

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Oct, 12:01:59 AM

#82984 Chris Geiger

Email: cgeiger44@gmail.com ☎ 15164136689

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: LONG BEACH

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 17 Secs

Chris Geiger	Hello, I am your Acebuddy	28 Oct, 12:01:59 AM
Acebuddy	Hello Chris Geiger, I'm your Ace Buddy. I'll be happy to assist you!	12:02:00 AM
	Whom Would You Like to Connect With?	12:02:00 AM
Chris Geiger	Technical Support (QB & App Hosting)	12:02:07 AM
Acebuddy	Welcome to Ace Support.	12:02:07 AM
	Please chose an option :	12:02:07 AM
Chris Geiger	I'd like to report an Issue	12:02:13 AM
Acebuddy	Please select an option!	12:02:13 AM
Chris Geiger	Password Reset	12:02:18 AM
Acebuddy	Please select an option below	12:02:18 AM
Chris Geiger	Already Enrolled to Selfcare Portal	12:02:26 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	12:02:26 AM
	Do you need any further assistance on the topic?	12:02:26 AM
Chris Geiger	Yes	12:02:57 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:02:58 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	12:02:58 AM
Chris Geiger	I can't access my server.	12:03:08 AM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	12:03:10 AM
Karan Bhattacharya	Hello Chris,	12:03:47 AM
Chris Geiger	Hello	12:04:04 AM
	I can't logon.	12:04:05 AM
	My server info is:	12:04:13 AM
	CGMC.myreldata.net	12:04:14 AM
Karan Bhattacharya	My name is Karan Bhattacharyya,I will be assisting you.	12:04:15 AM
	What is the error you are receiving?	12:04:33 AM
Chris Geiger	Wrong password. Tried resetting and it has the wrong email address.	12:04:52 AM
Karan Bhattacharya	ok,let me check few details at backend,allow me few minutes for the same.	12:06:05 AM
	Did you try to reset the password through MyPortal?	12:07:33 AM
Chris Geiger	I'm at a client and accessing on my mac. But all computers seem to have logged out.	12:08:02 AM
Karan Bhattacharya	MyPortal - Ace Cloud Hosting - Login	12:09:03 AM
	can you try this one?	12:09:14 AM
Chris Geiger	Just reset it and it says it worked but when I try to connect in the windows app for Mac it keeps giving me this error code: 0x3000066	12:11:53 AM
Karan Bhattacharya	ok,Did you close the app and try again?	12:12:48 AM
Chris Geiger	Yes	12:12:56 AM
	It keeps giving me the same error code	12:13:05 AM
Karan Bhattacharya	ok,let me check	12:13:58 AM
	I will be taking remote session of your machine,please share your email id.	12:15:42 AM
Chris Geiger	cgeiger44@gmail.com	12:15:54 AM
	It's a mac	12:15:57 AM
Karan Bhattacharya	ok, and please close any other documents or details which are not related with this request.	12:16:53 AM
Chris Geiger	I'm ready for you	12:17:32 AM
Karan Bhattacharya	invitation would have come to your email id,please check the same	12:18:14 AM
Chris Geiger	Ok i guess it works now	12:19:42 AM
	thanks.	12:19:42 AM
Karan Bhattacharya	Glad to see the issue has been resolved	12:20:06 AM
	Please let me know if any other help you need.	12:20:22 AM

Chris Geiger I'm good. Thanks. 12:20:39 AM

Karan Bhattacharya 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!

12:21:03 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

12:21:17 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 18 Oct, 2:07:07 AM

#82733 szolad

Email: szolad@cdt.org

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: HYATTSVILLE

State: Maryland

Country: UNITED STATES

Chat Transcript Chat Duration : 41 Mins 4 Secs

szolad Hello, I am your Acebuddy 18 Oct, 2:07:08 AM

Acebuddy Hello Szolad, I'm your Ace Buddy. I'll be happy to assist you! 2:07:08 AM

Whom Would You Like to Connect With? 2:07:08 AM

szolad

	Technical Support (QB & App Hosting)	2:07:13 AM
Acebuddy	Welcome to Ace Support.	2:07:13 AM
	Please chose an option :	2:07:13 AM
szolad	I'd like to report an Issue	2:07:18 AM
Acebuddy	Please select an option!	2:07:18 AM
szolad	Password Reset	2:07:21 AM
Acebuddy	Please select an option below	2:07:21 AM
szolad	Not Enrolled to Selfcare Portal	2:07:26 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	2:07:26 AM
	Do you need any further assistance on the topic?	2:07:26 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.	2:48:12 AM
	<i>Ended due to chat idle timeout</i>	2:48:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Oct, 7:04:37 PM

#82960 julie

Email: julie@sweenorbuilders.com

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: 22 Secs

City: WAKEFIELD

State: Rhode Island

Country: UNITED STATES

Chat Transcript

27 Oct, 7:04:38 PM
julie Hello, I am your Acebuddy
Acebuddy Hello Julie, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?
julie Technical Support (QB & App Hosting)
Acebuddy Welcome to Ace Support.
Please chose an option :
julie I'd like to raise a Request
Acebuddy Please select your request type.
julie Password Reset
Acebuddy Please select an option below
julie Already Enrolled to Selfcare Portal
Acebuddy Please follow the process mentioned in the link below inorder to reset your server password.
Do you need any further assistance on the topic?
julie Yes
Acebuddy Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>
<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
julie I forgot my password and when I tried to reset in self care portal I got the message Your account has been restricted. Please contact the administrator.
Vikas Singh Chauhan I deeply apologize for the inconvenience caused to you.
I will be surely assisting you with this. Kindly help me with your server name and user name?
julie Company is Sweenor builders and my user name is julie.a@myrealdatal.com
Vikas Singh Chauhan Thanks for the confirmation !
Kindly allow me two minutes to check the same.
I have checked the details and made some changes from backend, could you please try the reset from Selfcare again and see if it works ?
julie Your account has been restricted. Please contact the administrator.
Vikas Singh Chauhan Okay
There are two options now.

	Either Primary contact can reset your password via Myportal.	7:13:16 PM
julie	So you cannot reset the password?	7:13:34 PM
Vikas Singh Chauhan	Or they can provide approval via email and I can reset the password for you.	7:13:39 PM
julie	Can you send an email to the primay contact asking for approval?	7:14:26 PM
Vikas Singh Chauhan	Sure but I can do it after this chat ends because the ticket will be created after the chat ends.	7:15:13 PM
	It will take 5-10 minutes after this chat ends.	7:15:31 PM
julie	OK	7:15:37 PM
Vikas Singh Chauhan	Is there anything else I may help you with ?	7:15:44 PM
julie	NO. just the email. thanks!@	7:15:58 PM
Vikas Singh Chauhan	Sure , no worries.	7:16:05 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	7:16:11 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:16:16 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Vikas Singh Chauhan has ended this chat session</i>	7:16:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 2:38:41 AM

#82776 Barbara Genova

Email: bgenova@calldad.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: 1 Min 22 Secs

City: MYRTLE BEACH

State: South Carolina

Country: UNITED STATES

Chat Duration : 59 Mins 43 Secs

Chat Transcript

Barbara Genova	Hello, I am your Acebuddy	21 Oct, 2:38:41 AM
Acebuddy	Hello Bgenova, I'm your Ace Buddy. I'll be happy to assist you!	2:38:42 AM
	Whom Would You Like to Connect With?	2:38:42 AM
Barbara Genova	Technical Support (QB & App Hosting)	2:38:50 AM
Acebuddy	Welcome to Ace Support.	2:38:50 AM
	Please chose an option :	2:38:50 AM
Barbara Genova	I'd like to report an Issue	2:38:57 AM
Acebuddy	Please select an option!	2:38:57 AM
Barbara Genova	QuickBooks Issue	2:39:01 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:39:01 AM
Barbara Genova	Other QB related issue	2:39:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:39:15 AM
Barbara Genova	I was speaking to someone from Ace support who told me when they were done with updates they would go to backup from Friday and have that file sitting separately on the desktop- I received this email Dear Barbara, Greetings from Ace Cloud! Ticket ID: 78873	2:41:01 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:41:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:41:02 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:41:09 AM
Barbara Genova	is it done?	2:41:18 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:41:31 AM
Barbara Genova	ok	2:42:22 AM
Abhay Kumar Saraswat	Please allow me 2 minutes and let me check the update on your previous ticket.	2:43:00 AM
	Thank you for your patience.	2:45:47 AM

	As I checked the ticket, our team has updated the all pending updates on QuickBooks.	2:46:15 AM
	Could you please confirm if the issue you were facing earlier is still unresolved?	2:47:22 AM
Barbara Genova	when I go to log in I get a message that a critical update is waiting for installation	2:47:57 AM
Abhay Kumar Saraswat	Okay, were you able to log in to QuickBooks after selecting "OK" on that pop-up?	2:49:40 AM
Barbara Genova	yes, but still the customer and vendor name data is missing. The person who called me earlier said they were going to get the file backup from Friday and enter that into the RDS separate from the original file so no confusion to see if that will work, I see no other file on the RDS	2:51:27 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	2:52:24 AM
	Please allow me 2-3 minutes and let me confirm with the team regarding this.	2:52:54 AM
	I apologize for any delay. Please allow me 2 more minutes and I'll update you on this.	2:59:27 AM
Barbara Genova	ok	3:01:02 AM
Abhay Kumar Saraswat	I apologize for any delay. Thank you for your patience.	3:05:19 AM
	So, I've discussed with the team and we've the backup of that file.	3:06:13 AM
Barbara Genova	what does that mean^	3:07:33 AM
	Are you putting the backup on the RDS	3:10:29 AM
Abhay Kumar Saraswat	I have the backup file from Friday's backup. Let me share the backup link with you.	3:10:30 AM
Barbara Genova	yes please	3:13:20 AM
Abhay Kumar Saraswat	Allow me a minute.	3:13:30 AM
	File is in downloading process.	3:13:37 AM
	Thank you for your patience.	3:15:58 AM
	Please confirm me your server username.	3:16:08 AM
	So I could give you the file backup on your desktop.	3:16:32 AM
Barbara Genova	SkyHVAC.myrealdata.net	3:17:43 AM
	BarbGe	3:17:49 AM
Abhay Kumar Saraswat	Thank you for the information.	3:18:03 AM
	Just gave you the folder on your desktop.	3:18:45 AM
	Could you please open the file and check? (Edited)	3:18:59 AM
Barbara Genova	OK I see customer and vendor, but have the updates been completed on the backup file?	3:20:31 AM
	hello?	3:21:59 AM
Abhay Kumar Saraswat	Are you able to the missing files?	3:22:28 AM
		3:23:33 AM

This is the backup file we have from Friday; it includes all the details up to that date.

Barbara Genova	Yes, as I said, I see the customer and Vendor data now, but the issue that originally caused the issue this morning, I was told was due to updates not having been done. Do those updates need to be done on the backup, and if so, will I end up with the same issue again>?	3:24:49 AM
Abhay Kumar Saraswat	No, the updates have already been completed for QuickBooks. There's no need to perform any further updates.	3:25:52 AM
Barbara Genova	OK, so just to be clear. All the updates have been completed on the backup file, and no updates need to be done to the backup file?	3:26:43 AM
Abhay Kumar Saraswat	Yes, but still let me double check it from my end.	3:27:30 AM
	I'll update you in a minute. (Edited)	3:27:37 AM
	Thank you for your patience.	3:30:11 AM
	As of now, the backup file we've provided is from Friday, and the QuickBooks updates have already been completed.	3:32:29 AM
	If you face any further issue then please let us know.	3:32:45 AM
	Are we still connected here?	3:35:34 AM
	Are we still connected here?	3:36:15 AM
	Are we still connected here?	3:37:04 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:38:23 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	3:38:25 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Oct, 7:35:34 AM

#82515 cpasuchitasingh

Email: cpasuchitasingh@gmail.com ☎ 17036254450

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: AUBURN HILLS

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 55 Secs

cpasuchitasingh	Hello, I am your Acebuddy	13 Oct, 7:35:34 AM
Acebuddy	Hello Suchita Singh, I'm your Ace Buddy. I'll be happy to assist you!	7:35:35 AM
	Whom Would You Like to Connect With?	7:35:35 AM
cpasuchitasingh	Technical Support (QB & App Hosting)	7:35:49 AM
Acebuddy	Welcome to Ace Support.	7:35:49 AM
	Please chose an option :	7:35:49 AM
cpasuchitasingh	I'd like to report an Issue	7:35:57 AM
Acebuddy	Please select an option!	7:35:57 AM
cpasuchitasingh	Other Issue	7:36:02 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:36:02 AM
cpasuchitasingh	I am not able to connect my remote desktop	7:36:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:36:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:36:30 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	7:37:28 AM
	<i>Ankit Kumar is transferring the chat to Rohan.</i>	7:37:44 AM
	<i>Rohan accepted the chat transfer request.</i>	7:37:55 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	7:37:59 AM
	Hello Suchita, how are you doing today ?	7:38:13 AM
cpasuchitasingh	Hello Rohan, I am trying to connect my remote desktop but it is giving me error	7:38:31 AM
Rohan	I will surely help you with this issue.	7:39:00 AM
	Could you please share the screenshot of thr error once ?	7:39:24 AM
cpasuchitasingh	one min	7:39:34 AM
Rohan	Sure take your time	7:40:15 AM
	<i>7:40:33 AM cpasuchitasingh is sharing a file with you image.png - (Size:815.41 KB)</i>	7:40:33 AM
	Is this the first time you are facing this issue?	7:40:47 AM

cpasuchitasingh	no i am having this since evening	7:40:58 AM
Rohan	Thank you for providing the required details	7:41:35 AM
	You may try logging again in 3 mins	7:42:03 AM
cpasuchitasingh	Okay	7:42:11 AM
Rohan	Are you still having the same issue ?	7:44:20 AM
cpasuchitasingh	yes	7:44:33 AM
Rohan	May I take the remote access of your local computer?	7:44:33 AM
cpasuchitasingh	okay	7:45:25 AM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	7:45:29 AM
	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session	7:46:02 AM
	https://assist.acecloudhosting.com/join/6992602262	7:46:02 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:48:27 AM
	Is there anything else I may help you with ?	7:53:29 AM
	Is there anything else I may help you with ?	7:54:09 AM
cpasuchitasingh	No I am good	7:54:16 AM
	thank you	7:54:18 AM
Rohan	Thanks for the confirmation !	7:54:23 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:54:25 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:54:26 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Rohan has ended this chat session</i>	7:54:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Oct, 11:43:28 AM

#82684 Angelo Bocacao

Email: info@clmqbp.com ☎ 639157602689

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: BARANGAY 9

State: Rizal

Country: PHILIPPINES

Chat Transcript

Chat Duration : 1 Month 5 Days

Angelo Bocacao	Hello, I am your Acebuddy	16 Oct, 11:43:29 AM
Acebuddy	Hello Angelo Bocacao, I'm your Ace Buddy. I'll be happy to assist you!	11:43:31 AM
	Whom Would You Like to Connect With?	11:43:31 AM
Angelo Bocacao	Technical Support (QB & App Hosting)	11:43:35 AM
Acebuddy	Welcome to Ace Support.	11:43:35 AM
	Please chose an option :	11:43:35 AM
Angelo Bocacao	I'd like to report an Issue	11:43:40 AM
Acebuddy	Please select an option!	11:43:41 AM
Angelo Bocacao	Other Issue	11:43:46 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:43:46 AM
Angelo Bocacao	Follow up	11:44:01 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:44:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:44:02 AM
Angelo Bocacao	Ticket ID: 783295	11:44:25 AM
	Hello	11:45:05 AM
	Hi	11:50:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 10:58:39 PM

#82425 taxes.ltdservices

Email: taxes.ltdservices@gmail.com ☎ 9195229911

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: 46 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 19 Secs

taxes.ltdservices	Hello, I am your Acebuddy	9 Oct, 10:58:40 PM
Acebuddy	Hello Taxes.ltdservices, I'm your Ace Buddy. I'll be happy to assist you!	10:58:40 PM
	Whom Would You Like to Connect With?	10:58:40 PM
taxes.ltdservices	Technical Support (QB & App Hosting)	10:58:47 PM
Acebuddy	Welcome to Ace Support.	10:58:47 PM
	Please chose an option :	10:58:47 PM
taxes.ltdservices	I'd like to raise a Request	10:58:55 PM
Acebuddy	Please select your request type.	10:58:55 PM
taxes.ltdservices	Application Update	10:58:58 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.	10:58:58 PM

	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	10:58:58 PM
taxes.ltdservices	Yes	10:59:04 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:59:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:59:04 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	11:00:31 PM
	<i>Shubham Maurya is transferring the chat to Yash Kalra.</i>	11:00:38 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:00:49 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:00:55 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:01:01 PM
taxes.ltdservices	Hello. Please update Drake Accounting 2025	11:01:10 PM
	LTDservices	11:01:19 PM
	User1LTDS	11:01:38 PM
Yash Kalra	Kindly allow me two minutes to check the same.	11:01:39 PM
taxes.ltdservices	Thank you	11:01:46 PM
Yash Kalra	We are pleased to inform you that we have scheduled the update for the Drake 2025.	11:03:57 PM
	Is there anything else I may help you with ?	11:04:00 PM
	Are we still connected here?	11:04:38 PM
taxes.ltdservices	Thank you	11:04:46 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:04:49 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:04:55 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:04:57 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	11:04:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 2:11:12 AM

#82775 Alicen Truax

Email: alicen@cimodular.com  3608869933

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: 29 Secs

City: AUBURN

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 8 Secs

Alicen Truax	Hello, I am your Acebuddy	21 Oct, 2:11:13 AM
Acebuddy	Hello Alicen Truax, I'm your Ace Buddy. I'll be happy to assist you!	2:11:13 AM
	Whom Would You Like to Connect With?	2:11:13 AM
Alicen Truax	Technical Support (QB & App Hosting)	2:11:17 AM
Acebuddy	Welcome to Ace Support.	2:11:17 AM
	Please chose an option :	2:11:17 AM
Alicen Truax	I'd like to report an Issue	2:11:24 AM
Acebuddy	Please select an option!	2:11:24 AM
Alicen Truax	QuickBooks Issue	2:11:28 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:11:28 AM
Alicen Truax	Other QB related issue	2:11:35 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:11:35 AM
Alicen Truax	The font is too small on QuickBooks and I need the font larger in order to read it.	2:12:10 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:12:11 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	2:12:11 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:13:30 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:13:55 AM
Alicen Truax	Hello	2:14:15 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:14:22 AM
Alicen Truax	Company is Continental Industries, and my user name is Alicen Truax	2:15:07 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	2:16:11 AM
	Is this issue occurring only for you, or the other user on the server also experiencing it?	2:19:16 AM
Alicen Truax	Just me, I'm assuming. I haven't heard otherwise.	2:19:52 AM
Ashutosh Mishra	Thanks for the confirmation !	2:20:19 AM
	May I take the remote access of your local computer?	2:20:24 AM
	Are we still connected here?	2:22:08 AM
Alicen Truax	Yes	2:23:31 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	2:23:57 AM
Alicen Truax	Understood.	2:24:13 AM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	2:24:43 AM
	https://assist.acecloudhosting.com/join/3652628221	2:24:45 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.	2:26:06 AM
	As per discussion over the remote session, The issue is resolved by changing the image scaling of your local computer and increasing it to 125%.	2:36:04 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.	2:36:11 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!	2:36:18 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	2:36:21 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 1:21:57 AM

#83037 accounting

Email: accounting@gracehillmedia.com 8187620000

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: 1 Min 24 Secs

City: SYLMAR

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 41 Secs

accounting	Hello, I am your Acebuddy	29 Oct, 1:21:58 AM
Acebuddy	Hello Edward Gartner, I'm your Ace Buddy. I'll be happy to assist you!	1:21:59 AM
	Whom Would You Like to Connect With?	1:21:59 AM
accounting	Technical Support (QB & App Hosting)	1:22:03 AM
Acebuddy	Welcome to Ace Support.	1:22:03 AM
	Please chose an option :	1:22:03 AM
accounting	I'd like to report an Issue	1:22:10 AM
Acebuddy	Please select an option!	1:22:10 AM
accounting	QuickBooks Issue	1:22:15 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:22:15 AM
accounting	QuickBooks is Frozen	1:22:20 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:22:20 AM
	Was that helpful?	1:22:20 AM

accounting	No	1:23:16 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:23:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:23:16 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:23:49 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:23:53 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:23:56 AM
accounting	QBNXTENT1.myreldata.net Kristie.NENT1	1:24:41 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:25:01 AM
	To help me assist you better, please answer the following questions:	
	1. Is this issue affecting a single user or all users accessing the file? 2. At what specific point does the file freeze? (e.g., while using a particular functionality or accessing a specific document.)	1:27:15 AM
accounting	Just me I think. It just froze.	1:27:53 AM
	Can't you just reset it? or provide me with the QB Stop tool?	1:28:17 AM
	<i>1:28:45 AM accounting is sharing a file with you for Ace cloud Hosting WIndows 10 notice.jpg - (Size:44.78 KB)</i>	1:28:45 AM
	We also keep getting this message when we log on:	1:28:51 AM
Yash Kalra	For the error message shared to us, We would like to inform you that this appears to be a reminder from Intuit related to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server, your application is hosted on a server-based operating system.	
	We assure you that: The version of the operating system installed on our servers is fully compatible with your QuickBooks application and runs without any issues.	1:30:50 AM
	We regularly apply all the latest security patches and updates released by Microsoft without delay.	
	There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks.	
	Your hosted environment remains fully secure, compliant, and optimized for performance. (Edited)	
accounting	okay. Can you reset/unfreeze my QB file?	1:32:02 AM
Yash Kalra	Edward to resolve the issue we have made some changes from the backend and to implement those changes server will be rebooted with in next 5 minutes.	1:33:57 AM
	Once the Reboot completes, we will add QBReset icon on your desktop.	1:34:50 AM
accounting	thanks	1:35:38 AM
	<i>Visitor updated the visitor's name from Edward Gartner to accounting.</i>	1:39:17 AM
Yash Kalra	Please try to login to the server now.	1:40:07 AM

accounting	okay.	1:40:13 AM
	I'm logged in to the server	1:40:36 AM
Yash Kalra	Edward, we have added a QBreset Icon to your desktop, Please check if the issue is resolved now?	1:41:29 AM
accounting	I can log in to QB and I see the reset shortcut on my desktop. Thanks	1:42:02 AM
Yash Kalra	Is there anything else I may help you with ?	1:42:14 AM
accounting	no thanks. you've been a big help.	1:42:28 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.	1:42:30 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:42:37 AM
	<i>Yash Kalra has ended this chat session</i>	1:42:39 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 11:06:37 PM

#82426 Joanne Saltarelli

Email: joanne@arcbrotherselectric.com 15198227959

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: 4 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 32 Secs

Joanne Saltarelli

Hello, I am your Acebuddy

9 Oct, 11:06:37 PM

Acebuddy	Hello Joanne Saltarelli, I'm your Ace Buddy. I'll be happy to assist you!	11:06:38 PM
	Whom Would You Like to Connect With?	11:06:38 PM
Joanne Saltarelli	Technical Support (QB & App Hosting)	11:07:01 PM
Acebuddy	Welcome to Ace Support.	11:07:01 PM
	Please chose an option :	11:07:01 PM
Joanne Saltarelli	I'd like to report an Issue	11:07:11 PM
Acebuddy	Please select an option!	11:07:11 PM
Joanne Saltarelli	QuickBooks Issue	11:07:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:07:40 PM
Joanne Saltarelli	Other QB related issue	11:07:48 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:07:48 PM
Joanne Saltarelli	We are experiencing data not updating for each user properly. One user does an update on an entry and another user does not see the change	11:09:01 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:09:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:09:02 PM
	<i>Gaurav kumar declined the transfer request.</i>	11:10:41 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:10:49 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:10:53 PM
	Hello Joanne	11:10:58 PM
	I will surely help you with this issue.	11:11:28 PM
	Would like to confirm that each user using the same QB file or by mistake they may be using different files with identical same name	11:12:13 PM
	Are we still connected here?	11:14:45 PM
	Are we still connected here?	11:16:52 PM
	Are we still connected here?	11:18:16 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:20:06 PM
	<i>Shashwat Verma has ended this chat session</i>	11:20:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Oct, 5:59:01 PM

#82301 Natasha Abbey

Email: natasha.abbey@deuta-america.com

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: 51 Secs

City: JACKSONVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 27 Secs

Natasha Abbey	Hello, I am your Acebuddy	7 Oct, 5:59:02 PM
Acebuddy	Hello Natasha Abbey, I'm your Ace Buddy. I'll be happy to assist you!	5:59:03 PM
	Whom Would You Like to Connect With?	5:59:03 PM
Natasha Abbey	Technical Support (QB & App Hosting)	5:59:07 PM
Acebuddy	Welcome to Ace Support.	5:59:07 PM
	Please chose an option :	5:59:07 PM
Natasha Abbey	Restart	5:59:13 PM
Acebuddy	Hello Natasha Abbey, I'm your Ace Buddy. I'll be happy to assist you!	5:59:13 PM
	Whom Would You Like to Connect With?	5:59:13 PM
Natasha Abbey	Technical Support (QB & App Hosting)	5:59:21 PM
Acebuddy	Welcome to Ace Support.	5:59:21 PM
	Please chose an option :	5:59:21 PM
Natasha Abbey	I'd like to report an Issue	5:59:26 PM
Acebuddy	Please select an option!	5:59:26 PM
Natasha Abbey	Other Issue	5:59:31 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:59:31 PM
Natasha Abbey	I cannot login to the remote server. I've tried all the things I could think of.	5:59:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:59:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:59:48 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	5:59:57 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	6:00:09 PM
Natasha Abbey	Thank you!	6:00:24 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:00:33 PM
Natasha Abbey	I believe user name is natasha.a @myrealdata.net and server name is DeutaAmerica.myrealdata.net	6:01:18 PM
Vikas Singh Chauhan	Thanks for the confirmation !	6:01:44 PM
	Kindly allow me two minutes to check the same.	6:01:49 PM
Natasha Abbey	Thank you!	6:01:56 PM
Vikas Singh Chauhan	Are you getting any error while logging into the server ?	6:03:44 PM
Natasha Abbey	Yes. It's only day 2 for me here and it worked fine yesterday. I'm trying to put in different "email addresses" but nothing seems to be working.	6:04:58 PM
	Someone had to remote in and help yesterday but this morning it will not work.	6:05:13 PM
	Is the email address supposed to be the natasha.a@myrealdata.net??	6:05:58 PM
	I might have it working now. Maybe I just needed to chat with you lol	6:06:10 PM
Vikas Singh Chauhan	No worries, I have reviewed your account and made some changes from backend.	6:07:01 PM
	Please try to login again to the server.	6:07:11 PM
Natasha Abbey	I am in. I used the natasha.a@myrealdata.net.	6:07:38 PM
	Going forward, that is what I should be using?	6:07:44 PM
Vikas Singh Chauhan	Yes, this is the username for you to connect to the server.	6:08:11 PM
	Is there anything else I may help you with ?	6:08:42 PM
Natasha Abbey	I believe I'm good. Thank you so much!	6:08:57 PM
Vikas Singh Chauhan	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!	6:09:43 PM
	<p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p>	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

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

6:09:49 PM

Great !!

6:10:03 PM

Vikas Singh Chauhan has ended this chat session

6:10:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 3:15:50 AM

#82611 David Garza

Email: david@davidgarza.net 15627167160

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: WHITTIER

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 25 Secs

David Garza	Hello, I am your Acebuddy	15 Oct, 3:15:50 AM
Acebuddy	Hello David Garza, I'm your Ace Buddy. I'll be happy to assist you!	3:15:51 AM
	Whom Would You Like to Connect With?	3:15:51 AM
David Garza	Technical Support (QB & App Hosting)	3:16:45 AM
Acebuddy	Welcome to Ace Support.	3:16:45 AM
	Please chose an option :	3:16:45 AM
David Garza	I'd like to report an Issue	3:16:52 AM
Acebuddy	Please select an option!	3:16:52 AM
David Garza	Password Reset	3:16:58 AM

Acebuddy	Please select an option below	3:16:58 AM
David Garza	Already Enrolled to Selfcare Portal	3:17:22 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	3:17:22 AM
	Do you need any further assistance on the topic?	3:17:22 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.	4:02:16 AM
	<i>Ended due to chat idle timeout</i>	4:02:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 11:53:22 PM

#83083 Javier Perez

Email: javier@4btengines.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: ARVADA

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 27 Secs

Javier Perez	Hello, I am your Acebuddy	29 Oct, 11:53:23 PM
Acebuddy	Hello Javier Perez, I'm your Ace Buddy. I'll be happy to assist you!	11:53:24 PM
	Whom Would You Like to Connect With?	11:53:24 PM
Javier Perez	Technical Support (QB & App Hosting)	11:53:40 PM
Acebuddy	Welcome to Ace Support.	11:53:40 PM

	Please chose an option :	11:53:40 PM
Javier Perez	I'd like to raise a Request	11:53:49 PM
Acebuddy	Please select your request type.	11:53:49 PM
Javier Perez	Password Reset	11:53:55 PM
Acebuddy	Please select an option below	11:53:55 PM
Javier Perez	Not Enrolled to Selfcare Portal	11:54:02 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.	11:54:02 PM
	Do you need any further assistance on the topic?	11:54:02 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	30 Oct, 12:38:51 AM
	<i>Ended due to chat idle timeout</i>	12:38:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Oct, 9:59:46 PM

#82542 Douglas Gordon

Email: drg@summitlaboratories.com ☎ (303) 435-5092

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 15 Secs

City: COMMERCE CITY

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 28 Secs

Douglas Gordon

13 Oct, 9:59:47

	Hello, I am your Acebuddy	PM
Acebuddy	Hello Douglas Gordon, I'm your Ace Buddy. I'll be happy to assist you!	9:59:47 PM
	Whom Would You Like to Connect With?	9:59:47 PM
Douglas Gordon	Technical Support (QB & App Hosting)	9:59:53 PM
Acebuddy	Welcome to Ace Support.	9:59:53 PM
	Please chose an option :	9:59:53 PM
Douglas Gordon	I'd like to report an Issue	10:00:01 PM
Acebuddy	Please select an option!	10:00:01 PM
Douglas Gordon	QuickBooks Issue	10:00:05 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:00:05 PM
Douglas Gordon	QuickBooks Login Issue	10:00:10 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	10:00:10 PM
	Was that helpful?	10:00:10 PM
Douglas Gordon	No	10:00:17 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:00:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:00:17 PM
	<i>Dushyant accepted the chat transfer request.</i>	10:00:48 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	10:00:53 PM
Douglas Gordon	I can't login to QuickBooks. It gives an error and asks to restart the server	10:00:57 PM
Dushyant	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:01:09 PM
Douglas Gordon	SummitLab.myrealdata.net	10:01:47 PM
	drg@summitlaboratories.com	10:01:56 PM
Dushyant	Thank you for the details	10:02:22 PM
	May i know when was the last time it worked for you?	10:03:16 PM
Douglas Gordon	10 days ago maybe	10:04:13 PM
Dushyant	May I take the remote access of your local computer?	10:04:30 PM
Douglas Gordon	Well, now I can get in. I deleted some old files, so maybe that fixed the issue?	10:07:13 PM
Dushyant	Yes, that could fix the issues, cause i also checked at the server you were not logged into the server and now you are showing logged in..	10:07:43 PM
	Sounds good, your issue got fixed.	10:07:51 PM
Douglas Gordon	Yes. Thanks	10:07:52 PM
Dushyant	Is there anything else I may help you with ?	10:07:57 PM

Douglas Gordon	No thanks	10:08:02 PM
Dushyant	you're welcome.	10:08:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:08:11 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:08:14 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Dushyant has ended this chat session</i>	10:08:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Oct, 1:54:29 AM

#82435 melissa

Email: melissa@blueisleinc.com 18058801681

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 42 Secs

City: VENTURA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 11 Secs

melissa	Hello, I am your Acebuddy	10 Oct, 1:54:30 AM
Acebuddy	Hello Melissa, I'm your Ace Buddy. I'll be happy to assist you!	1:54:31 AM
	Whom Would You Like to Connect With?	1:54:31 AM
melissa	Technical Support (QB & App Hosting)	1:54:35 AM
Acebuddy	Welcome to Ace Support.	1:54:36 AM
	Please chose an option :	1:54:36 AM
melissa	I'd like to report an Issue	1:54:39 AM
Acebuddy	Please select an option!	1:54:39 AM
melissa	QuickBooks Issue	1:54:48 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:54:48 AM
melissa	QuickBooks Login Issue	1:54:53 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	1:54:53 AM
	Was that helpful?	1:54:53 AM
melissa	No	1:55:02 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:55:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:55:02 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:55:12 AM
melissa	QB will not open on ENT server	1:55:16 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:55:18 AM
	I apologize for the trouble you've experienced.	1:55:54 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	1:55:59 AM
	And since how long you are facing this issue?	1:56:22 AM
melissa	all users	1:56:23 AM
	for 15 min'	1:57:25 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	1:57:34 AM
	Kindly allow me two minutes to check the same.	1:57:38 AM
melissa	thanks	1:58:14 AM
Abhay Kumar Saraswat	Thank you for your patience.	1:58:24 AM
	As I checked, there are so many users are already logged on server.	1:58:40 AM
	<i>1:58:42 AMAbhay Kumar Saraswat is sharing a file with you</i>	1:58:42 AM

[image.png](#) - (Size:30.45 KB)

And yes, this is your ENT server.

1:59:00 AM

What exactly you are facing with QuickBooks?

1:59:31 AM

Could you please share any screenshot with us?

1:59:44 AM

melissa QB will not open

2:01:37 AM

Abhay Kumar Saraswat Okay.

2:02:16 AM

Kindly allow me two minutes to check the same.

2:02:20 AM

Thank you for your patience.

2:08:38 AM

I've checked from my end as well, and it appears there may be a technical issue with QuickBooks itself, as it is not launching on your server from our side either.

2:09:40 AM

Please inform everyone to save their work and logout from the server.

2:10:00 AM

We need to restart the server right now.

2:10:08 AM

melissa Please confirm.

2:11:12 AM

melissa yes please

2:14:35 AM

ready for a reboot

2:14:38 AM

Abhay Kumar Saraswat Could you please try to login on server and launch **QuickBooks** ?

2:17:10 AM

melissa yes, QB is opening now

2:18:54 AM

Abhay Kumar Saraswat Great.

2:19:00 AM

Is there anything else I may help you with ?

2:19:07 AM

melissa no. Thank you!

2:20:28 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.

2:20:34 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!

2:20:36 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.

2:20:39 AM

Abhay Kumar Saraswat has ended this chat session

2:20:41 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 4:41:36 AM

#82559 Allen

Email: allen@infiniteaccountants.com 2125440001

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: DITA

State: Laguna

Country: PHILIPPINES

Chat Transcript

Chat Duration : 7 Mins 2 Secs

Allen	Hello, I am your Acebuddy	14 Oct, 4:41:37 AM
Acebuddy	Hello Allen, I'm your Ace Buddy. I'll be happy to assist you!	4:41:38 AM
	Whom Would You Like to Connect With?	4:41:38 AM
Allen	Technical Support (QB & App Hosting)	4:41:48 AM
Acebuddy	Welcome to Ace Support.	4:41:48 AM
	Please chose an option :	4:41:48 AM
Allen	I'd like to report an Issue	4:41:56 AM
Acebuddy	Please select an option!	4:41:56 AM
Allen	QuickBooks Issue	4:42:02 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:42:02 AM
Allen	Other QB related issue	4:42:13 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:42:13 AM
Allen	Hi! I tried to install QuickBooks File Doctor because QuickBooks said I need it to fix my company file,	

	but it says "The system administrator has set policies to prevent this installation." Can you please install or enable File Doctor for me? Thanks!	4:43:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:43:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:43:02 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	4:43:23 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:43:28 AM
	Hello Allen , how are you?	4:43:47 AM
Allen	Hi! QuickBooks asked me to download File Doctor to fix my company file, but when I try to install it, it says "The system administrator has set policies to prevent this installation." Can you please help install or enable QuickBooks File Doctor for me? Thanks!	4:43:57 AM
Anjainay Singh	I understand your concern and I will install the File Doctor on your behalf.	4:44:26 AM
	Are we connected here?	4:45:15 AM
Allen	Yes	4:45:20 AM
Anjainay Singh	I am installing the application.	4:46:37 AM
Allen	Thanks! Please let me know when it's done	4:46:58 AM
Anjainay Singh	Sure, I will inform you over an email shortly.	4:47:20 AM
	Is there anything else I may help you with ?	4:47:28 AM
Allen	No, thank you! I really appreciate your help.	4:47:49 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	4:48:04 AM
Allen	Okay!	4:48:17 AM
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.	4:48:27 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:48:35 AM
	<i>Anjainay Singh has ended this chat session</i>	4:48:40 AM



Chat Transcript

Hello, I am your Acebuddy

#82531 Yves Marasigan**Email:** ymarasigan@owens.com  8134227786**Department:** Support(QB & App Hosting)**Operator:** Dushyant**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Mac OS**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 27 Secs**City:** SANTA RITA MATANDA**State:** Bulacan**Country:** PHILIPPINES

Chat Duration : 13 Mins 59 Secs

Chat Transcript

Yves Marasigan	Hello, I am your Acebuddy	13 Oct, 8:21:15 PM
Acebuddy	Hello Yves Marasigan, I'm your Ace Buddy. I'll be happy to assist you!	8:21:15 PM
	Whom Would You Like to Connect With?	8:21:15 PM
Yves Marasigan	Technical Support (QB & App Hosting)	8:21:28 PM
Acebuddy	Welcome to Ace Support.	8:21:28 PM
	Please chose an option :	8:21:28 PM
Yves Marasigan	I'd like to report an Issue	8:21:35 PM
Acebuddy	Please select an option!	8:21:35 PM
Yves Marasigan	Other Issue	8:21:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:21:39 PM
Yves Marasigan	support for windows 10 is ending	8:21:56 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:21:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:21:57 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:23:57 PM
	<i>Sujeet Kumar Suman is transferring the chat to Dushyant.</i>	8:24:04 PM
	<i>Dushyant accepted the chat transfer request.</i>	8:24:09 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	8:24:13 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:24:26 PM
Yves Marasigan	MYREALDATA\IT_OOL	8:25:05 PM
Dushyant	Thank you for the details,	8:25:37 PM
	Could you please elaborate your issue, so that i will try my best to fix the issues?	8:26:11 PM

Yves Marasigan	we're currently receiving this pop-up	8:26:35 PM
	<i>8:26:40 PM Yves Marasigan is sharing a file with you image.png - (Size:61.55 KB)</i>	8:26:40 PM
Dushyant	Thank you for sharing the screenshot of the popup	8:26:59 PM
	<p>We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server, your application is hosted on a server-based operating system.</p> <p>We assure you that:</p> <p>The version of the operating system installed on our servers is fully compatible with your QuickBooks application.</p> <p>We regularly apply all latest security patches and updates released by Microsoft without any delay.</p> <p>There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks.</p> <p>Your hosted environment remains fully secure, compliant, and optimized for performance.</p> <p>If you have any further questions or concerns, please feel free to contact our 24/7 support team.</p>	8:28:01 PM
Yves Marasigan	Until when is your support on Windows 10?	8:28:56 PM
	and could you confirm the version of Windows 10 we're using	8:29:20 PM
Dushyant	Yves, you are hosting quickbooks over the server, not the windows client machine (Edited)	8:29:47 PM
	So you can ignore the notifications	8:29:54 PM
Yves Marasigan	can you guys remove the notification pop-up from your side? but not now as we still have users on the server	8:31:07 PM
Dushyant	Yves, this is managed by the Inuit itself, We don't have any control on these notifications..	8:31:55 PM
Yves Marasigan	got it, thank you for confirming	8:33:38 PM
Dushyant	You're welcome.	8:33:52 PM
	Is there anything else I may help you with ?	8:33:55 PM
Yves Marasigan	thanks! that's all for now	8:34:59 PM
Dushyant	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:35:10 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:35:12 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Dushyant has ended this chat session</i>	8:35:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 2:55:18 AM

#82378 Kevin Frazier

Email: kevin.frazier@gagetech.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 41 Secs

City: VANCOUVER

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 47 Secs

Kevin Frazier	Hello, I am your Acebuddy	9 Oct, 2:55:19 AM
Acebuddy	Hello Kevin Frazier, I'm your Ace Buddy. I'll be happy to assist you!	2:55:19 AM
	Whom Would You Like to Connect With?	2:55:19 AM
Kevin Frazier	Technical Support (QB & App Hosting)	2:55:26 AM
Acebuddy	Welcome to Ace Support.	2:55:26 AM
	Please chose an option :	2:55:26 AM
Kevin Frazier	I'd like to report an Issue	2:55:33 AM
Acebuddy	Please select an option!	2:55:34 AM
Kevin Frazier	Other Issue	2:55:40 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:55:40 AM
Kevin Frazier	login issue with MFA	2:55:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:55:49 AM

Acebuddy (bot) forwarded the chat request

2:55:50 AM

Ashutosh Mishra accepted the chat transfer request.

2:56:19 AM

Ashutosh Mishra is transferring the chat to Yash Kalra.

2:56:28 AM

Yash Kalra accepted the chat transfer request.

2:56:30 AM

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

2:56:33 AM

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

2:56:36 AM

Kevin Frazier GageTechInc

2:56:57 AM

Yash Kalra Kindly confirm if your user name is KevinGTI@myrealdatal.net

2:57:37 AM

Kevin Frazier correct

2:57:53 AM

it looks like MFA got turned on and now I cant access it as it says my account is not enrolled in it

2:58:24 AM

Yash Kalra Kevin, please use the below attach link to enroll for the TFA
[ACE Cloud Hosting](#)

2:59:58 AM

Please use KevinGTI as your user name and password is same as your server password. (Edited)

3:00:31 AM

3:01:15 AM Yash Kalra is sharing a file with you
[TFA.pdf](#) - (Size:844.59 KB)

3:01:15 AM

Kevin Frazier i cannot remember my password

3:01:30 AM

Yash Kalra Please reach out to the account owner at **michael.szymanski@gagetechn.com** to reset your password using MyPortal.
Alternatively, you can ask the account owner to send us an email from **michael.szymanski@gagetechn.com** requesting a password reset, and we will reset it immediately. (Edited)

3:05:17 AM

Are we still connected here?

3:05:35 AM

Are we still connected here?

3:07:06 AM

Are we still connected here?

3:09:02 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.

3:09:04 AM

Yash Kalra has ended this chat session

3:09:06 AM



Chat Transcript

Hello, I am your Acebuddy

#82529 Lynn Goddard**Email:** lgoddard@mppgrp.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:** FAIRFIELD**State:** Connecticut**Country:** UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 14 Secs

Lynn Goddard	Hello, I am your Acebuddy	13 Oct, 7:57:50 PM
Acebuddy	Hello Lynn Goddard, I'm your Ace Buddy. I'll be happy to assist you!	7:57:51 PM
	Whom Would You Like to Connect With?	7:57:51 PM
Lynn Goddard	Technical Support (QB & App Hosting)	7:57:56 PM
Acebuddy	Welcome to Ace Support.	7:57:56 PM
	Please chose an option :	7:57:56 PM
Lynn Goddard	I'd like to report an Issue	7:58:03 PM
Acebuddy	Please select an option!	7:58:03 PM
Lynn Goddard	Other Issue	7:58:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:58:10 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:42:05 PM
	<i>Ended due to chat idle timeout</i>	8:42:05 PM



Chat Transcript

Hello, I am your Acebuddy

#82764 systemsadministrators

Email: systemsadministrators@covenanteyes.com ☎ 15717650652

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 56 Secs

City: ARLINGTON

State: Virginia

Country: UNITED STATES

Chat Duration : 1 Hour 14 Mins

Chat Transcript

systemsadministrators	Hello, I am your Acebuddy	20 Oct, 11:42:06 PM
Acebuddy	Hello Systemsadministrators, I'm your Ace Buddy. I'll be happy to assist you!	11:42:07 PM
	Whom Would You Like to Connect With?	11:42:07 PM
systemsadministrators	Technical Support (QB & App Hosting)	11:42:17 PM
Acebuddy	Welcome to Ace Support.	11:42:17 PM
	Please chose an option :	11:42:17 PM
systemsadministrators	I'd like to report an Issue	11:42:36 PM
Acebuddy	Please select an option!	11:42:36 PM
systemsadministrators	Other Issue	11:42:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:42:44 PM
systemsadministrators	We have Duo setup for a user Ashlee.Root - Ashlee.Root@covenanteyes.com and need to resend a Duo Activation link to: 9896665145 again. Could you please assist me on sending that activation link?	11:43:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:43:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:43:38 PM
	<i>Abhay Kumar Saraswat declined the transfer request.</i>	11:43:45 PM
	<i>Dushyant accepted the chat transfer request.</i>	11:44:57 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	11:45:03 PM
systemsadministrators	Thanks Dushyant!	11:45:36 PM
Dushyant	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:45:38 PM
systemsadministrators	CovenantEyes.myreldata.net username: steven.nguyen	11:46:02 PM

	I'm asking for assistance for another user though. Ashlee.Root	11:46:12 PM
Dushyant	Thank you for the details, please allow me 2-3 minutes to check the details..	11:47:11 PM
	Thank you for your patience.	11:52:38 PM
systemsadministrators	No problem	11:52:52 PM
Dushyant	May i know are you referring for the self service portal for the user Ashlee Root?,else is this regarding MFA (Multi factor authentication)? (Edited)	11:53:05 PM
	Are we still connected here?	11:57:50 PM
	Are we still connected here?	11:59:59 PM
systemsadministrators	Yes im still connected	21 Oct, 12:00:06 AM
	We have a custom implementation with Duo for our Ace servers and to access our RDP server we need to MFA via Duo Mobile.	12:00:34 AM
	We need to send an activation text for Ashlee Root because she got a new phone	12:00:46 AM
Dushyant	Thank you for elaborating the issue,	12:01:09 AM
	We do not support Duo application for authentication, we have google authentication..	12:08:32 AM
	As checked user Ashlee root doesn't have the MFA enabled, if you wanted to enable you can enable the same via myportal. It's cost is \$10/per user/per month.	12:08:48 AM
systemsadministrators	We do have Duo setup for our account already. I can guarantee this is possible which was a unique configuration for our organization	12:09:02 AM
	<i>12:09:25 AM systemsadministrators is sharing a file with you image.png - (Size:88.94 KB)</i>	12:09:25 AM
Dushyant	Earlier we provide Duo mobile, but we have upgraded to google authentication.	12:10:53 AM
systemsadministrators	I can guarantee we have it, we pay extra per month per user for this integration	12:11:16 AM
	Can we escalate this issue please?	12:11:23 AM
Dushyant	I deeply apologize for the inconvenience caused to you.	12:12:55 AM
	I am checking with the team, please bear with me.,	12:13:02 AM
	Please allow me few more minutes, i am still checking with my peers on this ..	12:17:29 AM
	I respect your time and patience..	12:17:40 AM
	Thank you for the patience, i have forward your concern to the respective team, someone from the team will reach you back with in 24 hours.	12:20:46 AM
systemsadministrators	Can we escalate this issue, this user cannot login to their remote PC anymore.	12:21:17 AM
Dushyant	Okay, I am checking with the team, please bear with me.	12:23:41 AM
	Thank you for being online, i am checking with the team, and team is working on this issue proactively..	12:29:53 AM
	I am still with the team.	12:29:58 AM

	Thank you for the patience.	12:36:55 AM
	Kindly send an authorize email to support@acecloudhosting.com to activate for Duo application.	12:37:23 AM
systemsadministrators	What do you need me to do? Send an email specifying what?	12:38:03 AM
Dushyant	To proceed with the Duo activation, we kindly request that you send us an email confirming your authorization. (Edited)	12:39:15 AM
systemsadministrators	Just sent coming from: steven.nguyen@covenanteyes.com	12:42:41 AM 12:42:47 AM
Dushyant	Thank you, please bear with me. Thank you for the patience, we have sent an activation over the phone via sms.	12:43:56 AM 12:46:43 AM
	User must received the activation link over the mail too.	12:49:50 AM
	To activate the Duo Mobile app, click this link: https://m-5dd233a3.duosecurity.com/iphone/wUD8scudDxD7bLDiCyIR	12:50:38 AM
systemsadministrators	One moment	12:51:37 AM
Dushyant	Sure, take your time.	12:51:49 AM
	Is it working for Ashlee?	12:55:40 AM
systemsadministrators	I believe so we should be all good! Thanks for all your help and patience on this	12:55:44 AM 12:55:53 AM
Dushyant	You're welcome. I deeply apologize for the issue you have with us, earlier i have mentioned that we don't support Duo, but for some client's we still giving Duo mobile for authentication.	12:55:57 AM 12:56:35 AM
	Thank you for being with us and be patient with us,.	12:56:44 AM
	Thank you so much!	12:56:51 AM
	Is there anything else I may help you with ?	12:56:55 AM
systemsadministrators	Nope, that is all	12:56:59 AM
	Thank you again	12:57:00 AM
	<i>systemsadministrators has ended this chat session</i>	12:57:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Oct, 7:55:55 AM

#82862 Samantha Boothe

Email: sdrboothe@gmail.com  4802965758

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 22 Secs

Samantha Boothe	Hello, I am your Acebuddy	23 Oct, 7:55:55 AM
Acebuddy	Hello Samantha Boothe, I'm your Ace Buddy. I'll be happy to assist you!	7:55:57 AM
	Whom Would You Like to Connect With?	7:55:57 AM
Samantha Boothe	Technical Support (QB & App Hosting)	7:56:02 AM
Acebuddy	Welcome to Ace Support.	7:56:02 AM
	Please chose an option :	7:56:02 AM
Samantha Boothe	Setback	7:56:25 AM
Acebuddy	Hello Samantha Boothe, I'm your Ace Buddy. I'll be happy to assist you!	7:56:25 AM
	Whom Would You Like to Connect With?	7:56:25 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.	8:38:18 AM
	<i>Ended due to chat idle timeout</i>	8:38:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#82773 Bryan Kochis****Email:** webmaster@brewingscience.com ☎ 719-650-4602**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:** WOODLAND PARK**State:** Colorado**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 43 Mins 46 Secs

Bryan Kochis	Hello, I am your Acebuddy	21 Oct, 1:44:30 AM
Acebuddy	Hello Webmaster, I'm your Ace Buddy. I'll be happy to assist you!	1:44:30 AM
	Whom Would You Like to Connect With?	1:44:30 AM
Bryan Kochis	Technical Support (QB & App Hosting)	1:44:45 AM
Acebuddy	Welcome to Ace Support.	1:44:45 AM
	Please chose an option :	1:44:45 AM
Bryan Kochis	I'd like to raise a Request	1:44:51 AM
Acebuddy	Please select your request type.	1:44:51 AM
Bryan Kochis	Change in Users	1:45:16 AM
Acebuddy	Please select your desired option!	1:45:16 AM
Bryan Kochis	User Replacement	1:45:23 AM
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal.	1:45:23 AM
	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!	1:45:23 AM
	Do you need any further assistance on the topic?	1:45:23 AM
Bryan Kochis	Restart	1:45:32 AM
Acebuddy	Hello Webmaster, I'm your Ace Buddy. I'll be happy to assist you!	1:45:32 AM
	Whom Would You Like to Connect With?	1:45:32 AM
Bryan Kochis	Technical Support (QB & App Hosting)	1:45:40 AM
Acebuddy	Welcome to Ace Support.	1:45:40 AM

	Please chose an option :	1:45:40 AM
Bryan Kochis	I'd like to raise a Request	1:45:48 AM
Acebuddy	Please select your request type.	1:45:48 AM
Bryan Kochis	Other Request	1:45:58 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:45:58 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:45:58 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.	2:28:16 AM
	<i>Ended due to chat idle timeout</i>	2:28:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Oct, 2:18:50 AM

#82811 Jannatul Ferdouse

Email: lukta@columbiataxservice.com

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: 37 Secs

City: MATUAIL

State: Dhaka

Country: BANGLADESH

Chat Transcript

Chat Duration : 10 Mins 59 Secs

Jannatul Ferdouse	Hello, I am your Acebuddy	22 Oct, 2:18:51 AM
Acebuddy	Hello Jannatul Ferdouse, I'm your Ace Buddy. I'll be happy to assist you!	2:18:51 AM
	Whom Would You Like to Connect With?	2:18:51 AM

Jannatul Ferdouse	Technical Support (QB & App Hosting)	2:19:03 AM
Acebuddy	Welcome to Ace Support.	2:19:03 AM
	Please chose an option :	2:19:03 AM
Jannatul Ferdouse	I'd like to report an Issue	2:19:13 AM
Acebuddy	Please select an option!	2:19:13 AM
Jannatul Ferdouse	Other Issue	2:19:24 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:19:24 AM
Jannatul Ferdouse	RDP connection issue	2:19:46 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:19:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:19:46 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:20:13 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:20:20 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:20:33 AM
	<i>2:22:03 AM Jannatul Ferdouse is sharing a file with you image.png - (Size:76.05 KB)</i>	2:22:03 AM
	Thank you for providing the details. Let me check that for you.	2:22:23 AM
Jannatul Ferdouse	Thank you	2:24:17 AM
Ashutosh Mishra	Please try login now.	2:26:31 AM
Jannatul Ferdouse	Thank you so much	2:28:58 AM
Ashutosh Mishra	Great to see you are logged in now, Is there anything else I may help you with ?	2:29:18 AM
Jannatul Ferdouse	No thanks a lot	2:29:31 AM
Ashutosh Mishra	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.	2:29:39 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:29:44 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:29:49 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	2:29:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Oct, 8:20:44 PM

#82964 Erran Kagan

Email: ekagan@wolfpackits.com 15167730000

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: GREAT NECK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 47 Secs

Erran Kagan	Hello, I am your Acebuddy	27 Oct, 8:20:45 PM
Acebuddy	Hello Benjamin Sanoff-wiener, I'm your Ace Buddy. I'll be happy to assist you!	8:20:46 PM
	Whom Would You Like to Connect With?	8:20:46 PM
Erran Kagan	Technical Support (QB & App Hosting)	8:20:50 PM
Acebuddy	Welcome to Ace Support.	8:20:50 PM
	Please chose an option :	8:20:50 PM
Erran Kagan	I'd like to raise a Request	8:20:53 PM
Acebuddy	Please select your request type.	8:20:53 PM
Erran Kagan	Other Request	8:21:01 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.	8:21:01 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:21:01 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:51:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Oct, 12:49:57 AM

#82703 Marshall Madamba

Email: mmadamba@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

City: OLYMPIA

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 39 Secs

Marshall Madamba	Hello, I am your Acebuddy	17 Oct, 12:49:58 AM
Acebuddy	Hello Marshall Madamba, I'm your Ace Buddy. I'll be happy to assist you!	12:49:59 AM
	Whom Would You Like to Connect With?	12:49:59 AM
Marshall Madamba	Technical Support (QB & App Hosting)	12:50:10 AM
Acebuddy	Welcome to Ace Support.	12:50:10 AM
	Please chose an option :	12:50:10 AM
Marshall Madamba	I'd like to raise a Request	12:50:16 AM
Acebuddy	Please select your request type.	12:50:16 AM
Marshall Madamba	Server Resource Addition	12:50:35 AM
Acebuddy	Please select the resource type you'd like to add	12:50:35 AM
Marshall Madamba	Disk Space	12:50:43 AM

Acebuddy	Please be informed that we have automated junk/temp cleaning and residual file erasing mechanism enabled on all our servers by default.	12:50:44 AM
	This ensures that the disk space on the servers do not get used up by unnecessary temporary files and you won't have to manually do a cleanup.	12:50:44 AM
	If you wish to free up additional disk space or want to explore our Disk Space Plans & Pricing, Please refer to the below links :	12:50:44 AM
	Do you need any further assistance on the topic?	12:50:44 AM
Marshall Madamba	No	12:51:37 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:51:37 AM
	<i>Acebuddy has ended this chat session</i>	12:51:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 2:50:11 AM

#83048 Rick Fobear

Email: sales@beartechalloys.com 17145501700

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: 23 Secs

City: SANTA ANA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 9 Secs

Rick Fobear	Hello, I am your Acebuddy	29 Oct, 2:50:11 AM
Acebuddy	Hello Rick Fobear, I'm your Ace Buddy. I'll be happy to assist you!	2:50:12 AM
	Whom Would You Like to Connect With?	2:50:12 AM

Rick Fobear	Technical Support (QB & App Hosting)	2:50:20 AM
Acebuddy	Welcome to Ace Support.	2:50:20 AM
	Please chose an option :	2:50:20 AM
Rick Fobear	I'd like to raise a Request	2:50:31 AM
Acebuddy	Please select your request type.	2:50:31 AM
Rick Fobear	Other Request	2:50:51 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.	2:50:52 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:50:52 AM
Rick Fobear	Restart	2:51:13 AM
Acebuddy	Hello Rick Fobear, I'm your Ace Buddy. I'll be happy to assist you!	2:51:13 AM
	Whom Would You Like to Connect With?	2:51:13 AM
Rick Fobear	Technical Support (QB & App Hosting)	2:51:27 AM
Acebuddy	Welcome to Ace Support.	2:51:27 AM
	Please chose an option :	2:51:27 AM
Rick Fobear	I'd like to report an Issue	2:51:33 AM
Acebuddy	Please select an option!	2:51:33 AM
Rick Fobear	Other Issue	2:51:38 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:51:38 AM
Rick Fobear	I need an RDP for a Mac	2:52:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:52:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:52:30 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:52:45 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:52:52 AM
Rick Fobear	Hello Abhay	2:53:00 AM
Abhay Kumar Saraswat	I will be surely assisting you with this.	2:53:10 AM
	Hello Rick	2:53:17 AM
	How are you doing today?	2:53:22 AM
Rick Fobear	I'm doing well, how are you?	2:53:35 AM
Abhay Kumar Saraswat	I'm good.	2:53:49 AM
	Thank you for asking.	2:53:54 AM

Rick Fobear	I need an RDP for a Mac for danielle.b@myrealdats.net	2:54:18 AM
	I just set this account up today	2:54:30 AM
Abhay Kumar Saraswat	Sure.	2:55:09 AM
	Is this for account: Beartech Alloys Inc ?	2:55:20 AM
Rick Fobear	yes	2:55:30 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	2:56:37 AM
	Can I take the remote of her Mac to create the RDP setup?	2:57:17 AM
Rick Fobear	Yes, she's at a different location so I'll go over there and contact you in about 15 minutes	2:59:06 AM
Abhay Kumar Saraswat	Give me her email address, let me share the remote link to her on her email.	2:59:19 AM
Rick Fobear	danielle@beartechalloys.com	2:59:39 AM
Abhay Kumar Saraswat	Please inform her to check her email and join the remote session.	3:00:04 AM
Rick Fobear	ok, hold please	3:00:20 AM
Abhay Kumar Saraswat	Also, please share the server login password with her.	3:00:22 AM
	Please take your time.	3:00:29 AM
	I've shared the link with her.	3:01:19 AM
	Please ask her to click on the link, download the remote session file and run it so we could connect. (Edited)	3:01:56 AM
	<i>3:03:29 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:79.82 KB)</i>	3:03:29 AM
Rick Fobear	she's joining the session	3:03:57 AM
Abhay Kumar Saraswat	Great.	3:04:09 AM
	Please share her server login password as well.	3:04:21 AM
	So, she could enter the same in desired option.	3:04:33 AM
Rick Fobear	here internet is running slow	3:05:03 AM
	Share here password?	3:05:17 AM
Abhay Kumar Saraswat	No, not here.	3:06:00 AM
	Share her ACE server password with her which you have entered while creating her account through MyPortal tool.	3:06:37 AM
Rick Fobear	I need to go to her location to check the internet. I'll reach out when we have it fix	3:06:57 AM
Abhay Kumar Saraswat	Sure, no worries.	3:07:12 AM
Rick Fobear	Thank you	3:07:38 AM

Abhay Kumar
Saraswat

No worries.

3:07:42 AM

Is there anything else I may help you with ?

3:07:47 AM

Are we still connected here?

3:08:19 AM

Are we connected **Rick** ?

3:09:22 AM

Are we still connected here?

3:11:04 AM

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

3:12:16 AM

Abhay Kumar Saraswat has ended this chat session

3:12:21 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 9:48:50 PM

#82922 Christine Deaton

Email: christine@ryatt.net

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 25 Secs

Christine Deaton

Hello, I am your Acebuddy

24 Oct, 9:48:51 PM

Acebuddy

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

9:48:51 PM

Whom Would You Like to Connect With?

9:48:51 PM

Christine Deaton

Technical Support (QB & App Hosting)

9:49:12 PM

Acebuddy	Welcome to Ace Support.	9:49:12 PM
	Please chose an option :	9:49:12 PM
Christine Deaton	I'd like to raise a Request	9:49:20 PM
Acebuddy	Please select your request type.	9:49:20 PM
Christine Deaton	Other Request	9:49:29 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:49:29 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:49:29 PM
Christine Deaton	No, That'll be all!	9:50:16 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	9:50:16 PM
	<i>Acebuddy has ended this chat session</i>	9:50:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Oct, 8:36:03 PM

#82461 smcbride

Email: smcbride@packhill.com  14127163955

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: VENETIA

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 8 Secs

smcbride Hello, I am your Acebuddy

10 Oct, 8:36:04 PM

Acebuddy	Hello Smcbride, I'm your Ace Buddy. I'll be happy to assist you!	8:36:05 PM
	Whom Would You Like to Connect With?	8:36:05 PM
smcbride	Technical Support (QB & App Hosting)	8:36:12 PM
Acebuddy	Welcome to Ace Support.	8:36:12 PM
	Please chose an option :	8:36:12 PM
smcbride	I'd like to raise a Request	8:36:20 PM
Acebuddy	Please select your request type.	8:36:20 PM
smcbride	Office 365 Addition	8:36:27 PM
Acebuddy	Please specify if you already have an Office365 subscription	8:36:27 PM
smcbride	I already have O365 license	8:36:34 PM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	8:36:34 PM
	<ul style="list-style-type: none"> • O365 E3 • O365 E5 • O365 Apps for Enterprise 	8:36:34 PM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	8:36:34 PM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	8:36:34 PM
	Do you need any further assistance on the topic?	8:36:34 PM
smcbride	Yes	8:37:30 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:37:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:37:30 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	8:37:58 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:38:16 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:38:20 PM
smcbride	Hi- Just need to install excel or office. Quickbooks uses it to generate reports. I have a subscription for Office. Please let me know how I can help.	8:39:33 PM
Manish Singh	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems	
	<ul style="list-style-type: none"> • O365 E3 • O365 E5 • O365 Apps for Enterprise 	8:40:32 PM
	Moreover, we can provide you with Excel access at \$5.99/per user/per month	8:41:50 PM
	Can you confirm which Office license do you have?	8:42:14 PM
smcbride	Microsoft 365 Business Standard	8:43:01 PM

Manish Singh	This license is not compatible with server, you can contact your vendor and can upgrade your license and let us know so that we can proceed with the installation.	8:45:13 PM
	Are we still connected here?	8:48:46 PM
	Are we still connected here?	8:50:39 PM
	Are we still connected here?	8:52:09 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:53:11 PM
	<i>Manish Singh has ended this chat session</i>	8:53:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	30 Oct, 2:44:50 AM
#83096 Rafael Quinones	
Email: rafael@vicenziusa.com ☎ 786-218-6205	
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: HOLLYWOOD	
State: Florida	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 41 Mins 52 Secs
Rafael Quinones	Hello, I am your Acebuddy
Acebuddy	Hello Rafael Quinones, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	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.



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 4:04:49 AM

#82557 Douglas Gordon

Email: drg@summitlaboratories.com (303) 435-5092

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 31 Secs

City: COMMERCE CITY

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 59 Secs

Douglas Gordon	Hello, I am your Acebuddy	14 Oct, 4:04:50 AM
Acebuddy	Hello Douglas Gordon, I'm your Ace Buddy. I'll be happy to assist you!	4:04:51 AM
	Whom Would You Like to Connect With?	4:04:51 AM
Douglas Gordon	Technical Support (QB & App Hosting)	4:05:01 AM
Acebuddy	Welcome to Ace Support.	4:05:01 AM
	Please chose an option :	4:05:01 AM
Douglas Gordon	I'd like to report an Issue	4:05:07 AM
Acebuddy	Please select an option!	4:05:07 AM
Douglas Gordon	QuickBooks Issue	4:05:10 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:05:10 AM
Douglas Gordon	QuickBooks Login Issue	4:05:14 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	4:05:14 AM
	Was that helpful?	4:05:14 AM
Douglas Gordon	No	4:05:18 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	4:05:18 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:05:18 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	4:05:40 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:05:47 AM
Douglas Gordon	I get Error: -6189, -816 Can't open company file. Couple ways to fix the error: 1. restart, 2. install QB database manager	4:06:04 AM
Anjainay Singh	Thankyou for providing update, could you please confirm since when you are facing this issue?	4:06:45 AM
Douglas Gordon	Last few days	4:07:05 AM
Anjainay Singh	I understand your concern and surely assure you the best resolution for it.	4:07:12 AM
	Are you facing this issue with particular company file or with every company file?	4:07:47 AM
Douglas Gordon	I only have one company file	4:08:01 AM
Anjainay Singh	Thankyou for your confirmation Douglas and are there any other users who are facing same issue?	4:08:41 AM
Douglas Gordon	no	4:08:53 AM
Anjainay Singh	Thankyou for these information. please provide me two minutes so that I can check it at my end. (Edited)	4:09:39 AM
Douglas Gordon	ok	4:09:51 AM
Anjainay Singh	I have did some backend changes, please exit the QuickBooks application and try to relogin.	4:10:58 AM
	May I take the remote access of your server?	4:11:23 AM
Douglas Gordon	Yes	4:12:14 AM
Anjainay Singh	As I have checked from my end that QuickBooks is not updated to latest version.	4:12:52 AM
	This may be causing the issue.	4:13:05 AM
	Please enter your password.	4:14:57 AM
Douglas Gordon	ok	4:16:22 AM
	same error	4:16:39 AM
	<i>4:17:43 AM Anjainay Singh is sharing a file with you image.png - (Size:20.3 KB)</i>	4:17:43 AM
	<i>As I have checked at my end that Update is pending.</i>	
Anjainay Singh	We need to update QuickBooks.	4:18:05 AM
Douglas Gordon	OK. I closed the application	4:18:11 AM

Anjainay Singh	Currently users are logged into the server and update requires server reboot.	4:18:47 AM
Douglas Gordon	OK. They'll be signing off soon. Will it reboot on its own?	4:19:11 AM
Anjainay Singh	No after I will update the application I will send the prompt on server , once you receive it all users need to logout.	4:19:54 AM
Douglas Gordon	OK	4:20:04 AM
Anjainay Singh	Thankyou Douglas.	4:20:14 AM
	I will inform you over an email once done.	4:20:30 AM
Douglas Gordon	ok	4:20:36 AM
Anjainay Singh	. (Edited)	4:20:39 AM
	Douglas Gordon, Is there anything else I may help you with?	4:21:28 AM
Douglas Gordon	no thank you	4:21:43 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	4:21:49 AM
Douglas Gordon	ok	4:22:27 AM
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.	4:22:39 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:22:46 AM
<i>Anjainay Singh has ended this chat session</i>		4:22:50 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Oct, 5:08:46 AM

#82348 Andrew Njoroge NGANGA

Email: accounts@carebearbooks.com 12067305215

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: 25 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Duration : 16 Mins 14 Secs

Chat Transcript

Andrew Njoroge NGANGA	Hello, I am your Acebuddy	8 Oct, 5:08:47 AM
Acebuddy	Hello Andrew Njoroge Nganga, I'm your Ace Buddy. I'll be happy to assist you!	5:08:48 AM
	Whom Would You Like to Connect With?	5:08:48 AM
Andrew Njoroge NGANGA	Technical Support (QB & App Hosting)	5:08:57 AM
Acebuddy	Welcome to Ace Support.	5:08:57 AM
	Please chose an option :	5:08:57 AM
Andrew Njoroge NGANGA	I'd like to raise a Request	5:09:02 AM
Acebuddy	Please select your request type.	5:09:02 AM
Andrew Njoroge NGANGA	Change in Users	5:09:09 AM
Acebuddy	Please select your desired option!	5:09:09 AM
Andrew Njoroge NGANGA	User Addition	5:09:14 AM
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!	5:09:14 AM
	Do you need any further assistance on the topic?	5:09:14 AM
Andrew Njoroge NGANGA	Yes	5:09:20 AM
Acebuddy	Please wait while we connect you to our Support Representative	5:09:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:09:20 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	5:09:34 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	5:09:41 AM
Andrew Njoroge NGANGA	Hi Abhay, this is Andrew from CID74650	5:10:17 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	5:10:25 AM
Andrew Njoroge NGANGA	I was trying to re-add a user back to my Carebearbooks account. Username is: IreneMillenia	5:11:28 AM
Abhay Kumar Saraswat	Thank you for your patience.	5:11:48 AM
	Okay.	5:11:54 AM

	Is this for account: CAREBEARBOOKS ?	5:12:00 AM
Andrew Njoroge NGANGA	yes	5:12:08 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	5:12:25 AM
Andrew Njoroge NGANGA	Please readd user IreneMillenia back for us	5:13:04 AM
	we are having trouble doing it through self service as the old username for IreneMillenia doesnt work	5:13:26 AM
	REma@#76	5:13:32 AM
Abhay Kumar Saraswat	This user is already in active status.	5:13:40 AM
Andrew Njoroge NGANGA	sorry i meant password above doesnt work	5:13:43 AM
	we need new password for this user	5:13:52 AM
Abhay Kumar Saraswat	Okay.	5:13:55 AM
Andrew Njoroge NGANGA	we activated but user cant login with old password: REma@#76	5:14:15 AM
Abhay Kumar Saraswat	Sure, I'll assist you to reset the password for this user from MyPortal tool.	5:14:18 AM
	As I can see, you have an admin rights on MyPortal tool and you can reset it from your end as well.	5:14:40 AM
Andrew Njoroge NGANGA	would it be okay to reset it for me	5:14:59 AM
Abhay Kumar Saraswat	Let me check with the same password.	5:14:59 AM
	Kindly allow me two minutes to check the same.	5:15:02 AM
Andrew Njoroge NGANGA	sure	5:15:08 AM
Abhay Kumar Saraswat	Thank you for your patience.	5:17:08 AM
	I've checked from my end as well and the old password is not working.	5:17:26 AM
	Can I guide you through the process of resetting the password? It's a very simple procedure.	5:17:28 AM
Andrew Njoroge NGANGA	is it easier to change it for me. i am actually doing this for a colleague	5:17:53 AM
Abhay Kumar Saraswat	Yes, you can change the password for Irene Millenia.	5:18:16 AM
Andrew Njoroge NGANGA	Have password as GraceOdera	5:18:23 AM
	GraceOdera	5:18:29 AM
	please put this in as the password	5:18:40 AM
Abhay Kumar Saraswat	This password does not meet the required criteria.	5:19:26 AM
Andrew Njoroge NGANGA	Andrew86!	5:19:41 AM

Abhay Kumar Saraswat	If you allow me, I can take your remote and guide you to reset the password for user.	5:19:50 AM
	<i>5:20:17 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:6.32 KB)</i>	5:20:17 AM
	May I take the remote access of your local computer?	5:21:04 AM
Andrew Njoroge NGANGA	yes	5:22:17 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	5:22:39 AM
	https://assist.acecloudhosting.com/join/6912452337	5:22:44 AM
	Kindly paste this link in the browser of local computer and join the session.	5:22:47 AM
Andrew Njoroge NGANGA	i just reset it	5:23:11 AM
	let me see if it works	5:23:16 AM
	Andrew86!	5:23:20 AM
	please test	5:23:23 AM
Abhay Kumar Saraswat	Great.	5:23:57 AM
	It is working.	5:24:01 AM
	I just tested.	5:24:06 AM
Andrew Njoroge NGANGA	thank you	5:24:10 AM
Abhay Kumar Saraswat	Is there anything else I may help you with ?	5:24:24 AM
Andrew Njoroge NGANGA	that was it	5:24:45 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.	5:24:52 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!	5:24:57 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:25:00 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	5:25:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Oct, 12:31:49 AM

#82928 Anna

Email: lightboxbooks@gmail.com ☎ +639569501228

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: 1 Min 9 Secs

City: TIBIG

State: Cavite

Country: PHILIPPINES

Chat Transcript

Chat Duration : 18 Mins 51 Secs

Anna	Hello, I am your Acebuddy	25 Oct, 12:31:50 AM
Acebuddy	Hello Anna, I'm your Ace Buddy. I'll be happy to assist you!	12:31:50 AM
	Whom Would You Like to Connect With?	12:31:50 AM
Anna	Technical Support (QB & App Hosting)	12:31:52 AM
Acebuddy	Welcome to Ace Support.	12:31:52 AM
	Please chose an option :	12:31:52 AM
Anna	I'd like to report an Issue	12:32:01 AM
Acebuddy	Please select an option!	12:32:01 AM
Anna	QuickBooks Issue	12:32:06 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:32:06 AM
Anna	Other QB related issue	12:32:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:32:12 AM
Anna	QB access	12:32:38 AM

Acebuddy	Please wait while we connect you to a Support Representative	12:32:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:32:39 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:32:58 AM
	<i>Shashwat Verma is transferring the chat to Yash Kalra.</i>	12:33:06 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:33:09 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:33:13 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:33:15 AM
Anna	Hi Yash , I am Anna	12:33:32 AM
	791322 here's my ticket	12:33:40 AM
Yash Kalra	Hello Anna, Kindly allow me two minutes to check the same.	12:34:00 AM
Anna	sure	12:34:06 AM
Yash Kalra	Anna, You can create an Accountant's Copy of your QuickBooks file and provide it to your accountant. This allows the accountant to work on their copy while you continue working in the original file after importing their changes.	12:37:07 AM
Anna	Because she wants to check the current year, so I will be restricted then and I cant make any changes,	12:38:09 AM
	Can I just remove it after sending the Accountant's copy to our Accountant.	12:38:33 AM
	?	12:38:36 AM
	I mean remove the restriction	12:38:57 AM
Yash Kalra	Yes, once the Accountant's Copy has been sent to your accountant, you can remove the restriction. This will allow you to regain full access and continue making changes to your QuickBooks file. Please ensure that any changes made while the Accountant's Copy is active do not conflict with updates your accountant may import later.	12:39:52 AM
Anna	Ok thank you	12:40:45 AM
Yash Kalra	Is there anything else I may help you with ?	12:40:51 AM
Anna	Btw is my access for only 1 person?	12:41:24 AM
Yash Kalra	Anna, we don't have access to you QuickBooks unless you provide us the access to your server. To allow multiple users to access QuickBooks simultaneously, you can switch to Multi-User Mode on your QuickBooks Desktop. Here's how: Open QuickBooks on your server. Go to the File menu → Switch to Multi-User Mode . QuickBooks will prompt you to ensure the company file is hosted on the server and accessible to other users. (Edited)	12:44:06 AM
Anna	you mean they can have their own access?	12:46:55 AM
Yash Kalra	Yes, that's correct. Once you switch to Multi-User Mode , each authorized user can have their own login and access QuickBooks at the same time. This allows your accountant and other team members to work in the file without restricting your access.	12:47:35 AM

Anna	Because as far I remembered this enterprise desktop we avail can only have 1 access.	12:48:19 AM
	but anyway I will try sending Accountant's copy first.	12:48:55 AM
	thank you Yash, that's all for now	12:49:10 AM
Yash Kalra	Anna, QuickBooks Enterprise Desktop does support multiple users , not just one. However, multi-user access requires the file to be hosted on the server and each user to have their own login credentials. You can switch to Multi-User Mode from the File menu in QuickBooks Desktop, which allows your accountant and other authorized users to access the company file simultaneously while controlling individual permissions.	12:49:48 AM
	Shall we proceed to end this chat now??	12:50:09 AM
Anna	Yes you may end this chat now	12:50:30 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.	12:50:32 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:50:39 AM
Anna	ok	12:50:39 AM
	<i>Yash Kalra has ended this chat session</i>	12:50:42 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Oct, 9:49:09 AM

#82952 avishek

Email: avishek@ieee-isto.org

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: RAIPUR

State: Chhattisgarh

Country: INDIA

Chat Transcript

Chat Duration : 6 Mins 26 Secs

avishek	Hello, I am your Acebuddy	27 Oct, 9:49:09 AM
Acebuddy	Hello Avishek, I'm your Ace Buddy. I'll be happy to assist you!	9:49:10 AM
	Whom Would You Like to Connect With?	9:49:10 AM
avishek	Managed IT	9:49:19 AM
Acebuddy	Please wait while we connect you to an available Representative.	9:49:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:49:19 AM
	<i>Suneetha Barre accepted the chat transfer request.</i>	9:49:29 AM
avishek	Hello Suneetha	9:49:43 AM
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?	9:49:44 AM
	Hi Avishek	9:50:01 AM
avishek	I am unable to connect to remote desktop	9:50:06 AM
	Can you please help me	9:50:15 AM
Suneetha Barre	I will surely assist you on this.	9:50:17 AM
	Kindly confirm your business name	9:50:28 AM
avishek	I have some deadlines to meet	9:50:29 AM
	Avishek Bandopadhyay	9:50:45 AM
	Company Name IEEE-ISTO	9:50:56 AM
Suneetha Barre	Thank you for sharing details with us	9:52:16 AM
	Kindly allow me to transfer his chat to concerned team	9:52:31 AM
avishek	ok	9:52:38 AM
	<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i>	9:52:43 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:52:58 AM
	Hi Subham	9:53:19 AM
	Good Morning	9:53:24 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:53:27 AM
	Hello Avishek	9:53:32 AM
avishek	I am unable to login to my remote desktop	9:53:39 AM
	Can you please help me out	9:53:49 AM
Shubham Kataria	I will be surely assisting you with this.	9:54:09 AM

	Kindly confirm if you're the only user who is facing this issue	9:54:30 AM
avishek	Sorry Subham to bother you now it is connected	9:54:32 AM
	I think the internet speed issue	9:54:43 AM
Shubham Kataria	that's great	9:54:47 AM
	No problem	9:54:52 AM
	Is there anything else I may help you with ?	9:54:55 AM
avishek	no thanks and apologise again	9:55:07 AM
Shubham Kataria	No problem, we are here to assist you anytime.	9:55:21 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.	9:55:27 AM
avishek	thanks	9:55:28 AM
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:55:30 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:55:32 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shubham Kataria has ended this chat session</i>	9:55:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 10:12:37 PM

#82800 Test Account

Email: test@test.com +917878787878

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: 7 Secs

City: GURGAON

State: Haryana

Country: INDIA

Chat Duration : 36 Secs

Chat Transcript

Test Account	Hello, I am your Acebuddy	21 Oct, 10:12:38 PM
Acebuddy	Hello Test Account, I'm your Ace Buddy. I'll be happy to assist you!	10:12:38 PM
	Whom Would You Like to Connect With?	10:12:38 PM
Test Account	Technical Support (QB & App Hosting)	10:12:40 PM
Acebuddy	Welcome to Ace Support.	10:12:40 PM
	Please chose an option :	10:12:40 PM
Test Account	I'd like to report an Issue	10:12:46 PM
Acebuddy	Please select an option!	10:12:46 PM
Test Account	QuickBooks Issue	10:12:48 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:12:49 PM
Test Account	Other QB related issue	10:12:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:12:51 PM
Test Account	asjgfjsdf	10:12:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:12:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:12:56 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:13:06 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:13:14 PM
	<i>Test Account has ended this chat session</i>	10:13:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Oct, 5:43:32 AM

#82998 Tei Baishiki

Email: tei@nexthome.com ☎ 8055501359

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: MILPITAS

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 24 Secs

Tei Baishiki	Hello, I am your Acebuddy	28 Oct, 5:43:33 AM
Acebuddy	Hello Tei Baishiki, I'm your Ace Buddy. I'll be happy to assist you!	5:43:34 AM
	Whom Would You Like to Connect With?	5:43:34 AM
Tei Baishiki	Technical Support (QB & App Hosting)	5:43:49 AM
Acebuddy	Welcome to Ace Support.	5:43:49 AM
	Please chose an option :	5:43:49 AM
Tei Baishiki	I'd like to raise a Request	5:44:11 AM
Acebuddy	Please select your request type.	5:44:11 AM
Tei Baishiki	Other Request	5:44:19 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.	5:44:19 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:44:19 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.	6:17:57 AM
	<i>Ended due to chat idle timeout</i>	6:17:57 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Oct, 11:48:25 PM

#83134 Lahka Peacock

Email: lahka@ruralfinancialservices.com ☎ 19073046021

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: 18 Secs

City: ANCHORAGE

State: Alaska

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 11 Secs

Lahka Peacock	Hello, I am your Acebuddy	30 Oct, 11:48:26 PM
Acebuddy	Hello Lahka Peacock, I'm your Ace Buddy. I'll be happy to assist you!	11:48:27 PM
	Whom Would You Like to Connect With?	11:48:27 PM
Lahka Peacock	Technical Support (QB & App Hosting)	11:48:32 PM
Acebuddy	Welcome to Ace Support.	11:48:32 PM
	Please chose an option :	11:48:32 PM
Lahka Peacock	I'd like to report an Issue	11:48:37 PM
Acebuddy	Please select an option!	11:48:37 PM
Lahka Peacock	QuickBooks Issue	11:48:39 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:48:39 PM
Lahka Peacock	QuickBooks Login Issue	11:48:43 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	11:48:44 PM
	Was that helpful?	11:48:44 PM

Lahka Peacock	No	11:48:49 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:48:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:48:50 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	11:49:37 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:49:45 PM
Lahka Peacock	Hello. I am getting a message when I login. One sec and I will attach a screenshot	11:50:02 PM
Anjainay Singh	I understand your concern and assure you the best possible resolution for it .	11:50:52 PM
	<i>11:50:59 PMLahka Peacock is sharing a file with you IMG_9226.jpeg - (Size:4.42 MB)</i>	11:50:59 PM
	Sure, please share the screenshot.	11:51:07 PM
Lahka Peacock	Did the screenshot go thru? I see it on my end.	11:51:25 PM
	<i>11:51:30 PMLahka Peacock is sharing a file with you IMG_9226.jpeg - (Size:4.42 MB)</i>	11:51:30 PM
	<i>Error</i>	
Anjainay Singh	No worries Lahka , I am also getting same error at my end.	11:52:10 PM
	Please allow me two minutes so that I can check it at my end .	11:52:21 PM
Lahka Peacock	I also am getting it for another business with a different login. Qcard1.pro2	11:53:09 PM
Anjainay Singh	I have made the backend changes at my end.	11:53:44 PM
Lahka Peacock	Thank you. Can we also do this for Qcard1.pro2	11:53:57 PM
Anjainay Singh	Could you please confirm are you still getting the same error.	11:54:00 PM
	It is updated at every users end Lahka	11:54:14 PM
Lahka Peacock	Yes...I will attempt to login now with RFS_QB.pro2	11:54:26 PM
Anjainay Singh	Sure.	11:54:30 PM
Lahka Peacock	Yep...all good on RFS_QB.Pro2. I will try the other login now	11:55:37 PM
Anjainay Singh	Sure Lahka.	11:55:54 PM
Lahka Peacock	Yep....both are good now. Thank you!	11:56:29 PM
Anjainay Singh	Is there anything else I may help you with ?	11:56:32 PM
Lahka Peacock	No thank you.	11:56:52 PM
Anjainay Singh	Please also provide your positive feedback by clicking on smiling emoji.	11:57:17 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:57:26 PM
Lahka Peacock	Thank you. Have a great day	11:57:29 PM
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.	11:57:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Oct, 5:13:24 AM

#82159 ELAINE BRAGA REGO

Email: tax@timeprotax.com +15613444422

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: 50 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 7 Mins

ELAINE BRAGA REGO	Hello, I am your Acebuddy	2 Oct, 5:13:25 AM
Acebuddy	Hello Elaine Braga, I'm your Ace Buddy. I'll be happy to assist you!	5:13:25 AM
	Whom Would You Like to Connect With?	5:13:25 AM
ELAINE BRAGA REGO	Technical Support (QB & App Hosting)	5:13:31 AM
Acebuddy	Welcome to Ace Support.	5:13:31 AM
	Please chose an option :	5:13:31 AM
ELAINE BRAGA REGO	I'd like to report an Issue	5:13:37 AM
Acebuddy	Please select an option!	5:13:37 AM
ELAINE BRAGA REGO	Other Issue	5:13:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:13:44 AM
ELAINE BRAGA REGO	cannot find the files in prosries	5:13:58 AM

Acebuddy	Please wait while we connect you to a Support Representative	5:13:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:13:59 AM
	<i>Gaurav kumar declined the transfer request.</i>	5:14:05 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	5:14:32 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	5:14:37 AM
ELAINE BRAGA REGO	Hi, i am having the whole day trying to get the help to fix my Proseries data problem	5:15:10 AM
	I just call proseries and they confirm that nothing is wrong with the system	5:15:29 AM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced.	5:15:34 AM
ELAINE BRAGA REGO	hours trying to fix and it is supposed to you to fix	5:15:57 AM
	The problem is taht the files cannot be reached	5:16:17 AM
	looks like it it loocked in the C drive	5:16:33 AM
Abhay Kumar Saraswat	I understand how frustrating this must be.	5:16:42 AM
ELAINE BRAGA REGO	o restore or copy	5:16:45 AM
Abhay Kumar Saraswat	Do you have any previous ticket reference number?	5:17:08 AM
ELAINE BRAGA REGO	yes kind of 4 ou 5 the whole day today	5:17:33 AM
Abhay Kumar Saraswat	And is this for account: Time Pro Tax Inc ?	5:17:35 AM
ELAINE BRAGA REGO	yes	5:18:31 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	5:19:04 AM
	I found a ticket.	5:19:46 AM
	Kindly allow me two minutes to check the same.	5:19:50 AM
	Thank you for your patience.	5:27:11 AM
	This message has been deleted	5:27:16 AM
	May I take the remote access of your server?	5:27:27 AM
ELAINE BRAGA REGO	yes	5:27:33 AM
Abhay Kumar Saraswat	I've made some changes on the Pro series. Could you please logoff-login on the server again?	5:28:28 AM
ELAINE BRAGA REGO	ok	5:29:24 AM
	i logged off	5:29:28 AM
Abhay Kumar Saraswat	Great.	5:29:42 AM
ELAINE BRAGA REGO	login in again	5:29:53 AM

Abhay Kumar Saraswat	Please login back on server.	5:29:53 AM
	Sending you remote request now.	5:30:59 AM
ELAINE BRAGA REGO	ok	5:31:04 AM
	you should send to Sabrina user	5:31:38 AM
Abhay Kumar Saraswat	Okay.	5:31:46 AM
ELAINE BRAGA REGO	let me share something: in my user Elaine, I can see in documents	5:32:24 AM
	the files	5:32:33 AM
	the Proseries files	5:32:40 AM
	in Sabrina user they are not there	5:32:47 AM
	there is a short C drive in my documents	5:33:36 AM
	the same you can see here in the D Drive	5:34:05 AM
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.	5:35:21 AM
ELAINE BRAGA REGO	and pro series was telling me that the problem is that the files are in a wrong folder or drive or even blocked	5:35:56 AM
	that the problem is the server because i am able to do everything in my user Elaine but have this problem in Sabrina user	5:36:27 AM
	the license and updates are ok	5:36:35 AM
	let me tell another thing: comparing with my user Elaine	5:38:53 AM
	I am able to open a file from the C drive	5:39:19 AM
	but for Sabrina no	5:39:26 AM
Abhay Kumar Saraswat	Is it working now?	5:40:17 AM
ELAINE BRAGA REGO	no	5:40:23 AM
	this	5:41:00 AM
	when I try to open is the same	5:41:15 AM
	looks like it is loocked	5:41:23 AM
	and just works for User Elaine	5:41:30 AM
	not for Sabrina	5:41:33 AM
	the files are there but not able to access	5:41:49 AM
	it is not supposed to ask for license because the license is already there	5:42:39 AM
Abhay Kumar Saraswat	Thank you for the information.	5:43:06 AM
ELAINE BRAGA REGO	Proseries see as something in the server is not allowing Sabrina do access the files in a Networking way	5:43:40 AM

Abhay Kumar Saraswat	I've checked the permissions for both users of this server and it is updated correctly.	5:44:38 AM
	Kindly allow me few minutes to check few more things.	5:45:07 AM
ELAINE BRAGA REGO	ok	5:45:30 AM
	do you need the password?	5:46:56 AM
Abhay Kumar Saraswat	Could you please login with Sabrina credentials?	5:47:04 AM
	It seems that there is some issue with the users profile within the Pro series application.	5:49:53 AM
	Do you have the admin rights on Pro series file?	5:50:09 AM
ELAINE BRAGA REGO	yes	5:50:20 AM
	Sabrina no	5:50:23 AM
	let me show the credentials	5:50:49 AM
Abhay Kumar Saraswat	That might be the reason that it is not allowing Sabrina to access the file.	5:50:50 AM
ELAINE BRAGA REGO	intuit.com	5:50:55 AM
Abhay Kumar Saraswat	Sure, please login and we'll check there. (Edited)	5:51:36 AM
	Could you please allow me your remote? (Edited)	5:53:23 AM
	I just need to check few settings there on Pro series application.	5:53:54 AM
ELAINE BRAGA REGO	it is not showing the products	5:54:00 AM
Abhay Kumar Saraswat	Let me take your server's remote.	5:54:29 AM
	Please login here.	5:55:28 AM
	What I could understand that the Sabrina access is restricted within the Pro series application.	6:01:08 AM
ELAINE BRAGA REGO	why?	6:01:20 AM
Abhay Kumar Saraswat	Because when we tried to open the file from her user profile, it said that the user needs to be the admin rights.	6:04:14 AM
	Are we connected?	6:05:28 AM
ELAINE BRAGA REGO	yes	6:05:54 AM
	i want to try to give her the adm right to check if this the real problem	6:06:12 AM
Abhay Kumar Saraswat	Yes, you can try the same.	6:06:28 AM
ELAINE BRAGA REGO	the problem is that in the proseries account it is not showing the Proseries	6:07:08 AM
Abhay Kumar Saraswat	Okay, then what it was showing?	6:07:29 AM
ELAINE BRAGA REGO	Roles Failed to fetch roles, please try again.	6:08:18 AM
	it is showing this in Sabrina	6:08:26 AM

Abhay Kumar Saraswat	Okay.	6:08:49 AM
ELAINE BRAGA REGO	i change her to adm	6:09:28 AM
	i do not know how fast this change will work	6:09:50 AM
Abhay Kumar Saraswat	Could you please try again then from her account?	6:10:06 AM
ELAINE BRAGA REGO	yes	6:10:11 AM
Abhay Kumar Saraswat	Great, I'm watching.	6:10:52 AM
ELAINE BRAGA REGO	still the same	6:11:00 AM
Abhay Kumar Saraswat	Yes, I can see.	6:11:49 AM
	Can we arrange a three way call regarding the same?	6:12:33 AM
ELAINE BRAGA REGO	Proseries is closed	6:12:55 AM
Abhay Kumar Saraswat	Because as we are not professionals to support this Pro series application.	6:13:21 AM
	When they will open?	6:13:44 AM
ELAINE BRAGA REGO	really?	6:13:49 AM
	tomorrow morning. In 12 hours maybe	6:14:06 AM
Abhay Kumar Saraswat	This is something inside within Pro series and not on server.	6:14:33 AM
ELAINE BRAGA REGO	but it is not clear that is a user problem	6:15:22 AM
Abhay Kumar Saraswat	So can we arrange a three way callback from our escalations?	6:15:26 AM
ELAINE BRAGA REGO	yes	6:15:33 AM
Abhay Kumar Saraswat	Could you please confirm me your timezone?	6:16:23 AM
ELAINE BRAGA REGO	new york	6:16:31 AM
Abhay Kumar Saraswat	Please confirm if you are in EST time zone?	6:17:28 AM
ELAINE BRAGA REGO	yes	6:18:27 AM
Abhay Kumar Saraswat	Thank you for confirming.	6:19:00 AM
	Let me arrange at 12 PM EST.	6:19:18 AM
ELAINE BRAGA REGO	we can try	6:19:26 AM
Abhay Kumar Saraswat	Thank you for your understanding.	6:19:46 AM
	Is there anything else I may help you with ?	6:19:49 AM
ELAINE BRAGA REGO	no	6:19:55 AM
	thanks	6:19:57 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.	6:20:02 AM
ELAINE BRAGA REGO	have a good night	6:20:05 AM
Abhay Kumar Saraswat	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!	6:20:05 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/)	
	You too.	6:20:19 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:20:24 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	6:20:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Oct, 9:20:49 PM

#82320 marisol

Email: marisol@crafteemergency.org

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: 13 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

marisol	Hello, I am your Acebuddy	7 Oct, 9:20:49 PM
Acebuddy	Hello Marisol, I'm your Ace Buddy. I'll be happy to assist you!	9:20:50 PM
	Whom Would You Like to Connect With?	9:20:50 PM
marisol	Technical Support (QB & App Hosting)	9:21:03 PM
Acebuddy	Welcome to Ace Support.	9:21:03 PM
	Please chose an option :	9:21:03 PM
marisol	I'd like to raise a Request	9:21:09 PM
Acebuddy	Please select your request type.	9:21:09 PM
marisol	Other Request	9:21:19 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:21:19 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:21:19 PM
marisol	Yes, I'm facing issues with my server	9:21:27 PM
Acebuddy	Please select an option!	9:21:27 PM
marisol	Other Issue	9:21:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:21:47 PM
marisol	Connecting Your PC to Your Server	9:22:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:22:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:22:11 PM
	<i>Dushyant declined the transfer request.</i>	9:22:38 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:22:50 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:22:54 PM
	<i>Manish Singh is transferring the chat to Vikas Singh Chauhan.</i>	9:23:29 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	9:23:32 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	9:23:37 PM
marisol	hello	9:24:50 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:24:59 PM
marisol	i need help with Connecting my PC to my Server	9:25:05 PM
	cerf+ marisal.g	9:25:14 PM

Vikas Singh Chauhan	Thanks for the confirmation !	9:25:37 PM
	I see two servers in Quickstart LLC. For which one would you like to setup it on your local computer ?	9:26:41 PM
	QuickStartLLC.myrealdata.net OR QuickStartLLC2.myrealdata.net	9:26:50 PM
marisol	the first one	9:27:09 PM
Vikas Singh Chauhan	Okay	9:27:20 PM
	May I take the remote access of your local computer?	9:27:25 PM
marisol	yes	9:27:29 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	9:27:45 PM
	https://assist.acecloudhosting.com/join/3452456830	9:27:47 PM
	Kindly paste this link in the browser of local computer and join the session.	9:27:56 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:34:05 PM
	Is there anything else I may help you with ?	9:36:29 PM
marisol	that will be it thank you	9:36:46 PM
Vikas Singh Chauhan	Great !!	9:36:54 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:36:58 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:37:02 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Have a good one.	9:37:06 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	9:38:22 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 2:02:31 AM

#82106 ELAINE BRAGA REGO

Email: tax@timeprotax.com ☎ +15613444422

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: 4 Mins 52 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 45 Secs

ELAINE BRAGA REGO	Hello, I am your Acebuddy	1 Oct, 2:02:31 AM
Acebuddy	Hello Elaine Braga, I'm your Ace Buddy. I'll be happy to assist you!	2:02:33 AM
	Whom Would You Like to Connect With?	2:02:33 AM
ELAINE BRAGA REGO	Technical Support (QB & App Hosting)	2:02:39 AM
Acebuddy	Welcome to Ace Support.	2:02:39 AM
	Please chose an option :	2:02:39 AM
ELAINE BRAGA REGO	I'd like to report an Issue	2:02:56 AM
Acebuddy	Please select an option!	2:02:56 AM
ELAINE BRAGA REGO	Other Issue	2:03:00 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:03:00 AM
ELAINE BRAGA REGO	Setback	2:03:09 AM
Acebuddy	Please select an option!	2:03:09 AM
ELAINE BRAGA REGO	Other Issue	2:03:14 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:03:14 AM
ELAINE BRAGA REGO	Proseries	2:03:23 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:03:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:03:24 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:03:37 AM

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:03:45 AM
	We are still connected on the primary chat.	2:04:04 AM
ELAINE BRAGA REGO	Hi I was having help from another person but suddenly shuts down	2:04:10 AM
	ok	2:05:09 AM
	i am back	2:05:11 AM
Ashutosh Mishra	Please sign in now.	2:13:47 AM
	Are we still connected here?	2:15:11 AM
	Are we still connected here?	2:17:05 AM
	Are we still connected here?	2:19:07 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.	2:20:13 AM
	<i>Ashutosh Mishra has ended this chat session</i>	2:20:17 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Oct, 5:17:38 PM

#82165 dritz

Email: dritz@saratogaconstruction.net 5185870100

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: 1 Min 25 Secs

City: BALLSTON LAKE

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 47 Secs

dritz	Hello, I am your Acebuddy	2 Oct, 5:17:39 PM
Acebuddy	Hello Debbie Ritz, I'm your Ace Buddy. I'll be happy to assist you!	5:17:40 PM
	Whom Would You Like to Connect With?	5:17:40 PM
dritz	Technical Support (QB & App Hosting)	5:17:43 PM
Acebuddy	Welcome to Ace Support.	5:17:43 PM
	Please chose an option :	5:17:43 PM
dritz	I'd like to report an Issue	5:17:52 PM
Acebuddy	Please select an option!	5:17:52 PM
dritz	QuickBooks Issue	5:17:58 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:17:58 PM
dritz	Other QB related issue	5:18:06 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:18:06 PM
dritz	My computer was upgraded and windows 11 installed. I need to be connected with Quickbooks again	5:18:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:18:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:18:55 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	5:19:09 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	5:19:21 PM
dritz	ok	5:19:30 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:20:17 PM
dritz	The company is Saratoga Construction and my user name is DebbieR.q14 I think. My co worker had help yesterday with the same issues. The ticket number is 776839	5:21:25 PM
Vikas Singh Chauhan	Thanks for the confirmation !	5:21:44 PM
	Kindly allow me 3-4 minutes to check the same.	5:21:56 PM
dritz	ok	5:22:03 PM
Vikas Singh Chauhan	May I take the remote access of your local computer?	5:24:33 PM
dritz	yes	5:24:41 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	5:25:16 PM
	https://assist.acecloudhosting.com/join/5382688306	5:25:19 PM
	Kindly paste this link in the browser of local computer and join the session.	5:25:31 PM
dritz	I think I did	5:27:50 PM
Vikas Singh Chauhan	Yes	5:28:48 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.

5:28:56 PM

dritz ok

5:29:38 PM

Vikas Singh Chauhan Thank you.

5:35:36 PM

Is there anything else I may help you with ?

5:48:30 PM

dritz no thank you

5:49:14 PM

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

5:49:20 PM

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

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

Thanks!

5:49:24 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/>)

Vikas Singh Chauhan has ended this chat session

5:49:26 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 12:41:12 AM

#83035 Mae

Email: pricecontracting@gmail.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: 18 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 28 Secs

Mae	Hello, I am your Acebuddy	29 Oct, 12:41:12 AM
Acebuddy	Hello Mae, I'm your Ace Buddy. I'll be happy to assist you!	12:41:13 AM
	Whom Would You Like to Connect With?	12:41:13 AM
Mae	Technical Support (QB & App Hosting)	12:41:18 AM
Acebuddy	Welcome to Ace Support.	12:41:18 AM
	Please chose an option :	12:41:18 AM
Mae	I'd like to report an Issue	12:41:22 AM
Acebuddy	Please select an option!	12:41:22 AM
Mae	QuickBooks Issue	12:41:26 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:41:26 AM
Mae	Other QB related issue	12:41:30 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:41:31 AM
Mae	payroll center	12:41:39 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:41:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:41:40 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:42:04 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:42:11 AM
	I deeply apologize for the inconvenience caused to you.	12:42:42 AM
	<i>12:42:45 AM Mae is sharing a file with you turn payroll on.png - (Size:137.02 KB)</i>	12:42:45 AM
	I will be surely assisting you with this.	12:42:49 AM
	Is this for account: Price Contracting Inc ?	12:43:01 AM
Mae	I am trying to enter our payroll in, and I am getting this, instead. I've never had to "turn payroll on" before. we have wednesday deadline we are trying to meet.	12:43:30 AM
	Yes, Price Contracting Account	12:43:39 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	12:43:47 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	12:44:16 AM
Mae	I am not sure, I'm the only one using it today. Do you need the Admin to log in?	12:45:43 AM

Abhay Kumar Saraswat	I'll surely take the admin details when required.	12:46:17 AM
	How long have you been experiencing this issue?	12:46:19 AM
Mae	I just noticed it today. We do payroll every two weeks, and it was working fine last time.	12:46:42 AM
Abhay Kumar Saraswat	Okay.	12:47:23 AM
	May I take the remote access of your local computer to check and assist you further?	12:47:48 AM
Mae	yes	12:47:54 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	12:48:00 AM
	https://assist.aceclouddhosting.com/join/1622319334	12:48:18 AM
	Kindly paste this link in the browser of local computer and join the session.	12:48:21 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.	12:49:57 AM
	Thank you for your patience.	12:56:22 AM
	As we discussed over the remote session, your issue has been fixed.	12:56:42 AM
	Sometimes, there may be an internal glitch in QuickBooks. You can try closing QuickBooks completely and then retry the same process.	12:56:58 AM
	Is there anything else I may help you with ?	12:57:02 AM
	Are we connected Mae?	12:57:59 AM
	Are we still connected here?	12:58:22 AM
	Are we still connected here?	1:03:21 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.	1:05:36 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	1:05:40 AM



Chat Transcript

Hello, I am your Acebuddy

#83007 itsupport**Email:** itsupport@advancefinserv.com  918887771848**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 13 Secs**City:** DELHI**State:** Delhi**Country:** INDIA

Chat Duration : 31 Mins 26 Secs

Chat Transcript

itsupport	Hello, I am your Acebuddy	28 Oct, 4:04:57 PM
Acebuddy	Hello Itsupport, I'm your Ace Buddy. I'll be happy to assist you!	4:04:59 PM
	Whom Would You Like to Connect With?	4:04:59 PM
itsupport	Technical Support (QB & App Hosting)	4:05:02 PM
Acebuddy	Welcome to Ace Support.	4:05:02 PM
	Please chose an option :	4:05:02 PM
itsupport	I'd like to raise a Request	4:05:15 PM
Acebuddy	Please select your request type.	4:05:15 PM
itsupport	Other Request	4:05:30 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.	4:05:30 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:05:30 PM
itsupport	Yes, I'm facing issues with my server	4:05:47 PM
Acebuddy	Please select an option!	4:05:47 PM
itsupport	Other Issue	4:05:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:05:55 PM
itsupport	how can i renew my ace cloud subscription?	4:06:26 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:06:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:06:27 PM
	<i>Manish Singh accepted the chat transfer request.</i>	4:06:51 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	4:06:59 PM

itsupport	Hello, I am Shashi, an IT person. please guide me how can i renew my ace cloud hosting subscription	4:08:30 PM
Manish Singh	I will be surely assisting you with this. Kindly help me with your server's name or account name associated with us.	4:08:58 PM
itsupport	sure please allow me few time	4:09:46 PM
	i will provide you a snip	4:10:00 PM
Manish Singh	Sure, please take your time.	4:10:56 PM
	<i>4:12:04 PM itsupport is sharing a file with you</i> <u>WhatsApp Image 2025-10-28 at 3.22.59 PM.jpeg</u> - (Size:147.58 KB)	4:12:04 PM
	<i>user name is myrealdata/kailashn</i>	
	May I know the server name?	4:12:50 PM
itsupport	Advancefin.myrealdata.net	4:13:44 PM
	please check	4:15:51 PM
Manish Singh	Yes, can you please tell me the version of QuickBooks in which you are facing this issue.	4:16:25 PM
	And is it leased from Ace?	4:16:39 PM
itsupport	2024 pro plus	4:17:26 PM
Manish Singh	Click " How to renew " in the prompt. Sign in to your Intuit/QuickBooks account . Follow the renewal instructions to update payment and confirm your subscription. Once renewed, restart QuickBooks . QuickBooks will automatically revalidate your license, and full functionality will return.	4:18:44 PM
itsupport	please provide me renew instruction?	4:20:36 PM
	?	4:22:14 PM
Manish Singh	click " How to renew " (as shown in your screenshot). You'll be redirected to the Intuit account login page . Sign in using the same Intuit ID associated with your QuickBooks license. Follow the on-screen instructions to: Verify your billing info Update your payment method (if needed) Confirm and process the renewal Once payment is complete: Close and reopen QuickBooks Go to Help → Manage My License → Sync License Data Online to refresh the activation.	4:22:28 PM
	Is there anything else I may help you with ?	4:25:14 PM
	Are we still connected here?	4:28:16 PM
itsupport	yes connected	4:29:36 PM
	i am logging in to my intuit account	4:30:14 PM
Manish Singh	Yes, let us know if you need any assistance.	4:31:05 PM
	Is there anything else I may help you with ?	4:31:08 PM

	Are we still connected here?	4:33:44 PM
	Are we still connected here?	4:34:41 PM
	Are we still connected here?	4:35:21 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.	4:36:17 PM
	<i>Manish Singh has ended this chat session</i>	4:36:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Oct, 6:47:34 PM

#82715 Ibarry

Email: Ibarry@bys-hfc.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: 19 Secs

City: ABERDEEN

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 58 Secs

Ibarry	Hello, I am your Acebuddy	17 Oct, 6:47:35 PM
Acebuddy	Hello Laura Barry, I'm your Ace Buddy. I'll be happy to assist you!	6:47:36 PM
	Whom Would You Like to Connect With?	6:47:36 PM
Ibarry	Technical Support (QB & App Hosting)	6:47:39 PM
Acebuddy	Welcome to Ace Support.	6:47:39 PM
	Please chose an option :	6:47:39 PM

Ibarry	I'd like to report an Issue	6:47:46 PM
Acebuddy	Please select an option!	6:47:46 PM
Ibarry	Other Issue	6:47:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:47:55 PM
Ibarry	I am trying to get into ACE and I get a popup that says Non-Enrolled when I close that popup it comes up with a restrictions alert "you must complete all the authentication steps to verify your identity. Please try again." I hit the "OK" on that window	6:49:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:49:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:49:44 PM
Ibarry	and it takes me out of ACE all together	6:49:56 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:51:05 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:51:17 PM
Ibarry	Thank you	6:51:25 PM
Manish Singh	I will surely help you with this issue.	6:51:26 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?	6:51:49 PM
Ibarry	Yes this is the first time I am experiencing. One of my coworkers experienced the same thing but it let them change the user to their name and get the verification email and it isn't letting me do that	6:52:36 PM
Manish Singh	As I can check you have enabled TFA for some users.	6:52:54 PM
	Kindly visit selfcare.acecloudhosting.com	6:53:10 PM
	Enter your username LauraBarry and server password	6:53:35 PM
	After that kindly authenticate yourself via email or authenticator and try to access server afterwards.	6:54:05 PM
Ibarry	Ok trying now	6:55:52 PM
Manish Singh	Yes, please take your time.	6:56:49 PM
Ibarry	That worked I am in now, thanks so much!	6:57:32 PM
Manish Singh	Is there anything else I may help you with ?	6:57:55 PM
Ibarry	No, that's it, thanks again!	6:58:16 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:58:24 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:58:29 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!	6:58:32 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

6:58:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 8:59:15 AM

#82564 jackhung

Email: jackhung@jonaglobal.com 16265893869

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: CHINO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 53 Secs

jackhung	Hello, I am your Acebuddy	14 Oct, 8:59:16 AM
Acebuddy	Hello Jackhung, I'm your Ace Buddy. I'll be happy to assist you!	8:59:17 AM
	Whom Would You Like to Connect With?	8:59:17 AM
jackhung	Technical Support (QB & App Hosting)	8:59:29 AM
Acebuddy	Welcome to Ace Support.	8:59:29 AM
	Please chose an option :	8:59:29 AM
jackhung	I'd like to raise a Request	8:59:36 AM
Acebuddy	Please select your request type.	8:59:36 AM

jackhung	Other Request	9:00:14 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:00:14 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:00:14 AM
jackhung	Yes, I'm facing issues with my server	9:00:25 AM
Acebuddy	Please select an option!	9:00:25 AM
jackhung	Other Issue	9:00:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:00:33 AM
jackhung	login	9:05:37 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:05:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:05:38 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:06:00 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:06:06 AM
	Hi jackhung	9:06:15 AM
jackhung	hi	9:06:39 AM
Shubham Kataria	Kindly confirm if you're unable to access the server.	9:06:53 AM
jackhung	yes	9:07:09 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:07:19 AM
jackhung	CID68710	9:07:51 AM
Shubham Kataria	Thank you	9:08:08 AM
	Please confirm if you're the only user facing this issue	9:08:22 AM
jackhung	so far yes	9:08:36 AM
	and only on this computer	9:08:42 AM
	i can log in from my laptop and another desktop in office	9:08:58 AM
Shubham Kataria	Alright, I will surely help with this	9:09:14 AM
	May I take the remote access of your local computer?	9:09:18 AM
jackhung	yes	9:09:25 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	9:09:37 AM
	https://assist.acecloudhosting.com/join/3862179361	9:09:53 AM
jackhung	done	9:09:53 AM
Shubham Kataria	Kindly paste this link in the browser of local computer and join the session.	9:09:57 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till	

the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

9:12:12 AM

Thank you for your patience.

9:19:32 AM

As per the remote conversation your issue has been resolved

9:19:41 AM

Is there anything else I may help you with ?

9:19:44 AM

jackhung that's it, thanks!

9:19:54 AM

Shubham Kataria you're welcome

9:19:58 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.

9:20:00 AM

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

9:20:05 AM

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

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

Thanks!

9:20:07 AM

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

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

Shubham Kataria has ended this chat session

9:20:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 9:37:21 PM

#82796 Nazli Akbari

Email: nakbari@bcblrs.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Mac OS

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 18 Secs

City: PASADENA

State: Texas

Country: UNITED STATES

Chat Duration : 36 Mins 51 Secs

Chat Transcript

Nazli Akbari	Hello, I am your Acebuddy	21 Oct, 9:37:21 PM
Acebuddy	Hello Nazli Akbari, I'm your Ace Buddy. I'll be happy to assist you!	9:37:22 PM
	Whom Would You Like to Connect With?	9:37:22 PM
Nazli Akbari	Technical Support (QB & App Hosting)	9:37:26 PM
Acebuddy	Welcome to Ace Support.	9:37:26 PM
	Please chose an option :	9:37:26 PM
Nazli Akbari	I'd like to report an Issue	9:37:33 PM
Acebuddy	Please select an option!	9:37:33 PM
Nazli Akbari	QuickBooks Issue	9:37:36 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:37:37 PM
Nazli Akbari	Other QB related issue	9:37:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:37:42 PM
Nazli Akbari	double sided printig	9:37:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:37:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:37:53 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:38:30 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:38:35 PM
	Hello Nazli	9:38:40 PM
Nazli Akbari	hello	9:38:48 PM
Sujeet Kumar Suman	How are you doing?	9:38:51 PM
Nazli Akbari	good thank you	9:38:59 PM
	i got the double sided printing on quickbooks issue fized previously, but i updated my mac last night and it is double sided printing again	9:39:26 PM
Sujeet Kumar Suman	No worries, I can help with that. Let me look into it for you.	9:39:46 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:39:51 PM
Nazli Akbari	buster and cogdell builders	9:40:28 PM

	nazli akbari	9:40:30 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	9:41:04 PM
	May I take the remote access of your local computer?	9:41:48 PM
Nazli Akbari	yes	9:43:08 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	9:43:23 PM
Nazli Akbari	closed	9:44:24 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:44:32 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/6482643579	9:44:48 PM
Nazli Akbari	joined	9:46:35 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:46:49 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:46:52 PM
	Thank you in advance for your patience.	10:07:39 PM
	Please stay connected; we are working on remote session.	10:07:55 PM
	Thank you for your patience.	10:10:38 PM
	As per discussion over the remote session, The issue is resolved.	10:11:07 PM
	Is there anything else I may help you with ?	10:11:08 PM
	Are we still connected here?	10:12:29 PM
	Issue resolved as confirmed during remote session. Closing the chat	10:14:10 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	10:14:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Oct, 12:44:02 PM

#82686 Marshall Madamba

Email: mmadamba@gmail.com

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 48 Secs

City: OLYMPIA

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins

Marshall Madamba	Hello, I am your Acebuddy	16 Oct, 12:44:02 PM
Acebuddy	Hello Marshall Madamba, I'm your Ace Buddy. I'll be happy to assist you!	12:44:04 PM
	Whom Would You Like to Connect With?	12:44:04 PM
Marshall Madamba	Technical Support (QB & App Hosting)	12:44:10 PM
Acebuddy	Welcome to Ace Support.	12:44:11 PM
	Please chose an option :	12:44:11 PM
Marshall Madamba	I'd like to raise a Request	12:44:20 PM
Acebuddy	Please select your request type.	12:44:20 PM
Marshall Madamba	Other Request	12:44:26 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.	12:44:26 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:44:26 PM
Marshall Madamba	Yes, I'm facing issues with my server	12:44:45 PM
Acebuddy	Please select an option!	12:44:45 PM
Marshall Madamba	Other Issue	12:44:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:44:52 PM
Marshall Madamba	I need the AGL1 server restarted twice. I have uninstalled Filemaker Server and need to reinstall once the server has been double restarted. This is on ticket 783577.	12:46:01 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:46:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:46:01 PM
	<i>Ankit Kumar accepted the chat transfer request.</i>	12:46:09 PM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	12:46:20 PM
	Hello Marshall, How are you doing today?	12:46:48 PM
Marshall Madamba	I'm good Ankit. How are you?	12:47:09 PM

Ankit Kumar	I am doing well, thank you for asking.	12:47:24 PM
	I will surely help you with this.	12:47:42 PM
	Kindly allow me 2-3 minutes to check the ticket.	12:48:34 PM
Marshall Madamba	I appreciate that. I prefer you restart server so you can ensure start up is good.	12:49:19 PM
	FYI, I have logged out of the AGL1_Guest account.	12:50:41 PM
	Please ensure that I have admin access on that account once the server is back up.	12:51:41 PM
Ankit Kumar	Thank you for waiting and for sharing the details. Please confirm if I can proceed with the reboot. It may take around 2-3 minutes for the server to be up and running again.	12:52:00 PM
	Yes, for now, I will only reboot the server as requested. Once we receive your confirmation to revoke admin rights over email, we will proceed with making the necessary changes.	12:53:17 PM
Marshall Madamba	Yes, that's fine and was my expectation. Just to make sure, please restart again after the first restart—this is what is recommended for the Filemaker Server reinstall.	12:53:31 PM
Ankit Kumar	Okay, I need to reboot the server, and once it is up and running, I'll have to initiate another reboot, correct?	12:55:18 PM
	Marshall, are we still connected here?	12:58:56 PM
	Are we still connected here?	12:59:43 PM
Marshall Madamba	I can stay on this chat or just wait for an email from you. What do you prefer?	1:00:42 PM
	Yes, you are correct about the second restart.	1:01:15 PM
Ankit Kumar	Marshall, I have rebooted the server as requested. Please check and confirm if everything is working as expected.	1:01:32 PM
	The server is up and running after the second reboot.	1:01:56 PM
Marshall Madamba	Let me look...	1:02:10 PM
Ankit Kumar	Sure, Please take your time. :	1:02:37 PM
Marshall Madamba	Looks good. Is this after the first or second reboot?	1:02:54 PM
Ankit Kumar	Second reboot.	1:03:07 PM
	Marshall, Is there anything else I may help you with ?	1:03:18 PM
Marshall Madamba	No. I'll take it from here. Thanks Ankit.	1:03:54 PM
	Correct.	1:03:55 PM
Ankit Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:03:55 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
		1:03:59 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/>)

Ankit Kumar has ended this chat session

1:04:02 PM



Chat Transcript

[Start chat](#)

Visitor Details

7 Oct, 4:34:55 AM

#82296 justin carpenter

Email: jcarpenter1906@gmail.com ☎ 14432203368

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 19 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 58 Mins 1 Sec

justin carpenter	Start chat	7 Oct, 4:34:56 AM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	4:35:02 AM
	Hi Justin, how are you doing today?	4:36:05 AM
justin carpenter	hi how are you	4:37:34 AM
	I am looking to ge tmy server reinstated	4:37:38 AM
	what is the minimum i can pay today to get it reinstated	4:37:49 AM
Siddhant	I am doing really well.	4:38:42 AM

	Sure. Please allow me a moment.	4:38:56 AM
	Let me transfer you to the billing team.	4:39:56 AM
	<i>Siddhant is transferring the chat to Billing.</i>	4:40:05 AM
	<i>Aditya Seth accepted the chat transfer request.</i>	4:40:14 AM
Aditya Seth	Hello Aditya this side from Ace cloud Hosting!	4:40:45 AM
justin carpenter	thank you	4:40:48 AM
	how are you doing	4:40:52 AM
Aditya Seth	How May I assist you today?	4:40:56 AM
justin carpenter	need to pay to reinstate my server	4:41:00 AM
	can you assist me i need to work out a payment plan	4:41:07 AM
Aditya Seth	For that first we have to recover the data after we can take the payment.	4:42:08 AM
justin carpenter	yes please recover my data	4:42:23 AM
	i didnt approve you all to delete my data	4:42:29 AM
	you all did that last time without my consent that is not righ t	4:42:38 AM
Aditya Seth	For that we will be transferring this chat to the support department so that they can recover your server.	4:42:45 AM
justin carpenter	thank you please recover my server asap	4:43:02 AM
	<i>Aditya Seth is transferring the chat to Support(QB & App Hosting).</i>	4:43:16 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	4:43:29 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	4:43:35 AM
justin carpenter	thank you please recover my server so i can ay to have it reinstated	4:43:50 AM
Abhay Kumar Saraswat	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:44:33 AM
justin carpenter	carpenter tax accounting	4:44:42 AM
	is the server	4:44:44 AM
	my name is justin carpenter the admin	4:44:49 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	4:44:56 AM
justin carpenter	ok	4:45:02 AM
	hello?	4:49:56 AM
Abhay Kumar Saraswat	I apologize for any delay. Thank you for your patience.	4:50:18 AM
	I've checked, and your data is still available on the D drive of the server.	4:51:09 AM
justin carpenter	can you recover it	4:51:16 AM

	it is not letting me log in to pay	4:51:22 AM
	please reactivate server	4:51:27 AM
	hey	4:52:18 AM
Abhay Kumar Saraswat	There is no need to recover your data, as it is still available on the server in its original folder.	4:52:39 AM
justin carpenter	can you send sophia taylor, haidee M and Justin Carpenter temporary password reset links for the rdp server please via email	4:52:42 AM
Abhay Kumar Saraswat	For this, we need to discuss with the customer success team to restart your server again.	4:53:51 AM
	Kindly allow me two minutes.	4:54:03 AM
justin carpenter	thank you also can i pay part of my invoices so that i can have access?	4:54:50 AM
Abhay Kumar Saraswat	I'm not the right person to confirm this. The billing team will provide the details. Please allow me a few minutes to check their availability.	4:55:58 AM
justin carpenter	ok thank you	4:56:10 AM
	if i pay part of the invoices can you reactivate the server for me? also i sent an email to you all to send password reset links	4:57:45 AM
	also its still showing on my backend that there are no users on my server	4:58:10 AM
	i need all the data to be updated and change back to original form	4:58:22 AM
Abhay Kumar Saraswat	Please stay on the line. I'll update you as soon as I receive a response from the respective team.	4:59:28 AM
justin carpenter	ok	5:01:24 AM
Abhay Kumar Saraswat	I apologize for any delay. Thank you for your patience.	5:03:23 AM
	I'm transferring your chat to the billing team, who will assist you further with your payment-related query.	5:04:31 AM
justin carpenter	can you confirm my server is active	5:04:42 AM
	also did you get my email request regarding the temporary password links	5:04:57 AM
	?	5:05:46 AM
Abhay Kumar Saraswat	Your server is currently active but temporarily inaccessible, as it has been reclaimed. Services will resume once you coordinate with the billing team regarding the payment.	5:06:04 AM
justin carpenter	ok please transfer me to billing i am ready to work out a payment asap	5:06:41 AM
Abhay Kumar Saraswat	Let me transfer you to a specialist who can better address your concern.	5:07:23 AM
justin carpenter	ok thank you	5:07:35 AM
Abhay Kumar Saraswat	I apologize for the delay. Thank you for your patience.	5:09:41 AM
justin carpenter	thanks	5:09:49 AM
Abhay Kumar		

Saraswat	I've checked, and the billing team is currently unavailable on chat. I can arrange a callback for you at the earliest convenience.	5:11:14 AM
	Are we still connected here?	5:12:17 AM
justin carpenter	I need my server activated tonight !	5:12:33 AM
	can you assist me with this if i go ahead and pay 2 invoices and send you a screenshot confirmation?	5:12:55 AM
Abhay Kumar Saraswat	I apologize, but as I mentioned, I'm from the server support team, and the billing team handles payment-related requests.	5:14:45 AM
	They are currently unavailable on chat, but I can escalate your request so they can assist and guide you regarding the payment.	
justin carpenter	i am prepared to pay now	5:14:57 AM
	do you have the authority to reinstate my server?	5:15:06 AM
	someone from server support helped me out before	5:17:16 AM
Abhay Kumar Saraswat	No, I apologize.	
	I'm unable to restart your server because it is currently inactive due to pending payment. I don't have the authorization to do so from my end. The server can only be reactivated once we receive confirmation from the billing team. I'm doing my best to arrange a callback for you after this chat and will transfer your ticket to them so they can address your request as soon as possible.	5:17:31 AM
justin carpenter	will they call me back tonight	5:18:01 AM
	and why is it still showing that my server is cancelled on the back end	5:18:28 AM
	<i>5:18:47 AM justin carpenter is sharing a file with you image.png - (Size:55.5 KB)</i>	5:18:47 AM
	also its not giving me the option to submit payment	5:19:33 AM
Abhay Kumar Saraswat	Yes, as I mentioned, your account was cancelled due to a payment-related issue and will be reactivated once we receive confirmation from the billing team.	5:20:28 AM
justin carpenter	?	5:20:29 AM
	they arent giving me an option to even pay	5:20:41 AM
	and there is normally an option for me to pay	5:20:48 AM
Abhay Kumar Saraswat	Yes, because the payment link will be shared by them only.	5:21:00 AM
justin carpenter	when will they send it ?	5:21:09 AM
	are they gone for the day? i need this resolved tonight	5:21:18 AM
Abhay Kumar Saraswat	This message has been deleted	5:22:34 AM
	As the server support team, we are available 24/7; however, the billing team has specific working hours and will be available tomorrow.	5:22:43 AM
justin carpenter	how early will they be available tomorrow	5:23:12 AM
Abhay Kumar		

Saraswat	Sure, let me confirm you this.	5:23:24 AM
	Could you please confirm me your timezone?	5:23:41 AM
justin carpenter	est	5:23:45 AM
Abhay Kumar Saraswat	The billing team will be available at 10:30 AM EST.	5:24:42 AM
justin carpenter	do you have an email where i can contact them requesting link?	5:25:29 AM
Abhay Kumar Saraswat	Yes, sure.	5:25:54 AM
	Let me share with you the billing team email.	5:26:14 AM
justin carpenter	ok	5:28:42 AM
Abhay Kumar Saraswat	billing@acecloudhosting.com	5:28:46 AM
	You can also email the billing team directly, and I am forwarding your ticket to them from my end so they can address it as soon as possible.	5:29:32 AM
	Is there anything else I may help you with ?	5:29:52 AM
justin carpenter	thank you need this addressed asap	5:30:21 AM
	also need the temporary password reset links for all of my users	5:30:32 AM
Abhay Kumar Saraswat	I would like to inform you that temporary passwords will not work at the moment. Once the server is restarted, users can log in using their existing passwords.	5:32:31 AM
justin carpenter	ok	5:32:45 AM
	thank you	5:32:46 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.	5:32:52 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!	5:32:58 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.	5:33:01 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	5:33:04 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Oct, 2:16:37 AM

#82735 kthevendra

Email: kthevendra@gmail.com  4166187294

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 16 Secs

City: SCARBOROUGH

State: Ontario

Country: CANADA

Chat Transcript

Chat Duration : 20 Mins 15 Secs

kthevendra	Hello, I am your Acebuddy	18 Oct, 2:16:38 AM
Acebuddy	Hello Kthevendra, I'm your Ace Buddy. I'll be happy to assist you!	2:16:39 AM
	Whom Would You Like to Connect With?	2:16:39 AM
kthevendra	Technical Support (QB & App Hosting)	2:16:44 AM
Acebuddy	Welcome to Ace Support.	2:16:44 AM
	Please chose an option :	2:16:44 AM
kthevendra	I'd like to raise a Request	2:16:52 AM
Acebuddy	Please select your request type.	2:16:52 AM
kthevendra	Application Version Upgrade	2:17:11 AM
Acebuddy	Please select the application you would like to upgrade :	2:17:11 AM
kthevendra	Other Application	2:17:18 AM
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server desktop.	2:17:18 AM
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.	2:17:18 AM
	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.	2:17:18 AM
	Do you need any further assistance on the topic?	2:17:18 AM
kthevendra	Yes	2:17:45 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:17:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:17:45 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	2:18:02 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	2:18:07 AM
kthevendra	hi	2:18:32 AM
	my server. http://TLDMFSI.myreldata.net myreldata\GnanakumaranTh	2:18:55 AM
Sujeet Kumar Suman	Hello	2:18:56 AM
	Thank you for the information and allow 2 minutes to check the same.	2:19:05 AM
	Thank you for your patience.	2:20:08 AM
	Sure, I can help with that.	2:20:25 AM
	Could you please confirm which application you would like to upgrade?	2:20:54 AM
kthevendra	Quickbooks not supporting Windows 10. need to upgrade to window 11	2:21:18 AM
Sujeet Kumar Suman	Are you getting a notification while trying to upgrade?	2:21:41 AM
	Could you please share a screenshot of the prompt that appears when you click on it?	2:21:56 AM
kthevendra	I can't upload a screen shot in this chat	2:23:32 AM
Sujeet Kumar Suman	No issue.	2:24:02 AM
	<i>2:24:13 AM kthevendra is sharing a file with you IMG_3377.jpeg - (Size:7.4 MB)</i>	2:24:13 AM
	<i>2:24:49 AM Sujeet Kumar Suman is sharing a file with you image.png - (Size:61.01 KB)</i>	2:24:49 AM
	<i>Are you getting this kind of error?</i>	
kthevendra	yes	2:24:57 AM
Sujeet Kumar Suman	Thank you for the screenshot.	2:25:04 AM
	No worries.	2:25:13 AM
	<i>2:26:27 AM Sujeet Kumar Suman is sharing a file with you image.png - (Size:36.2 KB)</i>	
	<i>We would like to inform you that this appears to be a reminder from Intuit related to QuickBooks Desktop. We assure you that:</i>	
	<i>The version of the operating system installed on our servers is fully compatible with your QuickBooks Desktop. We regularly apply all the latest security patches and updates released by Microsoft without delay. There is no action required from your side regarding this Windows 10 notification for your ACH-hosted</i>	
	<i>2:26:27 AM</i>	

Your hosted environment remains fully secure, compliant, and optimized for performance.
For your reference, below are the Microsoft operating systems officially compatible with QuickBooks Desktop:
Windows Server 2022
Windows Server 2019
Windows Server 2016

Kindly refer to the below screenshot for the server OS version.

As ACH is running your QuickBooks on these supported versions, no action is required from your end
you may type Yes in confirmation.

2:27:56 AM

kthevendra yes 2:28:17 AM

Sujeet Kumar Suman Thanks for the confirmation ! 2:28:25 AM

kthevendra when will the server upgraded 2:28:36 AM

Sujeet Kumar Suman On weekend. 2:28:50 AM

kthevendra ok 2:29:05 AM

Sujeet Kumar Suman If you have any specific date, please let us know. 2:29:21 AM

kthevendra no. this weekend is ok. 2:29:57 AM

Sujeet Kumar Suman Thanks for the confirmation ! 2:30:00 AM

Is there anything else I may help you with ? 2:30:04 AM

Are we still connected here? 2:32:05 AM

Are we still connected here? 2:34:11 AM

Are we still connected here? 2:36:39 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.

2:36:51 AM

Sujeet Kumar Suman has ended this chat session 2:36:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Oct, 3:33:41 AM

#82346 Andrew Njoroge NGANGA

Email: accounts@carebearbooks.com ☎ 12067305215

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Duration : 42 Mins 4 Secs

Chat Transcript

Andrew Njoroge NGANGA	Hello, I am your Acebuddy	8 Oct, 3:33:41 AM
Acebuddy	Hello Andrew Nganga, I'm your Ace Buddy. I'll be happy to assist you!	3:33:42 AM
	Whom Would You Like to Connect With?	3:33:42 AM
Andrew Njoroge NGANGA	Technical Support (QB & App Hosting)	3:33:48 AM
Acebuddy	Welcome to Ace Support.	3:33:48 AM
	Please chose an option :	3:33:48 AM
Andrew Njoroge NGANGA	I'd like to raise a Request	3:33:54 AM
Acebuddy	Please select your request type.	3:33:54 AM
Andrew Njoroge NGANGA	Change in Users	3:34:01 AM
Acebuddy	Please select your desired option!	3:34:01 AM
Andrew Njoroge NGANGA	User Addition	3:34:05 AM
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!	3:34:05 AM
	Do you need any further assistance on the topic?	3:34:05 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.	4:15:46 AM
	<i>Ended due to chat idle timeout</i>	4:15:46 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 3:53:07 PM

#82905 Kush

Email: sgclientservices@sgaccountants.com  6467050080

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: KOBA

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 34 Mins 41 Secs

Kush	Hello, I am your Acebuddy	24 Oct, 3:53:08 PM
Acebuddy	Hello Kush, I'm your Ace Buddy. I'll be happy to assist you!	3:53:09 PM
	Whom Would You Like to Connect With?	3:53:09 PM
Kush	Technical Support (QB & App Hosting)	3:53:17 PM
Acebuddy	Welcome to Ace Support.	3:53:17 PM
	Please chose an option :	3:53:17 PM
Kush	I'd like to report an Issue	3:53:28 PM
Acebuddy	Please select an option!	3:53:28 PM
Kush	Other Issue	3:53:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:53:33 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.	4:27:49 PM
<i>Ended due to chat idle timeout</i>		4:27:49 PM



