:48:04 AM
Acebuddy	Hello Cesar Diaz, I'm your Ace Buddy. I'll be happy to assist you!	1:48:05 AM
	Whom Would You Like to Connect With?	1:48:05 AM
Cesar Diaz	Technical Support (QB & App Hosting)	1:48:48 AM
Acebuddy	Welcome to Ace Support.	1:48:48 AM
	Please chose an option :	1:48:48 AM
Cesar Diaz	I'd like to report an Issue	1:48:54 AM
Acebuddy	Please select an option!	1:48:54 AM
Cesar Diaz	QuickBooks Issue	1:49:01 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:49:01 AM
Cesar Diaz	Other QB related issue	1:49:10 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:49:10 AM
Cesar Diaz	please help us to reboot both servers	1:49:28 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:49:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:49:29 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:49:46 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:49:53 AM
	I deeply apologize for the inconvenience caused to you.	1:50:06 AM
	I will be surely assisting you with this.	1:50:20 AM
Cesar Diaz	please reboot both server	1:51:26 AM
Abhay Kumar Saraswat	Could you please confirm the reason for rebooting your servers? Are you experiencing any specific issues with any applications or with QuickBooks?	1:51:36 AM
Cesar Diaz	Intercentro and Intecentnew	1:51:38 AM
	<i>1:52:41 AM Cesar Diaz is sharing a file with you <a href="#">image.png</a> - ( Size:24.2 KB )</i>	1:52:41 AM
	quickbooks doesnt open	1:52:52 AM

	normally went we reboot both server works	1:53:14 AM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced.	1:54:07 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	1:54:10 AM
	And are guys facing the same QuickBooks issue on both servers?	1:54:34 AM
Cesar Diaz	all users have the same problem cant open quickbooks	1:54:43 AM
	all user on both servers	1:54:58 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	1:55:53 AM
	Could you please inform all your users to save their work and log out from the server?	1:56:50 AM
	Are we still connected here?	2:01:05 AM
Cesar Diaz	yes	2:03:33 AM
Abhay Kumar Saraswat	I can still see the users online.	2:03:46 AM
Cesar Diaz	i waiting to reboot to try to log	2:03:49 AM
Abhay Kumar Saraswat	I need to update the QuickBooks as well.	2:03:57 AM
	I can see the pending updates.	2:04:05 AM
	Please inform everyone to logout from the server for next 10 minutes.	2:04:21 AM
	And I'll update you once the updates will be complete.	2:04:41 AM
	<i>2:05:46 AM Cesar Diaz is sharing a file with you <a href="#">image.png</a> - ( Size:28.05 KB )</i>	2:05:46 AM
	Yes, I can understand.	2:06:00 AM
Cesar Diaz	no login on quickbooks	2:06:13 AM
	the server reboot again	2:06:52 AM
	i will check again	2:07:05 AM
Abhay Kumar Saraswat	I've just rebooted the server <b>Intercentro</b> first time.	2:07:53 AM
	On server "new", I need to update the <b>QuickBooks</b> .	2:08:15 AM
Cesar Diaz	thanks now it working	2:09:40 AM
Abhay Kumar Saraswat	Yes, but both Quickbooks on both servers need to be updated.	2:10:09 AM
	No worries, I'll schedule it for tonight. (Edited)	2:10:21 AM
Cesar Diaz	what u need to update on server new	2:10:26 AM
	thanks for your great job	2:10:52 AM
	<i>2:11:02 AM Abhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:38.11 KB )</i>	2:11:02 AM

	<i>These pending updates I need to be update. (Edited)</i>	
Abhay Kumar Saraswat	I'll schedule it later tonigjht.	2:11:54 AM
Cesar Diaz	thanks	2:11:55 AM
Abhay Kumar Saraswat	Is there anything else I may help you with ?	2:11:57 AM
Cesar Diaz	nothing else, thanks again	2:12:09 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:12:15 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:12:18 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:12:21 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	2:12:24 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

31 Oct, 2:40:08 AM

**#83149 sulema.montes**

**Email:** sulema.montes@wavenet.net

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

**Operator:** Karan Bhattacharya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 3 Mins 47 Secs

**City:** VALLEY VILLAGE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 38 Mins

sulema.montes	Hello, I am your Acebuddy	31 Oct, 2:40:08 AM
Acebuddy	Hello Sulema.montes, I'm your Ace Buddy. I'll be happy to assist you!	2:40:09 AM
	Whom Would You Like to Connect With?	2:40:09 AM
sulema.montes	Technical Support (QB & App Hosting)	2:40:15 AM
Acebuddy	Welcome to Ace Support.	2:40:15 AM
	Please chose an option :	2:40:15 AM
sulema.montes	I'd like to report an Issue	2:40:20 AM
Acebuddy	Please select an option!	2:40:20 AM
sulema.montes	Other Issue	2:40:51 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:40:51 AM
sulema.montes	unable to export or email excel reports	2:41:04 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:41:04 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:41:04 AM
	<i>Gaurav kumar declined the transfer request.</i>	2:41:14 AM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	2:42:33 AM
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	2:42:55 AM
sulema.montes	thank you	2:43:17 AM
Karan Bhattacharya	Please let us know the issue.	2:43:48 AM
sulema.montes	unable to export or email excel reports	2:44:26 AM
Karan Bhattacharya	what is the error appearing?	2:44:56 AM
sulema.montes	no action after i click email to excel or export to excel	2:45:11 AM
	nothing appears at all	2:45:27 AM
	i am able to email as pdf	2:45:56 AM
	but excel function isn't working	2:46:01 AM
Karan Bhattacharya	ok,let me check few details at backend,please allow me few minutes.	2:46:17 AM
sulema.montes	ok	2:46:28 AM
	i am also trying to schedule to rebuild our company file at 7 am pst tomorrow 10/31	2:46:48 AM

	not sure if this is causing the issue as well	2:46:54 AM
Karan Bhattacharya	ok,checking the details at backend	2:47:33 AM
	please let me know your email id with which you are accessing the server?	2:50:37 AM
sulema.montes	Sulema.Margaret.WN@myrealdatal.net	2:52:24 AM
Karan Bhattacharya	ok	2:52:32 AM
	checking at backend	2:53:49 AM
	Are you only facing this issue or any other user also?	2:56:37 AM
sulema.montes	also my assistant	2:56:47 AM
	sorry, i think just me	2:57:15 AM
Karan Bhattacharya	ok,Can I take access of your server?	2:58:00 AM
sulema.montes	yes	2:58:39 AM
Karan Bhattacharya	I will be sharing the remote access session please accept that and also close any data or information sort of thing which is not related to this request	3:00:29 AM
sulema.montes	ok thank you	3:00:42 AM
Karan Bhattacharya	also for how long are you facing this issue?	3:00:56 AM
sulema.montes	just as of today	3:01:09 AM
	it was working fine yesterday	3:01:14 AM
Karan Bhattacharya	ok	3:02:25 AM
sulema.montes	it stays stuck here	3:05:38 AM
	do i close my ace	3:13:00 AM
Karan Bhattacharya	working on it,as on session with you	3:13:01 AM
	please log in back and check if issue exists or not.	3:14:16 AM
sulema.montes	ok	3:14:20 AM
	its still loading	3:19:38 AM
	i think it works now but it is a large report so its taking long	3:20:48 AM
Karan Bhattacharya	ok,Glad to hear that it is working	3:21:11 AM
	we can monitor for 1-2 days to see if this issue is reappearing or not	3:22:22 AM
sulema.montes	the problem is i have a deadline due tomorrow	3:22:42 AM
	i need to export the report today	3:22:49 AM
Karan Bhattacharya	I am on remote session of your server.	3:24:36 AM
	please sign in back	3:47:59 AM
sulema.montes	ok	3:48:08 AM

Karan Bhattacharya

Thank for your time on session.

4:16:48 AM

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

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

Thanks!

4:18:19 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/>)

*Karan Bhattacharya has ended this chat session*

4:18:30 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Oct, 7:27:53 PM

**#82868 Ted Kennedy**

**Email:** brad.stahl@allstartrading.com ☎ 18473758675

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 59 Secs

**City:** ELMHURST

**State:** Illinois

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 56 Secs

Ted Kennedy

Hello, I am your Acebuddy

23 Oct, 7:27:54 PM

Acebuddy

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

7:27:55 PM

Whom Would You Like to Connect With?

7:27:55 PM

Ted Kennedy	Technical Support (QB & App Hosting)	7:28:03 PM
Acebuddy	Welcome to Ace Support.	7:28:03 PM
	Please chose an option :	7:28:03 PM
Ted Kennedy	I'd like to report an Issue	7:28:09 PM
Acebuddy	Please select an option!	7:28:09 PM
Ted Kennedy	Other Issue	7:28:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:28:15 PM
Ted Kennedy	entire company is unable to connect to remote desktop	7:28:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:28:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:28:34 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:28:47 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:28:56 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:29:13 PM
	<i>The visitor's name was changed from brad.stahl to Ted Kennedy.</i>	7:29:17 PM
Ted Kennedy	StarTrading.myreldata.net	7:29:55 PM
Shubham Maurya	Thank you for the information, Please allow few minutes to check the same.	7:30:50 PM
Ted Kennedy	my username is BradSta@myreldata.net	7:30:52 PM
Shubham Maurya	Thanks for the patience, we just checked server is not accessible from our end too. Please hold on let us check and make it up and working.	7:33:50 PM
	We have just forwarded the request to concern team, waiting for an update on this. Please allow few more minutes.	7:40:13 PM
	Alright, it's up and working now. Please check and let us know if it's working for you too.	7:45:59 PM
Ted Kennedy	I'm able to log in, thanks!	7:46:31 PM
Shubham Maurya	You're most welcome! And we apologize for the inconvenience caused.	7:47:19 PM
	Is there anything else I may help you with ?	7:47:21 PM
Ted Kennedy	that's all, thank you	7:47:36 PM
Shubham Maurya	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	7:47:43 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:47:45 PM

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

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

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

7:47:49 PM

*Shubham Maurya has ended this chat session*

7:47:51 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

14 Oct, 11:05:15 PM

#### #82595 Brian Archambault

**Email:** admin@wvncaz.com

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 13 Secs

**City:** TUCSON

**State:** Arizona

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 25 Mins 48 Secs

Brian Archambault	Hello, I am your Acebuddy	14 Oct, 11:05:16 PM
Acebuddy	Hello Brian Archambault, I'm your Ace Buddy. I'll be happy to assist you!	11:05:17 PM
	Whom Would You Like to Connect With?	11:05:17 PM
Brian Archambault	Technical Support (QB & App Hosting)	11:05:23 PM
Acebuddy	Welcome to Ace Support.	11:05:23 PM
	Please chose an option :	11:05:23 PM
Brian Archambault	I'd like to raise a Request	11:05:30 PM

Acebuddy	Please select your request type.	11:05:30 PM
Brian Archambault	Printer/Scanner Addition	11:05:37 PM
Acebuddy	Please select your desired option :	11:05:37 PM
Brian Archambault	Printer Addition	11:05:41 PM
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge-base article attached below.	11:05:41 PM
	Once the local client has been installed, Please try printing from the server and select 'Uniprint' option from the printers list and select your desired printer when prompted.	11:05:41 PM
	Do you need any further assistance on the topic?	11:05:41 PM
Brian Archambault	Yes	11:06:04 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:06:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:06:05 PM
	<i>Ankit declined the transfer request.</i>	11:06:08 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	11:06:24 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	11:06:29 PM
	Hello Brain	11:06:33 PM
Brian Archambault	Hello!	11:06:44 PM
Sujeet Kumar Suman	How are you doing?	11:06:54 PM
Brian Archambault	Great how are you	11:07:05 PM
	I am needing assistance getting our new printer to connect to QB	11:07:16 PM
Sujeet Kumar Suman	I'm also doing well, thank you!	11:07:20 PM
	I will surely help you with this.	11:07:37 PM
Brian Archambault	Great, thank you.	11:07:57 PM
Sujeet Kumar Suman	Are you trying to print for the first time, or do you need to set up the printer on your local system?	11:08:23 PM
Brian Archambault	I need to set the printer up on our system	11:08:34 PM
Sujeet Kumar Suman	I will be surely assisting you with this.	11:08:55 PM
	May I take the remote access of your local computer?	11:09:05 PM
Brian Archambault	It is showing on the desktop side but not the Qb side	11:09:53 PM
	Yes you can	11:09:55 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	11:10:07 PM
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/4602142171">https://assist.acecloudhosting.com/join/4602142171</a>	11:10:16 PM
Brian Archambault		

	Sorry give me one second	11:10:39 PM
Sujeet Kumar Suman	Sure, please take your time	11:10:44 PM
Brian Archambault	Okay i have hit the join button	11:13:25 PM
Sujeet Kumar Suman	Thanks for letting us know.	11:13:51 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.	11:13:56 PM
	Thank you for your patience.	11:30:18 PM
Brian Archambault	It is now printing on quickbooks thank you	11:30:25 PM
Sujeet Kumar Suman	As per discussion over the remote session, The issue is resolved.	11:30:26 PM
	Most welcome.	11:30:35 PM
	Is there anything else I may help you with ?	11:30:38 PM
Brian Archambault	thats all thank you	11:30:46 PM
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:30:53 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:30:59 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:31:01 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>Sujeet Kumar Suman has ended this chat session</i>	11:31:05 PM



# Chat Transcript

Hello, I am your Acebuddy

**#82676 Stephanie****Email:** stephanie@tworiverstax.com  17326181441**Department:** Support(QB & App Hosting)**Operator:** Ankit Kumar**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 1 Sec**City:** RUMSON**State:** New Jersey**Country:** UNITED STATES

Chat Duration : 28 Mins 41 Secs

## Chat Transcript

Stephanie	Hello, I am your Acebuddy	16 Oct, 7:58:05 AM
Acebuddy	Hello Stephanie Perrin, I'm your Ace Buddy. I'll be happy to assist you!	7:58:06 AM
	Whom Would You Like to Connect With?	7:58:06 AM
Stephanie	Technical Support (QB & App Hosting)	7:58:13 AM
Acebuddy	Welcome to Ace Support.	7:58:13 AM
	Please chose an option :	7:58:13 AM
Stephanie	I'd like to report an Issue	7:58:21 AM
Acebuddy	Please select an option!	7:58:21 AM
Stephanie	Other Issue	7:58:25 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:58:25 AM
Stephanie	Unable to connect to our remote desk top and cannot efile returns.	7:59:13 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:59:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:59:14 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	8:01:07 AM
Stephanie	Thank you. I have a filing dealine today. This is not ok.	8:01:15 AM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	8:01:21 AM
Stephanie	Hi Ankit	8:01:29 AM
Ankit Kumar	I deeply apologize for the inconvenience caused to you.	8:02:11 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:02:17 AM
Stephanie	TworiversATX1	8:02:35 AM
	I keep getting this message. [Window Title] Remote Desktop Connection [Content] Remote Desktop	

	can't find the computer "TwoRiversATX1.myrealdata.net". This might mean that "TwoRiversATX1.myrealdata.net" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 10/16/25 02:28:58 AM Press Ctrl+C to copy.	8:04:28 AM
Ankit Kumar	Kindly allow me 4-5 minutes to check the same.	8:04:47 AM
Stephanie	ok thank you.	8:04:55 AM
Ankit Kumar	I deeply apologize for the delay, it might take another 1-2 min.	8:09:37 AM
Stephanie	ok.	8:10:15 AM
	I pray you can get this working.	8:10:27 AM
Ankit Kumar	Thank you for your patience.	8:10:48 AM
	May I take the remote access of your local computer?	8:10:54 AM
Stephanie	yes please	8:12:08 AM
Ankit Kumar	Also, Please confirm if this is your server name : TwoRiversATX2 ?	8:12:16 AM
Stephanie	TworiversATX1	8:12:30 AM
	ATX2 is another prepare.	8:12:52 AM
Ankit Kumar	Thank you for your confirmation. Prior providing the access, I would suggest you to close any important documents at your end. (Edited)	8:12:56 AM
Stephanie	He is having issues to. I am the Admin	8:13:02 AM
Ankit Kumar	<a href="https://assist.acecloudhosting.com/join/5612243779">https://assist.acecloudhosting.com/join/5612243779</a>	8:13:19 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.	8:14:41 AM
	As per discussion over the remote session, the application is working, but it is slow, we are working on it and soon share an update on this.	8:24:02 AM
Stephanie	ok. is that why I am not connecting to the ATX server?	8:24:46 AM
Ankit Kumar	Might be possible; we are checking for the same.	8:25:40 AM
	Will let you know once we have any update about the same.	8:26:04 AM
	Is there anything else I may help you with ?	8:26:06 AM
Stephanie	Only that. It's big one. Thank you.	8:26:30 AM
Ankit Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:26:40 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
		8:26:43 AM

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

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

Ankit Kumar has ended this chat session

8:26:46 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Oct, 8:35:47 PM

**#82695 Isaac Kleven**

**Email:** isaac@stockpkg.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** OMAHA

**State:** Nebraska

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 22 Mins 45 Secs

Isaac Kleven	Hello, I am your Acebuddy	16 Oct, 8:35:47 PM
Acebuddy	Hello Isaac Kleven, I'm your Ace Buddy. I'll be happy to assist you!	8:35:48 PM
	Whom Would You Like to Connect With?	8:35:48 PM
Isaac Kleven	Technical Support (QB & App Hosting)	8:35:53 PM
Acebuddy	Welcome to Ace Support.	8:35:53 PM
	Please chose an option :	8:35:53 PM
Isaac Kleven	I'd like to raise a Request	8:35:59 PM

Acebuddy	Please select your request type.	8:35:59 PM
Isaac Kleven	Other Request	8:36:10 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:36:10 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:36:10 PM
Isaac Kleven	Yes, I'm facing issues with my server	8:37:48 PM
Acebuddy	Please select an option!	8:37:48 PM
Isaac Kleven	Password Reset	8:37:54 PM
Acebuddy	Please select an option below	8:37:54 PM
Isaac Kleven	Already Enrolled to Selfcare Portal	8:37:58 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:37:58 PM
	Do you need any further assistance on the topic?	8:37:58 PM
Isaac Kleven	Yes	8:46:08 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:46:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:46:08 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:46:35 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:46:39 PM
Isaac Kleven	Hello!	8:47:08 PM
	I sent in an email with the following information a bit ago, but I need to get back into the environment ASAP. I am unable to connect to our QuickBooks remote desktop environment. I used the self-service portal yesterday to change my password and got in, but after logging out I can no longer access it even after another password reset. My machine did go to sleep while logged in, and in the past, there was a phantom session that had to end on your end. Please advise. Here is my information for the server: User: IsaacK rdg.myreldata.net StockPKG.myreldata.net	8:48:20 PM
Manish Singh	I will surely help you with this issue.	8:48:57 PM
	Kindly allow me two minutes to check the same.	8:48:59 PM
Isaac Kleven	sounds good, thanks	8:49:16 PM
Manish Singh	May I take the remote access of your local computer?	8:51:29 PM
Isaac Kleven	yes	8:51:38 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/2752697165">https://assist.acecloudhosting.com/join/2752697165</a>	8:51:52 PM
	Kindly paste this link in the browser of local computer and join the session.	8:51:55 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:51:57 PM
Isaac Kleven	I believe I have joined	8:53:30 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	8:53:59 PM

give your confirmation on this chat.

Your account was locked due to multiple password attempts.

8:55:49 PM

Unlocked your account and you are able to access the server.

8:56:16 PM

Is there anything else I may help you with ?

8:56:17 PM

Isaac Kleven  
no that was it. It is strange though because it locked after I used the red Log Off button, I didn't enter multiple bad passwords

8:56:53 PM

Manish Singh  
Alright As the issue is resolved

8:57:43 PM

Isaac Kleven  
yes, looks good to go

8:57:54 PM

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

8:58:03 PM

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

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

Thanks!

8:58:22 PM

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

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

*Manish Singh has ended this chat session*

8:58:32 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Oct, 11:42:20 PM

#### #82699 Support

**Email:** support@ospcservices.com 18173066106

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** ASHBURN

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 19 Mins 9 Secs

Support	Hello, I am your Acebuddy	16 Oct, 11:42:21 PM
Acebuddy	Hello Michael Bates, I'm your Ace Buddy. I'll be happy to assist you!	11:42:22 PM
	Whom Would You Like to Connect With?	11:42:22 PM
Support	Technical Support (QB & App Hosting)	11:42:30 PM
Acebuddy	Welcome to Ace Support.	11:42:30 PM
	Please chose an option :	11:42:30 PM
Support	I'd like to report an Issue	11:42:36 PM
Acebuddy	Please select an option!	11:42:36 PM
Support	Other Issue	11:42:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:42:42 PM
Support	Apps hanging/slow performance	11:43:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:43:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:43:01 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	11:44:29 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	11:44:34 PM
	Hello Michael	11:44:56 PM
	How are you doing?	11:45:04 PM
Support	I'm fine so far today	11:45:14 PM
Sujeet Kumar Suman	I will surely help you with this issue.	11:45:52 PM
	I deeply apologize for the inconvenience caused to you.	11:45:55 PM
	Are you the only one experiencing this issue, or are others affected as well?	11:46:05 PM
Support	So we are their MSP, we recently took over and I'm just trying to get familiar with their setup. She said it was really only 2-3 users that get into QuickBooks but they all complained of it running slow and freezing up when they try to export to Excel, that type of thing	11:47:37 PM
	I'm unfamiliar with Ace, so I wasn't sure what level of control we have over those instances	11:48:00 PM
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.	11:48:57 PM

	Could you please confirm the usernames so we can determine the exact problem?	11:49:32 PM
Support	Thanks, the I had one of them try to open an Excel file and the CPU was hitting 100% almost constantly, task manager showed only one core I think  but this was for the user LisanneC_AITS@myrealdata.net	11:50:24 PM
	is who I was testing with	11:50:51 PM
Sujeet Kumar Suman	Are you trying to export the QuickBooks report for a particular company file or for all company files?	11:51:37 PM
	Thanks for all of the information's.	11:51:47 PM
Support	Sorry I'm not super familiar with QuickBooks, but I think she said they were exporting invoices/ledger to Excel. I believe we were only in one file but she was testing different records  It worked fine on the first couple, but then it was hanging up on the third	11:52:53 PM
Sujeet Kumar Suman	As checked from the backend, the QuickBooks application has some pending updates. We need to update QuickBooks first before proceeding with any further troubleshooting steps.  Shall we proceed with the QuickBooks update? After updating QuickBooks, we will need to reboot the server to apply the changes.  However, all users will need to close QuickBooks before applying the update.	11:53:35 PM
	Are we still connected here?	11:55:27 PM
Support	yes sorry  I got a call on the other line	11:55:56 PM
Sujeet Kumar Suman	It's okay Michael.	11:57:47 PM
Support	Can we schedule the update for tomorrow night?	11:57:54 PM
Sujeet Kumar Suman	Yeah, sure.  As per your request, we have scheduled the QuickBooks update during off hours. Once completed, we will inform you.	11:58:43 PM
Support	Okay, so what time should we expect it to go through  just so I can test with the user again	11:59:20 PM
Sujeet Kumar Suman	6:00 PM to 2:00 AM PST.	17 Oct, 12:00:30 AM
Support	Okay thanks, that should work	12:00:51 AM
Sujeet Kumar Suman	Thanks for the confirmation !	12:00:56 AM
	Is there anything else I may help you with ?	12:01:00 AM
Support	No that's it for now hopefully	12:01:08 AM
Sujeet Kumar Suman	Thanks for the confirmation !	12:01:17 AM
	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.	12:01:20 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:01:25 AM

Support Sure! 12:01:27 AM

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

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

12:01:28 AM

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

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

*Sujeet Kumar Suman has ended this chat session*

12:01:31 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 27 Oct, 5:18:41 PM

**#82957 Nilesh**

**Email:** nilesh@ledgerfinancials.com 9768022518

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 50 Secs

**City:** MUMBAI

**State:** Maharashtra

**Country:** INDIA

Chat Transcript Chat Duration : 56 Mins 10 Secs

Nilesh Hello, I am your Acebuddy 27 Oct, 5:18:42 PM

Acebuddy Hello Nilesh, I'm your Ace Buddy. I'll be happy to assist you! 5:18:45 PM

Whom Would You Like to Connect With? 5:18:45 PM

Nilesh	Technical Support (QB & App Hosting)	5:19:13 PM
Acebuddy	Welcome to Ace Support.	5:19:13 PM
	Please chose an option :	5:19:13 PM
Nilesh	I'd like to report an Issue	5:19:23 PM
Acebuddy	Please select an option!	5:19:23 PM
Nilesh	Other Issue	5:19:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:19:31 PM
Nilesh	Excel is not working can't download documents	5:20:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:21:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:21:00 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	5:21:06 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	5:21:12 PM
Nilesh	Okay	5:21:43 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:22:36 PM
Nilesh	Myrealdata\Alpha5	5:22:45 PM
	User Name : Myrealdata\Alpha5	5:23:21 PM
Vikas Singh Chauhan	Thanks for the confirmation !	5:23:57 PM
	Kindly allow me two minutes to check the same.	5:24:09 PM
	Are you getting any error while using the Excel ? (Edited)	5:25:29 PM
	Also, please confirm if this is the server name ?LedgerFinancials.myrealdata.net	5:27:26 PM
Nilesh	Yes !	5:27:29 PM
	Not downloading anything in Excel	5:27:44 PM
Vikas Singh Chauhan	Okay.	5:30:34 PM
	May I take the remote access of your local computer?	5:30:56 PM
Nilesh	Yes Please	5:33:07 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	5:33:30 PM
Nilesh	ok	5:33:51 PM
Vikas Singh Chauhan	<a href="https://assist.acecloudhosting.com/join/2672008686">https://assist.acecloudhosting.com/join/2672008686</a>	5:33:53 PM
	Kindly paste this link in the browser of local computer and join the session.	5:34:29 PM
	Is Zoho assist getting downloaded ?	5:40:47 PM
	I am unable to connect to your computer.	5:40:59 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.	5:45:52 PM
Nilesh	Hello	5:47:30 PM
Vikas Singh Chauhan	Yes, I am on the chat on your server screen.	5:55:14 PM
	Are we still connected here?	5:55:49 PM
Nilesh	Now i am closing now	5:56:25 PM
Vikas Singh Chauhan	Okay, I will send and email after this chat and ask for approval from [Anup Thakkar] ( <a href="https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000000941318">https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000000941318</a> ) and [Kalpesh Navrat] ( <a href="https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000024531624">https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000024531624</a> ).	5:57:47 PM
	Are we still connected here?	5:58:13 PM
	Are we still connected here?	5:59:15 PM
	Are we still connected here?	6:00:04 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:14:48 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	6:14:53 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

31 Oct, 2:26:24 AM

**#83148 Daniel Ross**

**Email:** dan@ddrcpa.com

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 54 Secs

**City:** LINCOLN

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 59 Secs

Daniel Ross	Hello, I am your Acebuddy	31 Oct, 2:26:25 AM
Acebuddy	Hello Daniel Ross, I'm your Ace Buddy. I'll be happy to assist you!	2:26:26 AM
	Whom Would You Like to Connect With?	2:26:26 AM
Daniel Ross	Technical Support (QB & App Hosting)	2:28:36 AM
Acebuddy	Welcome to Ace Support.	2:28:36 AM
	Please chose an option :	2:28:36 AM
Daniel Ross	I'd like to raise a Request	2:28:42 AM
Acebuddy	Please select your request type.	2:28:42 AM
Daniel Ross	Application Update	2:28:49 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	2:28:49 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	2:28:49 AM
Daniel Ross	Yes	2:31:29 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:31:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:31:29 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:32:43 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:32:48 AM
	I will be surely assisting you with this.	2:33:02 AM
	Is this for account: <b>Miles CPA PC?</b>	2:33:27 AM
Daniel Ross	yes	2:33:35 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	2:33:41 AM
	Could you please confirm me the application name?	2:33:56 AM
	It appears that two servers are currently in use under the account:	
	<b>MilesCPA</b>	2:35:31 AM
	<b>MilesCPA1</b>	
	Kindly confirm which server should be used for updating the required application.	
Daniel Ross	I have no idea. The one that houses the Lacerte Tax Planner program.	2:36:07 AM

	How do we tell the servers apart?	2:36:22 AM
Abhay Kumar Saraswat	You can check on the top of the server screen.	2:36:56 AM
	But no worries.	2:37:01 AM
	Let me check for you.	2:37:07 AM
	Kindly allow me two minutes to check the same.	2:37:11 AM
Daniel Ross	Thank you	2:38:13 AM
Abhay Kumar Saraswat	Thank you for your patience.	2:38:50 AM
Daniel Ross	Possibly you can explain the two servers so i can distinguish the difference in the future	2:38:54 AM
Abhay Kumar Saraswat	Upon checking, I found that on server *MilesCPA*, all *Lacerte Tax & Planner* applications are installed, along with *QuickBooks Premier 2024*.	2:41:41 AM
	On server *MilesCPA1*, *QuickBooks Enterprise 2024* is installed.	
Daniel Ross	Ok, that helps. Thank you	2:42:06 AM
	So, can we update Lacerte tax planner on Server MilesCPA	2:42:28 AM
Abhay Kumar Saraswat	Could you please confirm which version of <b>Lacerte</b> you would like us to update?	2:42:49 AM
	My pleasure.	2:43:01 AM
	I can see that <b>five</b> different <b>Lacerte</b> versions are installed on the server, ranging from <b>Lacerte 2020</b> to 2024.	2:44:51 AM
Daniel Ross	Just the 2024	2:45:07 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	2:45:44 AM
	I can see that <b>multiple users</b> are currently logged in to the server.	2:47:27 AM
	Would you prefer that we update <b>Lacerte 2024</b> after your working hours?	2:47:35 AM
	Alternatively, I can proceed with the update right now, but I'll need everyone to log off the server for the next <b>15-20 minutes</b> .	2:47:46 AM
Daniel Ross	Dillon is out to lunch. We can boot him. Ashley can log out if needed.	2:48:04 AM
	Do they need to be out of the server? or just lacerte?	2:48:30 AM
Abhay Kumar Saraswat	Yes, please. Both users are required to log out from the server, as Lacerte may prompt for a reboot if a major update is installed.	2:50:37 AM
	For this reason, we always advise users to save their work and log off completely to prevent any potential data loss.	2:50:54 AM
Daniel Ross	Ok, Ashley and Dan are out. Dillon is out of the office. Can you just boot him out?	2:50:57 AM
Abhay Kumar Saraswat	Sure, I appreciate your understanding.	2:51:12 AM
	Thank you for your patience.	2:52:57 AM

*2:53:10 AM* Abhay Kumar Saraswat is sharing a file with you  
[image.png](#) - ( Size:81.06 KB )

2:53:10 AM

*I started the updating process.*

Daniel Ross Thank you

2:53:48 AM

Abhay Kumar Saraswat Kindly wait while I complete the process. I'll update you as soon as it's done.

2:54:22 AM

*Thank you for your patience.*

3:00:15 AM

*3:00:40 AM* Abhay Kumar Saraswat is sharing a file with you  
[image.png](#) - ( Size:94.8 KB )

3:00:40 AM

*Application has been updated and as I said, it is asking for the reboot.*

Going to reboot the server.

3:00:49 AM

Server has been rebooted.

3:02:57 AM

Your request has been completed.

3:03:10 AM

Is there anything else I may help you with ?

3:03:13 AM

Are we still connected here?

3:04:08 AM

Daniel Ross yes, sorry on a call

3:07:19 AM

thank you very much.

3:07:27 AM

Have a great day

3:07:58 AM

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

3:08:13 AM

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

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

Thanks!

3:08:17 AM

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

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

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

3:08:21 AM

*Abhay Kumar Saraswat has ended this chat session*

3:08:25 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Oct, 5:54:54 PM

### #83106 Stacy Young

Email: stacy@patmorsecpa.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: LEBANON

State: New Hampshire

Country: UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 15 Secs

Stacy Young	Hello, I am your Acebuddy	30 Oct, 5:54:55 PM
Acebuddy	Hello Stacy Young, I'm your Ace Buddy. I'll be happy to assist you!	5:54:56 PM
	Whom Would You Like to Connect With?	5:54:56 PM
Stacy Young	Technical Support (QB & App Hosting)	5:55:01 PM
Acebuddy	Welcome to Ace Support.	5:55:01 PM
	Please chose an option :	5:55:01 PM
Stacy Young	I'd like to report an Issue	5:55:08 PM
Acebuddy	Please select an option!	5:55:08 PM
Stacy Young	Password Reset	5:55:12 PM
Acebuddy	Please select an option below	5:55:12 PM
Stacy Young	Not Enrolled to Selfcare Portal	5:55:18 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	5:55:18 PM
	Do you need any further assistance on the topic?	5:55:18 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.	6:26:11 PM
	<i>Ended due to chat idle timeout</i>	6:26:11 PM



# Chat Transcript

Hello, I am your Acebuddy

10 Oct, 6:15:47 PM

## Visitor Details

### #82451 ar.partsfast

**Email:** ar.partsfast@gmail.com 12817500340

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 53 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 8 Mins 47 Secs

ar.partsfast	Hello, I am your Acebuddy	10 Oct, 6:15:48 PM
Acebuddy	Hello Ar.partsfast, I'm your Ace Buddy. I'll be happy to assist you!	6:15:49 PM
	Whom Would You Like to Connect With?	6:15:49 PM
ar.partsfast	Technical Support (QB & App Hosting)	6:15:55 PM
Acebuddy	Welcome to Ace Support.	6:15:55 PM
	Please chose an option :	6:15:55 PM
ar.partsfast	I'd like to report an Issue	6:16:00 PM
Acebuddy	Please select an option!	6:16:01 PM
ar.partsfast	QuickBooks Issue	6:16:04 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:16:04 PM
ar.partsfast	QuickBooks Login Issue	6:16:10 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might	6:16:10 PM

	help you with resolving the issue	
	Was that helpful?	6:16:10 PM
ar.partsfast	No	6:16:39 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:16:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:16:39 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:16:51 PM
ar.partsfast	good morning our server is down	6:17:03 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:17:39 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:17:47 PM
ar.partsfast	Richard	6:18:05 PM
	myrealdatalrichard	6:19:08 PM
Shubham Maurya	Company name: Parts Company Server name: Partsfast.myrealdatal.net	6:19:42 PM
	Please confirm is it correct?	
ar.partsfast	yes	6:19:54 PM
Shubham Maurya	Thanks for the confirmation !	6:20:37 PM
	Please let me know few details like how many users are facing this issue and is there any error message when trying to login to the server.	6:21:26 PM
ar.partsfast	thank you what ever you did worked	6:22:44 PM
	have a good day	6:22:48 PM
Shubham Maurya	We have just rebooted the server, and it should be working for you now. We apologize for the trouble you experienced.	6:23:51 PM
	Is there anything else I may help you with ?	6:23:57 PM
ar.partsfast	that is it....thank you!!	6:24:17 PM
Shubham Maurya	You are most welcome ! Have a good one.	6:24:27 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:24:30 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

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

6:24:34 PM

*Shubham Maurya has ended this chat session*

6:24:36 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

7 Oct, 1:20:00 AM

#### #82285 Tony Lee

**Email:** support@claccounting.tax 19097189780

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** EL MONTE

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 29 Mins 3 Secs

Tony Lee	Hello, I am your Acebuddy	7 Oct, 1:20:01 AM
Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!	1:20:02 AM
	Whom Would You Like to Connect With?	1:20:02 AM
Tony Lee	Technical Support (QB & App Hosting)	1:20:09 AM
Acebuddy	Welcome to Ace Support.	1:20:09 AM
	Please chose an option :	1:20:09 AM
Tony Lee	I'd like to report an Issue	1:20:19 AM
Acebuddy	Please select an option!	1:20:19 AM
Tony Lee	Other Issue	1:20:37 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:20:37 AM

Tony Lee	Help me update Lacerte 2024	1:20:46 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:20:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:20:47 AM
	<i>Dushyant declined the transfer request.</i>	1:20:50 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	1:21:46 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	1:21:53 AM
Tony Lee	Help me updated my lacerte 2024	1:22:14 AM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:22:15 AM
Tony Lee	CLAccounting.myrealdatal.net	1:23:31 AM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	1:24:05 AM
	We can see that "Tonylee" is still logged in, shall we proceed with the application update?	1:26:50 AM
Tony Lee	go ahed	1:27:05 AM
Shubham Maurya	Thanks for confirming, will let you know here once done.	1:27:29 AM
	The update is currently in progress, please stay connected for a few moments. We've noticed that you've reached out multiple times regarding Lacerte updates. To make this process easier for you going forward, would you like us to grant you admin access so you can perform application updates directly from your end in the future?	1:34:17 AM
Tony Lee	yes	1:34:29 AM
	i need to be able to restart the server	1:34:38 AM
	i cant restart	1:34:40 AM
	thats why i cant update	1:34:45 AM
	so yea, please grant me admin access so i can shut down and reboot when i need to update	1:35:09 AM
Shubham Maurya	Okay, once this update is completed we will email you a disclaimer for admin access over the mail. Please kindly acknowledge that disclaimer through mail so that we can proceed with your request.	1:37:23 AM
Tony Lee	ok	1:37:29 AM
Shubham Maurya	We have update the application please check and confirm is it working fine now?	1:37:53 AM
Tony Lee	let me check	1:38:00 AM
Shubham Maurya	Sure, take your time.	1:38:38 AM
Tony Lee	done thanks	1:39:36 AM
Shubham Maurya	You are most welcome !	1:39:59 AM
	Is there anything else I may help you with ?	1:40:01 AM
	Are we still connected here?	1:45:17 AM
	Are we still connected here?	1:46:07 AM

Are we still connected here?

1:47:15 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.

1:49:02 AM

*Shubham Maurya has ended this chat session*

1:49:04 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

26 Oct, 3:10:11 PM

**#82946 tony.ho**

**Email:** tony.ho@cethcpa.com 17138829868

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

**Operator:** Shubham Gupta

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 11 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 6 Mins 4 Secs

tony.ho	Hello, I am your Acebuddy	26 Oct, 3:10:12 PM
Acebuddy	Hello Tony.ho, I'm your Ace Buddy. I'll be happy to assist you!	3:10:13 PM
	Whom Would You Like to Connect With?	3:10:13 PM
tony.ho	Technical Support (QB & App Hosting)	3:10:18 PM
Acebuddy	Welcome to Ace Support.	3:10:18 PM
	Please chose an option :	3:10:18 PM
tony.ho	I'd like to raise a Request	3:10:27 PM
Acebuddy	Please select your request type.	3:10:27 PM

tony.ho	Password Reset	3:10:37 PM
Acebuddy	Please select an option below	3:10:37 PM
tony.ho	Already Enrolled to Selfcare Portal	3:10:44 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	3:10:44 PM
	Do you need any further assistance on the topic?	3:10:44 PM
tony.ho	Yes	3:10:52 PM
Acebuddy	Please wait while we connect you to our Support Representative	3:10:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:10:52 PM
	<i>Shubham Gupta accepted the chat transfer request.</i>	3:11:10 PM
tony.ho	My account is locked. Please unlock it.	3:11:14 PM
Shubham Gupta	Thank you for contacting Ace Cloud Hosting. My name is Shubham Gupta. I will be assisting you today.	3:11:21 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:11:45 PM
tony.ho	CETH.myreldata.net	3:12:31 PM
	Tony	3:12:34 PM
Shubham Gupta	Thank you for the information.	3:12:48 PM
	Kindly allow me some time to open the account and to make the changes from our end.	3:13:05 PM
	Thank you for your patience here.	3:14:02 PM
	We have unlocked your account	3:14:13 PM
tony.ho	I am in. Thank you	3:14:50 PM
Shubham Gupta	You're welcome.	3:14:57 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:15:01 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:15:03 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	3:15:08 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	3:15:10 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shubham Gupta has ended this chat session</i>	3:16:16 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Oct, 11:51:56 PM

### #82600 Marshall Madamba

**Email:** mmadamba@gmail.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

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

**City:** OLYMPIA

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 20 Mins 30 Secs

Marshall Madamba	Hello, I am your Acebuddy	14 Oct, 11:51:56 PM
Acebuddy	Hello Marshall Madamba, I'm your Ace Buddy. I'll be happy to assist you!	11:51:57 PM
	Whom Would You Like to Connect With?	11:51:57 PM
Marshall Madamba	Technical Support (QB & App Hosting)	11:52:16 PM
Acebuddy	Welcome to Ace Support.	11:52:16 PM
	Please chose an option :	11:52:16 PM
Marshall Madamba	I'd like to raise a Request	11:52:25 PM
Acebuddy	Please select your request type.	11:52:25 PM
Marshall Madamba	Application Version Upgrade	11:52:33 PM
Acebuddy	Please select the application you would like to upgrade :	11:52:33 PM
Marshall Madamba	Other Application	11:52:38 PM
Acebuddy	To begin the installation process, please download the setup file from your application portal and save	11:52:38 PM

	it to your server desktop.	
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.	11:52:38 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	11:52:38 PM
	Do you need any further assistance on the topic?	11:52:38 PM
Marshall Madamba	Yes	11:52:48 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:52:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:52:48 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	11:52:57 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:53:11 PM
Marshall Madamba	Hi,	11:53:20 PM
Anjainay Singh	Hello Marshall, how are you?	11:53:27 PM
Marshall Madamba	I'm chatting about ticket # 783577.	11:53:59 PM
	Because I'm copying two 300mb+ app install files, it's taking over 20 minutes and the 2nd one keeps erroring out.	11:55:17 PM
Anjainay Singh	I understand your concern with installing the application files.	11:57:21 PM
Marshall Madamba	Is there another way to get the 2nd file to you? The Filemaker Server install file and license certificate is already in the AGL1_Guest user desktop.	11:57:35 PM
Anjainay Singh	Could you please confirm your account name or CID number related to account.	11:57:59 PM
Marshall Madamba	Inside the FM 2024 Install Files folder.	11:57:59 PM
	Yes, the CID is CID60703.	11:58:32 PM
Anjainay Singh	Please allow me two minutes so that I can fetch your account.	11:59:08 PM
Marshall Madamba	sure	11:59:22 PM
Anjainay Singh	Could you please confirm what error you are getting while downloading the second file on server? (Edited)	15 Oct, 12:02:01 AM
	Thankyou for your patience as well Marshall.	12:02:33 AM
Marshall Madamba	There's no specific error code on the paste. The connection also breaks and the paste is errored out when the session reconnects.	12:03:56 AM
Anjainay Singh	Could you provide the screenshot for error?	12:03:59 AM
Marshall Madamba	I'll try the paste again and see if I get the error again.	12:04:39 AM
Anjainay Singh	You may send us the source URL for second application from where I will try to download the setup for second file.	12:04:52 AM
	Please also note that in order to install the application we also need an approval from [Mr. Robert Hultman](https://crm.zoho.in/crm/org60000682839/EntityInfo.do?)	12:05:32 AM

module=Contacts&id=23102000000942108) over an email.

You may send the setup source URL over an email and after receiving approval from Marshall I will install both setup.

12:06:50 AM

12:07:06 AM Marshall Madamba is sharing a file with you

[Screenshot 2025-10-14 at 11.36.27 AM.png](#) - (Size: 520.31 KB)

12:07:06 AM

Marshall Madamba

I'd prefer you do the upgrade after 8pm PT (US West Coast) time. I will provide the URL for the download as well as a request for Bob to approve the upgrades shortly.

12:09:14 AM

Anjainay Singh

Sure Marshall.

12:09:18 AM

Is there anything else I may help you with ?

12:09:23 AM

Marshall Madamba

No, I think we have a solution in place. What ACE email address should my email go to?

12:10:35 AM

Anjainay Singh

I will send email to you and Robert seeking his approval and over it you may provide an URL.

12:11:27 AM

Marshall Madamba

OK. That works. Thank you.

12:11:46 AM

Anjainay Singh

Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback

12:11:48 AM

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

12:12:05 AM

Please share your positive feedback.

12:12:17 AM

*Anjainay Singh has ended this chat session*

12:12:27 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Oct, 10:15:34 PM

#83130 tonyv

Email: tonyv@solarroofsolutions.biz ☎ 18139702644

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: TAMPA

State: Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 29 Mins 9 Secs

tonyv	Hello, I am your Acebuddy	30 Oct, 10:15:34 PM
Acebuddy	Hello Tonyv, I'm your Ace Buddy. I'll be happy to assist you!	10:15:35 PM
	Whom Would You Like to Connect With?	10:15:35 PM
tonyv	Technical Support (QB & App Hosting)	10:15:41 PM
Acebuddy	Welcome to Ace Support.	10:15:41 PM
	Please chose an option :	10:15:41 PM
tonyv	I'd like to report an Issue	10:15:49 PM
Acebuddy	Please select an option!	10:15:49 PM
tonyv	QuickBooks Issue	10:15:53 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:15:53 PM
tonyv	QuickBooks Login Issue	10:16:01 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	10:16:01 PM
	Was that helpful?	10:16:01 PM
tonyv	No	10:16:08 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:16:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:16:08 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:16:22 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:16:29 PM
	I deeply apologize for the inconvenience caused to you.	10:16:38 PM
	I will be surely assisting you with this.	10:17:13 PM
tonyv	so we currently have qb hosting and one of our users can log into the company file but when she tries to send an invoice through email it attempts to force her to sign into a separate intuit online account	10:17:14 PM
Abhay Kumar Saraswat	Is this for account: <b>Solar Roof Solutions Inc</b> ?	10:17:27 PM
tonyv	we attempted to recreate this again on my computer but i was allowed to send the email so we wanted to reach out because we were confused	10:17:37 PM
	yes it is	10:17:38 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	10:18:00 PM

	Could you please confirm me the username?	10:18:17 PM
	I can see three user in this account.	10:18:40 PM
tonyv	the username for the company file or the username for the intuit account	10:18:40 PM
	heatherm	10:18:46 PM
Abhay Kumar Saraswat	The username of the person who was trying to send an invoice.	10:19:03 PM
tonyv	yea, it was the heatherm user	10:19:14 PM
Abhay Kumar Saraswat	Thank you for the information.	10:19:15 PM
	Is this user the only one facing the issue, or are the other two experiencing it as well?	10:20:08 PM
tonyv	i am the admin user and i am not experiencing this issue. i do not know about the third user as of yet but he does not email invoices	10:20:58 PM
Abhay Kumar Saraswat	Could you please confirm me your username? (Edited)	10:21:26 PM
	And how long has <b>HeatherMC</b> been facing this issue?	10:21:45 PM
tonyv	today is the first day we have encountered this issue	10:21:58 PM
Abhay Kumar Saraswat	Okay.	10:22:13 PM
tonyv	my username for the server is ChristinaS and for the quickbooks is admin	10:22:20 PM
Abhay Kumar Saraswat	Is this issue occurring only when the user tries to send invoices from one <b>QuickBooks company</b> file, or is it happening with all <b>company</b> files?	10:23:14 PM
	Understood.	10:23:37 PM
tonyv	we can attempt to try it for another job/customer, but in terms of the company files, only the solar roof solutions company sends out invoices through email	10:24:12 PM
	she tried it on another customer and the app still would not let her send an email without logging into an intuit account	10:25:12 PM
Abhay Kumar Saraswat	Can you please suggest <b>HeatherMC</b> to try with another customer?	10:25:20 PM
	Meanwhile I'm checking few things from backend.	10:25:43 PM
tonyv	not a problem, take your time, and if we eventually need to take remote control of her server, that would be fine too	10:26:10 PM
Abhay Kumar Saraswat	Yes, I will. But I'm checking few things at backend to get this issue resolved.	10:27:08 PM
	Could you please confirm which QB version <b>HeatherMC</b> is using?	10:27:28 PM
	I can see multiple versions of QB in this server.	10:28:30 PM
tonyv	the 2024 edition	10:29:11 PM
	Quickbooks Premier Plus - Contractors Edition 2024	10:29:20 PM
Abhay Kumar	Thanks for the confirmation !	10:29:45 PM

Saraswat	Kindly allow me 5 minutes to check the updates and all.	10:30:02 PM
tonyv	of course	10:30:13 PM
Abhay Kumar Saraswat	Thank you for your patience.	10:35:40 PM
tonyv	no problem	10:36:14 PM
Abhay Kumar Saraswat	As I checked on server, I can see pending updates in this Qb version.  Please see the attached screenshot.	10:37:07 PM
	<i>10:37:11 PM Abhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:49.72 KB )</i>	10:37:11 PM
tonyv	should we attempt to install those updates and then see if the issue persists?	10:37:57 PM
Abhay Kumar Saraswat	Yes, I have to do it from my end.	10:38:29 PM
tonyv	not a problem, take your time	10:38:41 PM
Abhay Kumar Saraswat	It takes 20-25 minutes to complete the updates.	10:38:45 PM
	I would request the all logged in users to save their work and logged out from the server for next 25-30 minutes.	10:39:21 PM
	So I could update all pending updates on QuickBooks and reboot the server.	10:39:50 PM
tonyv	we will log out on our end, thank you	10:40:13 PM
Abhay Kumar Saraswat	Could you please inform HeatherMC as well to save her work and logged out from the server for 25-30 minutes?	10:40:22 PM
	Thank you.	10:40:33 PM
	I'll update you by email once the update is complete. After that, both of you can try again and join the chat if the issue still persists. Does that work for you?	10:41:44 PM
tonyv	yes it does	10:42:23 PM
Abhay Kumar Saraswat	Great.	10:42:40 PM
	Is there anything else I may help you with ?	10:42:43 PM
tonyv	no, that should do it for now	10:42:50 PM
Abhay Kumar Saraswat	Yes, I'm on it and will update you via email as soon as it's complete.	10:43:52 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:44:14 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	

Thanks!

10:44:19 PM

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

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

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

10:44:23 PM

*Abhay Kumar Saraswat has ended this chat session*

10:44:44 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

7 Oct, 7:58:49 PM

**#82307 bwalliser1**

**Email:** bwalliser1@comcast.net ☎ 303-880-9556

**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:** 46 Secs

**City:** SCOTTSDALE

**State:** Arizona

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 21 Mins 51 Secs

bwalliser1	Hello, I am your Acebuddy	7 Oct, 7:58:49 PM
Acebuddy	Hello Bwalliser1, I'm your Ace Buddy. I'll be happy to assist you!	7:58:50 PM
	Whom Would You Like to Connect With?	7:58:50 PM
bwalliser1	Technical Support (QB & App Hosting)	7:58:57 PM
Acebuddy	Welcome to Ace Support.	7:58:57 PM
	Please chose an option :	7:58:57 PM

bwalliser1	I'd like to report an Issue	7:59:02 PM
Acebuddy	Please select an option!	7:59:02 PM
bwalliser1	QuickBooks Issue	7:59:08 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:59:08 PM
bwalliser1	QuickBooks is Frozen	7:59:21 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	7:59:21 PM
	Was that helpful?	7:59:21 PM
bwalliser1	No	7:59:30 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:59:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:59:30 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:00:27 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:00:31 PM
bwalliser1	hello	8:00:37 PM
	our virtual server is very slow. It took QBs 10 minutes to load. and now it is unresponsive.	8:01:43 PM
Manish Singh	I will surely help you with this issue.	8:02:11 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	8:02:52 PM
bwalliser1	I have experienced it in the past. Don't know if anyone else is affected	8:03:25 PM
Manish Singh	Alright	8:03:46 PM
	Kindly allow me two minutes to check the same.	8:03:49 PM
bwalliser1	ok	8:04:06 PM
Manish Singh	Your QuickBooks was frozen I have removed it from task manager now try to access QuickBooks.	8:05:01 PM
bwalliser1	very slow	8:05:50 PM
	not loading	8:06:37 PM
Manish Singh	Checked the QuickBooks services, which are running fine. The CPU and memory resources are sufficient for the smooth functioning of the server.	8:07:00 PM
	<i>8:07:12 PM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:3.32 KB )</i>	8:07:12 PM
	<i>8:07:28 PM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:23.11 KB )</i>	8:07:28 PM
	<i>8:07:42 PM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:37.66 KB )</i>	8:07:42 PM
	May I take the remote access of your local computer?	8:07:47 PM
bwalliser1	ok well it is still taking forever to load. Not workable.	8:08:00 PM

Manish Singh	May I take the remote access of your local computer?	8:08:12 PM
bwalliser1	as long as you don't start installing a bunch of stuff on it. The last tech tried doing that	8:08:56 PM
Manish Singh	Let me check once for last ticket regarding server slowness	8:09:34 PM
	Alright, let me reboot the server once to check if everything works fine afterwards.	8:10:42 PM
bwalliser1	ok	8:11:00 PM
Manish Singh	If not, we need to take remote access of your local computer.	8:11:04 PM
	Server will reboot in 3 minutes.	8:14:33 PM
bwalliser1	ok	8:14:47 PM
Manish Singh	Kindly try to access server now and let us know if you are still facing the issue.	8:18:23 PM
bwalliser1	much better	8:19:05 PM
Manish Singh	Great!	8:19:17 PM
bwalliser1	yep working great	8:19:40 PM
	thanks for your help	8:19:52 PM
Manish Singh	We will follow up regarding the same kindly let us know if you will face this issue again, we will proceed with further troubleshooting.	8:20:05 PM
	Is there anything else I may help you with ?	8:20:08 PM
bwalliser1	nope thank you	8:20:19 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:20:28 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:20:36 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:20:40 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>		8:20:41 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Oct, 8:35:03 PM

### #82360 Michael Szymanski

**Email:** michael.szymanski@gagetech.com  12547593342

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 12 Secs

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 3 Mins

Michael Szymanski	Hello, I am your Acebuddy	8 Oct, 8:35:03 PM
Acebuddy	Hello Michael Szymanski, I'm your Ace Buddy. I'll be happy to assist you!	8:35:04 PM
	Whom Would You Like to Connect With?	8:35:04 PM
Michael Szymanski	Technical Support (QB & App Hosting)	8:35:46 PM
Acebuddy	Welcome to Ace Support.	8:35:46 PM
	Please chose an option :	8:35:46 PM
Michael Szymanski	I'd like to raise a Request	8:35:55 PM
Acebuddy	Please select your request type.	8:35:55 PM
Michael Szymanski	Other Request	8:36:07 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:36:07 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:36:07 PM
Michael Szymanski	Yes, I'm facing issues with my server	8:36:17 PM
Acebuddy	Please select an option!	8:36:17 PM
Michael Szymanski	Other Issue	8:37:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:37:24 PM

Michael Szymanski	Two Factor Authentication - Cannot log in	8:37:42 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:37:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:37:43 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	8:39:07 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	8:39:13 PM
	Hello Michael, how are you doing today	8:39:33 PM
Michael Szymanski	Good	8:39:42 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name? . (Edited)	8:39:58 PM
Michael Szymanski	User Account Status Update Account Name: Gage Technologies Inc CID: CID75011 User: Michael Szymanski (MichaelGTI@myrealdata.net)	8:42:53 PM
Sanyam Madan	May I take the remote access of your local computer?	8:43:14 PM
Michael Szymanski	Sure	8:43:49 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	8:43:55 PM
	<a href="https://assist.acecloudhosting.com/join/8592061110">https://assist.acecloudhosting.com/join/8592061110</a>	8:44:01 PM
	Kindly paste this link in the browser of local computer and join the session.	8:44:03 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.	8:46:50 PM
	As per discussion over the remote session, The issue is resolved by enrolling you into selfcare portal	9:19:42 PM
	Is there anything else I may help you with ?	9:19:44 PM
	Are we still connected here?	9:20:50 PM
	Are we still connected here?	9:22:20 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:38:20 PM
	<i>Sanyam Madan has ended this chat session</i>	9:38:21 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

## #82987 shylesh viswanathan

**Email:** shylesh@rockstarbookkeeping.com ☎ 13108506091**Department:** Support(QB & App Hosting)**Operator:** Karan Bhattacharya**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 43 Secs**City:** TORRANCE**State:** California**Country:** UNITED STATES

Chat Duration : 1 Hour 9 Mins

## Chat Transcript

shylesh viswanathan	Hello, I am your Acebuddy	28 Oct, 1:24:17 AM
Acebuddy	Hello Shylesh, I'm your Ace Buddy. I'll be happy to assist you!	1:24:17 AM
	Whom Would You Like to Connect With?	1:24:17 AM
shylesh viswanathan	Technical Support (QB & App Hosting)	1:24:21 AM
Acebuddy	Welcome to Ace Support.	1:24:21 AM
	Please chose an option :	1:24:21 AM
shylesh viswanathan	Technical Support (QB & App Hosting)	1:24:29 AM
Acebuddy	You have chosen an Invalid Option. Please try Again!	1:24:29 AM
	Please chose an option :	1:24:29 AM
shylesh viswanathan	I'd like to report an Issue	1:24:37 AM
Acebuddy	Please select an option!	1:24:37 AM
shylesh viswanathan	Other Issue	1:24:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:24:43 AM
shylesh viswanathan	With Lacerte 2023, the 2023 update is still going. It has been going for at least a half hour.	1:25:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:25:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:25:19 AM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	1:25:55 AM
Karan Bhattacharya	Hello Shylesh	1:26:21 AM
	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	1:27:27 AM

shylesh viswanathan	Do you provide technical support for hosting Lacerte?	1:27:51 AM
Karan Bhattacharya	yes,Please let us know the issue you are facing.	1:28:16 AM
shylesh viswanathan	Lacerte 2023 is updating and has not stopped. It has been updating for over a half hour.	1:29:06 AM
Karan Bhattacharya	can you share the screenshot of the same?	1:29:40 AM
shylesh viswanathan	How do I share screenshot?	1:30:03 AM
	<i>1:31:33 AM shylesh viswanathan is sharing a file with you <a href="#">image.png</a> - ( Size:447.65 KB )</i>	1:31:33 AM
Karan Bhattacharya	Copy it and paste it here.	1:31:41 AM
shylesh viswanathan	Did you receive it?	1:31:56 AM
Karan Bhattacharya	Allow me few minutes,I am checking from backend.	1:32:25 AM
	yes	1:32:33 AM
	Could you please close the <b>Lacerte</b> from your end?	1:37:32 AM
shylesh viswanathan	2023 has been closed.	1:38:30 AM
Karan Bhattacharya	ok,we are updating it from backend	1:40:12 AM
	we will update you here once done,please be on chat. (Edited)	1:40:44 AM
	We would require to restart the server,please make users to logged out then we can proceed for next steps.	1:52:17 AM
shylesh viswanathan	I have logged out of the server. What do I do next?	1:54:45 AM
Karan Bhattacharya	ok,I will be restarting the server now.	1:55:02 AM
	I see your profile is in disconnected state,can you sign off from there completely?	1:57:07 AM
	Or shall I do it,in case if the data has been saved.	1:57:44 AM
shylesh viswanathan	Could you do it, please? If I were to do it, how would I do it? All Lacerte programs have been closed as far as I know.	1:58:32 AM
Karan Bhattacharya	ok,doing the same.	1:58:50 AM
	once it's restarted I will be continuing troubleshooting	2:01:01 AM
	it's been restarted,I am working on it.	2:08:33 AM
	the setup has been completed,please check the same	2:15:07 AM
	let me restart the server again.	2:16:02 AM
	once restarted,please login to server and check the same.	2:17:06 AM
	Are we still connected?	2:24:22 AM
	Are we still connected?	2:28:19 AM
	Are we still connected?	2:30:32 AM
	As there is no response from your end therefore we will be closing this chat now.Thank you for your	2:33:48 AM

cooperation.

Karan Bhattacharya has ended this chat session

2:33:52 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Oct, 4:11:21 AM

### #82558 rlangford

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

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** ALPHARETTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 40 Mins 20 Secs

rlangford	Hello, I am your Acebuddy	14 Oct, 4:11:21 AM
Acebuddy	Hello Rlangford, I'm your Ace Buddy. I'll be happy to assist you!	4:11:22 AM
	Whom Would You Like to Connect With?	4:11:22 AM
rlangford	Technical Support (QB & App Hosting)	4:11:32 AM
Acebuddy	Welcome to Ace Support.	4:11:32 AM
	Please chose an option :	4:11:32 AM
rlangford	I'd like to raise a Request	4:11:38 AM
Acebuddy	Please select your request type.	4:11:38 AM
rlangford	Other Request	4:11:48 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	4:11:48 AM

If you are facing any issue/problem with your server, Please select the appropriate option below :

4:11:48 AM

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

4:51:42 AM

*Ended due to chat idle timeout*

4:51:42 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Oct, 2:53:28 AM

#### #82344 info

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

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 16 Mins 47 Secs

info	Hello, I am your Acebuddy	8 Oct, 2:53:29 AM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	2:53:29 AM
	Whom Would You Like to Connect With?	2:53:29 AM
info	Technical Support (QB & App Hosting)	2:53:34 AM
Acebuddy	Welcome to Ace Support.	2:53:34 AM
	Please chose an option :	2:53:34 AM
info	I'd like to raise a Request	2:53:52 AM
Acebuddy	Please select your request type.	2:53:52 AM

info	Other Request	2:53:56 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.	2:53:56 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:53:56 AM
info	Yes, I'm facing issues with my server	2:54:07 AM
Acebuddy	Please select an option!	2:54:07 AM
info	Other Issue	2:54:11 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:54:11 AM
info	Printer connection	2:54:25 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:54:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:54:26 AM
	<i>2:54:47 AM info is sharing a file with you <a href="#">image.png</a> - ( Size:44.26 KB )</i>	2:54:47 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:54:56 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Yash Kalra.</i>	2:55:11 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:55:16 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:55:20 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:55:26 AM
info	Hello, I need to connect my computer to the printer	2:55:42 AM
	<i>2:55:46 AM info is sharing a file with you <a href="#">image.png</a> - ( Size:44.26 KB )</i>	2:55:46 AM
Yash Kalra	Kindly help me with your server name and user name?	2:56:10 AM
info	give me a minute please	2:57:28 AM
Yash Kalra	Sure, please take your time	2:57:37 AM
info	Bongryong.myrealdata.net Jung.M	2:58:03 AM
Yash Kalra	Kindly allow me two minutes to check the same.	2:59:02 AM
	May I take the remote access of your local computer?	3:00:16 AM
info	Yes	3:00:21 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	3:00:23 AM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/9072622242">https://assist.acecloudhosting.com/join/9072622242</a>	3:00:48 AM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/1492191084">https://assist.acecloudhosting.com/join/1492191084</a>	3:04:19 AM
	Are we still connected here?	3:06:47 AM

Are we still connected here? 3:08:31 AM

Are we still connected here? 3:10:10 AM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 3:10:13 AM

*Yash Kalra has ended this chat session* 3:10:16 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 24 Oct, 2:33:34 AM

**#82896 Christina**

**Email:** christina@crguttersinc.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:** AUBURN

**State:** Washington

**Country:** UNITED STATES

Chat Transcript Chat Duration : 41 Mins 42 Secs

Christina	Hello, I am your Acebuddy	24 Oct, 2:33:34 AM
Acebuddy	Hello Christina, I'm your Ace Buddy. I'll be happy to assist you!	2:33:35 AM
	Whom Would You Like to Connect With?	2:33:35 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:15:16 AM
	<i>Ended due to chat idle timeout</i>	3:15:16 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

3 Oct, 5:49:34 PM

### #82205 taxes.ltdservices

**Email:** taxes.ltdservices@gmail.com ☎ 9195229911

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 52 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 10 Mins 56 Secs

taxes.ltdservices	Hello, I am your Acebuddy	3 Oct, 5:49:34 PM
Acebuddy	Hello Taxes.ltdservices, I'm your Ace Buddy. I'll be happy to assist you!	5:49:36 PM
	Whom Would You Like to Connect With?	5:49:36 PM
taxes.ltdservices	Technical Support (QB & App Hosting)	5:49:43 PM
Acebuddy	Welcome to Ace Support.	5:49:43 PM
	Please chose an option :	5:49:43 PM
taxes.ltdservices	I'd like to raise a Request	5:50:07 PM
Acebuddy	Please select your request type.	5:50:07 PM
taxes.ltdservices	Application Update	5:50:10 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	5:50:10 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	5:50:10 PM
taxes.ltdservices		

	Yes	5:50:17 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:50:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:50:17 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	5:50:24 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	5:50:34 PM
taxes.ltdservices	Hello Vikas. Please update Drake Accounting 2025	5:50:48 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:51:24 PM
taxes.ltdservices	LTDservices	5:51:44 PM
	USER1LTDS	5:51:57 PM
Vikas Singh Chauhan	Thanks for the confirmation !	5:52:18 PM
	Kindly allow me 2-3 minutes to connect to the server.	5:52:40 PM
taxes.ltdservices	Thank you	5:52:49 PM
Vikas Singh Chauhan	I am connected to the server now.	5:54:19 PM
	I am updating the Drake 2025, allow me 3-4 minutes please.	5:56:38 PM
taxes.ltdservices	Okay	5:56:47 PM
Vikas Singh Chauhan	It is updated now, please check once on your end.	5:59:02 PM
taxes.ltdservices	Updated. Thank you	6:00:09 PM
Vikas Singh Chauhan	No worries.	6:00:17 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:00:21 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:00:28 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>Vikas Singh Chauhan has ended this chat session</i>	6:00:31 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

23 Oct, 4:27:09 AM

### #82861 shari

**Email:** shari@jksservicesinc.com 18054079440

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** CABO SAN LUCAS

**State:** Baja California Sur

**Country:** MEXICO

## Chat Transcript

Chat Duration : 23 Mins 30 Secs

shari	Hello, I am your Acebuddy	23 Oct, 4:27:09 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	4:27:10 AM
	Whom Would You Like to Connect With?	4:27:10 AM
shari	Technical Support (QB & App Hosting)	4:27:14 AM
Acebuddy	Welcome to Ace Support.	4:27:14 AM
	Please chose an option :	4:27:14 AM
shari	I'd like to report an Issue	4:27:18 AM
Acebuddy	Please select an option!	4:27:18 AM
shari	QuickBooks Issue	4:27:32 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:27:32 AM
shari	Other QB related issue	4:27:36 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:27:36 AM
shari	Edna user is supposed to have access to the JK Services data folder on Enterprise server but when she opens the file it says she does not have access	4:28:44 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:28:45 AM
<i>Acebuddy (bot) forwarded the chat request</i>		4:28:45 AM

	<i>Shashwat Verma accepted the chat transfer request.</i>	4:29:52 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	4:29:57 AM
	Hello Shari	4:30:04 AM
shari	hi	4:30:33 AM
	can you access the Edna remote and you can see the error	4:30:59 AM
Shashwat Verma	I will surely help you with this issue.	4:31:03 AM
	Kindly allow me two minutes to check the same.	4:31:06 AM
shari	ok	4:32:16 AM
Shashwat Verma	When the last time she was able to access that data?	4:32:38 AM
shari	she has never been able to	4:33:20 AM
	it is a new file and this was the first file in the folder for anyone	4:33:35 AM
Shashwat Verma	Could you please confirm the location of this file?	4:33:58 AM
shari	d:\Client data\JK Services Client Data	4:34:37 AM
	literally the only folder she has access to on the server	4:34:47 AM
Shashwat Verma	Shari, will get this fixed on the go, kindly authorize the same on email.	4:36:40 AM
	Shall I email you the same for authorization?	4:37:03 AM
shari	I already gave authorization when we added the user	4:37:23 AM
	So why do I need to take the time to give another authorization?	4:37:37 AM
Shashwat Verma	Let me get this checked	4:37:43 AM
	May I take the remote access of the Edna?	4:41:05 AM
shari	yes	4:41:30 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	4:41:54 AM
	<a href="https://assist.acecloudhosting.com/join/4422203337">https://assist.acecloudhosting.com/join/4422203337</a>	4:41:57 AM
	Kindly Click on the link and open the downloaded file.	4:42:00 AM
shari	no can you just access the remote instead of my computer	4:42:16 AM
	I am logged in as her at the moment	4:42:21 AM
Shashwat Verma	Okay, sure	4:42:33 AM
	Kindly accept	4:42:49 AM
shari	sorry it was gone when I switched screens	4:43:34 AM
Shashwat Verma	Try again	4:43:42 AM
	Good to go!	4:49:29 AM
	Is there anything else I may help you with ?	4:50:11 AM

shari	ok great thanks	4:50:28 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:50:33 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:50:36 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shashwat Verma has ended this chat session</i>	4:50:40 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

24 Oct, 4:47:44 PM

#### #82912 Test Account

**Email:** test@test.com +917878787878

**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

**City:** NEW DELHI

**State:** Delhi

**Country:** INDIA

### Chat Transcript

Chat Duration : 1 Min 11 Secs

Test Account	Hello, I am your Acebuddy	24 Oct, 4:47:45 PM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	4:47:46 PM

	Whom Would You Like to Connect With?	4:47:46 PM
Test Account	Technical Support (QB & App Hosting)	4:47:47 PM
Acebuddy	Welcome to Ace Support.	4:47:47 PM
	Please chose an option :	4:47:47 PM
Test Account	I'd like to report an Issue	4:47:53 PM
Acebuddy	Please select an option!	4:47:53 PM
Test Account	Other Issue	4:47:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:47:56 PM
Test Account	test	4:48:01 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:48:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:48:02 PM
	<i>Manish Singh accepted the chat transfer request.</i>	4:48:48 PM
	<i>test has ended this chat session</i>	4:48:57 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Oct, 3:35:12 AM

#### #82383 tirena jones

**Email:** tirena@tirenjones.com 17757475833

**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:** SPARKS

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 40 Mins 21 Secs

tirena jones	Hello, I am your Acebuddy	9 Oct, 3:35:12 AM
Acebuddy	Hello Tirena Jones, I'm your Ace Buddy. I'll be happy to assist you!	3:35:13 AM
	Whom Would You Like to Connect With?	3:35:13 AM
tirena jones	Technical Support (QB & App Hosting)	3:38:00 AM
Acebuddy	Welcome to Ace Support.	3:38:00 AM
	Please chose an option :	3:38:00 AM
tirena jones	I'd like to raise a Request	3:38:10 AM
Acebuddy	Please select your request type.	3:38:10 AM
tirena jones	Change in Applications	3:38:26 AM
Acebuddy	Please select your desired option!	3:38:26 AM
tirena jones	Application Replacement	3:38:35 AM
Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of the current application that needs to be uninstalled, such as its name and version.	3:38:35 AM
	Additionally, please provide us with the name and version of the new application along with any license details that may be necessary for the installation (for example, in case of QuickBooks).	3:38:35 AM
	We request you to download the setup file for the new application from its respective website or portal and save it on your server desktop.	3:38:35 AM
	Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the installation of the new application at our end.	3:38:35 AM
	Do you need any further assistance on the topic?	3:38:35 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:15:34 AM
	<i>Ended due to chat idle timeout</i>	4:15:34 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Oct, 8:23:21 PM

#82358 Bobby Fodera

Email: bobby.fodera@gmail.com ☎ 16095535626

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** LINWOOD

**State:** New Jersey

**Country:** UNITED STATES

Chat Duration : 19 Mins 51 Secs

### Chat Transcript

Bobby Fodera	Hello, I am your Acebuddy	8 Oct, 8:23:22 PM
Acebuddy	Hello Bobby Fodera, I'm your Ace Buddy. I'll be happy to assist you!	8:23:22 PM
	Whom Would You Like to Connect With?	8:23:22 PM
Bobby Fodera	Technical Support (QB & App Hosting)	8:23:29 PM
Acebuddy	Welcome to Ace Support.	8:23:29 PM
	Please chose an option :	8:23:29 PM
Bobby Fodera	I'd like to report an Issue	8:23:37 PM
Acebuddy	Please select an option!	8:23:37 PM
Bobby Fodera	Other Issue	8:23:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:23:42 PM
Bobby Fodera	i can't log onto the server	8:23:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:23:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:23:55 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:24:24 PM
	<i>8:24:28 PM Bobby Fodera is sharing a file with you <a href="#">image.png</a> - ( Size:14.37 KB )</i>	8:24:28 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:24:45 PM
Bobby Fodera	Thank you Shubham	8:24:56 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:25:00 PM
Bobby Fodera	NunyaHLLC	8:25:26 PM
	user id - Bobby_NH	8:26:28 PM
Shubham Maurya	Thank you for the information please allow few minutes to check the same.	8:27:50 PM

Bobby Fodera	ok	8:27:56 PM
Shubham Maurya	Thank you for your patience, we have checked your account is active and working fine and we are also able to access server from our end. Please let me know if there is any major change done on local system and how many users are facing this issue?	8:31:15 PM
Bobby Fodera	i'm the only 1 that is having the issue as of now. I was able to log in just fine yesterday afternoon. I'm only having trouble today. I tried to log in 4 times over an hour before reaching out. Sometimes, I have to do that. I just assumed that it was network traffic or some other short term issue.	8:32:56 PM
	I just tried logging in right now and I got in.	8:33:31 PM
	it seems to just be an intermittent issue	8:33:47 PM
Shubham Maurya	Thanks for confirming that Bobby, Please perform a speed test from local system and share screenshot over here.	8:34:17 PM
	We need to check for latency issue with the connection.	8:34:39 PM
Bobby Fodera	should i do that while I'm on the Remote Desktop or from my local computer?	8:35:18 PM
Shubham Maurya	Please do that from your local computer browser.	8:35:42 PM
	<i>8:37:14 PM Bobby Fodera is sharing a file with you <a href="#">image.png</a> - ( Size:50.12 KB )</i>	8:37:14 PM
	The speed test results look fine as up and down link should be less than 30ms. Sometimes connection issues happen due to network cache, please try restarting your local system and then try to reconnect in such cases. Also, if this happens frequently in the future, do let us know so we can investigate further and suggest any necessary changes if required.	8:40:33 PM
	We will keep this ticket open for few days to take regular follow up on this issue.	
Bobby Fodera	ok, so the 18, 17 & 25 are all good then. thanks. I'll check that when I have issues. It may just be internet issues at my office during more peak times. Thanks for your information.	8:41:53 PM
Shubham Maurya	Exactly Bobby, thanks for your patience and understanding with us on this.	8:42:35 PM
	Is there anything else I may help you with ?	8:42:37 PM
Bobby Fodera	nope, that'll be all. Have a great day!	8:42:56 PM
Shubham Maurya	You too have a good one !	8:43:04 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:43:06 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> )	
	/won	8:43:10 PM
		8:43:13 PM

*Shubham Maurya has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Oct, 11:13:27 PM

### #82330 Dan Holt

**Email:** dan@happyhentreats.com ☎ 12108380827

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** SAN ANTONIO

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 47 Secs

Dan Holt	Hello, I am your Acebuddy	7 Oct, 11:13:27 PM
Acebuddy	Hello Dan Holt, I'm your Ace Buddy. I'll be happy to assist you!	11:13:28 PM
	Whom Would You Like to Connect With?	11:13:28 PM
Dan Holt	Technical Support (QB & App Hosting)	11:13:48 PM
Acebuddy	Welcome to Ace Support.	11:13:48 PM
	Please chose an option :	11:13:48 PM
Dan Holt	I'd like to raise a Request	11:13:54 PM
Acebuddy	Please select your request type.	11:13:54 PM
Dan Holt	Other Request	11:14:20 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.	11:14:20 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:14:20 PM

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

11:55:15 PM

*Ended due to chat idle timeout*

11:55:15 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

21 Oct, 12:31:05 AM

**#82767 Barbara Genova**

**Email:** bgenova@calldad.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** MYRTLE BEACH

**State:** South Carolina

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 23 Mins 16 Secs

Barbara Genova	Hello, I am your Acebuddy	21 Oct, 12:31:05 AM
Acebuddy	Hello Barbara Genova, I'm your Ace Buddy. I'll be happy to assist you!	12:31:06 AM
	Whom Would You Like to Connect With?	12:31:06 AM
Barbara Genova	Technical Support (QB & App Hosting)	12:31:13 AM
Acebuddy	Welcome to Ace Support.	12:31:13 AM
	Please chose an option :	12:31:13 AM
Barbara Genova	I'd like to report an Issue	12:31:27 AM
Acebuddy	Please select an option!	12:31:27 AM
Barbara Genova	QuickBooks Issue	12:31:31 AM

Acebuddy	What type of QuickBooks Issue are you facing?	12:31:31 AM
Barbara Genova	Other QB related issue	12:31:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:31:46 AM
Barbara Genova	We were having trouble getting in this morning, and now we can get in but our customer name and vendor name data is gone	12:32:21 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:32:21 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:32:21 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	12:32:29 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	12:32:48 AM
Barbara Genova	ok	12:33:07 AM
Anjainay Singh	Hello Barbara, how are you?	12:33:37 AM
Barbara Genova	I am frustrated, but ok	12:33:50 AM
Anjainay Singh	I understand your concern, could you please reconfirm your issue so that I can provide you precise resolution?	12:34:29 AM
	Could you please also confirm your account name or CID number associated with your account?	12:34:58 AM
Barbara Genova	Yes, I believe you still have us under our old name Sky HVAC, we rebranded to Call Dad in 2023	12:35:50 AM
Anjainay Singh	Please allow me two minutes so that I can fetch your account details .	12:36:13 AM
Barbara Genova	We were trying to log in this morning and kept getting a message " you need to download the latest file doctor" and once I cancelled that and was able to get in, our numbers are accurate but we have lost all the customer name data, and vendor name data	12:37:40 AM
Anjainay Singh	No worries Barbara , could you please confirm since when you are facing this issue at your end?	12:38:22 AM
Barbara Genova	since this morning	12:38:33 AM
Anjainay Singh	Thankyou for your confirmation, could you please also confirm apart from you are there any other users who are facing this issue ?	12:39:35 AM
Barbara Genova	all of the users	12:40:05 AM
Anjainay Singh	Thankyou for your confirmation.	12:41:22 AM
	Could you please confirm whether your login server name is SkyHVAC.myrealdatal.net?	12:41:55 AM
Barbara Genova	yes	12:42:23 AM
Anjainay Singh	Thankyou for your confirmation.	12:42:49 AM
	Please allow me two minutes so that I can check it at my end.	12:43:10 AM
	May I take the remote access of your server?	12:44:09 AM
Barbara Genova	yes	12:44:17 AM
Anjainay Singh	Thankyou , I will send you the remote session please accept it so that I can join.	12:44:39 AM
Barbara Genova	ok	12:47:09 AM

Anjainay Singh	Could you please show me the error Barbara?	12:48:36 AM
Barbara Genova	all of the customers are gone	12:49:10 AM
	same with vendors	12:49:25 AM
Anjainay Singh	I understand your concern, could you please provide me your best contact details in below format so that I can escalate this issue to senior engineers and they will resolve this issue urgently	12:50:19 AM
	Call back number-	
	Time Zone	12:50:32 AM
	Suitable time for call-	
	My senior engineers will reach you directly over a call for effective communication and resolution.	12:51:22 AM
Barbara Genova	919-763-4181 EST- anytime until 5:30 PM EST	12:51:23 AM
Anjainay Singh	Sure , I have escalated the issue Barbara.	12:51:43 AM
	Is there anything else I may help you with ?	12:51:49 AM
Barbara Genova	not unless you can fix this, but thank you for escalating	12:52:56 AM
Anjainay Singh	Yes I have escalated it fully resolve the issue Barbara .	12:53:19 AM
	I have took the ownership for that .	12:53:30 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:54:00 AM
<i>Anjainay Singh has ended this chat session</i>		12:54:21 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Oct, 1:41:41 AM

**#82950 Gregory Fidlon**

**Email:** greg@fidlonlegal.com 17708762847

**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:** 1 Min 44 Secs

**City:** ALPHARETTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 12 Mins 58 Secs

Gregory Fidlon	Hello, I am your Acebuddy	27 Oct, 1:41:42 AM
Acebuddy	Hello Gregory Fidlon, I'm your Ace Buddy. I'll be happy to assist you!	1:41:43 AM
	Whom Would You Like to Connect With?	1:41:43 AM
Gregory Fidlon	Technical Support (QB & App Hosting)	1:41:49 AM
Acebuddy	Welcome to Ace Support.	1:41:49 AM
	Please chose an option :	1:41:49 AM
Gregory Fidlon	I'd like to report an Issue	1:42:13 AM
Acebuddy	Please select an option!	1:42:13 AM
Gregory Fidlon	QuickBooks Issue	1:42:39 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:42:39 AM
Gregory Fidlon	QuickBooks Login Issue	1:43:00 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	1:43:00 AM
	Was that helpful?	1:43:00 AM
Gregory Fidlon	No	1:43:06 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:43:06 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:43:06 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:43:27 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:43:33 AM
	Hello Gregory	1:43:40 AM
	Are you able to access the server?	1:43:52 AM
Gregory Fidlon	No when I click the Remote Desktop Connection app it won't connect	1:44:27 AM
Shashwat Verma	I will surely help you with this issue.	1:44:47 AM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	1:44:50 AM
Gregory Fidlon	It has happened before, but not in a week or so	1:45:32 AM
	I am the only user from this location	1:45:43 AM
Shashwat Verma	Okay	1:46:13 AM

	May I take the remote access of your local computer?	1:46:16 AM
Gregory Fidlon	Yes	1:46:20 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	1:46:35 AM
	<a href="https://assist.acecloudhosting.com/join/9292899226">https://assist.acecloudhosting.com/join/9292899226</a>	1:46:37 AM
	Kindly Click on the link and open the downloaded file.	1:46:42 AM
Gregory Fidlon	OK	1:47:13 AM
Shashwat Verma	As per the remote session, issue resolved by resetting the password and rdp from selfcare portal	1:54:34 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:54:38 AM
	<i>Shashwat Verma has ended this chat session</i>	1:54:40 AM
		

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

24 Oct, 6:25:43 PM

**#82916 jessica squire**

**Email:** jessica.squire@asgsolutions.us  3523034429

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** WILDWOOD

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 53 Mins 12 Secs

jessica squire	Hello, I am your Acebuddy	24 Oct, 6:25:44 PM
Acebuddy	Hello Jessica Squire, I'm your Ace Buddy. I'll be happy to assist you!	6:25:45 PM
	Whom Would You Like to Connect With?	6:25:45 PM

jessica squire	Technical Support (QB & App Hosting)	6:34:39 PM
Acebuddy	Welcome to Ace Support.	6:34:39 PM
	Please chose an option :	6:34:39 PM
jessica squire	I'd like to raise a Request	6:34:58 PM
Acebuddy	Please select your request type.	6:34:58 PM
jessica squire	Change in Users	6:35:10 PM
Acebuddy	Please select your desired option!	6:35:10 PM
jessica squire	User Addition	6:35:14 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	6:35:14 PM
	Do you need any further assistance on the topic?	6:35:14 PM
jessica squire	Yes	6:53:48 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:53:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:53:48 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:53:57 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:54:06 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:54:19 PM
jessica squire	asgsolutionsllc	6:55:49 PM
	jessicasa	6:56:01 PM
Shubham Maurya	Thanks for the confirmation !	6:56:02 PM
jessica squire	sorry that should be jessicasq	6:56:08 PM
Shubham Maurya	No worries, Now you can <b>Add / Remove users</b> as well as <b>reset their passwords</b> (if need be) from your end via <a href="https://myportal.acecloudhosting.com">https://myportal.acecloudhosting.com</a>	6:57:43 PM
	Your <b>username</b> will be your <b>CID67485</b> . In case you forget your password, kindly reset it by clicking on 'Forgot Password'. (Edited)	
	Please note that only registered account owner ( <b>shannon.dias@asgsolutions.us</b> ) is allowed to perform the user's management activity through the user guide.	6:58:15 PM
	<i>7:00:41 PM Shubham Maurya is sharing a file with you  <a href="#">How to Manage ACE Server Users 4.pdf</a> - ( Size:1.33 MB )</i>	7:00:41 PM
	<i>Please refer to this guide for Myporta.</i>	
jessica squire	ive tried that im not getting the code to either the phone number or the email	7:01:13 PM
Shubham Maurya	Please confirm are you checking with the correct details?	
	Phone : 13523034429	7:01:57 PM

	Email: shannon.dias@asgsolutions.us	
jessica squire	yes	7:02:10 PM
Shubham Maurya	Okay, If you want we can guide you with the portal login issue or we can directly proceed with the user addition request from our end as per your request.	7:03:18 PM
	If you want us to make user addition please share below details form your registered email ID jessica.squire@asgsolutions.us	
	User full name: Contact number: Email ID:	7:04:58 PM
	Sent it to support@acecloudhosting.com	
	Once we receive your request through mail, we will proceed with the user addition and share you new user ID and password over the mail.	7:06:14 PM
	Are we still connected here?	7:09:50 PM
	Are we still connected here?	7:11:40 PM
	Are we still connected here?	7:13:25 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:17:49 PM
	<i>Shubham Maurya has ended this chat session</i>	7:18:56 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Oct, 9:21:09 PM

#### #82536 kathy.boone

**Email:** kathy.boone@secvis.com 12512654552

**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:** ORANGE BEACH

**State:** Alabama

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 5 Mins 1 Sec

kathy.boone	Hello, I am your Acebuddy	13 Oct, 9:21:10 PM
Acebuddy	Hello Kathy Boone, I'm your Ace Buddy. I'll be happy to assist you!	9:21:11 PM
	Whom Would You Like to Connect With?	9:21:11 PM
kathy.boone	Technical Support (QB & App Hosting)	9:21:22 PM
Acebuddy	Welcome to Ace Support.	9:21:22 PM
	Please chose an option :	9:21:22 PM
kathy.boone	I'd like to report an Issue	9:21:30 PM
Acebuddy	Please select an option!	9:21:30 PM
kathy.boone	Password Reset	9:21:42 PM
Acebuddy	Please select an option below	9:21:42 PM
kathy.boone	Already Enrolled to Selfcare Portal	9:21:50 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:21:50 PM
	Do you need any further assistance on the topic?	9:21:50 PM
kathy.boone	No	9:26:11 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:26:11 PM
	<i>Acebuddy has ended this chat session</i>	9:26:11 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 Oct, 6:07:47 PM

**#82252 Natasha Abbey**

**Email:** natasha.abbey@deuta-america.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** JACKSONVILLE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 47 Secs

Natasha Abbey	Hello, I am your Acebuddy	6 Oct, 6:07:47 PM
Acebuddy	Hello Natasha Abbey, I'm your Ace Buddy. I'll be happy to assist you!	6:07:48 PM
	Whom Would You Like to Connect With?	6:07:48 PM
Natasha Abbey	Technical Support (QB & App Hosting)	6:07:55 PM
Acebuddy	Welcome to Ace Support.	6:07:55 PM
	Please chose an option :	6:07:55 PM
Natasha Abbey	I'd like to raise a Request	6:08:03 PM
Acebuddy	Please select your request type.	6:08:03 PM
Natasha Abbey	Setup Ace Server	6:08:09 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	6:08:09 PM
Natasha Abbey	Microsoft Windows	6:08:15 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	6:08:15 PM
	Do you need any further assistance on the topic?	6:08:15 PM
Natasha Abbey	No	6:08:35 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	6:08:35 PM
	<i>Acebuddy has ended this chat session</i>	6:08:35 PM



## Chat Transcript

Hello, I am your Acebuddy

**Visitor Details****#83045 Karen Kropp****Email:** karen.bythebooks@gmail.com ☎ 16074374988**Department:** Support(QB & App Hosting)**Operator:** Ashutosh Mishra**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 1 Min 36 Secs**City:** CARBONDALE**State:** Colorado**Country:** UNITED STATES

Chat Duration : 14 Mins 8 Secs

**Chat Transcript**

Karen Kropp	Hello, I am your Acebuddy	29 Oct, 2:21:12 AM
Acebuddy	Hello Karen Kropp, I'm your Ace Buddy. I'll be happy to assist you!	2:21:13 AM
	Whom Would You Like to Connect With?	2:21:13 AM
Karen Kropp	Technical Support (QB & App Hosting)	2:21:18 AM
Acebuddy	Welcome to Ace Support.	2:21:18 AM
	Please chose an option :	2:21:18 AM
Karen Kropp	I'd like to report an Issue	2:21:23 AM
Acebuddy	Please select an option!	2:21:23 AM
Karen Kropp	Other Issue	2:21:26 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:21:26 AM
Karen Kropp	I cannot open my remote server. I was working with Karan but they stopped responding	2:21:45 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:21:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:21:46 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:22:25 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:22:31 AM
	<i>2:22:54 AM Karen Kropp is sharing a file with you</i>	2:22:54 AM
	<i><a href="#">Screenshot 2025-10-28 141148.png</a> - ( Size:78.16 KB )</i>	
Karen Kropp	Hello. I'm receiving the following message. I was working with someone but they stopped responding	2:23:09 AM
Ashutosh Mishra	Sure, would you like me to assist with this or should I transfer to Karan?	2:23:52 AM
Karen Kropp	I don't care who deals with it, I would just like to get into my server	2:25:35 AM

Ashutosh Mishra	Our apologies for the inconvenience.	2:26:09 AM
	Kindly allow me two minutes to check the same with the backend team.	2:26:21 AM
Karen Kropp	ok	2:26:34 AM
Ashutosh Mishra	Thank you for your patience. We are still investigating the issue from the backend.	2:33:33 AM
Karen Kropp	Ok i have to go and can not stay on chat. Can you continue to work on this while i'm gone	2:34:01 AM
Ashutosh Mishra	Sure, rest assured we are investigating this on highest priority and will follow up over the email for further assistance.	2:34:53 AM
Karen Kropp	ok thank you	2:35:02 AM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:35:14 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
	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>Ashutosh Mishra has ended this chat session</i>	2:35:20 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Oct, 12:54:26 AM

#82284 eric

Email: eric@totalfeeds.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

**City:** WEATHERFORD

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 33 Mins 42 Secs

eric	Hello, I am your Acebuddy	7 Oct, 12:54:26 AM
Acebuddy	Hello Eric Anderson, I'm your Ace Buddy. I'll be happy to assist you!	12:54:27 AM
	Whom Would You Like to Connect With?	12:54:27 AM
eric	Technical Support (QB & App Hosting)	12:54:30 AM
Acebuddy	Welcome to Ace Support.	12:54:30 AM
	Please chose an option :	12:54:30 AM
eric	I'd like to report an Issue	12:54:37 AM
Acebuddy	Please select an option!	12:54:37 AM
eric	QuickBooks Issue	12:54:43 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:54:43 AM
eric	Other QB related issue	12:54:49 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:54:49 AM
eric	SPS Commerce Adapter needs to be removed and re-connected.	12:55:21 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:55:21 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:55:21 AM
	<i>12:55:38 AMeric is sharing a file with you <a href="#">image.png</a> - ( Size:37.5 KB )</i>	12:55:38 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:55:53 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:55:58 AM
	I will be surely assisting you with this.	12:57:08 AM
	Is this for account: <b>Total Feeds Inc</b> ?	12:57:16 AM
eric	Yes	12:57:22 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	12:57:44 AM
	Could you please provide more details and clarify exactly what issue you are experiencing?	12:58:33 AM
eric	SPS Commerce Adapter is not sending invoices to their EDI server.	12:58:59 AM
	I have been troubleshooting with SPS Commerce. They recommend removing the adapter	

	and re-installing it.	12:59:28 AM
Abhay Kumar Saraswat	Thank you for the information.	12:59:43 AM
	<i>12:59:45 AMeric is sharing a file with you <a href="#">image.png</a> - ( Size:45.9 KB )</i>	12:59:45 AM
	Do you have the setup file of this?	12:59:53 AM
eric	It's in the Client Data folder	1:00:16 AM
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.	1:00:28 AM
eric	OK	1:00:32 AM
Abhay Kumar Saraswat	Thank you for your patience.	1:02:42 AM
	Yes, I found the file.	1:02:48 AM
	Let me uninstall it and re-install it for you.	1:02:59 AM
eric	OK	1:03:05 AM
	<i>1:04:27 AMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:6.42 KB )</i>	1:04:27 AM
	<i>Could you please inform the users to close this or QuickBooks for few minutes?</i>	
	I'm logged out. Is anyone else in?	1:05:02 AM
Abhay Kumar Saraswat	Please close QuickBooks.	1:05:53 AM
	I can see the QuickBooks open in your profile.	1:06:06 AM
	Or you can log out from the server.	1:06:33 AM
eric	I'm clicking on Exit, but it is very slow.	1:06:46 AM
Abhay Kumar Saraswat	No worries.	1:06:57 AM
	Can I do it for you?	1:07:01 AM
eric	I'm out.	1:07:26 AM
Abhay Kumar Saraswat	Thank you.	1:08:49 AM
	Kindly allow me two more minutes.	1:08:58 AM
eric	OK	1:09:03 AM
Abhay Kumar Saraswat	Could you please try logging out and then logging back into the server?	1:11:30 AM
eric	OK	1:11:50 AM
Abhay Kumar Saraswat	Done from my end.	1:12:13 AM
	Please check and confirm.	1:12:18 AM

eric	I'll open QB and check it.	1:12:23 AM
Abhay Kumar Saraswat	Sure.	1:12:30 AM
	Please take your time.	1:12:36 AM
	Are we still connected here?	1:20:35 AM
	Are we still connected here?	1:23:55 AM
eric	It looks like it is working. I will test.	1:25:19 AM
Abhay Kumar Saraswat	Okay.	1:26:43 AM
	Is there anything else I may help you with ?	1:27:36 AM
eric	No, thank you.	1:27:47 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:28:01 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:28:04 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:28:07 AM
<i>Abhay Kumar Saraswat has ended this chat session</i>		1:28:09 AM



