

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details


2 Nov, 5:28:57 AM

**#83201 KEITH**  
**Email:** ks.partsfast@gmail.com 📞 7133203009  
**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:** 29 Secs  
**City:** RICHMOND  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 10 Secs

KEITH	Hello, I am your Acebuddy	2 Nov, 5:28:57 AM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	5:28:58 AM
	Whom Would You Like to Connect With?	5:28:58 AM
KEITH	Technical Support (QB & App Hosting)	5:29:07 AM
Acebuddy	Welcome to Ace Support.	5:29:07 AM
	Please chose an option :	5:29:07 AM
KEITH	I'd like to report an Issue	5:29:13 AM
Acebuddy	Please select an option!	5:29:13 AM
KEITH	QuickBooks Issue	5:29:19 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:29:19 AM
KEITH	Other QB related issue	5:29:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:29:27 AM
KEITH	pop up message stating the drive is low. contact support	5:30:26 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:30:27 AM
Acebuddy (bot) forwarded the chat request		5:30:27 AM

	<i>Shashwat Verma accepted the chat transfer request.</i>	5:30:47 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	5:30:53 AM
KEITH	parts.myrealddata.net	5:30:54 AM
Shashwat Verma	Hello	5:31:00 AM
KEITH	pop up window says low disk space contact support	5:31:27 AM
Shashwat Verma	I will surely help you with this issue.	5:31:54 AM
	Kindly allow me two minutes to check the same.	5:32:01 AM
KEITH	ok	5:32:01 AM
Shashwat Verma	Keith, The pop came up due to C drive saturation of the server, to resolve this will clean the unnecessary file and temp files from the server	5:33:54 AM
	We have noted your request and will do the same from backend	5:34:14 AM
	Once done will let you know about the status	5:34:26 AM
KEITH	ok	5:34:40 AM
Shashwat Verma	Is there anything else I may help you with ?	5:34:44 AM
KEITH	i will take a look. several months ago i cleaned the file and went from 3300mb to 18mb. we are at about 2200 mb now. should we not have more space. or does it adjust down	5:36:35 AM
Shashwat Verma	Okay, will share you the detailed overview and space utilization report after cleaning the temp files and will proceed accordingly.	5:36:54 AM
	Exact usage of the server space will be best calculated once we clean the temp files (Edited)	5:37:20 AM
KEITH	ok. so you mentioned looking at it from back side. should i just let you do it and when will you do it . i am trying to schedule this and dont want to be running file condensor and you guys knock me off	5:39:04 AM
Shashwat Verma	Yes, will schedule the same in off hours and will prompt you too, in case you are using server in that time span, will let you know if we clash with the timing	5:40:25 AM
KEITH	ok sounds great	5:41:44 AM
Shashwat Verma	Thanks	5:41:51 AM
	Is there anything else I may help you with ?	5:41:53 AM
KEITH	thank you	5:41:56 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	5:42:02 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:42:04 AM
	<i>Shashwat Verma has ended this chat session</i>	5:42:08 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Nov, 8:31:18 PM

#83871 austin smith

Email: austin@gwinnetteletricsupply.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript		Chat Duration : 35 Mins 31 Secs
austin smith	Hello, I am your Acebuddy	20 Nov, 8:31:18 PM
Acebuddy	Hello Austin Smith, I'm your Ace Buddy. I'll be happy to assist you!	8:31:19 PM
	Whom Would You Like to Connect With?	8:31:19 PM
austin smith	Technical Support (QB & App Hosting)	8:31:28 PM
Acebuddy	Welcome to Ace Support.	8:31:28 PM
	Please chose an option :	8:31:28 PM
austin smith	I'd like to raise a Request	8:31:37 PM
Acebuddy	Please select your request type.	8:31:37 PM
austin smith	Other Request	8:32:02 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.	8:32:02 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:32:02 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.	9:06:50 PM
Ended due to chat idle timeout		9:06:50 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 10:28:36 PM

**#83776 Amanda zhang**  
**Email:** amanda@prudentcpa.com ☎ 718-445-1818  
**Department:** Support(QB & App Hosting)  
**Operator:** Luv  
**Website:** https://www.acecloudhosting.com/support-chat-mail.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 33 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 47 Secs

Amanda zhang	Hello, I am your Acebuddy	18 Nov, 10:28:36 PM
Acebuddy	Hello Amanda Zhang, I'm your Ace Buddy. I'll be happy to assist you!	10:28:37 PM
	Whom Would You Like to Connect With?	10:28:37 PM
Amanda zhang	Technical Support (QB & App Hosting)	10:28:46 PM
Acebuddy	Welcome to Ace Support.	10:28:46 PM
	Please chose an option :	10:28:46 PM
Amanda zhang	I'd like to report an Issue	10:28:57 PM
Acebuddy	Please select an option!	10:28:57 PM
Amanda zhang	Other Issue	10:29:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:29:02 PM
Amanda zhang	trying to add new users to my cloud	10:29:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:29:19 PM
	Acebuddy (bot) forwarded the chat request	10:29:19 PM

Amanda zhang	ok	10:29:38 PM
	<i>Luv accepted the chat transfer request.</i>	10:29:52 PM
	hi	10:29:59 PM
Luv	Hi Amanda	10:30:06 PM
	how are you?	10:30:08 PM
Amanda zhang	good thanks	10:30:13 PM
	i was given instruction by your tech team to add additional users to our cloud	10:30:33 PM
Luv	Okay please share your account name?	10:30:38 PM
Amanda zhang	prudent accounting services llc	10:30:48 PM
Luv	yes are you having issues while doing so?	10:30:51 PM
	Okay Checking, allow me 2 minutes	10:31:05 PM
Amanda zhang	yes, it said something went wrong and ask me to contact support team?	10:31:10 PM
Luv	Okay, um May I take remote session of your system?	10:31:50 PM
Amanda zhang	ok	10:32:03 PM
	or if you can have your team add the two additional users for me? I already emailed user info to the sales manager	10:33:15 PM
Luv	I just sent you the Email with zoho assist link, if we are not able to add the users from your end, I will create the users for you.	10:34:15 PM
Amanda zhang	ok	10:34:27 PM
Luv	amanda@prudentcpa.com I sent the email on this one.	10:34:52 PM
Amanda zhang	i didi	10:35:17 PM
Luv	Okay waiting for it connect	10:35:31 PM
Amanda zhang	you got it?	10:36:33 PM
Luv	Yes I can see it now.	10:36:47 PM
	Please enter the details	10:37:29 PM
	Can you please share the details here	10:44:36 PM
	Are you there?	10:54:23 PM
	I will be sending you the password on the ticket which this chat will create in just a few, is that fine?	10:54:43 PM
	Since there is no response, I will be disconnecting the chat.	10:58:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:58:13 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:58:19 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

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

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

Thanks!


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

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

10:58:22 PM

*Luv has ended this chat session*

10:58:24 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 8:40:53 PM

**#83275 Maricel**

**Email:** admin@taxwisecorp.com

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

**Operator:** Karan Bhattacharya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** SAN GREGORIO

**State:** Zambales

**Country:** PHILIPPINES

Chat Transcript

Chat Duration : 11 Mins

Maricel	Hello, I am your Acebuddy	4 Nov, 8:40:53 PM
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!	8:40:54 PM
	Whom Would You Like to Connect With?	8:40:54 PM
Maricel	Technical Support (QB & App Hosting)	8:40:57 PM
Acebuddy		

	Welcome to Ace Support.	8:40:57 PM
	Please chose an option :	8:40:57 PM
Maricel	I'd like to raise a Request	8:41:01 PM
Acebuddy	Please select your request type.	8:41:01 PM
Maricel	Other Request	8:41:12 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.	8:41:12 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:41:12 PM
Maricel	Yes, I'm facing issues with my server	8:41:22 PM
Acebuddy	Please select an option!	8:41:22 PM
Maricel	Other Issue	8:41:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:41:26 PM
Maricel	Cannot connect to RDP due to change on IP address	8:41:42 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:41:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:41:43 PM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	8:42:51 PM
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	8:43:11 PM
Maricel	Hello, I requested to whitelist the new IP address earlier. and it's been a hour but no email from your support if it's done	8:43:46 PM
Karan Bhattacharya	Please let me know the ticket number so that I can track it	8:44:14 PM
Maricel	The other representative says they will email the ticket number but I haven't receive any	8:44:57 PM
Karan Bhattacharya	ok,let me check once at backend.	8:45:20 PM
Maricel	ok, thanks	8:45:29 PM
Karan Bhattacharya	allow me few minutes	8:45:31 PM
Maricel	ok	8:48:40 PM
Karan Bhattacharya	Is this the ip 175.176.8.184?	8:49:14 PM
Maricel	yes correct	8:49:22 PM
Karan Bhattacharya	I see it has been whitelisted,can you please try again?	8:49:53 PM
Maricel	ok, let me try	8:50:15 PM
	Yes, it's working now. Thanks	8:50:36 PM
Karan Bhattacharya	ok,Glad to hear that the issue has been resolved.	8:50:59 PM
	Is there anything else I can help you with?	8:51:11 PM



Maricel	No, that's all	8:51:25 PM
Karan Bhattacharya	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	8:51:41 PM
	<i>Karan Bhattacharya has ended this chat session</i>	8:51:54 PM



# Chat Transcript

I can not get into my portal. it is looking for AdminL.pro02 password which is not my password

Visitor Details

6 Nov, 1:17:45 AM

**#83351 Debbie Tyree**  
**Email:** drtrenee@hotmail.com 📞 17752919853  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** <https://www.acecloudhosting.com/account-login/>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 51 Secs  
**City:** CHICAGO  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 43 Secs

Debbie Tyree	I can not get into my portal. it is looking for AdminL.pro02 password which is not my password	6 Nov, 1:17:45 AM
Aayush Verma		



	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.	1:17:49 AM
Debbie Tyree	Sorry it is jus AdminL.pro2	1:18:03 AM
Aayush Verma	Sure, I will transfer this chat to our support team.	1:18:34 AM
	<i>Aayush Verma is transferring the chat to Support(QB &amp; App Hosting).</i>	1:18:45 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:19:15 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:19:22 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:19:32 AM
Debbie Tyree	myrealdata\Admini.pro2	1:20:45 AM
Yash Kalra	Debbie, please help me with your account name as well	1:21:52 AM
Debbie Tyree	QBlivePro2.myrealdata.net	1:22:58 AM
Yash Kalra	Debbie, are you receiving any error message while attempting to connect? If yes, kindly share the exact message.	1:24:06 AM
	<i>1:25:04 AMDebbie Tyree is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:452.78 KB )</i>	1:25:04 AM
Debbie Tyree	my password is not working for that request. I even went into my portal and changed.	1:25:43 AM
Yash Kalra	Debbie, I have made some changes form the backend. Please try one more	1:26:56 AM
Debbie Tyree	No login attempt failed	1:27:46 AM
Yash Kalra	Please share me your password so that I can check it from the backend.	1:28:07 AM
Debbie Tyree	33DRT\$abt23!\$	1:28:38 AM
Yash Kalra	May I take the remote access of your local computer?	1:29:19 AM
Debbie Tyree	sure	1:29:27 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	1:29:32 AM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/8982674843">https://assist.acecloudhosting.com/join/8982674843</a>	1:29:40 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:34:08 AM
	Debbie, we assisted you with the login issue	1:40:03 AM
	Is there anything else I may help you with ?	1:40:06 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:41:26 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> .	

Thanks!


1:41:28 AM

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

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

*Yash Kalra has ended this chat session*

1:41:33 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Nov, 9:58:18 PM

**#83472 Palmer**

**Email:** brayden.palmer.cpa@outlook.com ☎ 4352656043

**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:** SMITHFIELD


**State:** Utah

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Week 3 Days

Palmer	Hello, I am your Acebuddy	10 Nov, 9:58:18 PM
Acebuddy	Hello Brayden Palmer, I'm your Ace Buddy. I'll be happy to assist you!	9:58:19 PM
	Whom Would You Like to Connect With?	9:58:19 PM
Palmer	Technical Support (QB & App Hosting)	9:58:27 PM
Acebuddy	Welcome to Ace Support.	9:58:27 PM
	Please chose an option :	9:58:27 PM
Palmer	I'd like to raise a Request	9:58:34 PM
Acebuddy		

	Please select your request type.	9:58:34 PM
Palmer	Setup Ace Server	9:58:48 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	9:58:48 PM
Palmer	Microsoft Windows	9:58:53 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	9:58:53 PM
	Do you need any further assistance on the topic?	9:58:53 PM
Palmer	Yes	9:59:35 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:59:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:59:35 PM
	<i>Ankit Kumar has not responded for the transfer request.</i>	10:01:36 PM
Palmer	Hello?	10:05:27 PM
	I need some help setting up my remote desktop.	10:06:41 PM
	<i>Chat request was not picked up by the operators</i>	10:07:44 PM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83749 Dinesh Dulal

Email: admin@ctaxllc.com 📞 14438159975

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: ROUND ROCK

State: Texas

Country: UNITED STATES

18 Nov, 8:29:13 PM

Dinesh Dulal	Hello, I am your Acebuddy	18 Nov, 8:29:13 PM
Acebuddy	Hello Dinesh Dulal, I'm your Ace Buddy. I'll be happy to assist you!	8:29:15 PM
	Whom Would You Like to Connect With?	8:29:15 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:11:43 PM
Ended due to chat idle timeout		9:11:44 PM



# Chat Transcript

Hello, I am your Acebuddy

#83747 freddy

Email: freddy@groundscapeconcepts.com ☎ 4235060926

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: SODDY DAISY

State: Tennessee

Country: UNITED STATES

freddy	Hello, I am your Acebuddy	18 Nov, 6:22:43 PM
Acebuddy	Hello Freddy, I'm your Ace Buddy. I'll be happy to assist you!	6:22:44 PM
	Whom Would You Like to Connect With?	6:22:44 PM
freddy	Technical Support (QB & App Hosting)	6:23:24 PM
Acebuddy		

	Welcome to Ace Support.	6:23:24 PM
	Please chose an option :	6:23:24 PM
freddy	I'd like to raise a Request	6:23:32 PM
Acebuddy	Please select your request type.	6:23:32 PM
freddy	Other Request	6:23:48 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.	6:23:48 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:23:48 PM
freddy	Yes, I'm facing issues with my server	6:24:14 PM
Acebuddy	Please select an option!	6:24:14 PM
freddy	QuickBooks Issue	6:24:20 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:24:20 PM
freddy	QuickBooks Login Issue	6:24:26 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	6:24:27 PM
	Was that helpful?	6:24:27 PM
freddy	No	6:24:48 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:24:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:24:48 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:25:08 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:25:12 PM
	Hello Freddy	6:25:20 PM
	<i>6:25:39 PM</i> freddy is sharing a file with you <a href="#">image.png</a> - ( Size:11.07 KB )	6:25:39 PM
	Are you able to access the server?	6:25:53 PM
	I will surely help you with this issue.	6:26:02 PM
	Kindly allow me two minutes to check the same.	6:26:05 PM
	We apologies for any delay, we are currently working on your request	6:32:14 PM
	It might take 15-20 mins, once done will let you know on email	6:32:36 PM
	Is that work for you?	6:32:39 PM
freddy	ok thank you	6:32:54 PM
Shashwat Verma	Is there anything else I may help you with ?	6:33:04 PM
	Are we still connected here?	6:34:55 PM

freddy	no sir	6:35:26 PM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:35:30 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	6:35:32 PM
	<i>Shashwat Verma has ended this chat session</i>	6:35:35 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Nov, 12:29:20 AM

**#83786 TINA SCOTT**  
**Email:** [uneekstuf@aol.com](mailto:uneekstuf@aol.com) 📞 18149417777  
**Department:** Support(QB & App Hosting)  
**Operator:** Sourav Chhikara  
**Website:** <https://www.acecloudhosting.com/support-chat-mail.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 6 Secs  
**City:** ALTOONA  
**State:** Pennsylvania  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 46 Secs

TINA SCOTT	Hello, I am your Acebuddy	19 Nov, 12:29:20 AM

Acebuddy	Hello Tina Scott, I'm your Ace Buddy. I'll be happy to assist you!	12:29:21 AM
	Whom Would You Like to Connect With?	12:29:21 AM
TINA SCOTT	Technical Support (QB & App Hosting)	12:29:25 AM
Acebuddy	Welcome to Ace Support.	12:29:25 AM
	Please chose an option :	12:29:25 AM
TINA SCOTT	I'd like to report an Issue	12:29:34 AM
Acebuddy	Please select an option!	12:29:34 AM
TINA SCOTT	Password Reset	12:29:38 AM
Acebuddy	Please select an option below	12:29:38 AM
TINA SCOTT	Not Enrolled to Selfcare Portal	12:29:43 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.	12:29:43 AM
	Do you need any further assistance on the topic?	12:29:43 AM
TINA SCOTT	Yes	12:29:48 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:29:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:29:48 AM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	12:31:15 AM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	12:31:22 AM
	Sure, I can help with that. Let me look into it for you.	12:33:44 AM
	Are we connected?	12:35:46 AM
	Are we connected?	12:37:47 AM
	Are we connected?	12:39:03 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.	12:40:02 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:40:05 AM
	<i>Sourav Chhikara has ended this chat session</i>	12:40:07 AM



# Chat Transcript



Hello, I am your Acebuddy

Visitor Details 18 Nov, 1:38:40 AM

Visitor Details 18 Nov, 1:38:40 AM

Visitor Details 18 Nov, 1:38:40 AM

**#83720 alison**

**Email:** [alison@stevecuryconstruction.com](mailto:alison@stevecuryconstruction.com) ☎ 5613016505

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

**Operator:** Sourav Chhikara

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 47 Secs

City: YARMOUTH

**State:** Maine

Country: UNITED STATES


Chat Transcript

Chat Duration : 18 Mins 15 Secs

Chat Transcript

Chat Duration : 18 Mins 15 Secs

alison	Hello, I am your Acebuddy	18 Nov, 1:38:41 AM
Acebuddy	Hello Alison, I'm your Ace Buddy. I'll be happy to assist you!	1:38:42 AM
	Whom Would You Like to Connect With?	1:38:42 AM
alison	Technical Support (QB & App Hosting)	1:38:46 AM
Acebuddy	Welcome to Ace Support.	1:38:46 AM
	Please chose an option :	1:38:46 AM
alison	I'd like to report an Issue	1:38:50 AM
Acebuddy	Please select an option!	1:38:51 AM
alison	QuickBooks Issue	1:38:54 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:38:54 AM
alison	Other QB related issue	1:38:59 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:38:59 AM
alison	Quickbooks did freeze up on me, I had to re-start but now QB is not opening at all	1:39:17 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:39:18 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:39:18 AM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	1:39:22 AM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	1:39:29 AM
alison	thank you	1:39:46 AM

	i think the server might need to be rebooted	1:40:02 AM
Sourav Chhikara	I will be surely assisting you with this. Please allow me a moment to check the details.	1:40:27 AM
	May I take the remote access of your local computer?	1:42:07 AM
alison	yes	1:42:12 AM
Sourav Chhikara	Prior providing the access, I would suggest you to close any important documents at your end.	1:42:39 AM
	<a href="https://assist.acecloudhosting.com/join/3292431177">https://assist.acecloudhosting.com/join/3292431177</a>	1:42:48 AM
	Kindly paste this link in the browser of local computer and join the session.	1:42:55 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:44:05 AM
alison	im going to grab some water, i will be right back	1:44:33 AM
Sourav Chhikara	Sure Alison, take your time.	1:44:50 AM
alison	im here if you need me	1:50:36 AM
Sourav Chhikara	Sure, we need to reboot the server please allow me sometime. (Edited)	1:51:04 AM
alison	thank you	1:51:19 AM
Sourav Chhikara	Alison, this will take another 10-15 mins can we close this chat and I will update you by the email?	1:54:44 AM
alison	yes thank you	1:54:55 AM
	i will reboot in 10 mins	1:55:00 AM
Sourav Chhikara	I will update you over the email, thank you for your understanding.	1:55:39 AM
	Is there anything else I may help you with ?	1:55:46 AM
alison	nope, can i close zoho too?	1:56:28 AM
Sourav Chhikara	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	1:56:41 AM
	<i>Sourav Chhikara has ended this chat session</i>	1:56:56 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Nov, 8:23:27 PM


**#83205 Martin Reynders**  
**Email:** martin@reynders-space.de  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Gupta  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 39 Secs  
**City:** COLOGNE  
**State:** Nordrheinwestfalen  
**Country:** GERMANY

Chat Transcript

Chat Duration : 29 Mins 27 Secs

Martin Reynders	Hello, I am your Acebuddy	2 Nov, 8:23:28 PM
Acebuddy	Hello Martin Reynders, I'm your Ace Buddy. I'll be happy to assist you!	8:23:29 PM
	Whom Would You Like to Connect With?	8:23:29 PM
Martin Reynders	Technical Support (QB & App Hosting)	8:23:38 PM
Acebuddy	Welcome to Ace Support.	8:23:38 PM
	Please chose an option :	8:23:38 PM
Martin Reynders	I'd like to report an Issue	8:24:13 PM
Acebuddy	Please select an option!	8:24:13 PM
Martin Reynders	Other Issue	8:24:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:24:27 PM
Martin Reynders	I am not able to login. I always get an error message stating "Unable to process the request. Please try again after some time." It did not work yesterday and it did not work today.	8:25:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:25:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:25:40 PM
	<i>Shubham Gupta accepted the chat transfer request.</i>	8:26:13 PM
Shubham Gupta	Thank you for contacting Ace Cloud Hosting. My name is Shubham Gupta. I will be assisting you today.	8:26:17 PM

	Hello Martin, Hope you are having a good day so far.	8:26:40 PM
Martin Reynders	Thank you, yes! Hope you have a good day, too	8:27:03 PM
Shubham Gupta	Yes, Thank you.	8:27:31 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:27:54 PM
Martin Reynders	my username is martin.reynders@myrealdata.net	8:28:31 PM
Shubham Gupta	Thank you fr the confirmation. (Edited)	8:28:57 PM
Martin Reynders	The server is for the International Institute of Space Law. I am not aware of a specific server name.	8:29:18 PM
Shubham Gupta	When was the last time that you logged in on the server?	8:29:24 PM
	Thank you.	8:29:39 PM
Martin Reynders	Never. My account was created on Friday or Saturday.	8:29:51 PM
	What irritates me is that it is not saying "Wrong Username/Password".	8:30:21 PM
Shubham Gupta	Let me check the status on my end, Please stay connected.	8:30:58 PM
Martin Reynders	Thank you	8:31:28 PM
Shubham Gupta	Your account is currently active, the issue could be due to incorrect password..	8:32:54 PM
	May I take the remote access of your local computer?	8:32:59 PM
Martin Reynders	What for?	8:33:15 PM
Shubham Gupta	So that i could check and analyse as to why you are not able to access the server.	8:34:09 PM
Martin Reynders	Do I need to install something to do that?	8:35:23 PM
Shubham Gupta	No. just access the link below and install a file named ZA_Connect , that will grant me the session.	8:37:03 PM
	Also, as I can see that Dennis has created your user account, he must have given you a server login password and a RDP connector file.	8:37:42 PM
Martin Reynders	Not yet. He said I should log in to download the RDP connector file.	8:38:05 PM
Shubham Gupta	RDP connector file can be downloaded from the MYPORTAL.	8:39:09 PM
	The access to MYPORTAL, is restricted for the authorised users.	8:39:26 PM
	Only Dennis in this case has access to myportal.	8:39:43 PM
Martin Reynders	I tried to log in via <a href="https://myportal.acecloudhosting.com/login">https://myportal.acecloudhosting.com/login</a>	8:39:57 PM
	Ok, understood. I will ask Dennis for the RDP connector file.	8:40:25 PM
Shubham Gupta	Yes, let em share the SOP for accessing the MYPORTAL and downloading the connector file.	8:40:51 PM
Martin Reynders	Can I run the RDP connector file on a Linux machine?	8:41:01 PM
Shubham Gupta	Let me check.	8:41:28 PM
	<i>8:41:49 PM</i> Shubham Gupta is sharing a file with you <a href="#">MyPortal-v2.pdf</a> - ( Size:1.39 MB )	8:41:49 PM
Martin Reynders		

	I do not find any info in that file.	8:44:28 PM
Shubham Gupta	The username and password is with Dennis.	8:45:26 PM
Martin Reynders	I know. I meant info on whether it runs under Linux or only under Microsoft. But it's ok, I'll figure that out, I have both options.	8:46:09 PM
	Thank you very much and have a nice day, Shubham!	8:46:28 PM
Shubham Gupta	Let me share a SOP for RDP to work on linux	8:46:35 PM
Martin Reynders	Thank you	8:48:25 PM
	<i>8:48:32 PMShubham Gupta is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:123.9 KB )</i> <i>You can follow the steps from here, and we will send you the case ID, if you encounter any issues kin</i>	8:48:32 PM
Shubham Gupta	You're welcome.	8:48:42 PM
	server name:IISL.myrealdata.net Username: martin.reynders@myrealdata.net  RDG server: RDG.myrealdata.net	8:49:37 PM
Martin Reynders	Understood. Thanks a lot!	8:51:16 PM
Shubham Gupta	You're welcome. Is there anything else I may help you with ?	8:51:28 PM
Martin Reynders	Not for now, thank you. I will try this now and hopefully am fine then. Have a nice day!	8:52:21 PM
Shubham Gupta	Thank you, You too	8:52:40 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:52:45 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:52:47 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	8:52:52 PM
	<i>Shubham Gupta has ended this chat session</i>	8:52:55 PM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Nov, 12:28:43 AM

#83570 mdillc

Email: mdillc@machlink.com 📞 563-263-5057

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: MUSCATINE

State: Iowa

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 20 Secs

mdillc	Hello, I am your Acebuddy	13 Nov, 12:28:44 AM
Acebuddy	Hello Julia Honts, I'm your Ace Buddy. I'll be happy to assist you!	12:28:45 AM
	Whom Would You Like to Connect With?	12:28:45 AM
mdillc	Technical Support (QB & App Hosting)	12:28:51 AM
Acebuddy	Welcome to Ace Support.	12:28:51 AM
	Please chose an option :	12:28:51 AM
mdillc	I'd like to report an Issue	12:28:56 AM
Acebuddy	Please select an option!	12:28:56 AM
mdillc	Password Reset	12:29:07 AM
Acebuddy	Please select an option below	12:29:07 AM
mdillc	Already Enrolled to Selfcare Portal	12:29:14 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	12:29:14 AM
	Do you need any further assistance on the topic?	12:29:14 AM
mdillc	Yes	12:29:58 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:29:58 AM



	<i>Acebuddy (bot) forwarded the chat request</i>	12:29:59 AM
	<i>Luv accepted the chat transfer request.</i>	12:30:04 AM
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today. How are you?	12:30:18 AM
mdillc	I'm trying to get on the portal and it won't accept my password that I've been using all along.	12:30:45 AM
	My server is MuscatineInvest	12:31:03 AM
Luv	Okay thank you for the information, kindly allow me 2 minutes to check the details.	12:31:32 AM
mdillc	ok	12:31:38 AM
Luv	Thanks for holding up, did you try using the forget password option, is it also not sending you a recovery email so that you can reset the password?	12:33:49 AM
mdillc	I don't see a forgot password option. Hang on I'll check again.	12:34:29 AM
Luv	Thank you, please confirm if you see one.	12:34:44 AM
mdillc	There is no option for that. Do you want to get in so I can show you?	12:35:22 AM
Luv	sure, I can remote in and assist you with this. sending you a link on your registered email if thats fine for the remote session.	12:35:42 AM
mdillc	ok	12:35:51 AM
Luv	[mdillc@machlink.com](mailto:mdillc@machlink.com), i sent the link on this one.	12:37:16 AM
mdillc	I have the new outlook email and it is slow! So just bare with me please.	12:37:17 AM
	ok	12:37:25 AM
Luv	sure no problem, take your time.	12:37:39 AM
	I sent the email once again, kindly check.	12:39:09 AM
	<a href="https://assist.acecloudhosting.com/join/8662599303">https://assist.acecloudhosting.com/join/8662599303</a>	12:39:47 AM
	you can join this link as well	12:39:53 AM
mdillc	I already joined you	12:40:10 AM
Luv	alright, I am connected now, could you please show me the screen where you are trying to login	12:40:50 AM
mdillc	It was connecting before.	12:41:42 AM
Luv	Okay it worked, kindly log off and try again.	12:41:46 AM
mdillc	ok	12:41:53 AM
	I tried like 10 times before I contacted you. I'm sorry. I promise it wasn't working.	12:42:57 AM
Luv	You can use the red log off icon to sign out of the server, If you close it directly the session sometimes get stuck, I understand we can try one more time just to make sure.	12:43:28 AM
mdillc	While I have you on here. Ann's keeps getting stuck and she can't get out of Quickbooks. Do you need to be on her computer to help her?	12:44:21 AM
Luv	I am going to send a link for the remote session to Ann, could you please share her email?	12:45:16 AM



	I will surely help you with this issue.	12:45:42 AM
mdillc	ameeker@machlink.com	12:46:34 AM
Luv	I just sent the session link to her Email, please check	12:47:02 AM
mdillc	Ok, you should be on with her soon	12:48:00 AM
Luv	Okay, thanks for the update	12:48:21 AM
	Connected now, can you please tell Ann to show me the error that she is getting right now, thank you	12:49:34 AM
mdillc	Ok, can't you bring up a box to talk to her. She's in a different room then me.	12:50:11 AM
Luv	Yes I am connected with her, and i can chat as well	12:51:03 AM
mdillc	ok I'm going to sign off thank you for helping	12:51:17 AM
Luv	No worries, is there anything else i can help you with?	12:51:49 AM
mdillc	no just help her. she' been having this issue for awhile now	12:52:08 AM
Luv	sure, I will check that as well, assisting her right now	12:52:35 AM
mdillc	ok	12:52:40 AM
Luv	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:58:49 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:58:57 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	12:59:03 AM
	<i>Luv has ended this chat session</i>	12:59:05 AM




# Chat Transcript

Hello, I am your Acebuddy

**#83620 Lindsey Vela**  
**Email:** admin@beaconmarineelectronics.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Luv  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 8 Secs  
**City:** OXNARD  
**State:** California  
**Country:** UNITED STATES

Lindsey Vela	Hello, I am your Acebuddy	13 Nov, 10:17:28 PM
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!	10:17:29 PM
	Whom Would You Like to Connect With?	10:17:29 PM
Lindsey Vela	Technical Support (QB & App Hosting)	10:17:43 PM
Acebuddy	Welcome to Ace Support.	10:17:43 PM
	Please chose an option :	10:17:43 PM
Lindsey Vela	I'd like to report an Issue	10:18:03 PM
Acebuddy	Please select an option!	10:18:03 PM
Lindsey Vela	Other Issue	10:18:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:18:10 PM
Lindsey Vela	Was getting Error code 0c3000008 when trying to connect to remote computer, however it seems to have resolved on its own. I was able to get in several minutes later	10:30:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:30:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:30:48 PM
	<i>Gaurav kumar declined the transfer request.</i>	10:31:03 PM
	<i>Luv accepted the chat transfer request.</i>	10:31:34 PM
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.	10:31:42 PM
	are you still facing this issue?	10:32:42 PM
	Please let me know if we are still connected?	10:34:32 PM
	kindly share the account name or business name so that i can pull up the records, thank you	10:37:59 PM

	Due to no response I will be closing the chat, in case you have any other query please feel free to reach out.	10:41:31 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:41:38 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	10:41:44 PM

	<i>Luv has ended this chat session</i>	10:41:46 PM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	19 Nov, 1:38:21 AM
<p><b>#83793 Eric Schiller</b></p> <p><b>Email:</b> eric@hummingbirdbrands.com</p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b> Acebuddy</p> <p><b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat-mail.php">https://www.acecloudhosting.com/support-chat-mail.php</a></p> <p><b>Operating System:</b> Microsoft Windows</p> <p><b>Browser:</b> Google Chrome</p> <p><b>Device:</b> Desktop</p> <p><b>City:</b> SANTA BARBARA</p> <p><b>State:</b> California</p> <p><b>Country:</b> UNITED STATES</p>	

Chat Transcript	Chat Duration : 40 Mins 22 Secs
Eric Schiller	Hello, I am your Acebuddy
	19 Nov, 1:38:22 AM

Acebuddy	Hello Eric Schiller, I'm your Ace Buddy. I'll be happy to assist you!	1:38:23 AM
	Whom Would You Like to Connect With?	1:38:23 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.	2:18:45 AM
Ended due to chat idle timeout		2:18:45 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Nov, 4:05:52 AM

**#83858 Ali Wynn**  
**Email:** ali.wynn@montesanogroup.com 📞 18056981608  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat-mail.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 45 Secs  
**City:** SANTA BARBARA  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 12 Secs

Ali Wynn	Hello, I am your Acebuddy	20 Nov, 4:05:52 AM
Acebuddy	Hello Ali.wynn, I'm your Ace Buddy. I'll be happy to assist you!	4:05:53 AM
	Whom Would You Like to Connect With?	4:05:53 AM
Ali Wynn	Technical Support (QB & App Hosting)	4:06:01 AM
Acebuddy	Welcome to Ace Support.	4:06:01 AM
	Please chose an option :	4:06:01 AM
Ali Wynn	I'd like to report an Issue	4:06:12 AM

Acebuddy	Please select an option!	4:06:12 AM
Ali Wynn	QuickBooks Issue	4:06:15 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:06:15 AM
Ali Wynn	Other QB related issue	4:06:19 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:06:19 AM
Ali Wynn	I'd like help setting up my remote desktop on my mac laptop	4:06:36 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:06:37 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:06:37 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:07:49 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:07:52 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:07:54 AM
	Are we still connected here?	4:09:41 AM
Ali Wynn	yes sorry! what would our PC name be when setting up Windows app?	4:10:08 AM
	Would it be the server?	4:10:12 AM
Yash Kalra	Yes It will be your server name	4:11:37 AM
	Please confirm if your server name is MontesanoGroup.myrealdata.net	4:12:11 AM
Ali Wynn	Yes it is	4:12:17 AM
	what option do I put for Gateway?	4:12:28 AM
Yash Kalra	Please add rdg.myrealdata.net for the gateway (Edited)	4:13:03 AM
	Please add rdg.myrealdata.net for the gateway (Edited)	4:13:04 AM
	May I take the remote access of your local computer in order to assist you with the RDP set up for the Mac?	4:14:04 AM
	<i>4:14:53 AM</i> <i>Yash Kalra is sharing a file with you</i> <a href="#"><u>New ACE Cloud Hosting Setup Guide (Mac) 1 4.pdf</u></a> - ( Size:1.27 MB )  <i>Please follow this attached sop for setting up your RDP in mac</i>	4:14:53 AM
Ali Wynn	I got it thank you so much!!	4:15:10 AM
Yash Kalra	Is there anything else I may help you with ?	4:15:54 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:18:58 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p>	4:19:01 AM

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

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

*Yash Kalra has ended this chat session*

4:19:04 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Nov, 1:14:48 AM

**#83635 Kimberly Mallard**

**Email:** kim@mallardcpa.com ☎ 2524122533

**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:** 14 Secs

**City:** GREENVILLE


**State:** North Carolina

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins

Kimberly Mallard	Hello, I am your Acebuddy	14 Nov, 1:14:49 AM
Acebuddy	Hello Kimberly Mallard, I'm your Ace Buddy. I'll be happy to assist you!	1:14:49 AM
	Whom Would You Like to Connect With?	1:14:49 AM
Kimberly Mallard	Technical Support (QB & App Hosting)	1:14:53 AM
Acebuddy	Welcome to Ace Support.	1:14:53 AM
	Please chose an option :	1:14:53 AM
Kimberly Mallard	I'd like to report an Issue	1:14:57 AM
Acebuddy	Please select an option!	1:14:57 AM

Kimberly Mallard	Other Issue	1:15:02 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:15:02 AM
Kimberly Mallard	unable to connect to server	1:15:17 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:15:18 AM
Acebuddy (bot) forwarded the chat request		1:15:18 AM
Abhay Kumar Saraswat accepted the chat transfer request.		1:15:42 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:15:57 AM
	I apologize for the trouble you’ve experienced.	1:16:29 AM
	Hello Kimberly	1:16:59 AM
	As I can see, your account is locked.	1:18:10 AM
	And as I checked your previous tickets, this is happening daily, correct?	1:18:42 AM
	And I deeply apologize for the inconvenience caused to you.	1:19:00 AM
	First, let me unlock your account.	1:19:09 AM
	Done. Could you please try again to login on server?	1:19:43 AM
	Are we connected <b>Kimberly</b> ?	1:20:51 AM
	Are we still connected here?	1:21:50 AM
	Are we still connected here?	1:23:05 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:24:47 AM
Abhay Kumar Saraswat has ended this chat session		1:24:49 AM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83243 Eduardo

Email: corporateit@sdf-itc.com ☎ 15125169214

Department: Support(QB & App Hosting)

4 Nov, 1:21:44 AM



**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 4 Secs  
**City:** TLALNEPANTLA  
**State:** Ciudad De Mexico  
**Country:** MEXICO

Chat Transcript

Chat Duration : 22 Mins 40 Secs

Eduardo	Hello, I am your Acebuddy	4 Nov, 1:21:44 AM
Acebuddy	Hello Eduardo De La Cruz, I'm your Ace Buddy. I'll be happy to assist you!	1:21:45 AM
	Whom Would You Like to Connect With?	1:21:45 AM
Eduardo	Technical Support (QB & App Hosting)	1:21:48 AM
Acebuddy	Welcome to Ace Support.	1:21:48 AM
	Please chose an option :	1:21:48 AM
Eduardo	I'd like to report an Issue	1:22:03 AM
Acebuddy	Please select an option!	1:22:03 AM
Eduardo	Other Issue	1:22:09 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:22:09 AM
Eduardo	CDM12_Ventas user consuming a 40+ GB of RAM	1:22:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:22:59 AM
	Acebuddy (bot) forwarded the chat request	1:22:59 AM
	1:23:06 AMEduardo is sharing a file with you <a href="#">image.png</a> - ( Size:10.95 KB )	1:23:06 AM
	Adarsh.Shukla declined the transfer request.	1:23:21 AM
	Shashwat Verma accepted the chat transfer request.	1:24:24 AM
	Shashwat Verma is transferring the chat to Yash Kalra.	1:24:35 AM
	Yash Kalra accepted the chat transfer request.	1:24:37 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:24:55 AM
	Kindly allow me two minutes to check the same.	1:25:27 AM
Eduardo	Hello Yash	1:25:31 AM
Yash Kalra	Hello Eduardo	1:25:37 AM

Eduardo	Thanks, I requested to the user to close the session, but I would like to audit or understand what happened	1:25:57 AM
	I can login to the user session to check if happens again	1:26:20 AM
Yash Kalra	Eduardo, please allow me a moment to check the server reports so that we can get a clear view regarding the issue.	1:27:51 AM
Eduardo	Thanks, My concern is if it was any sort of malware	1:29:54 AM
Yash Kalra	Eduardo, as I check there is a bit spike a while ago, but we cannot be sure about the reason for this spike. We will be scanning this server and will get back to you if any malware is detected	1:32:43 AM
	This scanning might take some time, and we believe deep scan is important.	1:33:21 AM
Eduardo	Can we use the server while the scan is performed?	1:34:04 AM
Yash Kalra	Yes, you can use the sever without any issue.	1:34:43 AM
Eduardo	Noted, thanks	1:36:09 AM
	I can see the CDM12 user was searching using the windows search, perhaps that caused the issue	1:36:58 AM
Yash Kalra	That can be a point to note additionally other users were also preforming some ram consuming task. But to be at a safer side we will perform a deep scan to get a clear view about this issue (Edited)	1:39:20 AM
	Is there anything else I may help you with ?	1:39:36 AM
Eduardo	That will be for now, what I noticed is that in excel, the "Find and replace" seems like it was not responding	1:40:26 AM
	<i>1:40:29 AM</i> Eduardo is sharing a file with you <a href="#">image.png</a> - ( Size:312.62 KB )	1:40:29 AM
Yash Kalra	May I take the remote access of your local computer to check for the excel issue?	1:41:01 AM
Eduardo	I closed the excel, opened again and the Find and replace is gone	1:41:20 AM
Yash Kalra	Please check if the "Find and Replace" is working now?	1:42:41 AM
Eduardo	Yes, it is working now	1:42:56 AM
Yash Kalra	Shall we proceed to end this chat now ? (Edited)	1:43:12 AM
Eduardo	Yes please, I'll wait for the scan results and hopefully understand what causedd the spiek	1:43:47 AM
Yash Kalra	Yes we will let you know via mail once the scan is complete	1:44:05 AM
Eduardo	Thank you	1:44:12 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.	1:44:17 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:44:23 AM
	<i>Yash Kalra has ended this chat session</i>	1:44:25 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Nov, 7:39:32 AM

**#83540 rhernandez**  
**Email:** rhernandez@docomopacific.com ☎ 16716864566  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 38 Secs  
**City:** BARRIGADA  
**State:** Guam  
**Country:** GUAM

Chat Transcript

Chat Duration : 12 Mins 38 Secs

rhernandez	Hello, I am your Acebuddy	12 Nov, 7:39:32 AM
Acebuddy	Hello Rhernandez, I'm your Ace Buddy. I'll be happy to assist you!	7:39:33 AM
	Whom Would You Like to Connect With?	7:39:33 AM
rhernandez	Technical Support (QB & App Hosting)	7:39:37 AM
Acebuddy	Welcome to Ace Support.	7:39:37 AM
	Please chose an option :	7:39:37 AM
rhernandez	I'd like to report an Issue	7:39:43 AM
Acebuddy	Please select an option!	7:39:43 AM
rhernandez	Other Issue	7:39:47 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:39:47 AM
rhernandez	excel licensing	7:39:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:39:59 AM
Acebuddy (bot) forwarded the chat request		7:39:59 AM

	<i>Anjainay Singh accepted the chat transfer request.</i>	7:40:22 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:40:28 AM
rhernandez	hello	7:40:33 AM
	i just need excel license updated for Christine Baleto in Ace Cloud	7:40:52 AM
	says its uncllicense	7:41:01 AM
Anjainay Singh	Hello [Ricardo](https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&id=23102000154985121), I understand your request and please provide me two minutes so that I can check it at my end.	7:41:42 AM
rhernandez	ok	7:41:49 AM
Anjainay Singh	Could you please share the screenshot for error you are getting at your end ?	7:43:06 AM
rhernandez	it just says unlicensed excel	7:43:17 AM
	i dont have the screenshot	7:43:21 AM
Anjainay Singh	No worries and could you please confirm since when this issue is happening?	7:43:49 AM
rhernandez	just 10 minutes ago	7:43:56 AM
	are you able to give the license?	7:44:04 AM
	shes trying to save but save option is blank	7:44:25 AM
Anjainay Singh	Please allow me two minutes so that I can check it at my end.	7:44:59 AM
	[Ricardo ](https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&id=23102000154985121) as I have checked at my end that O365 license is not leased from ACE and it is client pre owned.	7:47:10 AM
rhernandez	got it oka	7:47:45 AM
Anjainay Singh	We request you to please contact the Microsoft 365 Admin at your end who will be able to assign license to Christine Baleto.	7:48:02 AM
rhernandez	got it thanks	7:48:27 AM
Anjainay Singh	Is there anything else I may help you with ?	7:48:29 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	7:49:00 AM
	Are we still connected here?	7:49:28 AM
	Are we still connected here?	7:50:29 AM
	Are we still connected here?	7:51:03 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.	7:51:57 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:52:07 AM
	<i>Anjainay Singh has ended this chat session</i>	7:52:10 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details


18 Nov, 9:13:40 PM

**#83760 will.okeefe**  
**Email:** will.okeefe@emailshutters.com 📞 16185670384  
**Department:** Support(QB & App Hosting)  
**Operator:** Luv  
**Website:** https://www.acecloudhosting.com/support-chat-mail.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 21 Secs  
**City:** AUSTIN  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 47 Secs

will.okeefe	Hello, I am your Acebuddy	18 Nov, 9:13:41 PM
Acebuddy	Hello Will.okeefe, I'm your Ace Buddy. I'll be happy to assist you!	9:13:41 PM
	Whom Would You Like to Connect With?	9:13:41 PM
will.okeefe	Technical Support (QB & App Hosting)	9:13:48 PM
Acebuddy	Welcome to Ace Support.	9:13:48 PM
	Please chose an option :	9:13:48 PM
will.okeefe	I'd like to report an Issue	9:13:53 PM
Acebuddy	Please select an option!	9:13:53 PM
will.okeefe	Other Issue	9:13:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:13:57 PM
will.okeefe	One of our users is unable to log onto the remote server using her username and password	9:14:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:14:22 PM
	Acebuddy (bot) forwarded the chat request	9:14:22 PM

	<i>Luv accepted the chat transfer request.</i>	9:14:39 PM
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.	9:14:47 PM
	May I know their username and your server name?	9:15:09 PM
will.okeefe	server name is houstonshutters.myrealdata.net	9:15:56 PM
	username is JenniferBau	9:16:00 PM
Luv	Alright, As I can see you are POC, Have you tried resetting the password via Myportal for the user?	9:16:54 PM
will.okeefe	i have not yet	9:17:05 PM
Luv	Let me send you the guide for the same,	9:17:14 PM
will.okeefe	i am not familiar with that process	9:17:17 PM
	thank you	9:17:18 PM
	<i>9:17:26 PMLuv is sharing a file with you</i> <a href="#">MyPortal-v2.pdf</a> - ( Size:1.39 MB )	9:17:26 PM
Luv	please use this and try to reset the password for the user, this chat will create a ticket and I will follow up with you over Email, let me know if it still does not work and I will further assist you with it.	9:18:14 PM
	Is there anything else I can help you with?	9:18:24 PM
	<i>The visitor's name and phone number were changed.</i>	9:18:35 PM
	Are you there?	9:20:08 PM
	Due to no response, I will be closing this chat.	9:24:11 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:24:17 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:24:23 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	9:24:27 PM
	<i>Luv has ended this chat session</i>	9:24:28 PM
<div></div>		



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	11 Nov, 10:46:14 PM
<b>#83527 pstapleton</b>	
<b>Email:</b> pstapleton@tippfloor.com 📞 12019838438	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Shashwat Verma	
<b>Website:</b> https://www.acecloudhosting.com/support-chat.php	
<b>Operating System:</b> Microsoft Windows	
<b>Browser:</b> Microsoft Edge	
<b>Device:</b> Desktop	
<b>Average Response Time:</b> 44 Secs	
<b>City:</b> RIDGEFIELD	
<b>State:</b> New Jersey	
<b>Country:</b> UNITED STATES	

Chat Transcript	Chat Duration : 21 Mins 33 Secs
pstapleton	Hello, I am your Acebuddy11 Nov, 10:46:14 PM
Acebuddy	Hello Pstapleton, I'm your Ace Buddy. I'll be happy to assist you!10:46:15 PM
	Whom Would You Like to Connect With?10:46:15 PM
pstapleton	Technical Support (QB & App Hosting)10:46:36 PM
Acebuddy	Welcome to Ace Support.10:46:36 PM
	Please chose an option :10:46:36 PM
pstapleton	I'd like to report an Issue10:46:41 PM
Acebuddy	Please select an option!10:46:41 PM
pstapleton	Other Issue10:46:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!10:46:46 PM
pstapleton	This is a continuation of issue we had earlier, see ticket 800206.10:47:27 PM
Acebuddy	Please wait while we connect you to a Support Representative10:47:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i> 10:47:28 PM
	<i>Shashwat Verma accepted the chat transfer request.</i> 10:47:52 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.10:47:55 PM



	Hello	10:47:57 PM
	Kindly allow me two minutes to check the same.	10:48:07 PM
	<i>10:49:07 PMpstapleton is sharing a file with you</i> <i><a href="#">image (2).png</a> - ( Size:35.98 KB )</i> <i>I was able to login earlier but am getting the attached error message now</i>	10:49:07 PM
	I will surely help you with this issue.	10:49:18 PM
	Allow me 5-6 mins, let me check for the same	10:49:33 PM
pstapleton	ok	10:49:40 PM
Shashwat Verma	Could you please confirm your username?	10:53:10 PM
pstapleton	Patrick_TFC@myrealdata.net	10:53:42 PM
Shashwat Verma	Could you please login now	10:54:00 PM
pstapleton	I was able to login earlier. I logged out as 2 users weren't able to login and got the error	10:54:35 PM
	Let me check now...moment	10:54:49 PM
Shashwat Verma	Patrick, could you please try now	10:54:52 PM
	sure	10:54:55 PM
pstapleton	Same error	10:55:14 PM
Shashwat Verma	Okay	10:55:38 PM
	Could you please confirm any other username who are facing the same issue?	10:56:12 PM
pstapleton	Priscila_TFC@myrealdata.net and julio.r@myrealdata.net in addition to me	10:58:05 PM
	I think anyone who logs out won't be able to log back in	10:58:28 PM
Shashwat Verma	Okay	10:59:45 PM
	Let me make some changes from backend (Edited)	11:00:14 PM
	Kindly try now please	11:00:47 PM
pstapleton	ok, moment	11:01:25 PM
Shashwat Verma	Is that work for you?	11:03:20 PM
pstapleton	Yes, it works for me. Checking with other users	11:03:44 PM
Shashwat Verma	Sure	11:03:51 PM
pstapleton	Is it permanently fixed?	11:04:00 PM
Shashwat Verma	Yes	11:04:03 PM
pstapleton	Can you share what the issue was	11:04:16 PM
Shashwat Verma	We have limitations for sharing some technical information, although we have made some changes on the authentication wall of the server	11:05:15 PM
	That's the backend issue	11:05:44 PM

	We assure you that the issue is fixed permanently!	11:06:16 PM
	Is there anything else I may help you with ?	11:06:18 PM
pstapleton	ok, I am just waiting on one user to confirm all is good	11:06:54 PM
Shashwat Verma	Sure, please take your time	11:06:55 PM
pstapleton	ok, all is good now. Thank You	11:07:35 PM
Shashwat Verma	Perfect	11:07:40 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	11:07:43 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:07:45 PM

*Shashwat Verma has ended this chat session*

11:07:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 8:31:25 PM

**#83518 Matthew Hofer**  
**Email:** sec@meadowlanehb.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Sanyam Madan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 25 Secs  
**City:** LOMA  
**State:** Montana  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 50 Secs

Matthew Hofer	Hello, I am your Acebuddy	11 Nov, 8:31:25 PM
Acebuddy	Hello Matthew Hofer, I'm your Ace Buddy. I'll be happy to assist you!	8:31:26 PM

	Whom Would You Like to Connect With?	8:31:26 PM
	Welcome to Ace Support.	8:31:32 PM
	Please chose an option :	8:31:32 PM
Matthew Hofer	Technical Support (QB & App Hosting)	8:31:32 PM
	I'd like to report an Issue	8:31:39 PM
Acebuddy	Please select an option!	8:31:39 PM
Matthew Hofer	QuickBooks Issue	8:31:42 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:31:42 PM
Matthew Hofer	Other QB related issue	8:31:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:31:50 PM
Matthew Hofer	Cant attach invoices Ticket # 790960	8:32:15 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:32:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:32:15 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	8:32:39 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	8:32:49 PM
Matthew Hofer	Ticket # 790960 It is time to get it solved	8:33:38 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:34:00 PM
Matthew Hofer	Meadow Lane Colony	8:34:21 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	8:34:33 PM
	Thank you for your patience.	8:40:58 PM
	Matthew can you please confirm weather the issue is regarding freezing or company file attachment ?	8:41:37 PM
Matthew Hofer	File Attachment	8:42:51 PM
Sanyam Madan	Since this case is currently being handled by our escalation team, I have informed them about the matter.	8:44:29 PM
	Our escalation team will be calling you regarding this issue in approximately 30 minutes.	8:45:33 PM
Matthew Hofer	ok	8:45:54 PM
Sanyam Madan	Is there anything else I may help you with ?	8:46:01 PM
Matthew Hofer	no	8:46:07 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:46:10 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:46:14 PM
	<i>Sanyam Madan has ended this chat session</i>	8:46:16 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Nov, 12:20:22 AM

**#83568 Vijay Chattha**  
**Email:** gwyns@vsc.co 📞 510-813-1669  
**Department:** Support(QB & App Hosting)  
**Operator:** Sourav Chhikara  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 45 Secs  
**City:** EMERYVILLE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 21 Secs

Vijay Chattha	Hello, I am your Acebuddy	13 Nov, 12:20:23 AM
Acebuddy	Hello Vijay Chattha, I'm your Ace Buddy. I'll be happy to assist you!	12:20:24 AM
	Whom Would You Like to Connect With?	12:20:24 AM
Vijay Chattha	Technical Support (QB & App Hosting)	12:20:30 AM
Acebuddy	Welcome to Ace Support.	12:20:30 AM
	Please chose an option :	12:20:30 AM
Vijay Chattha	I'd like to report an Issue	12:20:36 AM
Acebuddy	Please select an option!	12:20:36 AM
Vijay Chattha	QuickBooks Issue	12:20:40 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:20:40 AM
Vijay Chattha	QuickBooks Login Issue	12:20:48 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	12:20:48 AM

	Was that helpful?	12:20:48 AM
Vijay Chattha	No	12:20:54 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:20:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:20:54 AM
	<i>Gaurav kumar declined the transfer request.</i>	12:21:03 AM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	12:21:17 AM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	12:21:24 AM
Vijay Chattha	Hi Sourav. I am unable to log into QB. I am getting an H505 error.	12:21:58 AM
Sourav Chhikara	I will surely help you with this issue.	12:22:46 AM
Vijay Chattha	Server is QBLive06n.myrealdata	12:22:52 AM
	Great! Do you need more information from me?	12:23:12 AM
Sourav Chhikara	Could you help me with the username?	12:23:25 AM
Vijay Chattha	vsc3.q6	12:24:00 AM
Sourav Chhikara	Thank you for the information.	12:24:39 AM
	May I take the remote access of your server?	12:24:58 AM
Vijay Chattha	sure.	12:25:06 AM
Sourav Chhikara	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.	12:26:59 AM
	Please try to open now.	12:30:54 AM
Vijay Chattha	Thank you! What did you do to update it? This seems to happen every few months and I would like to be able to fix this n my own if possible.	12:32:39 AM
	Or was it a server setting that I can't adjust?	12:33:12 AM
Sourav Chhikara	We have restarted QuickBooks backend services from our end. This is something which is internal action. Hope you understand our limitations.	12:33:39 AM
Vijay Chattha	Got it. When I first tried to log in this morning I couldn't even reach the server so I thought it might just be on your end. Appreciate your help!	12:34:16 AM
Sourav Chhikara	Yes Vijay, glad to help you with the issue I believe this doesn't persist again.	12:35:47 AM
	I have disconnected the remote session as of now.	12:35:56 AM
Vijay Chattha	Thanks! Have a great day!	12:36:14 AM
Sourav Chhikara	Is there anything else I may help you with ?	12:36:18 AM
Vijay Chattha	That's it.	12:36:24 AM
Sourav Chhikara	Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	12:36:42 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 9:48:36 PM


**#83281 tclark**  
**Email:** tclark@peakmedicalpc.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ankit Kumar  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 19 Secs  
**City:** PARK CITY  
**State:** Utah  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 16 Secs

tclark	Hello, I am your Acebuddy	4 Nov, 9:48:36 PM
Acebuddy	Hello Tclark, I'm your Ace Buddy. I'll be happy to assist you!	9:48:37 PM
	Whom Would You Like to Connect With?	9:48:37 PM
tclark	Technical Support (QB & App Hosting)	9:48:41 PM
Acebuddy	Welcome to Ace Support.	9:48:41 PM
	Please chose an option :	9:48:41 PM
tclark	I'd like to report an Issue	9:48:49 PM
Acebuddy	Please select an option!	9:48:49 PM
tclark	Password Reset	9:48:56 PM
Acebuddy	Please select an option below	9:48:56 PM
tclark	Not Enrolled to Selfcare Portal	9:49:02 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.	9:49:03 PM
	Do you need any further assistance on the topic?	9:49:03 PM
tclark	Yes	9:49:10 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:49:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:49:10 PM
	<i>Ankit Kumar accepted the chat transfer request.</i>	9:49:37 PM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	9:49:42 PM
	Hello Tclark, How are you doing today?	9:50:14 PM
tclark	Good thank you. I have a password expiry notice for ace cloud hosting and I cannot get into update it	9:51:08 PM
Ankit Kumar	I deeply apologize for the inconvenience caused to you.	9:51:23 PM
	I will surely help you with this issue.	9:51:28 PM
	Please confirm if this is your username: TiffaniC.npre1 ?	9:52:34 PM
tclark	I believe it is TiffaniC.npre11	9:52:59 PM
Ankit Kumar	Thank you for your confirmation. I have closed the prompts from the backend. If you wish to change or update your password, you can do so using the SelfCare portal.	9:54:09 PM
	<i>9:54:23 PMAnkit Kumar is sharing a file with you</i> <a href="#">SelfCare Portal.pdf</a> - ( Size:848.54 KB )	9:54:23 PM
tclark	great thank you for your help!	9:54:28 PM
Ankit Kumar	Is there anything else I may help you with ?	9:54:34 PM
tclark	No, that is all I needed	9:54:42 PM
Ankit Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:54:46 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	9:54:49 PM
	<i>Ankit Kumar has ended this chat session</i>	9:54:53 PM
<div></div>		



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Nov, 9:49:29 PM

## #83617 John Barber

**Email:** [jbarber@barbercontractingco.com](mailto:jbarber@barbercontractingco.com)

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

City: ALBANY

**State:** Georgia

Country: UNITED STATES

## Chat Transcript

Chat Duration : 5 Mins 35 Secs

John Barber	Hello, I am your Acebuddy	13 Nov, 9:49:31 PM
Acebuddy	Hello John Barber, I'm your Ace Buddy. I'll be happy to assist you!	9:49:32 PM
	Whom Would You Like to Connect With?	9:49:32 PM
John Barber	Technical Support (QB & App Hosting)	9:49:40 PM
Acebuddy	Welcome to Ace Support.	9:49:40 PM
	Please chose an option :	9:49:40 PM
John Barber	I'd like to raise a Request	9:49:48 PM
Acebuddy	Please select your request type.	9:49:48 PM
John Barber	Office 365 Addition	9:49:53 PM
Acebuddy	Please specify if you already have an Office365 subscription	9:49:53 PM
John Barber	I already have O365 license	9:50:01 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 :	9:50:01 PM
	<ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul>	9:50:01 PM
	If you already have any of the above mentioned subscription plans, Kindly email us at	9:50:01 PM

	support@acecloudhosting.com so we can provision the application.	
	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.	9:50:01 PM
	Do you need any further assistance on the topic?	9:50:01 PM
John Barber	No	9:55:07 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:55:07 PM
	<i>Acebuddy has ended this chat session</i>	9:55:07 PM



# Chat Transcript

Hello, I am your Acebuddy

17 Nov, 8:56:12 PM

**#83705 queenie crisostomo**  
**Email:** crisostomoqueenie956@gmail.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Sanyam Madan  
**Website:** https://www.acecloudhosting.com/support-chat-mail.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Mins 5 Secs  
**City:** DASMARINAS  
**State:** Cavite  
**Country:** PHILIPPINES

Chat Transcript		Chat Duration : 23 Mins 21 Secs
queenie crisostomo	Hello, I am your Acebuddy	17 Nov, 8:56:12 PM
Acebuddy	Hello Queenie Crisostomo, I'm your Ace Buddy. I'll be happy to assist you!	8:56:13 PM
	Whom Would You Like to Connect With?	8:56:13 PM
queenie crisostomo	Technical Support (QB & App Hosting)	8:56:22 PM
Acebuddy	Welcome to Ace Support.	8:56:22 PM

	Please chose an option :	8:56:22 PM
queenie crisostomo	I'd like to report an Issue	8:56:30 PM
Acebuddy	Please select an option!	8:56:30 PM
queenie crisostomo	QuickBooks Issue	8:56:38 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:56:38 PM
queenie crisostomo	QuickBooks Login Issue	8:56:49 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:56:49 PM
	Was that helpful?	8:56:49 PM
queenie crisostomo	No	8:56:58 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:57:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:57:00 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	8:57:11 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	8:57:16 PM
	Hello queenie , how are you doling (Edited)	8:57:30 PM
queenie crisostomo	Hi I couldnt access the other bussiness of my client	8:57:42 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:57:53 PM
queenie crisostomo	wait let me check	8:58:56 PM
	J&E APPRAISAL SERVICES	8:59:50 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	8:59:56 PM
queenie crisostomo	USER NAME: Stephanie	9:00:01 PM
Sanyam Madan	May I take the remote access of your local computer?	9:00:18 PM
queenie crisostomo	sure	9:00:25 PM
Sanyam Madan	.. (Edited)	9:00:30 PM
queenie crisostomo	sorry what ?	9:00:44 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	9:00:47 PM
	<a href="https://assist.acecloudhosting.com/join/8832407411">https://assist.acecloudhosting.com/join/8832407411</a>	9:00:54 PM
	Kindly paste this link in the browser of local computer and join the session.	9:00:58 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.	9:03:44 PM
queenie crisostomo	okay	9:04:02 PM
Sanyam Madan	Is there anything else I may help you with ?	9:18:53 PM

queenie crisostomo	thank you	9:19:11 PM
	thats it	9:19:20 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:19:20 PM
	This message has been deleted	9:19:23 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:19:33 PM
	<i>Sanyam Madan has ended this chat session</i>	9:19:34 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 4:01:47 AM

**#83730 Elizabeth Roof**  
**Email:** eroof@arc24-7.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat-mail.php  
**Operating System:** Apple iPhone  
**Browser:** Google Chrome  
**Device:** Mobile  
**City:** CHESTER  
**State:** South Carolina  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 33 Secs

Elizabeth Roof	Hello, I am your Acebuddy	18 Nov, 4:01:47 AM
Acebuddy	Hello Elizabeth Roof, I'm your Ace Buddy. I'll be happy to assist you!	4:01:48 AM
	Whom Would You Like to Connect With?	4:01:48 AM
Elizabeth Roof	Technical Support (QB & App Hosting)	4:01:53 AM
Acebuddy	Welcome to Ace Support.	4:01:53 AM
	Please chose an option :	4:01:53 AM

Elizabeth Roof	I'd like to report an Issue	4:02:00 AM
Acebuddy	Please select an option!	4:02:00 AM
Elizabeth Roof	Password Reset	4:02:05 AM
Acebuddy	Please select an option below	4:02:05 AM
Elizabeth Roof	Not Enrolled to Selfcare Portal	4:02:10 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	4:02:11 AM
	Do you need any further assistance on the topic?	4:02:11 AM
Elizabeth Roof	No	4:02:20 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	4:02:20 AM
	<i>Acebuddy has ended this chat session</i>	4:02:21 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Nov, 10:02:19 PM

**#83691 Carmen vansuilichem**

**Email:** c.vansuilichem@btmindustrial.com 📞 16162599121

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** MUSKEGON

**State:** Michigan

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 40 Secs

Carmen vansuilichem

Hello, I am your Acebuddy

16 Nov, 10:02:20 PM

Acebuddy	Hello Carmen Vansuilichem, I'm your Ace Buddy. I'll be happy to assist you!	10:02:21 PM
	Whom Would You Like to Connect With?	10:02:21 PM
Carmen vansuilichem	Technical Support (QB & App Hosting)	10:02:23 PM
Acebuddy	Welcome to Ace Support.	10:02:23 PM
	Please chose an option :	10:02:23 PM
Carmen vansuilichem	I'd like to report an Issue	10:02:29 PM
Acebuddy	Please select an option!	10:02:29 PM
Carmen vansuilichem	Password Reset	10:02:32 PM
Acebuddy	Please select an option below	10:02:32 PM
Carmen vansuilichem	Already Enrolled to Selfcare Portal	10:02:36 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:02:36 PM
	Do you need any further assistance on the topic?	10:02:36 PM
Carmen vansuilichem	Yes	10:02:42 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:02:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:02:42 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:03:31 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:04:01 PM
Carmen vansuilichem	Hi, I am trying to log into my server. I did the reset password already and it is not working. can you please help me reset my server password not my portal one.	10:04:10 PM
Ashutosh Mishra	Hello Carmen, I will be surely assisting you with this. Kindly help me with your server name and user name?	10:05:02 PM
Carmen vansuilichem	BTM Industrial corp	10:05:11 PM
Ashutosh Mishra	Carmen, we can assist you with resetting the password however we would require request over the email from registered email [c.vansuilichem@btmindustrial.com] (mailto:c.vansuilichem@btmindustrial.com) or [carmenics@outlook.com] (mailto:carmenics@outlook.com) to make the changes from backend. If you have access to My Portal, we can help you reset the password through the portal.	10:08:15 PM
Carmen vansuilichem	I have already requested it and haven't heard anything back from you.	10:08:36 PM
Ashutosh Mishra	We regret the delay, kindly allow me few minutes and I will send you the new password.	10:09:28 PM
Carmen vansuilichem	wait	10:10:26 PM
	I am in the portal for ace cloud hosting. how do i reset my login for the server?	10:11:45 PM
Ashutosh Mishra	Sure, I am sending the complete step by step instructions over email, kindly try that and if issue	10:13:54 PM



	persist, I can assist you over the remote session.	
	I have sent the instructions.	10:15:32 PM
Carmen vansuilichem	I have done all of this and it did not help me sign into my server. Only my portal.	10:16:45 PM
	can you please jump on a log me in? I am wasting time.	10:17:05 PM
Ashutosh Mishra	Sure	10:17:21 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:17:25 PM
	Kindly paste this link in the browser of local computer and join the session.	10:18:00 PM
	<a href="https://assist.acecloudhosting.com/join/4082433425">https://assist.acecloudhosting.com/join/4082433425</a>	10:18:02 PM
Carmen vansuilichem	one second	10:18:43 PM
Ashutosh Mishra	May I know Is this issue occurring only for you, or are other users on the server also experiencing it?	10:20:29 PM
Carmen vansuilichem	just me.	10:21:25 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	10:21:52 PM
Carmen vansuilichem	I have clicked on this.	10:22:19 PM
Ashutosh Mishra	Please make sure to accept all permissions and prompts (if any).	10:23:01 PM
Carmen vansuilichem	I thought I did	10:23:09 PM
	it says initializing remote session	10:23:38 PM
Ashutosh Mishra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:24:16 PM
	As per discussion over the remote session, The issue is resolved by assisting you to setup new RDP file and also resetting the password through My Portal.	10:31:49 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:31:55 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	10:31:57 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ashutosh Mishra has ended this chat session</i>	10:32:00 PM





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Nov, 2:16:08 AM

**#83636 Minakshi**  
**Email:** mina@westsideincometax.com 📞 2132904829  
**Department:** Support(QB & App Hosting)  
**Operator:** Karan Bhattacharya  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 4 Mins 38 Secs  
**City:** CULVER CITY  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 38 Mins

Minakshi	Hello, I am your Acebuddy	14 Nov, 2:16:08 AM
Acebuddy	Hello Minakshi, I'm your Ace Buddy. I'll be happy to assist you!	2:16:09 AM
	Whom Would You Like to Connect With?	2:16:09 AM
Minakshi	Technical Support (QB & App Hosting)	2:16:16 AM
Acebuddy	Welcome to Ace Support.	2:16:16 AM
	Please chose an option :	2:16:16 AM
Minakshi	I'd like to report an Issue	2:16:24 AM
Acebuddy	Please select an option!	2:16:24 AM
Minakshi	QuickBooks Issue	2:16:29 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:16:29 AM
Minakshi	Other QB related issue	2:16:36 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:16:36 AM
Minakshi	I cant find QB 24.0	2:17:05 AM

Acebuddy	Please wait while we connect you to a Support Representative	2:17:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:17:05 AM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	2:17:28 AM
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	2:17:39 AM
Minakshi	Hi, I cant find QB version 24.0	2:18:06 AM
	I was using it yesterday and today I'm not able to find it	2:18:39 AM
Karan Bhattacharya	ok	2:19:04 AM
	let me check at backend	2:19:11 AM
Minakshi	thanks	2:19:17 AM
Karan Bhattacharya	With which myrealdata account did you login yesterday?	2:27:09 AM
Minakshi	ledger 2	2:27:31 AM
Karan Bhattacharya	ok	2:27:38 AM
Minakshi	But I can see both of my ledger doesn't have it.	2:27:59 AM
Karan Bhattacharya	Was there any kind of change happen yesterday?	2:29:04 AM
Minakshi	no	2:29:11 AM
Karan Bhattacharya	ok	2:29:18 AM
	let me check few more details	2:29:29 AM
Minakshi	ok	2:29:33 AM
Karan Bhattacharya	working on it	2:38:25 AM
Minakshi	ok	2:38:57 AM
Karan Bhattacharya	Was there any issue raised yesterday related to quickbooks or something?	2:57:19 AM
Minakshi	Not really. It was working fine.	2:58:11 AM
Karan Bhattacharya	ok	2:58:17 AM
	working on the issue.	3:01:24 AM
Minakshi	thank you	3:01:31 AM
Karan Bhattacharya	we are still working on it.	3:23:09 AM
Minakshi	ok	3:23:25 AM
Karan Bhattacharya	shall we sign you out from the server?	3:28:10 AM
Minakshi	yes you can	3:28:18 AM
Karan Bhattacharya	ok	3:28:22 AM
	We are still on it.	3:42:16 AM

Minakshi	ok	3:43:25 AM
Karan Bhattacharya	It is going through updation.once updated will let you know,then you can check accordingly.	3:51:29 AM
Minakshi	ok	3:51:47 AM
Karan Bhattacharya	Shall I update you over email?	3:52:21 AM
Minakshi	Yes please	3:52:35 AM
Karan Bhattacharya	ok	3:53:46 AM
	Is there anything else I can help you with?	3:54:13 AM
Minakshi	No, that's all thank you	3:54:28 AM
Karan Bhattacharya	Thank you for your time and cooperation.	3:54:52 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	3:55:00 AM
	<i>Karan Bhattacharya has ended this chat session</i>	3:55:08 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83287 karen

Email: karen@bright-financial.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

4 Nov, 11:49:47 PM

**Average Response Time:** 23 Secs  
**City:** RICHARDSON  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 1 Sec

karen	Hello, I am your Acebuddy	4 Nov, 11:49:47 PM
Acebuddy	Hello Karen, I'm your Ace Buddy. I'll be happy to assist you!	11:49:48 PM
	Whom Would You Like to Connect With?	11:49:48 PM
karen	Technical Support (QB & App Hosting)	11:49:55 PM
Acebuddy	Welcome to Ace Support.	11:49:55 PM
	Please chose an option :	11:49:55 PM
karen	I'd like to report an Issue	11:50:01 PM
Acebuddy	Please select an option!	11:50:01 PM
karen	Other Issue	11:50:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:50:09 PM
karen	Need Lacerte 2024 Tax software updated immediately	11:50:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:50:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:50:43 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:50:50 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:50:57 PM
karen	thank you	11:51:14 PM
Abhay Kumar Saraswat	I will be surely assisting you with this.	11:51:18 PM
	Is this for account: <b>Bright Tax Solutions LLC</b> ?	11:51:37 PM
karen	yes	11:51:41 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:51:58 PM
	Kindly allow me two minutes to check the same.	11:52:07 PM
karen	ok - and can i request that 2020 through 2023 Lacerte Tax are also reviewed and updated processed overnight? we need 2024 immediately - but do not want to trip over the same problem tomorrow.	11:54:03 PM
Abhay Kumar Saraswat	Thank you for your patience.	11:54:42 PM
	Yes, we can definitely take care of it tonight and update the version as requested. I've also already	11:56:03 PM

	started updating Lacerte 2024.	
	<i>11:56:16 PM</i> Abhay Kumar Saraswat is sharing a file with you <a href="#"><i>image.png</i></a> - ( <i>Size:92.28 KB</i> )	11:56:16 PM
karen	you are the best!	11:56:17 PM
	<i>11:56:51 PM</i> Abhay Kumar Saraswat is sharing a file with you <a href="#"><i>image.png</i></a> - ( <i>Size:91.08 KB</i> )  <i>Update has been completed.</i>  <i>I need to restart the server.</i>	11:56:51 PM
Abhay Kumar Saraswat	Could you please save your work, so I could restart the server.	11:57:31 PM
	As I can see you only on server now.	11:57:41 PM
karen	sorry - i am out	11:58:05 PM
Abhay Kumar Saraswat	Thank you.	11:58:11 PM
	Just allow me a minute.	11:58:18 PM
	Thank you for your patience.	5 Nov, 12:00:27 AM
	Server has been restarted.	12:00:34 AM
	Please check and confirm.	12:00:42 AM
karen	we are all good here! thanks again!	12:02:35 AM
Abhay Kumar Saraswat	My pleasure to assist you.	12:03:57 AM
	Is there anything else I may help you with ?	12:04:01 AM
karen	nothing else today.	12:04:39 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.	12:04:41 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	12:04:44 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:04:47 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:04:49 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Nov, 11:37:10 PM

**#83229 Ryan Thunberg**  
**Email:** rthunberg@esgcorp.biz 📞 16309384729  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**City:** MILWAUKEE  
**State:** Wisconsin  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 53 Secs

Ryan Thunberg	Hello, I am your Acebuddy	3 Nov, 11:37:10 PM
Acebuddy	Hello Ryan Thunberg, I'm your Ace Buddy. I'll be happy to assist you!	11:37:11 PM
	Whom Would You Like to Connect With?	11:37:11 PM
Ryan Thunberg	Technical Support (QB & App Hosting)	11:37:47 PM
Acebuddy	Welcome to Ace Support.	11:37:47 PM
	Please chose an option :	11:37:47 PM
Ryan Thunberg	I'd like to raise a Request	11:37:54 PM
Acebuddy	Please select your request type.	11:37:54 PM
Ryan Thunberg	Other Request	11:38:19 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.	11:38:20 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:38:20 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4 Nov, 12:16:04 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 8:27:13 AM

**#83498 tina**  
**Email:** tina@dejenetax.com 📞 13105694895  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 52 Secs  
**City:** REDONDO BEACH  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 9 Secs

tina	Hello, I am your Acebuddy	11 Nov, 8:27:13 AM
Acebuddy	Hello Tina Weisman, I'm your Ace Buddy. I'll be happy to assist you!	8:27:14 AM
	Whom Would You Like to Connect With?	8:27:14 AM
tina	Technical Support (QB & App Hosting)	8:27:21 AM
Acebuddy	Welcome to Ace Support.	8:27:21 AM
	Please chose an option :	8:27:21 AM
tina	I'd like to report an Issue	8:27:27 AM
Acebuddy	Please select an option!	8:27:27 AM
tina	Other Issue	8:27:30 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:27:30 AM
tina	I need a WeTransfer login to transfer the folder that is 85 gb	8:28:11 AM



Acebuddy	Please wait while we connect you to a Support Representative	8:28:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:28:12 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	8:28:30 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	8:28:35 AM
tina	Hello. I had a zoom meeting with Harsh this morning about Ace doing a DMS archive tonight, however, I was not able to get a good backup of Lacerte DMS. I got error messages. I need to copy the DMS database to my local desktop, so I need a We-Transfer login to transfer a 85 GB folder	8:30:00 AM
	Also, please do not do the DMS archive tonight	8:30:10 AM
Anjainay Singh	I understand your request Tina and assure you the best possible resolution for it.	8:30:54 AM
	Please allow me two minutes so that I can check it at my end.	8:31:15 AM
tina	I received an automatic email with a ticket ID 800070 but no confirmation that you will not do the DMS archive tonight.	8:32:04 AM
	We do not want the DMS Archive to occur until we have a solid backup or a copy of the DMS database.	8:32:46 AM
Anjainay Singh	Sure I understand your request , we will not proceed with the DMS archive , once you confirm us over an email that you have backup of DMS database.	8:34:04 AM
tina	thank you	8:34:12 AM
Anjainay Singh	Could you please also confirm what issue you are facing while creating the we Transfer link for backup?	8:34:56 AM
tina	file size is too big.	8:35:10 AM
	The folder size is 85 gb	8:35:16 AM
	I also don't have a actual login for We Transfer	8:35:35 AM
Anjainay Singh	You need to just open the URL <a href="https://acecloudhosting.wetransfer.com/">https://acecloudhosting.wetransfer.com/</a> and enter your email address .	8:37:30 AM
	You will receive a code on your email which you need to enter into the code section.	8:37:55 AM
	I will share the We Transfer guide with you over an email.	8:38:32 AM
tina	where do i enter my email?	8:39:16 AM
	in sign up?	8:39:22 AM
Anjainay Singh	When you will open the URL <a href="https://acecloudhosting.wetransfer.com/">https://acecloudhosting.wetransfer.com/</a> you will get the screen like as shown below in screenshot.	8:40:29 AM
	<i>8:40:55 AMAnjainay Singh is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:2.02 MB )</i>	8:40:55 AM
	<i>You need to select accept all.</i>	
	<i>8:41:31 AMAnjainay Singh is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:20.91 KB )</i>	8:41:31 AM
	<i>You then need to click on Add files which you need to backup</i>	
tina	okay done. Is there a file/folder limit to upload?	8:41:44 AM

	the folder size is 85 gb	8:41:51 AM
Anjainay Singh	The file limit size is 200 GB.	8:41:53 AM
tina	okay perfect. thank you so much.	8:42:05 AM
	I will email support when I have a good backup to proceed	8:42:18 AM
Anjainay Singh	Sure Tina.	8:42:27 AM
	Is there anything else I may help you with ?	8:42:32 AM
tina	no that's it	8:42:38 AM
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.	8:42:43 AM
	Please also provide your positive feedback by clicking on smiling emoji.	8:43:01 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:43:17 AM
Anjainay Singh has ended this chat session		8:43:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 9:04:28 PM

#83755 Jonathan Wol

Email: jwol@pillarhouseusa.com 📞 18475939080

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: CHICAGO


State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 46 Secs

Jonathan Wol	Hello, I am your Acebuddy	18 Nov, 9:04:28 PM
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Acebuddy	Hello Jonathan Wol, I'm your Ace Buddy. I'll be happy to assist you!	9:04:29 PM
	Whom Would You Like to Connect With?	9:04:29 PM
Jonathan Wol	Technical Support (QB & App Hosting)	9:04:35 PM
Acebuddy	Welcome to Ace Support.	9:04:35 PM
	Please chose an option :	9:04:35 PM
Jonathan Wol	I'd like to report an Issue	9:04:43 PM
Acebuddy	Please select an option!	9:04:43 PM
Jonathan Wol	Other Issue	9:04:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:04:47 PM
Jonathan Wol	Ive received new credentials for our BW hosting. However I cannot connect	9:05:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:05:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:05:26 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	9:05:40 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	9:05:59 PM
Jonathan Wol	hello	9:06:16 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:06:29 PM
	<i>9:07:09 PMJonathan Wol is sharing a file with you</i> <i><a href="#">server user.jpg</a> - ( Size:24.2 KB )</i>	9:07:09 PM
	Thank you for the information, please allow few minutes to check the same.	9:07:36 PM
	Let me transfer you to a specialist who can better address your concern.	9:09:37 PM
	<i>Shubham Maurya is transferring the chat to Onboarding.</i>	9:09:53 PM
Jonathan Wol	?	9:20:00 PM
	are you going to transfer me?	9:30:10 PM
	this started a half hour ago	9:30:32 PM
	<i>Jonathan Wol has ended this chat session</i>	9:35:15 PM
<div></div>		

# Chat Transcript



	I understand you are still facing connectivity issues. Is that correct?	2:13:19 AM
tamistombaugh	Yes earlier today it took 7 tries with this error message "Remote desktop can't find the computer EquityGrowth.myrealdata.net" This might mean that "equitygrowth.myreadata.net" does not belong to the specified computer name and domain that that you are trying to connect to.	2:14:35 AM
	I just tried it again and it won't connect after 5 tries	2:14:50 AM
Ashutosh Mishra	We will surely look into this and find the root cause to resolve it permanently.	2:15:38 AM
	Please let me know is the issue faced by other users too?	2:15:58 AM
tamistombaugh	I do not know	2:16:19 AM
Ashutosh Mishra	May I take the remote access of your local computer to assist further?	2:16:34 AM
tamistombaugh	Yes	2:17:22 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	2:17:55 AM
	Kindly paste this link in the browser of local computer and join the session.	2:17:59 AM
	<a href="https://assist.acecloudhosting.com/join/1082619191">https://assist.acecloudhosting.com/join/1082619191</a>	2:18:00 AM
	As per discussion over the remote session, the issue is resolved by setting up new RDP file with correct configurations.	2:29:08 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.	2:29:57 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	2:30:01 AM
	<i>Ashutosh Mishra has ended this chat session</i>	2:30:03 AM



12 Nov, 9:33:28 PM

Visitor Details

#83554 info

Email: info@snsbs.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript		Chat Duration : 23 Mins 54 Secs
info	Hello, I am your Acebuddy	12 Nov, 9:33:28 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	9:33:29 PM
	Whom Would You Like to Connect With?	9:33:29 PM
	Welcome to Ace Support.	9:33:34 PM
	Please chose an option :	9:33:34 PM
info	Technical Support (QB & App Hosting)	9:33:34 PM
	I'd like to report an Issue	9:33:40 PM
Acebuddy	Please select an option!	9:33:40 PM
info	QuickBooks Issue	9:33:44 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:33:44 PM
info	Other QB related issue	9:33:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:33:51 PM
info	how to find my exact Monsoon account name	9:34:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:34:07 PM
Acebuddy (bot) forwarded the chat request		9:34:07 PM
Ashutosh Mishra accepted the chat transfer request.		9:34:32 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:34:40 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:34:59 PM
info	ok i've already opened a ticket but the support rep asked me for my exact monsoon nname	9:35:02 PM
	i don't know how to find it	9:35:05 PM



Ashutosh Mishra	Please let me know the ticket number and I will check to assist further.	9:35:35 PM
info	801001	9:35:54 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	9:36:52 PM
info	i just need to find my exact monsoon name	9:38:38 PM
	so i can respond to the email	9:38:42 PM
	i'm logged in to Monsson - how do i find it?	9:38:58 PM
	hello?	9:40:53 PM
Ashutosh Mishra	I have checked the ticket and do not see any request for a Monsoon Name, you can let me know your server name and i can remote in so that i can understand the ongoing issue. (Edited)	9:40:59 PM
info	are you human?	9:41:08 PM
	for the 4th time i'm asking you, how do i find my Monsoon Name??	9:41:28 PM
Ashutosh Mishra	Yes, you are communicating with a human agent. Kindly allow me two minutes I will check from the senior team about the same.	9:42:32 PM
	Thank you for your patience.	9:46:10 PM
	I have checked with the senior team however could not find any such thing as "Monsoon Name", please elaborate exactly what "Monsoon Name" is and we will promptly assist you? (Edited)	9:49:07 PM
	Are we still connected here?	9:52:50 PM
	Are we still connected here?	9:54:18 PM
	Are we still connected here?	9:55:33 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:57:10 PM
	<i>Ashutosh Mishra has ended this chat session</i>	9:57:23 PM



# Chat Transcript

Hi good day. Can anybody help me to refresh my connection with the remote pc. Although I can connect with it but it's very slow and it keeps on reconnecting. I can barely use the ATX application.  
Thank you.

Visitor Details

10 Nov, 5:24:35 PM



#83456 Aclan

Email: rex@bdsmithfinancial.com ☎ 09266878307

Department: Support(QB & App Hosting)

Operator: Yash Ahi

Website: https://www.acecloudhosting.com/?utm\_source=website&utm\_medium=organic&utm\_campaign=90per-off

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 27 Secs

City: LIPATA

State: Batangas

Country: PHILIPPINES

Chat Transcript

Chat Duration : 51 Mins 28 Secs

Aclan	Hi good day. Can anybody help me to refresh my connection with the remote pc. Although I can connect with it but it's very slow and it keeps on reconnecting. I can barely use the ATX application. Thank you.	10 Nov, 5:24:37 PM
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.	5:24:40 PM
	Amit is transferring the chat to Support(QB & App Hosting).	5:24:52 PM
Aclan	Hi good day. Can anybody help me to refresh my connection with the remote pc. Although I can connect with it but it's very slow and it keeps on reconnecting. I can barely use the ATX application. Thank you.	5:25:00 PM
	Yash Ahi accepted the chat transfer request.	5:25:44 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	5:26:10 PM
Aclan	This is my server name: BDSmith2.myrealdata.net	5:26:16 PM
Yash Ahi	Hi Aclan. How are you doing today?	5:26:36 PM
	I will surely help you with this issue.	5:27:07 PM
Aclan	can you check why it's super slow. the connection indicator says that the "connection round trip time is high"	5:27:08 PM
Yash Ahi	Kindly allow me two minutes to check the same.	5:27:15 PM
	Thank you for your patience Rex.	5:29:16 PM
	Could you please confirm if other user is also facing same issue or is it only at your end?	5:29:53 PM
Aclan	I am not sure about that,	5:30:21 PM
Yash Ahi	Alright Rex.	5:30:39 PM
	May I take the remote access of your local computer?	5:30:44 PM
Aclan	But on my end, it really keeps on reconnecting	5:30:44 PM
	sure	5:30:51 PM

Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.	5:31:42 PM
Aclan	have you check the server?	5:31:48 PM
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/8232550395">https://assist.acecloudhosting.com/join/8232550395</a>	5:31:52 PM
	Yes the server resources are perfectly fine	5:32:06 PM
	I have checked the RAM, CPU and disk usage. Everything is normal.	5:32:22 PM
	I need to check few things at your end as well.	5:32:42 PM
	Are we still connected here?	5:33:53 PM
Aclan	wait let me download it first	5:34:17 PM
Yash Ahi	Alright.	5:34:38 PM
Aclan	it's still downloading.	5:37:34 PM
Yash Ahi	Alright Rex. The issue might be with the network speed I guess, if it is taking time.	5:38:06 PM
Aclan	I have check my internet speed and it's around 190 mpbs download and upload.	5:40:57 PM
Yash Ahi	Well then it should not take much time.	5:41:35 PM
	This message has been deleted	5:42:22 PM
Aclan	I'm installing it now.	5:42:22 PM
Yash Ahi	Alright	5:43:06 PM
	<i>5:44:02 PM</i> Aclan is sharing a file with you <a href="#">Screenshot 2025-11-10 201331.png</a> - ( Size:574.45 KB )  <i>why it seems to be stuck here?</i>	5:44:02 PM
	Can you please check the up time of your computer from the task manager? (Edited)	5:45:22 PM
	<i>5:46:49 PM</i> Aclan is sharing a file with you <a href="#">Screenshot 2025-11-10 201618.png</a> - ( Size:141.02 KB )  <i>which one here</i>	5:46:49 PM
	Please click on performance tab.	5:47:13 PM
	<i>5:47:18 PM</i> Yash Ahi is sharing a file with you <a href="#">image.png</a> - ( Size:42.06 KB )	5:47:18 PM
	and then click on CPU.	5:47:25 PM
	<i>5:48:21 PM</i> Aclan is sharing a file with you <a href="#">Screenshot 2025-11-10 201807.png</a> - ( Size:98.3 KB )	5:48:21 PM
	Okay that seems to be fine.	5:48:46 PM
	You can try to close it and install it again.	5:49:30 PM
Aclan	maybe wait a little more. It started to load. It's halfway there's	5:50:56 PM
Yash Ahi	Alright Rex, no problem.	5:51:00 PM

	<div>5:52:37 PM</div> <div>Aclan is sharing a file with you</div> <div><a href="#">Screenshot 2025-11-10 202145.png</a> - ( Size:62.97 KB )</div> <div>5:52:37 PM</div> <div>this is my internet speed. I don't really know what's happening, why everything seems slow.</div>
	<div></div> <div>So, your local is also slow?</div> <div>5:53:04 PM</div>
Aclan	<div></div> <div>no, I mean the remote pc, and this set up</div> <div>5:53:36 PM</div>
Yash Ahi	<div></div> <div>Oh ok. Well the server seems to be working perfectly fine at my end.</div> <div>5:54:12 PM</div>
	<div></div> <div>We also need to test the latency .</div> <div>5:54:37 PM</div>
	<div>5:54:45 PM</div> <div>Aclan is sharing a file with you</div> <div><a href="#">Screenshot 2025-11-10 202434.png</a> - ( Size:155.63 KB )</div> <div>5:54:45 PM</div>
	<div></div> <div>Can you try any other internet/wifi or your mobile hotspot? (Edited)</div> <div>5:54:54 PM</div>
Aclan	<div></div> <div>I'll try mobile hotspot. let see if there's changes</div> <div>5:55:30 PM</div>
Yash Ahi	<div></div> <div>Yes please.</div> <div>5:55:35 PM</div>
Aclan	<div></div> <div>established connection now.</div> <div>5:57:09 PM</div>
Yash Ahi	<div></div> <div>Alright.</div> <div>5:57:17 PM</div>
	<div></div> <div>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.</div> <div>5:57:25 PM</div>
Aclan	<div></div> <div>i'm connected with mobile internet, let me know if you want to change to wifi</div> <div>5:57:46 PM</div>
	<div></div> <div>can you see my screen</div> <div>5:58:11 PM</div>
Yash Ahi	<div></div> <div>Yes.</div> <div>5:58:34 PM</div>
	<div></div> <div>Not right now.</div> <div>5:58:48 PM</div>
	<div></div> <div>Now can you please connect to the server and check if it is working fine or not, as you are connected with different network.</div> <div>5:59:13 PM</div>
	<div></div> <div>Alright Rex.</div> <div>6:15:07 PM</div>
	<div></div> <div>Is there anything else I may help you with ?</div> <div>6:15:14 PM</div>
Aclan	<div></div> <div>none, thank you.</div> <div>6:15:41 PM</div>
Yash Ahi	<div></div> <div>No problem.</div> <div>6:15:46 PM</div>
	<div></div> <div>I am closing the remote session.</div> <div>6:15:51 PM</div>
	<div></div> <div>I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.</div> <div>6:15:54 PM</div>
Aclan	<div></div> <div>ok</div> <div>6:15:59 PM</div>
Yash Ahi	<div></div> <div>After this chat you will get the reference ticket ID</div> <div>6:16:04 PM</div>
	<div></div> <div>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</div> <div>6:16:05 PM</div>
	<div></div> <div>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.</div>

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

Thanks!

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

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

6:16:06 PM

*Yash Ahi has ended this chat session*

6:16:09 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Nov, 10:41:42 PM

**#83622 Lauren Thompson**

**Email:** lauren@gosourced.com

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

**Operator:** Sourav Chhikara

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** WASHINGTON COURT HOUSE


**State:** Ohio

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 45 Secs

Lauren Thompson	Hello, I am your Acebuddy	13 Nov, 10:41:43 PM
Acebuddy	Hello Lauren Thompson, I'm your Ace Buddy. I'll be happy to assist you!	10:41:43 PM
	Whom Would You Like to Connect With?	10:41:43 PM
Lauren Thompson	Technical Support (QB & App Hosting)	10:41:49 PM
Acebuddy	Welcome to Ace Support.	10:41:49 PM

	Please chose an option :	10:41:49 PM
Lauren Thompson	I'd like to raise a Request	10:41:55 PM
Acebuddy	Please select your request type.	10:41:55 PM
Lauren Thompson	Setup Ace Server	10:42:02 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	10:42:02 PM
Lauren Thompson	Microsoft Windows	10:42:06 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	10:42:06 PM
	Do you need any further assistance on the topic?	10:42:06 PM
Lauren Thompson	Yes	10:45:57 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:45:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:45:58 PM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	10:46:11 PM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	10:46:18 PM
Lauren Thompson	Hello	10:46:23 PM
	I am trying to connect for the first time and am having trouble doing so	10:47:00 PM
Sourav Chhikara	I will be surely assisting you with this. Could you confirm if you are getting any error message while connecting? (Edited)	10:47:37 PM
	Could you please help me with server name and user name so that I can check?	10:48:50 PM
	Please provide me requested details.	10:51:30 PM
	Are we connected?	10:52:29 PM
	Are we still connected?	10:53:08 PM
	Are we still connected?	10:54:00 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:55:05 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:55:13 PM
	<i>Sourav Chhikara has ended this chat session</i>	10:55:29 PM
<div></div>		
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Nov, 8:19:03 PM

#83464 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SANTA RITA

State: Bataan

Country: PHILIPPINES

Chat Transcript

Chat Duration : 38 Mins 48 Secs

Maricel	Hello, I am your Acebuddy	10 Nov, 8:19:03 PM
Acebuddy	Hello Richelle Miranda, I'm your Ace Buddy. I'll be happy to assist you!	8:19:04 PM
	Whom Would You Like to Connect With?	8:19:04 PM
Maricel	Technical Support (QB & App Hosting)	8:19:40 PM
Acebuddy	Welcome to Ace Support.	8:19:40 PM
	Please chose an option :	8:19:40 PM
Maricel	I'd like to raise a Request	8:19:44 PM
Acebuddy	Please select your request type.	8:19:44 PM
Maricel	Other Request	8:20:05 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.	8:20:05 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:20:05 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.	8:57:52 PM
	Ended due to chat idle timeout	8:57:52 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Nov, 1:46:55 AM

**#83437 Sam**  
**Email:** clientrelations@fintaxcpas.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 6 Secs  
**City:** SURAT  
**State:** Gujarat  
**Country:** INDIA

Chat Transcript

Chat Duration : 15 Mins 29 Secs

Sam	Hello, I am your Acebuddy	9 Nov, 1:46:56 AM
Acebuddy	Hello Sam G, I'm your Ace Buddy. I'll be happy to assist you!	1:46:57 AM
	Whom Would You Like to Connect With?	1:46:57 AM
Sam	Technical Support (QB & App Hosting)	1:47:03 AM
Acebuddy	Welcome to Ace Support.	1:47:03 AM
	Please chose an option :	1:47:03 AM
Sam	I'd like to report an Issue	1:47:12 AM
Acebuddy	Please select an option!	1:47:12 AM
Sam	Other Issue	1:47:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:47:17 AM
Sam	RDC Login Issue. Ticket ID - 793988	1:47:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:47:30 AM
Acebuddy (bot) forwarded the chat request		1:47:30 AM



	<i>Shivam Singh accepted the chat transfer request.</i>	1:48:18 AM
	<i>Shivam Singh is transferring the chat to Ashutosh Mishra.</i>	1:48:28 AM
Sam	Hello Shivam!	1:48:30 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:48:31 AM
	Hello Ashutosh!	1:48:36 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:48:39 AM
Sam	I hope you are doing well.	1:48:40 AM
	Ashuotsh, I have the ticket ID - 793988 and apologies for the delay but I was out of the office and want to resolve the issue now.	1:49:10 AM
Ashutosh Mishra	Thank you, I hope you are doing well too.	1:49:14 AM
	I will surely help you with this issue.	1:49:28 AM
Sam	Yes, I am doing well. Thanks.	1:49:30 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	1:49:32 AM
Sam	Sure! Thanks.	1:49:38 AM
	Is there any chance we can jump on a zoom or teams call and have this sorted?	1:50:15 AM
Ashutosh Mishra	Sure (Edited)	1:51:23 AM
Sam	Please share me the link and I will join it right away.	1:51:38 AM
Ashutosh Mishra	May I take the remote access of your local computer?	1:51:42 AM
Sam	Sure!	1:51:47 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	1:51:58 AM
Sam	I have done it.	1:52:08 AM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	1:52:11 AM
	<a href="https://assist.acecloudhosting.com/join/6102946110">https://assist.acecloudhosting.com/join/6102946110</a>	1:52:14 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:53:21 AM
Sam	I hope you are aware what is the issue?	1:53:40 AM
Ashutosh Mishra	Yes we have gone through the ticket.	1:59:26 AM
	We will shortly reply over it once profile reset is completed.	1:59:51 AM
	We will share further updates over the email too.	2:00:07 AM
	As per discussion over the remote session, The issue will be resolved by profile reset and if it doesn't work we can share new credentials and profile to resolve this.	2:02:07 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:02:15 AM

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

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

Thanks!

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

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

2:02:21 AM

Ashutosh Mishra has ended this chat session

2:02:26 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Nov, 11:14:29 PM

**#83384 Yves Marasigan**  
**Email:** ymarasigan@owens.com 📞 8134227786  
**Department:** Support(QB & App Hosting)  
**Operator:** Abhay Kumar Saraswat  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 3 Secs  
**City:** CALAPACUAN  
**State:** Zambales  
**Country:** PHILIPPINES

Chat Transcript

Chat Duration : 29 Mins 58 Secs

Yves Marasigan	Hello, I am your Acebuddy	6 Nov, 11:14:30 PM
Acebuddy	Hello Yves Marasigan, I'm your Ace Buddy. I'll be happy to assist you!	11:14:31 PM
	Whom Would You Like to Connect With?	11:14:31 PM
Yves Marasigan	Technical Support (QB & App Hosting)	11:14:35 PM

Acebuddy	Welcome to Ace Support.	11:14:35 PM
	Please chose an option :	11:14:35 PM
Yves Marasigan	I'd like to report an Issue	11:14:44 PM
Acebuddy	Please select an option!	11:14:44 PM
Yves Marasigan	QuickBooks Issue	11:15:03 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:15:03 PM
Yves Marasigan	QuickBooks is Frozen	11:15:09 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	11:15:09 PM
	Was that helpful?	11:15:09 PM
Yves Marasigan	No	11:15:15 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:15:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:15:15 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:15:27 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:15:32 PM
	I deeply apologize for the inconvenience caused to you.	11:15:40 PM
	I will be surely assisting you with this.	11:15:49 PM
Yves Marasigan	Hi we have an open ticket already, I chatted for faster turnaround of information about the cause of issue	11:16:24 PM
	Ticket ID: 797921	11:16:26 PM
Abhay Kumar Saraswat	thank you for sharing the ticket number.	11:16:44 PM
	Please allow me 2-3 minutes to check the same.	11:16:53 PM
	I'll update you.	11:17:01 PM
Yves Marasigan	ok	11:17:13 PM
Abhay Kumar Saraswat	I apologize for any delay. Thank you for your patience.	11:25:01 PM
	I checked the ticket and found that our engineer asked few questions regarding this issue?	11:25:46 PM
	Could you please answer those questions here?	11:25:58 PM
Yves Marasigan	yes	11:26:02 PM
Abhay Kumar Saraswat	Great.	11:26:15 PM
Yves Marasigan	1) How many users are affected by this issue, along with their usernames? 1, username: MYREALDATA\Easter_OOL 2) Is the error occurring with a single company file or across multiple files? If possible, please share the company file name and the file path where it is stored. 1 company file. that's our only file. 3) When did this issue started appearing. Yesterday 1 time and this morning 1 time	11:27:46 PM

	4) Was any changes made from your end before this issue started. user was entering data on the account payable when it showed up	
	please note that it is only being used by that 1 user, Easter_OOL	11:28:06 PM
Abhay Kumar Saraswat	Thank you for answering.	11:28:31 PM
Yves Marasigan	please do not restart or make any changes today. We only want some info now if you could give us any root cause analysis.	11:28:41 PM
	the server is currently in use right now. It's working again after relaunching the system	11:29:01 PM
Abhay Kumar Saraswat	Great.	11:29:28 PM
	We also need to investigate this further to identify the root cause of the issue, since you confirmed that it's working now.	11:31:17 PM
Yves Marasigan	could you investigate it with the info i provided? do you need any additional info?	11:31:54 PM
Abhay Kumar Saraswat	Or if it is not then please confirm, I'll troubleshoot it right away.	11:31:56 PM
Yves Marasigan	it's working now	11:32:06 PM
Abhay Kumar Saraswat	Okay.	11:32:19 PM
	I can see that there are two versions of QuickBooks installed on your server — QuickBooks Enterprise 23 and 24. Could you please confirm which one you're using?	11:33:20 PM
Yves Marasigan	24	11:35:39 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:35:51 PM
	And as I can see the user <b>Easter Munder</b> is logged in on server.	11:35:58 PM
Yves Marasigan	Yes, so please do not change or restart the server	11:36:54 PM
Abhay Kumar Saraswat	Sure.	11:37:15 PM
	If the user is not performing any critical tasks on the server, could you please ask them to log out for about 10 minutes?	11:38:11 PM
	Because I can see few pending updates on QB 24 and error on updates.	11:38:44 PM
	<i>11:40:10 PM</i> <i>Abhay Kumar Saraswat is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:37.84 KB</i> )  <i>To perform the update, I need to ensure that no one is using QuickBooks on the server. This could be i</i>	11:40:10 PM
Yves Marasigan	She's doing urgent work right now	11:40:38 PM
	wait, I'll ask her shift schedule todau	11:40:47 PM
	Hi Abhay, I'll just keep in touch tomorrow again	11:42:20 PM
Abhay Kumar Saraswat	If you'd like, I can schedule the QuickBooks updates to be completed tonight after your working hours. Once the updates are done, we'll notify you by email. If the user still encounters the issue afterward, please let us know — the ticket will remain open. Kindly confirm.	11:42:29 PM



Allen	Hello, I am your Acebuddy	18 Nov, 1:48:10 AM
Acebuddy	Hello Allen, I'm your Ace Buddy. I'll be happy to assist you!	1:48:11 AM
	Whom Would You Like to Connect With?	1:48:11 AM
Allen	Technical Support (QB & App Hosting)	1:48:17 AM
Acebuddy	Welcome to Ace Support.	1:48:17 AM
	Please chose an option :	1:48:17 AM
Allen	I'd like to report an Issue	1:48:21 AM
Acebuddy	Please select an option!	1:48:21 AM
Allen	QuickBooks Issue	1:48:27 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:48:27 AM
Allen	Other QB related issue	1:48:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:48:33 AM
Allen	QB wont open	1:48:41 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:48:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:48:42 AM
	<i>Vignesh Arul declined the transfer request.</i>	1:49:10 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:49:26 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Adarsh Singh.</i>	1:49:37 AM
	<i>Adarsh Singh accepted the chat transfer request.</i>	1:49:42 AM
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.	1:50:01 AM
Allen	OK	1:50:08 AM
Adarsh Singh	I understand that you are unable to open QuickBooks. Could you please let me know if you are getting any error ? As well as please confirm if your business name is <b>Infinite Accounting Services ?</b>	1:51:43 AM
Allen	No wrror just wont open	1:52:04 AM
	And yes that is the business name	1:52:11 AM
Adarsh Singh	Could you please confirm when was the last time you were able to open?	1:53:01 AM
Allen	Maybe over the weekend	1:53:10 AM
Adarsh Singh	Thanks for the confirmation. Please allow me couple of minutes while i check the details for you.	1:57:02 AM
Allen	ok	1:57:09 AM



Adarsh Singh	As checked QuickBooks Maintenance is going on the server we would request you to please try to open server after 10-15 minutes after that you will be able to open If not, a case is created for you and i will be taking care of you can reply me to the same email and i will assist you further.	2:00:30 AM
Allen	Is there a reason the QB issues have been so prevalent lately	2:00:54 AM
	It just seems like its a continuous issue now	2:01:06 AM
Adarsh Singh	When was the last time you faced the issue, or do you have any previous case with us so we can check the details.	2:04:45 AM
Allen	Please check my account history its been an ongoing issue	2:05:56 AM
Adarsh Singh	Thanks Allen as checked the history for your account. I can see couple of cases that you were not able to open QuickBooks. Apologies for the inconvenience you had. We always thrive to provide best experience to the users like you.	2:09:19 AM
	We just rebooted the server. Could you please check if you are able to open QuickBooks now ?	2:10:34 AM
Allen	iT IS WORKING	2:15:16 AM
	Thanks.	2:15:20 AM
	Also I was recently charged on my credit card but never recevied clarification on what for	2:15:36 AM
Adarsh Singh	I will surely assist you with that. I will be aligning billing team to connect you back.	2:24:32 AM
	Could you please provide few details regarding the recent invoice so i can pass on to the billing team to connect you with the details.	2:25:25 AM
Allen	Can you provide details on my last payment of 1305.01	2:30:18 AM
	on 10/25/25	2:30:25 AM
Adarsh Singh	As i am from technical support team i will be aligning billing team to assist you further on this. Please let me know your communication preference(Email/Call) so i can inform the team.	2:34:32 AM
	Are we connected Allen ?	2:44:23 AM
	As we are not getting any response. The chat will be disconnected due to inactivity. Please let us know if you need any further information?	2:51:21 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.	2:58:26 AM

Adarsh Singh has ended this chat session

2:59:16 AM



# Chat Transcript

Hello, I am your Acebuddy



#83785 Dean Nguyen

Email: dean.n@enagic.com 📞 13105427700

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: TORRANCE

State: California

Country: UNITED STATES

Dean Nguyen	Hello, I am your Acebuddy	18 Nov, 11:48:26 PM
Acebuddy	Hello Dean Nguyen, 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
Dean Nguyen	Technical Support (QB & App Hosting)	11:48:47 PM
Acebuddy	Welcome to Ace Support.	11:48:47 PM
	Please chose an option :	11:48:47 PM
Dean Nguyen	I'd like to report an Issue	11:52:31 PM
Acebuddy	Please select an option!	11:52:31 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	19 Nov, 12:31:46 AM

Ended due to chat idle timeout

12:31:46 AM



# Chat Transcript

Hello, I am your Acebuddy

#83555 Ryan Carlson  
Email: ryan@carlsonhearnecpa.com 📞 16127041499  
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: DENVER  
State: Colorado  
Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 2 Secs

Ryan Carlson	Hello, I am your Acebuddy	12 Nov, 9:43:21 PM
Acebuddy	Hello Ryan Carlson, I'm your Ace Buddy. I'll be happy to assist you!	9:43:22 PM
	Whom Would You Like to Connect With?	9:43:22 PM
Ryan Carlson	Technical Support (QB & App Hosting)	9:43:34 PM
Acebuddy	Welcome to Ace Support.	9:43:34 PM
	Please chose an option :	9:43:34 PM
Ryan Carlson	I'd like to raise a Request	9:43:42 PM
Acebuddy	Please select your request type.	9:43:42 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:18:24 PM
	Ended due to chat idle timeout	10:18:24 PM



Chat Transcript

Hello, I am your Acebuddy

11 Nov, 5:54:12 AM

Visitor Details

#83496 Dustin Luce  
Email: info@varep.net 📞 9514447358

**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:** 33 Secs  
**City:** TORRANCE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 52 Secs

Dustin Luce	Hello, I am your Acebuddy	11 Nov, 5:54:12 AM
Acebuddy	Hello Dustin Luce, I'm your Ace Buddy. I'll be happy to assist you!	5:54:13 AM
	Whom Would You Like to Connect With?	5:54:13 AM
Dustin Luce	Technical Support (QB & App Hosting)	5:54:26 AM
Acebuddy	Welcome to Ace Support.	5:54:26 AM
	Please chose an option :	5:54:26 AM
Dustin Luce	I'd like to report an Issue	5:54:33 AM
Acebuddy	Please select an option!	5:54:34 AM
Dustin Luce	QuickBooks Issue	5:54:38 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:54:38 AM
Dustin Luce	Other QB related issue	5:54:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:54:44 AM
Dustin Luce	intuit meeting gives an error	5:55:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:55:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:55:07 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	5:55:35 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	5:55:42 AM
Dustin Luce	Hi, I recently asked for intuit meeting to be installed in my cloud	5:56:05 AM
	but when running it and at the moment of generating the code it gives me a generic error	5:56:25 AM
	"Something went wrong" that's it	5:56:35 AM
Shubham Kataria	Kindly confirm if you're able to launch the intuit meeting app? (Edited)	5:57:13 AM
Dustin Luce	yes, I can launch it	5:57:39 AM

Shubham Kataria	If the application is working, the issue is likely related to the meeting ID. Please get in touch with the Intuit team and request a new meeting ID or link to join.	5:58:48 AM
	As the application is working fine on our end as well	5:59:08 AM
Dustin Luce	so I cannot started by myself? it has to be started by the intuit team/.	5:59:16 AM
Shubham Kataria	yes, as they are the host for the meeting, only they can start the meet	5:59:39 AM
Dustin Luce	cool, thank you so much	5:59:48 AM
Shubham Kataria	you're welcome	5:59:54 AM
	Is there anything else I may help you with ?	5:59:58 AM
Dustin Luce	that should be all	6:00:22 AM
	thnk you	6:00:42 AM
Shubham Kataria	you're welcome	6:00:53 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:00:57 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	6:01:02 AM
	<i>Shubham Kataria has ended this chat session</i>	6:01:04 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 8:38:15 AM

#83499 KEITH

**Email:** ks.partsfast@gmail.com ☎ 7133203009

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** HOUSTON


**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 45 Secs

KEITH	Hello, I am your Acebuddy	11 Nov, 8:38:16 AM
Acebuddy	Hello Ks.partsfast, I'm your Ace Buddy. I'll be happy to assist you!	8:38:17 AM
	Whom Would You Like to Connect With?	8:38:17 AM
KEITH	Technical Support (QB & App Hosting)	8:38:21 AM
Acebuddy	Welcome to Ace Support.	8:38:21 AM
	Please chose an option :	8:38:21 AM
KEITH	I'd like to report an Issue	8:38:27 AM
Acebuddy	Please select an option!	8:38:27 AM
KEITH	QuickBooks Issue	8:38:31 AM
Acebuddy	What type of QuickBooks Issue are you facing?	8:38:31 AM
KEITH	Other QB related issue	8:38:36 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:38:36 AM
KEITH	reboot	8:38:46 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:38:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:38:47 AM
KEITH	parts.myrealddata.net	8:39:01 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:39:04 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:39:11 AM
	Hello	8:39:17 AM
KEITH	ran a PowerShell script to enable TLS 1.2 for QuickBooks Web Connector 3.0” and need a full server restart to apply registry changes.	8:39:21 AM
Sujeet Kumar Suman	Thank you for the information.	8:39:55 AM
	Kindly allow 2 minutes to check the same.	8:40:15 AM

KEITH	ok	8:40:26 AM
Sujeet Kumar Suman	As checked, one user is logged in to the server — username: Sales.	8:42:15 AM
KEITH	yes	8:42:22 AM
	ill log out	8:43:02 AM
Sujeet Kumar Suman	Thanks. The user is now logged out; we are rebooting the server from the backend as per your request.	8:43:14 AM
	The server has been rebooted; once it’s back online, we will let you know.	8:43:53 AM
KEITH	ok	8:44:06 AM
Sujeet Kumar Suman	Server is back online. Please log in to the server and let us know if you need any further assistance.	8:44:51 AM
KEITH	ok let me see	8:45:01 AM
Sujeet Kumar Suman	Sure, please take your time	8:45:16 AM
KEITH	ok we are good	8:48:17 AM
Sujeet Kumar Suman	Thanks for the confirmation !	8:48:25 AM
	Is there anything else I may help you with ?	8:48:29 AM
KEITH	ty	8:48:37 AM
Sujeet Kumar Suman	Most welcome.	8:48:40 AM
KEITH	we are good	8:48:43 AM
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:48:45 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:48:49 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.	8:48:52 AM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
KEITH	yes	8:48:54 AM
	<i>Sujeet Kumar Suman has ended this chat session</i>	8:49:01 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Nov, 9:22:24 PM

#83613 Pamela Johnson

Email: pam@psjaccounting.com

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: WORCESTER

State: Massachusetts


Country: UNITED STATES

Chat Transcript

Chat Duration : 56 Mins 28 Secs

Pamela Johnson	Hello, I am your Acebuddy	13 Nov, 9:22:25 PM
Acebuddy	Hello Pamela Johnson, I'm your Ace Buddy. I'll be happy to assist you!	9:22:25 PM
	Whom Would You Like to Connect With?	9:22:25 PM
Pamela Johnson	Technical Support (QB & App Hosting)	9:22:43 PM
Acebuddy	Welcome to Ace Support.	9:22:43 PM
	Please chose an option :	9:22:43 PM
Pamela Johnson	I'd like to raise a Request	9:22:53 PM
Acebuddy	Please select your request type.	9:22:53 PM
Pamela Johnson	Other Request	9:23:15 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.	9:23:15 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:23:15 PM
Pamela Johnson	Yes, I'm facing issues with my server	9:23:33 PM
Acebuddy	Please select an option!	9:23:33 PM
Pamela Johnson	QuickBooks Issue	9:23:37 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:23:37 PM



Pamela Johnson	Other QB related issue	9:23:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:23:45 PM
Pamela Johnson	Ticket ID: 801321 Issue: Fwd: qbd file doctor Summary: As per the screenshot shared we have installed QuickBooks tool hub, the latest one on your server and provided the shortcut over to your desktop kindly try again and if the issue persists let us kno	9:24:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:24:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:24:17 PM
	<i>Adarsh Singh accepted the chat transfer request.</i>	9:24:30 PM
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.	9:24:39 PM
Pamela Johnson	Hi	9:25:21 PM
	i need help with restoring a qbd file. sent a request yesterday. see Ticket 801321	9:25:52 PM
	still cannot restore	9:26:11 PM
	same message on screen	9:26:18 PM
Adarsh Singh	I understand that you need assistance with restoring .QBD file. Could you please let me know if you are getting any error while restoring .QBD file ?	9:27:26 PM
Pamela Johnson	yes	9:27:42 PM
	can you do screenshare?	9:27:52 PM
	i detailed the problem yesterday. see ticket #801321	9:28:09 PM
Adarsh Singh	I am referring to the case #801321 thanks for the information.	9:29:37 PM
	As you need assistance over remote session. May I take the remote access of your local computer?	9:29:44 PM
Pamela Johnson	sure	9:30:23 PM
Adarsh Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:30:43 PM
	<a href="https://assist.acecloudhosting.com/join/6732416404">https://assist.acecloudhosting.com/join/6732416404</a>	9:30:54 PM
	Please open above link on your local computer.	9:31:13 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.	9:33:47 PM
Pamela Johnson	ok	9:34:17 PM
Adarsh Singh	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:18:53 PM
	<i>Ended due to chat idle timeout</i>	10:18:53 PM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 3:45:50 AM

#83254 Pam Peterson

Email: accounting@aquasox.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: 20 Secs

City: EVERETT

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 43 Secs

Pam Peterson	Hello, I am your Acebuddy	4 Nov, 3:45:51 AM
Acebuddy	Hello Pam Peterson, I'm your Ace Buddy. I'll be happy to assist you!	3:45:51 AM
	Whom Would You Like to Connect With?	3:45:51 AM
Pam Peterson	Technical Support (QB & App Hosting)	3:46:01 AM
Acebuddy	Welcome to Ace Support.	3:46:01 AM
	Please chose an option :	3:46:01 AM
Pam Peterson	I'd like to report an Issue	3:46:09 AM
Acebuddy	Please select an option!	3:46:09 AM
Pam Peterson	QuickBooks Issue	3:46:14 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:46:14 AM
Pam Peterson	QuickBooks is Frozen	3:46:19 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	3:46:19 AM
	Was that helpful?	3:46:19 AM
Pam Peterson	No	3:50:05 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:50:05 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	3:50:05 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:50:36 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	3:50:40 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:50:43 AM
Pam Peterson	Everett Aquasox	3:51:09 AM
Yash Kalra	Kindly allow me two minutes to check the same.	3:51:51 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)	3:52:59 AM
Pam Peterson	I think it might be Danny.Tetzlaff I was reconciling bank statements and a report just popped up in front of the reconciliation and then QB was frozen. It has now closed out so I am trying to reopen to see if the situation is resolved.	3:53:56 AM
	Seems to be resolved at this time.	3:54:22 AM
Yash Kalra	Is there anything else I may help you with ?	3:54:25 AM
Pam Peterson	Is there a number I can call in the future if I prefer? I just wanted to make note of it but this worked well today.	3:55:27 AM
Yash Kalra	You may contact us on our 24/7 helpline on 888-415-5240 (toll-free).	3:55:51 AM
	Shall we proceed to end this chat now?	3:56:02 AM
Pam Peterson	Yes, thank you.	3:56:22 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.	3:56:26 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:56:32 AM
	<i>Yash Kalra has ended this chat session</i>	3:56:34 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83300 Dennis Burke

5 Nov, 4:19:55 AM

**Email:** dennis@fhbcpa.com 📞 443-451-4237  
**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:** WASHINGTON  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 16 Secs

Dennis Burke	Hello, I am your Acebuddy	5 Nov, 4:19:56 AM
Acebuddy	Hello Dennis Burke, I'm your Ace Buddy. I'll be happy to assist you!	4:19:57 AM
	Whom Would You Like to Connect With?	4:19:57 AM
Dennis Burke	Technical Support (QB & App Hosting)	4:20:11 AM
Acebuddy	Welcome to Ace Support.	4:20:11 AM
	Please chose an option :	4:20:11 AM
Dennis Burke	I'd like to report an Issue	4:20:22 AM
Acebuddy	Please select an option!	4:20:22 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.	4:53:13 AM
Ended due to chat idle timeout		4:53:13 AM



# Chat Transcript

Hello, I am your Acebuddy

14 Nov, 10:08:47 PM

Visitor Details

#83660 Jordan Atkin  
**Email:** jordan@tagslc.com 📞 8014780662  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** PROVO

**State:** Utah

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 16 Secs

Jordan Atkin	Hello, I am your Acebuddy	14 Nov, 10:08:48 PM
Acebuddy	Hello Jordan, I'm your Ace Buddy. I'll be happy to assist you!	10:08:49 PM
	Whom Would You Like to Connect With?	10:08:49 PM
Jordan Atkin	Technical Support (QB & App Hosting)	10:08:57 PM
Acebuddy	Welcome to Ace Support.	10:08:57 PM
	Please chose an option :	10:08:57 PM
Jordan Atkin	I'd like to report an Issue	10:09:06 PM
Acebuddy	Please select an option!	10:09:06 PM
Jordan Atkin	Restart	10:09:15 PM
Acebuddy	Hello Jordan, I'm your Ace Buddy. I'll be happy to assist you!	10:09:15 PM
	Whom Would You Like to Connect With?	10:09:15 PM
Jordan Atkin	VDI/DaaS Support	10:09:26 PM
Acebuddy	Please wait while we connect you to an available Representative.	10:09:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:09:26 PM
	<i>Shubham accepted the chat transfer request.</i>	10:09:48 PM
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>	10:10:14 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:10:44 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:10:48 PM
	Hello Jordon	10:10:56 PM
	Would you like us to reboot the server?	10:13:28 PM
Jordan Atkin	no	10:14:07 PM
Shashwat Verma	Could you please elaborate on your issue?	10:14:37 PM
Jordan Atkin	im trying to get the Microsoft remote desktop on a new windows device and cant find the app inside the store!	10:15:37 PM

Shashwat Verma	I will surely help you with this issue.	10:15:44 PM
	Kindly confirm the username you would like to login with? (Edited)	10:16:25 PM
Jordan Atkin	Username: myrealdata\LoriAtk Server Name: EquitableAS.myrealdata.net	10:17:33 PM
Shashwat Verma	Okay	10:17:49 PM
	Kindly allow me two minutes to check the same.	10:17:51 PM
	May I take the remote access of your local computer?	10:18:16 PM
Jordan Atkin	can I start this chat from the windows device. I'm on my desktop that already has access	10:18:39 PM
Shashwat Verma	Sure, you can also directly share the link	10:20:04 PM
	You can just open the same in the affected pc	10:20:17 PM
	Shall I?	10:20:21 PM
Jordan Atkin	yes	10:20:34 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	10:20:56 PM
	<a href="https://assist.acecloudhosting.com/join/4312329492">https://assist.acecloudhosting.com/join/4312329492</a>	10:20:58 PM
	Kindly Click on the link and open the downloaded file.	10:21:00 PM
	Kindly open this link browser of affected pc	10:21:16 PM
Jordan Atkin	See ya on the other side!	10:23:01 PM
<i>Jordan Atkin has ended this chat session</i>		10:23:05 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Nov, 9:51:43 PM

#83659 Tim Nelson

**Email:** sales@superiorsalesdist.com 📞 17343557260

**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:** ADRIAN  
**State:** Michigan  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 58 Secs

Tim Nelson	Hello, I am your Acebuddy	14 Nov, 9:51:43 PM
Acebuddy	Hello Tim Nelson, I'm your Ace Buddy. I'll be happy to assist you!	9:51:44 PM
	Whom Would You Like to Connect With?	9:51:44 PM
Tim Nelson	Technical Support (QB & App Hosting)	9:52:21 PM
Acebuddy	Welcome to Ace Support.	9:52:21 PM
	Please chose an option :	9:52:21 PM
Tim Nelson	I'd like to report an Issue	9:52:28 PM
Acebuddy	Please select an option!	9:52:28 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:32:41 PM

Ended due to chat idle timeout

10:32:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Nov, 1:13:03 AM

#83571 steven

Email: steven@lynncpas.com ☎ 17204703581

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: ARVADA

State: Colorado



Chat Transcript

Chat Duration : 31 Mins

steven	Hello, I am your Acebuddy	13 Nov, 1:13:03 AM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	1:13:04 AM
	Whom Would You Like to Connect With?	1:13:04 AM
steven	Technical Support (QB & App Hosting)	1:13:11 AM
Acebuddy	Welcome to Ace Support.	1:13:11 AM
	Please chose an option :	1:13:11 AM
steven	I'd like to report an Issue	1:13:18 AM
Acebuddy	Please select an option!	1:13:18 AM
steven	Other Issue	1:13:21 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:13:21 AM
steven	not logging into server	1:13:55 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:13:55 AM
	Acebuddy (bot) forwarded the chat request	1:13:55 AM
	Sourav Chhikara accepted the chat transfer request.	1:14:14 AM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	1:14:22 AM
steven	server is not being accessed when i login	1:14:46 AM
	my internet is working fine	1:14:51 AM
Sourav Chhikara	I will be surely assisting you with this. Could you confirm if you are getting any error message?	1:15:25 AM
steven	it just says remote desktop cannot connect	1:15:54 AM
Sourav Chhikara	May I take the remote access of your local computer?	1:16:44 AM
steven	ok	1:16:54 AM
Sourav Chhikara	Prior providing the access, I would suggest you to close any important documents at your end.	1:18:18 AM
	<a href="https://assist.acecloudhosting.com/join/4452159847">https://assist.acecloudhosting.com/join/4452159847</a>	1:18:22 AM
	Kindly paste this link in the browser of local computer and join the session.	1:18:31 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	1:20:14 AM

	issue is resolved, kindly give your confirmation on this chat.	
	Thank you for your patience.	1:38:14 AM
	As we discussed over the remote session your issue has been resolved. "Your previous password cache was saved in credential manager which we have removed and made some basic editing in application and saved your password again."	1:39:20 AM
	Is there anything else I may help you with ?	1:39:31 AM
	Are we connected?	1:41:32 AM
	Are we connected?	1:42:09 AM
	Are we connected?	1:43:17 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:44:01 AM
	<i>Sourav Chhikara has ended this chat session</i>	1:44:04 AM



