

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

24 Jan, 2:02:12 AM

### #71273 Ken Honda

**Email:** ken@tsyamerica.com ☎ 14046920536

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** MACON

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 4 Secs

Ken Honda	Hello, I am your Acebuddy	24 Jan, 2:02:13 AM
Acebuddy	Hello Ken Honda, I'm your Ace Buddy. I'll be happy to assist you!	2:02:14 AM
	Whom Would You Like to Connect With?	2:02:14 AM
Ken Honda	Technical Support (QB & App Hosting)	2:02:28 AM
Acebuddy	Welcome to Ace Support.	2:02:28 AM
	Please chose an option :	2:02:28 AM
Ken Honda	I'd like to report an Issue	2:02:35 AM
Acebuddy	Please select an option!	2:02:35 AM
Ken Honda	Other Issue	2:02:41 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:02:41 AM
Ken Honda	We are having issue with connecting server. When we login to the server the only black screen. This is happening now at our associates.	2:03:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:03:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:03:19 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	2:05:12 AM
Ken Honda		

	Hi Tushar .	2:05:22 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	2:05:40 AM
	Hello Ken.	2:05:46 AM
Ken Honda	Could you please check our server.	2:05:51 AM
	Server Name: TSY.myrealdata.net	2:05:52 AM
	There are multiple users are currently having issues.	2:06:08 AM
	<i>2:07:16 AM Ken Honda is sharing a file with you <a href="#">image.png</a> - ( Size:20.02 KB )</i>	2:07:16 AM
	<i>Black screen shows and nothing happening.</i>	
Tushar Pharswan	I will surely help you with this kindly elaborate the situation or do you have any screenshot that can help us identify the issue better.	2:07:18 AM
	Is this the first time this issue has occurred?	2:07:41 AM
	<i>2:07:44 AM Ken Honda is sharing a file with you <a href="#">image.png</a> - ( Size:11.6 KB )</i>	2:07:44 AM
	<i>And this message</i>	
Ken Honda	This has been multiple times.	2:07:54 AM
	FYI [Window Title] Remote Desktop Connection [Content] Your Remote Desktop Services session has ended. The connection to the remote computer was lost, possibly due to network connectivity problems. Try connecting to the remote computer again. If the problem continues, contact your network administrator or technical support. [^] Hide details [OK] [Expanded Information] Error code: 0x10b Extended error code: 0x0 Timestamp (UTC): 01/23/25 08:37:13 PM Press Ctrl+C to copy.	2:08:18 AM
Tushar Pharswan	I deeply apologize for the inconvenience caused to you.	2:08:34 AM
	Kindly allow me 2-4 minutes to check the same.	2:08:52 AM
Ken Honda	Should we exit the remote session while you are working on your end?	2:09:36 AM
Tushar Pharswan	Yes, that would be needed as we might need to reboot the server.	2:10:08 AM
	It is taking time apologies for the delay.	2:16:26 AM
	Server is up and running. Issue is with profile loading. Allow me a moment to check this issue as well.	2:17:57 AM
	Kindly login now.	2:24:21 AM
	The issue arise as the C drive has no space left, we will increase it to 5 GB temporally and send you the storage plan we offer afterwards.	2:25:23 AM
	Are we still connected here?	2:29:49 AM
Ken Honda	Let me try	2:30:00 AM
	OK Working now.	2:30:25 AM
Tushar Pharswan	The issue was due to the 0% C drive disk space.	2:31:15 AM
Ken Honda	Can you please tell me who is currently using the disk at the most.	2:31:32 AM

Tushar Pharswan	As of now I have added the 5 GB storage so that users can login and work.	2:31:42 AM
Ken Honda	Can I access to the disk?	2:31:48 AM
	I maybe able to point out who has using the most storage.	2:32:07 AM
Tushar Pharswan	I will email you a detailed usage of C drive once this chat ends. (Edited)	2:32:13 AM
Ken Honda	Thank you	2:32:38 AM
Tushar Pharswan	Is there anything else I may help you with ?	2:32:49 AM
Ken Honda	That is all for today. Thank you for your assistance.	2:33:09 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:33:14 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:33:16 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Tushar Pharswan has ended this chat session</i>	2:33:18 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jan, 11:52:51 PM

**#71520 Test Account**

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

**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:** NEW DELHI

**State:** Delhi

**Chat Transcript**

Chat Duration : 7 Mins 48 Secs

Test Account	Hello, I am your Acebuddy	28 Jan, 11:52:53 PM
Acebuddy	Hello Test Readonly, I'm your Ace Buddy. I'll be happy to assist you!	11:52:54 PM
	Whom Would You Like to Connect With?	11:52:54 PM
Test Account	Technical Support (QB & App Hosting)	11:52:57 PM
Acebuddy	Welcome to Ace Support.	11:52:57 PM
	Please chose an option :	11:52:57 PM
Test Account	I'd like to report an Issue	11:53:02 PM
Acebuddy	Please select an option!	11:53:02 PM
Test Account	Other Issue	11:53:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:53:13 PM
Test Account	Setback	11:53:19 PM
Acebuddy	Please select an option!	11:53:19 PM
Test Account	Setback	11:53:22 PM
Acebuddy	Welcome to Ace Support.	11:53:22 PM
	Please chose an option :	11:53:22 PM
Test Account	I'd like to raise a Request	11:53:34 PM
Acebuddy	Please select your request type.	11:53:34 PM
Test Account	Setback	11:53:52 PM
Acebuddy	Welcome to Ace Support.	11:53:52 PM
	Please chose an option :	11:53:52 PM
Test Account	I'd like to raise a Request	11:53:58 PM
Acebuddy	Please select your request type.	11:53:58 PM
	<i>Test Readonly has ended this chat session</i>	29 Jan, 12:00:42 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

24 Jan, 2:50:23 AM

### #71286 jeanette

**Email:** jeanette@creative-awnings.com 15419881099

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** SPRINGFIELD

**State:** Oregon

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 58 Secs

jeanette	Hello, I am your Acebuddy	24 Jan, 2:50:24 AM
	need quickbooks reinstalled	2:50:47 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	2:51:54 AM
jeanette	hello	2:53:09 AM
	I had a previous chat, but we didn't get it finished because I had to leave my computer for a moment	2:53:28 AM
Tushar Pharswan	Its okay.	2:56:04 AM
	I will now be assisting you.	2:56:13 AM
	Kindly elaborate the issue you are facing.	2:56:27 AM
jeanette	Intuit has told me that I need to reinstall Quickbooks, because I have a new license and product number. Could you please reinstall it for me, and update it to the newest version?	2:57:51 AM
Tushar Pharswan	Sure, we will kindly email us at support@acecloudhosting.com with this request of reinstall QuickBooks with the new license and product code provided to you by intuit.	2:59:29 AM
	After that the process will begin and we will notify you over the email once it is completed.	2:59:58 AM
	Is there anything else I may help you with ?	3:00:00 AM
jeanette	ok. how soon can you do it? we are unable to work right now	3:00:07 AM
	should I reply to the chat support ticket that I previously had?	3:00:40 AM

Tushar Pharswan	Kindly create a new one means new email to us.	3:01:15 AM
	We will try our best to install it as soon as possible it will take around 30-40 minutes.	3:01:55 AM
jeanette	ok, the email has been sent	3:03:10 AM
	will you need any logins or anything?	3:03:21 AM
Tushar Pharswan	We will need the new product code, and the license number also kindly confirm the QuickBooks version again.	3:04:11 AM
jeanette	I put that in there, but I did not put in the version	3:05:07 AM
Tushar Pharswan	Kindly tell me I'm working on your server as we speak. (Edited)	3:05:41 AM
jeanette	Quickbooks Enterprise - please upgrade to the newest version	3:06:09 AM
Tushar Pharswan	Sure.	3:06:51 AM
	I will email you once it's done.	3:07:08 AM
	Is there anything else I may help you with ?	3:07:10 AM
jeanette	That's all for now. Thank you!	3:07:16 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:07:24 AM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	3:07:33 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	3:07:46 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Tushar Pharswan has ended this chat session</i>	3:07:48 AM



## Chat Transcript

Hello, I am your Acebuddy

#70422 hitesh

**Email:** hitesh@patel.cpa

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

Chat Duration : 15 Mins 29 Secs

### Chat Transcript

hitesh	Hello, I am your Acebuddy	10 Jan, 3:17:01 PM
Acebuddy	Hello Hitesh, I'm your Ace Buddy. I'll be happy to assist you!	3:17:03 PM
	Whom Would You Like to Connect With?	3:17:03 PM
hitesh	Technical Support (QB & App Hosting)	3:17:09 PM
Acebuddy	Welcome to Ace Support.	3:17:09 PM
	Please chose an option :	3:17:09 PM
hitesh	I'd like to report an Issue	3:17:15 PM
Acebuddy	Please select an option!	3:17:15 PM
hitesh	Other Issue	3:17:20 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:17:20 PM
hitesh	Server Connection is very low	3:18:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:18:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:18:49 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	3:18:59 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	3:19:06 PM
hitesh	Hi Shubham,	3:19:35 PM
	Server Connection is very low	3:19:36 PM
Shubham Kataria	Hello Hitesh	3:19:46 PM
	I deeply apologize for the inconvenience caused to you.	3:19:53 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:19:58 PM
hitesh		

	Again and Agin Server is disconnect	3:19:59 PM
	<i>3:20:09 PM hitesh is sharing a file with you</i> <a href="#"><u>WhatsApp Image 2025-01-10 at 3.18.09 PM.jpeg</u></a> - ( Size:84.65 KB )	3:20:09 PM
Shubham Kataria	Could you please confirm if you're the only user who is facing this issue	3:20:38 PM
	<i>3:20:57 PM hitesh is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:68.28 KB )	3:20:57 PM
hitesh	yes	3:21:28 PM
Shubham Kataria	I will surely help you with this issue.	3:21:43 PM
	May I take the remote access of your local computer?	3:21:46 PM
hitesh	yes	3:22:01 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	3:22:07 PM
hitesh	done	3:22:24 PM
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/7982061184">https://assist.acecloudhosting.com/join/7982061184</a>	3:22:27 PM
	Kindly join this link	3:22:33 PM
hitesh	please join	3:23:42 PM
Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:24:00 PM
hitesh	ok	3:24:15 PM
Shubham Kataria	Thank you for your patience.	3:31:23 PM
	As per our remote conversation your issue has been resolved.	3:31:45 PM
	Is there anything else I may help you with ?	3:31:47 PM
hitesh	no thank you	3:32:06 PM
Shubham Kataria	You're welcome	3:32:15 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:32:16 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:32:24 PM
hitesh	ok	3:32:28 PM
Shubham Kataria	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	3:32:28 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	

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

*Shubham Kataria has ended this chat session*

3:32:31 PM



# Chat Transcript

Hello, I am your Acebuddy

7 Jan, 8:38:50 PM

## Visitor Details

### #70260 Rasheem Finley

**Email:** rfinley@dieselpartsdirect.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 11 Secs

**City:** BATON ROUGE

**State:** Louisiana

**Country:** UNITED STATES

Chat Duration : 43 Mins 55 Secs

## Chat Transcript

Rasheem Finley	Hello, I am your Acebuddy	7 Jan, 8:38:51 PM
Acebuddy	Hello Rasheem Finley, I'm your Ace Buddy. I'll be happy to assist you!	8:38:55 PM
	Whom Would You Like to Connect With?	8:38:55 PM
	<i>Manish Singh joined the chat.</i>	8:39:18 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:39:25 PM
Rasheem Finley	Hi Manish I am reaching out regarding ticket #615932	8:39:53 PM
Manish Singh	Kindly allow me 3-4 minutes to check the same.	8:40:12 PM
	Kindly let us know which folder you would like to access?	8:43:35 PM
Rasheem Finley	X file its the file where we download our amazon files	8:44:32 PM

	from my understanding, it is a webdav link to a folder	8:44:58 PM
Manish Singh	May I know which WebDav folder you need access for?	8:45:35 PM
Rasheem Finley	How do I know the name of the folder?	8:46:11 PM
	dslspec\dpd_Rasheem	8:46:55 PM
	<i>8:47:05 PM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:4.28 KB )</i>	8:47:05 PM
Manish Singh	These are the WebDAV folder available for sync.	8:47:22 PM
	Should I confirm with Tanya?	8:49:13 PM
Rasheem Finley	I am confirming with Tanya as we speak	8:49:20 PM
Manish Singh	Sure	8:49:26 PM
Rasheem Finley	/orders	8:50:17 PM
Manish Singh	Sure, let me check once.	8:51:08 PM
	This will take some time it will take 3-4 minutes I am checking it from backend.	8:52:55 PM
	Apologies for the long wait. I will need 5 more minutes. I am taking help from my senior.	9:00:23 PM
Rasheem Finley	great thanks for your Partnership	9:00:45 PM
Manish Singh	May I take the remote access of your local computer?	9:05:17 PM
Rasheem Finley	sure	9:05:24 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:05:33 PM
Rasheem Finley	ok thanks	9:05:50 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/4872390927">https://assist.acecloudhosting.com/join/4872390927</a>	9:06:02 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.	9:08:38 PM
	Is there anything else I may help you with ?	9:21:50 PM
Rasheem Finley	No thats all thanks	9:22:27 PM
Manish Singh	It would be great if you could share your feedback after this chat ends. Thanks in advance!	9:22:32 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:22:42 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:22:46 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	

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

Rasheem Finley thanks 9:22:47 PM  
*Manish Singh has ended this chat session* 9:22:49 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 19 Jan, 6:07:23 AM

**#70977 Keith Keith Wolff**

**Email:** keith@postranchinn.com 13106258184

**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:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript Chat Duration : 40 Mins 29 Secs

Keith Keith Wolff	Hello, I am your Acebuddy	19 Jan, 6:07:24 AM
Acebuddy	Hello Kwolff, I'm your Ace Buddy. I'll be happy to assist you!	6:07:26 AM
	Whom Would You Like to Connect With?	6:07:26 AM
Keith Keith Wolff	Technical Support (QB & App Hosting)	6:07:34 AM
Acebuddy	Welcome to Ace Support.	6:07:34 AM
	Please chose an option :	6:07:34 AM
Keith Keith Wolff	I'd like to raise a Request	6:07:42 AM
Acebuddy	Please select your request type.	6:07:42 AM
Keith Keith Wolff	Other Request	6:07:51 AM

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. 6:07:51 AM

If you are facing any issue/problem with your server, Please select the appropriate option below : 6:07:51 AM

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. 6:47:54 AM

*Ended due to chat idle timeout* 6:47:54 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 21 Jan, 12:52:26 AM

**#71045 Robert Zeigen**

**Email:** rzeigen@szcpa.tax 15613920620

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** LAKE WORTH

**State:** Florida

**Country:** UNITED STATES

Chat Transcript Chat Duration : 6 Mins 7 Secs

Robert Zeigen	Hello, I am your Acebuddy	21 Jan, 12:52:27 AM
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	12:52:28 AM
	Whom Would You Like to Connect With?	12:52:28 AM
Robert Zeigen	Technical Support (QB & App Hosting)	12:52:30 AM
Acebuddy	Welcome to Ace Support.	12:52:30 AM
	Please chose an option :	12:52:30 AM
Robert Zeigen	I'd like to report an Issue	12:52:36 AM

Acebuddy	Please select an option!	12:52:36 AM
Robert Zeigen	Other Issue	12:52:39 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:52:39 AM
Robert Zeigen	Reference Ticket 623128	12:52:50 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:52:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:52:51 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:53:19 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:53:27 AM
	Robert this ticket is with Escalation team would you like a callback from their end? (Edited)	12:55:04 AM
Robert Zeigen	Yes please.	12:55:14 AM
Manish Singh	May i know you contact number and preferred time?	12:55:33 AM
Robert Zeigen	5613920620 for the next 1 1/2 hours	12:56:47 AM
Manish Singh	Sure, we have noted your request.	12:57:00 AM
	Is there anything else I may help you with ?	12:57:05 AM
Robert Zeigen	No Thank you	12:57:48 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:58:28 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:58:32 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	12:58:34 AM



# Chat Transcript

Hello, I am your Acebuddy

**#71472 Cristin Bartsch****Email:** cb@jhwassoc.com 12103498822**Department:** Support(QB & App Hosting)**Operator:** Vignesh Arul**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 53 Secs**City:** SAN ANTONIO**State:** Texas**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 24 Mins 46 Secs

Cristin Bartsch	Hello, I am your Acebuddy	28 Jan, 3:22:27 AM
Acebuddy	Hello Cristin Barron, I'm your Ace Buddy. I'll be happy to assist you!	3:22:28 AM
	Whom Would You Like to Connect With?	3:22:28 AM
Cristin Bartsch	Technical Support (QB & App Hosting)	3:22:35 AM
Acebuddy	Welcome to Ace Support.	3:22:35 AM
	Please chose an option :	3:22:35 AM
Cristin Bartsch	I'd like to raise a Request	3:22:44 AM
Acebuddy	Please select your request type.	3:22:44 AM
Cristin Bartsch	Change in Users	3:22:52 AM
Acebuddy	Please select your desired option!	3:22:52 AM
Cristin Bartsch	User Addition	3:23:01 AM
Acebuddy	Kindly email us the full name of the User(s) who needs to be added at support@acecloudhosting.com from your registered email address and we'll update you once the request has been processed.	3:23:01 AM
	Do you need any further assistance on the topic?	3:23:01 AM
Cristin Bartsch	Yes	3:23:06 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:23:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:23:07 AM
	<i>Vignesh Arul accepted the chat transfer request.</i>	3:23:13 AM
Cristin Bartsch	628053	3:23:17 AM
Vignesh Arul	Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I will be assisting you today.	3:23:20 AM

	Kindly allow me two minutes to check the same.	3:23:26 AM
Cristin Bartsch	has the ticket number above been closed? I am uncertain as to the status of my request	3:23:45 AM
Vignesh Arul	Cristin, the ticket is still open.	3:24:18 AM
	We have shared the instructions to create users using the New User Management portal.	3:24:50 AM
	<a href="https://myportal.acecloudhosting.com/">https://myportal.acecloudhosting.com/</a>	3:25:02 AM
	Please login here to process the user creation.	3:26:14 AM
	<i>The visitor's phone number was changed to 12103498822.</i>	3:26:58 AM
	Kindly let me know if you face any issues while creating the user. I would be glad to assist you.	3:28:27 AM
Cristin Bartsch	thank you. I think i am able to add there	3:30:59 AM
Vignesh Arul	Glad to know that .	3:36:00 AM
	Is there anything else I may help you with ?	3:36:02 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:47:11 AM
	<i>Vignesh Arul has ended this chat session</i>	3:47:14 AM



## Chat Transcript

Can not get onto initial login tgo get my Company's quick book

### Visitor Details

5 Jan, 3:25:57 AM

**#70171 Janice DiPietro**

**Email:** janice.dipietro@sunbugsolar.com ☎ 6179229487

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

**Operator:** Gaurav kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** NORTH CONWAY

**State:** New Hampshire

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 26 Mins 5 Secs

Janice DiPietro	Can not get onto initial login tgo get my Company's quick book	5 Jan, 3:25:59 AM
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.	3:26:09 AM
	<i>Aayush Verma is transferring the chat to Support(QB &amp; App Hosting).</i>	3:26:18 AM
	<i>Gaurav Kumar accepted the chat transfer request.</i>	3:26:32 AM
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.	3:26:37 AM
Janice DiPietro	ok what is next step	3:26:39 AM
Gaurav Kumar	Hello Janice.	3:26:50 AM
Janice DiPietro	hi	3:27:02 AM
	eager to solve this can you help me	3:27:18 AM
Gaurav Kumar	Sure, I can help with that. Let me look into it for you.	3:27:24 AM
	Kindly help me with your server name and user name?	3:27:38 AM
Janice DiPietro	How do i get the server name?	3:28:00 AM
	all i have is my log in and password	3:28:16 AM
	byt i know get a pop up that asks for myreldata log in	3:28:37 AM
Gaurav Kumar	ok no worries, please share your company name.	3:28:40 AM
Janice DiPietro	SunBug Solar	3:28:47 AM
	are you with me	3:30:23 AM
Gaurav Kumar	yes.	3:30:53 AM
	Thank you for the information and allow 2 minutes to check the same.	3:31:08 AM
Janice DiPietro	thanks	3:31:14 AM
Gaurav Kumar	May I take the remote access of your local computer?	3:31:34 AM
Janice DiPietro	yes	3:31:40 AM
Gaurav Kumar	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/1272729515">https://assist.acecloudhosting.com/join/1272729515</a>	3:32:54 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.	3:34:56 AM
	As per our discussion, we will update shortly over an email.	3:49:18 AM
	Is there anything else I may help you with ?	3:49:36 AM
Janice DiPietro	Thank you	3:51:16 AM
Gaurav Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:52:09 AM

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

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

3:52:11 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/>)

*Gaurav Kumar has ended this chat session*

3:52:14 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

7 Jan, 11:49:30 PM

#### #70283 Kirap

**Email:** kirap@mis4wc.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** LA MIRADA

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 38 Mins 46 Secs

Kirap	Hello, I am your Acebuddy	7 Jan, 11:49:32 PM
Acebuddy	Hello Kirap, I'm your Ace Buddy. I'll be happy to assist you!	11:49:34 PM
	Whom Would You Like to Connect With?	11:49:34 PM
Kirap	Technical Support (QB & App Hosting)	11:49:37 PM

Acebuddy	Welcome to Ace Support.	11:49:37 PM
	Please chose an option :	11:49:37 PM
Kirap	I'd like to report an Issue	11:49:42 PM
Acebuddy	Please select an option!	11:49:42 PM
Kirap	QuickBooks Issue	11:49:46 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:49:46 PM
Kirap	Other QB related issue	11:49:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:49:54 PM
Kirap	I keep getting an error 47 notice when trying to pay bills and then I get kicked out of application	11:50:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:50:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:50:47 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:50:56 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:51:06 PM
	Hii Kirap	11:51:56 PM
Kirap	hi	11:53:18 PM
	so I keep getting an error 47 notice when trying to pay bills and then it kicks me out of the application	11:55:14 PM
Manish Singh	I will surely help you with this issue.	11:55:32 PM
	Kindly allow me 3-4 minutes to check the same.	11:55:40 PM
Kirap	ok	11:56:45 PM
Manish Singh	May i know the company file you were working on when trying to pay bills?	11:58:22 PM
	Kindly provide the screenshot of the company file.	11:59:02 PM
Kirap	Magnetic Imaging Services and I was trying to pay vendor Transcend's bills	11:59:36 PM
Manish Singh	Can you send me the screenshot of the company file?	8 Jan, 12:00:07 AM
Kirap	im logging back into QB	12:00:16 AM
Manish Singh	Sure	12:00:23 AM
	<i>12:03:57 AM Kirap is sharing a file with you <a href="#">1_image.png</a> - ( Size:193.63 KB )</i>	12:03:57 AM
	May I take the remote access of your server?	12:04:25 AM
Kirap	sure	12:04:31 AM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	12:04:38 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:05:32 AM

	Not able to write anything on server end.	12:06:11 AM
	Kindly redirect me to the issue.	12:06:21 AM
Kirap	what do you mean	12:06:33 AM
	<i>12:07:44 AM Kirap is sharing a file with you <u>1_image.png</u> - ( Size:236.53 KB )</i>	12:07:44 AM
Manish Singh	Have to tried restarting the server end? (Edited)	12:07:47 AM
Kirap	yes they just did that	12:08:00 AM
Manish Singh	Kindly try now.	12:11:04 AM
	Is this the first time you are facing this issue?	12:11:54 AM
Kirap	yes	12:12:05 AM
	should I try restarting?	12:14:57 AM
Manish Singh	Restarted the system kindly login once.	12:15:25 AM
	Kindly select the company file.	12:18:39 AM
Kirap	I don't know which one is the correct one to select	12:19:11 AM
Manish Singh	Working on it.	12:21:50 AM
	Check now to see if you can pay Bills.	12:22:11 AM
Kirap	yes im able to pay bills now thank you	12:25:30 AM
Manish Singh	Is there anything else I may help you with ?	12:25:58 AM
	Are we still connected here?	12:27:16 AM
Kirap	no im good thank you	12:27:58 AM
Manish Singh	It would be great if you could share your feedback after this chat ends. Thanks in advance!	12:28:09 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:28:14 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	12:28:17 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	12:28:19 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

31 Jan, 5:36:16 PM

**#71732 RUSSELL HENDERSON**

**Email:** rhenderson@atabss.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:** FT WASHINGTON

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 30 Mins 52 Secs

RUSSELL HENDERSON	Hello, I am your Acebuddy	31 Jan, 5:36:18 PM
Acebuddy	Hello Russell Henderson, I'm your Ace Buddy. I'll be happy to assist you!	5:36:19 PM
	Whom Would You Like to Connect With?	5:36:19 PM
RUSSELL HENDERSON	Technical Support (QB & App Hosting)	5:36:30 PM
Acebuddy	Welcome to Ace Support.	5:36:30 PM
	Please chose an option :	5:36:30 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:07:11 PM
	<i>Ended due to chat idle timeout</i>	6:07:11 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Jan, 10:12:47 PM

### #70783 Anna

**Email:** lightboxbooks@gmail.com  +639569501228

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** PANAMITAN

**State:** Cavite

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 15 Mins 47 Secs

Anna	Hello, I am your Acebuddy	15 Jan, 10:12:48 PM
Acebuddy	Hello Lightboxbooks, I'm your Ace Buddy. I'll be happy to assist you!	10:12:48 PM
	Whom Would You Like to Connect With?	10:12:48 PM
Anna	Technical Support (QB & App Hosting)	10:12:54 PM
Acebuddy	Welcome to Ace Support.	10:12:54 PM
	Please chose an option :	10:12:54 PM
Anna	I'd like to raise a Request	10:13:00 PM
Acebuddy	Please select your request type.	10:13:00 PM
Anna	Other Request	10:13:37 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.	10:13:37 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:13:37 PM
Anna	Restart	10:13:49 PM
Acebuddy	Hello Lightboxbooks, I'm your Ace Buddy. I'll be happy to assist you!	10:13:49 PM
	Whom Would You Like to Connect With?	10:13:49 PM
Anna	Technical Support (QB & App Hosting)	10:13:56 PM

Acebuddy	Welcome to Ace Support.	10:13:56 PM
	Please chose an option :	10:13:56 PM
Anna	I'd like to raise a Request	10:14:02 PM
Acebuddy	Please select your request type.	10:14:02 PM
Anna	Other Request	10:14:16 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.	10:14:16 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:14:16 PM
Anna	Setback	10:14:23 PM
Acebuddy	Please select your request type.	10:14:23 PM
Anna	Other Request	10:14:43 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.	10:14:43 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:14:43 PM
Anna	Yes, I'm facing issues with my server	10:14:55 PM
Acebuddy	Please select an option!	10:14:55 PM
Anna	Other Issue	10:15:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:15:01 PM
Anna	please connect me to Sandeep Kumar	10:15:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:15:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:15:18 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:16:26 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:16:30 PM
Anna	Hi I am Anna	10:16:41 PM
	621540 this is my ticket number	10:16:49 PM
Tushar Pharswan	Hello Anna	10:16:59 PM
	Kindly allow me two minutes to check the same.	10:17:05 PM
Anna	sure	10:17:10 PM
Tushar Pharswan	Thank you for waiting.	10:21:09 PM
	As per your ticket you wat to make an Accountant's copy	10:21:30 PM
Anna	yes	10:21:37 PM
	on my old version Support team is the one who is creating it for us, I am not sure on this new version we purchased	10:22:14 PM

Tushar Pharswan	For this and other good features we have migrated you to the better server.	10:22:51 PM
	On which you can create your own accountant copy and much more.	10:23:06 PM
	I will find a link which you can follow.	10:23:25 PM
Anna	oh ok	10:23:31 PM
	<i>10:26:54 PM Tushar Pharswan is sharing a file with you</i> <a href="#"><u>how-to-make-accountant-copy-of-qb-company-file.pdf</u></a> - ( Size:359.07 KB )	10:26:54 PM
Tushar Pharswan	You can download this file and proceed if you face any issue kindly reach us out again.	10:27:29 PM
	Is there anything else I may help you with ?	10:27:30 PM
Anna	Ok , I will check on it , that would be all for now. Thank you	10:28:08 PM
Tushar Pharswan	Okay.	10:28:23 PM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	10:28:25 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:28:30 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:28:32 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>Tushar Pharswan has ended this chat session</i>	10:28:35 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 3:34:37 AM

#71198 Matt Ates

Email: matthewates@gmail.com ☎ 5127619988

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** AUSTIN

**State:** Texas

**Country:** UNITED STATES

Chat Duration : 22 Mins 44 Secs

### Chat Transcript

Matt Ates	Hello, I am your Acebuddy	23 Jan, 3:34:38 AM
Acebuddy	Hello Matthewates, I'm your Ace Buddy. I'll be happy to assist you!	3:34:39 AM
	Whom Would You Like to Connect With?	3:34:39 AM
Matt Ates	Technical Support (QB & App Hosting)	3:34:41 AM
Acebuddy	Welcome to Ace Support.	3:34:41 AM
	Please chose an option :	3:34:41 AM
Matt Ates	I'd like to report an Issue	3:34:46 AM
Acebuddy	Please select an option!	3:34:46 AM
Matt Ates	QuickBooks Issue	3:34:50 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:34:50 AM
Matt Ates	Other QB related issue	3:34:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:34:55 AM
Matt Ates	I want to create an excel report in QB and I receive a error message that there is not enough memory to produce an excel spreadsheet, only a CSV file	3:35:24 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:35:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:35:25 AM
	<i>Manish Singh accepted the chat transfer request.</i>	3:35:41 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:35:53 AM
	I will surely help you with this issue.	3:36:09 AM
	You are on shared server.	3:37:19 AM
Matt Ates	Ok? So you can't fix this issue?	3:39:21 AM
Manish Singh	You have enough space, so it not related to server memory issue.	3:39:53 AM
	May I take the remote access of your local computer?	3:40:00 AM
Matt Ates	sure	3:40:12 AM

Manish Singh	<a href="https://assist.acecloudhosting.com/join/7582568219">https://assist.acecloudhosting.com/join/7582568219</a>	3:42:15 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:42:19 AM
Matt Ates	Do you see the error message?	3:44:59 AM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:45:11 AM
	Is there anything else I may help you with ?	3:57:07 AM
Matt Ates	That's all, thanks again	3:57:13 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:57:18 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	3:57:21 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	3:57:22 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Jan, 8:45:07 PM

#### #70376 info

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

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 39 Mins 7 Secs

info	Hello, I am your Acebuddy	9 Jan, 8:45:08 PM
Acebuddy	Hello Jungmi Lee, I'm your Ace Buddy. I'll be happy to assist you!	8:45:10 PM
	Whom Would You Like to Connect With?	8:45:10 PM
info	Technical Support (QB & App Hosting)	8:45:15 PM
Acebuddy	Welcome to Ace Support.	8:45:15 PM
	Please chose an option :	8:45:15 PM
info	I'd like to raise a Request	8:45:30 PM
Acebuddy	Please select your request type.	8:45:31 PM
info	Setup Ace Server	8:45:50 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:45:50 PM
info	MacOS	8:46:03 PM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	8:46:03 PM
	Do you need any further assistance on the topic?	8:46:03 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.	9:24:16 PM
	<i>Ended due to chat idle timeout</i>	9:24:16 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

14 Jan, 5:22:49 AM

**#70627 KEITH**

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

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 18 Mins 4 Secs

KEITH	Hello, I am your Acebuddy	14 Jan, 5:22:51 AM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	5:22:52 AM
	Whom Would You Like to Connect With?	5:22:52 AM
KEITH	Technical Support (QB & App Hosting)	5:22:56 AM
Acebuddy	Welcome to Ace Support.	5:22:56 AM
	Please chose an option :	5:22:56 AM
KEITH	I'd like to report an Issue	5:23:01 AM
Acebuddy	Please select an option!	5:23:01 AM
KEITH	QuickBooks Issue	5:23:05 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:23:05 AM
KEITH	QuickBooks Update	5:23:08 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	5:23:08 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	5:23:08 AM
	Do you need any further assistance on the topic?	5:23:08 AM
KEITH	Yes	5:23:18 AM
Acebuddy	Please wait while we connect you to our Support Representative	5:23:18 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:23:18 AM
KEITH	hello its Keith AGAIN. your doing an update install for me.	5:23:50 AM
	<i>Manish Singh accepted the chat transfer request.</i>	5:23:50 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	5:23:59 AM
KEITH		

	you said to log back in after 10 minutes	5:24:06 AM
	shows install pending in those 2 catagories	5:24:19 AM
	so what else do we need to do to complete this	5:24:45 AM
Manish Singh	We have updated the application.	5:25:05 AM
KEITH	it shows update pending	5:25:23 AM
	it does not show new downloads complete	5:25:37 AM
Manish Singh	Those two categories is for Service messages and Service profile.	5:25:40 AM
KEITH	what does does this mean.	5:26:05 AM
	it does not mean anything to me. please explain	5:26:21 AM
Manish Singh	That two maybe be not in use that why its showing that way.	5:26:29 AM
	You can proceed with the task and let us know if you are facing the issue.	5:26:50 AM
KEITH	i am facing issues with web connect and time stamps and certificate issues. b4 i proceed i wanted any criticle updates completed. was showing error code 15212. no says pending.	5:28:32 AM
Manish Singh	I have resolved the critical update issue.	5:29:06 AM
	Kindly check now.	5:29:12 AM
KEITH	let me see.	5:29:19 AM
	what did you do???????	5:29:27 AM
Manish Singh	I have run the update from the backend.	5:29:52 AM
KEITH	ok checking now.	5:30:14 AM
	give me a minute	5:30:20 AM
Manish Singh	Sure, take your time we would be happy to assist you.	5:30:49 AM
KEITH	ok seems like its updated. thank you kindly	5:32:44 AM
	that concludes our business today	5:33:02 AM
Manish Singh	Is there anything else I may help you with ?	5:33:30 AM
	Are we still connected here?	5:34:57 AM
	Are we still connected here?	5:37:00 AM
	Are we still connected here?	5:40:48 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.	5:40:53 AM

*Manish Singh has ended this chat session*

5:40:55 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Jan, 11:49:37 PM

#71682 partsfast

Email: partsfast@gmail.com ☎ 2817500340

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: HOUSTON

State: Texas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 9 Months 3 Weeks

partsfast	Hello, I am your Acebuddy	30 Jan, 11:49:38 PM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	11:49:39 PM
	Whom Would You Like to Connect With?	11:49:39 PM
partsfast	Technical Support (QB & App Hosting)	11:50:02 PM
Acebuddy	Welcome to Ace Support.	11:50:02 PM
	Please chose an option :	11:50:02 PM
partsfast	I'd like to raise a Request	11:50:12 PM
Acebuddy	Please select your request type.	11:50:12 PM
partsfast	Other Request	11:50:26 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:50:26 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:50:26 PM
partsfast	Yes, I'm facing issues with my server	11:50:41 PM
Acebuddy	Please select an option!	11:50:41 PM
partsfast	Password Reset	11:51:05 PM
Acebuddy		

	Please select an option below	11:51:05 PM
partsfast	Setback	11:51:16 PM
Acebuddy	Please select an option!	11:51:16 PM
partsfast	QuickBooks Issue	11:51:20 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:51:20 PM
partsfast	Other QB related issue	11:51:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:51:24 PM
partsfast	PASSWORD PROMPTING ON THE LOCAL AFTER PRESSING RDP. WINDOWS TRYS TO ASK FOR PASSWORD ON 2 USERS EVERY FEW DAYS	11:53:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:53:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:53:08 PM
	<i>Chat request was not picked up by the operators</i>	11:55:46 PM



## Chat Transcript

I am an existing customer. I need to set up a new hosted quickbooks server for QB 2024 Desktop Enterprise. I would like to talk to someone about this item.

### Visitor Details

19 Jan, 2:22:35 AM

#### #70975 Jon Ruby

**Email:** msdn001jr@hotmail.com 14026701249

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

**Operator:** Anurag Sharma

**Website:** <https://www.acecloudhosting.com/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** KANSAS CITY

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

Jon Ruby	I am an existing customer. I need to set up a new hosted quickbooks server for QB 2024 Desktop Enterprise. I would like to talk to someone about this item.	19 Jan, 2:22:36 AM
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.	2:22:42 AM
	Hi Jon	2:23:16 AM
	Do you wish to upgrade the QuickBooks?	2:23:25 AM
Jon Ruby	No, we already own the license. What I need to do is get this license hosted, upload the correct company files, verify that everything is working and then turn off our existing QB 2023 hosting.	2:25:43 AM
	I expect to keep both environments operational for a couple of weeks.	2:26:18 AM
Aayush Verma	Right now you are on the QuickBooks Only server which can host only 1 version of QuickBooks. We can put your QuickBooks Enterprise on the same server so that you can use both versions but for that we need to migrate you to a dedicated server.	2:27:54 AM
Jon Ruby	I would rather not migrate the existing, as we will be shutting that off in the near future. I would like to get Enterprise on a dedicated server.	2:29:22 AM
Aayush Verma	Kindly confirm if this is for the separate users than what you have on the existing server?	2:30:27 AM
Jon Ruby	We can do that, yes.	2:32:06 AM
Aayush Verma	If this is for the existing users that you have. Then we will migrate you to a dedicated server and will install the QuickBooks Enterprise. After that at your convenience you can get QuickBooks Pro removed from the server.	2:33:47 AM
	Do you have any questions?	2:34:00 AM
Jon Ruby	Is there any way to do this without migrating the existing? This seems unnecessary.	2:37:12 AM
Aayush Verma	Since you are on a QuickBooks Only server this can only run one version which is QuickBooks Pro on the server. We need to migrate you first to a dedicated server.	2:38:59 AM
Jon Ruby	What I don't understand is why both versions need to be on the same server, that is not a requirement on my side.	2:39:43 AM
Aayush Verma	Ron if this request is for existing 3 users and the same company *"Senior Moving Services & Estate Dispersal Services"* This is the only way to do it. We can not setup a new dedicated server for this request. (Edited)	2:41:29 AM
	Please let me know if this is not the case?	2:41:35 AM
Jon Ruby	yes, it would be for the same companies, and ideally, for the same users. If migration of the existing Pro edition is the only way, what does that take (timing, duration, etc)?	2:44:09 AM
Aayush Verma	Sure, our support team will assist you with that. I will transfer this chat to them. Ideally 3 user dedicated server cost is high but we are keeping your billing the same as before.	2:45:48 AM
	I will transfer this chat now.	2:46:45 AM
	<i>Aayush Verma is transferring the chat to Support(QB &amp; App Hosting).</i>	2:47:07 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:47:46 AM

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:47:48 AM
	Hello	2:50:14 AM
Jon Ruby	Yes, I am here.	2:50:31 AM
Anurag Sharma	How can I assist you?	2:50:43 AM
Jon Ruby	Can you review the chat transcript?	2:51:00 AM
Anurag Sharma	Yes, are you planning to migrate to a new dedicated server?	2:51:29 AM
	So that you can access both QB pro and enterprise?	2:52:09 AM
Jon Ruby	Yes. We need to implement QB Desktop 2024 Enterprise (we own a license), migrate existing QB Desktop 2023 Pro. This will not be a straight upgrade from 2023 Pro. We will need both versions operational for a short period of time.	2:53:25 AM
Anurag Sharma	Okay	2:53:49 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:53:55 AM
Jon Ruby	Existing 2023 Pro is qblivepro1.myrealdata.net	2:54:55 AM
	myrealdata\JonR.pro1	2:55:09 AM
Anurag Sharma	Thanks for the confirmation !	2:55:50 AM
	Jon, I would like to inform you that migration process could take upto 8-10 hours. Migration is only executable during the down time when no users are active.	2:59:34 AM
	Please let us know when we can schedule the migration for you?	3:00:04 AM
Jon Ruby	Can we do that overnight (CST) on Monday evening (Jan 20, 2025) from 10 PM (CST)?	3:01:13 AM
Anurag Sharma	Yes, we can surely do that.	3:01:57 AM
Jon Ruby	Will this include installing 2024 Enterprise?	3:02:14 AM
Anurag Sharma	Could you please share us the license details of QB 2024 ENT?	3:02:34 AM
Jon Ruby	Yes, one moment.	3:02:56 AM
Anurag Sharma	Yes, we will inform you on email once it is completed.	3:02:58 AM
	After this chat I will send you an email as well. I request you to kindly provide the approval to that email from your primary contact. So that we can proceed with your request timely.	3:05:38 AM
Jon Ruby	8620-9441-8820-298	3:05:47 AM
Anurag Sharma	Thankyou for the information.	3:06:16 AM
Jon Ruby	While we do this migration, would I be able to replace one of the users?	3:06:20 AM
Anurag Sharma	Which user you want to replace?	3:07:07 AM
Jon Ruby	LisaH.pro1	3:07:32 AM
Anurag Sharma	And what about her data?	3:07:53 AM
Jon Ruby	No longer needed.	3:08:07 AM

Anurag Sharma	Okay then, we will do that for you. You can provide the details over the email for the same.	3:08:33 AM
	Is there anything else I may help you with ?	3:08:37 AM
Jon Ruby	Not at this time. thank you.	3:08:52 AM
Anurag Sharma	Thanks for the confirmation !	3:08:55 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:08:59 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:09:06 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	3:09:09 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Anurag Sharma has ended this chat session</i>	3:09:11 AM



## Chat Transcript

I have a new computer and cannot connect to the server

### Visitor Details

14 Jan, 3:55:34 AM

#### #70615 Gloria Phillips

**Email:** gphillips@gpacnt.com 15804783686

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

**Operator:** Tushar Pharswan

**Website:** <https://www.acecloudhosting.com/knowledgebase/connect-server-drive-webdav-on-a-local-computer-for-windows/>

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** PONCA CITY

**State:** Oklahoma

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 24 Mins 25 Secs

Gloria Phillips	I have a new computer and cannot connect to the server	14 Jan, 3:55:35 AM
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.	3:55:37 AM
Gloria Phillips	I went to instructions and it said it cannot find	3:56:29 AM
Vatsal	Hi! Let me forward this chat to the support team. They'll be assisting you on the matter.	3:56:33 AM
	<i>Vatsal is transferring the chat to Support(QB &amp; App Hosting).</i>	3:56:42 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	3:57:09 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	3:57:13 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:57:31 AM
Gloria Phillips	Ace Cloud Hosting	3:58:15 AM
	I have two users, and my employee can get on but I cannot. I have icon to connect but it asks for password that does not work. I need to get on to do work I have tax programs and other programs that I use server for.	4:00:35 AM
Tushar Pharswan	May I know the user name.	4:01:08 AM
	for which you are unable to login.	4:01:18 AM
Gloria Phillips	Ay6blw3U4!	4:01:58 AM
Tushar Pharswan	We can't find any user with the name you provided.	4:03:06 AM
	Kindly tell us your company name or CID number.	4:03:28 AM
Gloria Phillips	the icon as for 1.rdg.myreldata.net (RD Gateway Server) 2. GPAccounting.myreldata.net (remote computer)	4:03:48 AM
	Gloria Phillips Accounting LLC	4:03:58 AM
Tushar Pharswan	May I take the remote access of your local computer?	4:04:17 AM
Gloria Phillips	YES!!	4:04:29 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	4:04:32 AM
	<a href="https://assist.acecloudhosting.com/join/7192230384">https://assist.acecloudhosting.com/join/7192230384</a>	4:04:56 AM
	Kindly Click on the link and open the downloaded file.	4:04:58 AM
	Kindly guide me to the icon through which you are trying to login.	4:08:51 AM
	Kindly enter your password.	4:12:10 AM
	Kindly enter the Verification code that you received.	4:16:10 AM
	Kindly make new password for login.	4:17:37 AM
	You can manage your other users as well from here MyPortal. (Edited)	4:18:06 AM

	It worked.	4:19:17 AM
	Is there anything else I may help you with ?	4:19:20 AM
Gloria Phillips	Thank you so much for all your help!!!	4:19:33 AM
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	4:19:36 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:19:50 AM
Gloria Phillips	I will!!	4:19:58 AM
Tushar Pharswan	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	4:20:00 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Tushar Pharswan has ended this chat session*

4:20:03 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

31 Jan, 9:38:20 PM

#71743 finance

Email: finance@aghstore.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: NEW YORK

State: New York

Country: UNITED STATES

## Chat Transcript

finance	Hello, I am your Acebuddy	31 Jan, 9:38:20 PM
Acebuddy	Hello Finance, I'm your Ace Buddy. I'll be happy to assist you!	9:38:22 PM
	Whom Would You Like to Connect With?	9:38:22 PM
finance	Technical Support (QB & App Hosting)	9:38:27 PM
Acebuddy	Welcome to Ace Support.	9:38:27 PM
	Please chose an option :	9:38:27 PM
finance	I'd like to report an Issue	9:38:35 PM
Acebuddy	Please select an option!	9:38:35 PM
finance	Other Issue	9:38:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:38:39 PM
finance	Why can't I still activate my excel office even if my office365 account has already been upgraded	9:39:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:39:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:39:17 PM
finance	any update?	9:46:24 PM
	*update	9:46:27 PM
	<i>Chat request was not picked up by the operators</i>	9:48:02 PM
	hello?	9:53:31 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Jan, 12:03:28 AM

**#70698 Daniel Barron****Email:** dbarron@dmjtransportation.net 7246893271**Department:** Support(QB & App Hosting)**Operator:** Aarush Aneja**Website:** <https://www.acecloudhosting.com/support-chat.php>

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Secs

**City:** MOUNT PLEASANT

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 48 Secs

Daniel Barron	Hello, I am your Acebuddy	15 Jan, 12:03:30 AM
Acebuddy	Hello Daniel Barron, I'm your Ace Buddy. I'll be happy to assist you!	12:03:31 AM
	Whom Would You Like to Connect With?	12:03:31 AM
Daniel Barron	Technical Support (QB & App Hosting)	12:03:38 AM
Acebuddy	Welcome to Ace Support.	12:03:38 AM
	Please chose an option :	12:03:38 AM
Daniel Barron	I'd like to report an Issue	12:04:39 AM
Acebuddy	Please select an option!	12:04:39 AM
Daniel Barron	QuickBooks Issue	12:04:44 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:04:44 AM
Daniel Barron	Other QB related issue	12:04:56 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:04:56 AM
Daniel Barron	I need to make a back up copy of my QB file.	12:06:25 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:06:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:06:25 AM
	<i>Aarush Aneja accepted the chat transfer request.</i>	12:06:35 AM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	12:06:37 AM
Daniel Barron	There is not enough room on the server to create it.	12:06:38 AM
	HI ther	12:06:41 AM
Aarush Aneja	Hello Daniel	12:06:47 AM
Daniel Barron	Hello,	12:07:04 AM
	Seems that i've run out of space on my sever to back up my file	12:07:15 AM
Aarush Aneja	We will surely assist you	12:07:43 AM
	May I take the remote access of your server?	12:07:55 AM

Daniel Barron	Sure!	12:07:58 AM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	12:08:31 AM
Daniel Barron	oka	12:08:57 AM
Aarush Aneja	Kindly accept the remote request on the server	12:09:43 AM
Daniel Barron	Havne't gotten one yet	12:10:50 AM
Aarush Aneja	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:11:06 AM
	Kindly login back to the file and check for backup now	12:23:16 AM
	We are connected back	12:45:54 AM
	We informed you to acecloudhosting.wetransfer.com	12:46:13 AM
	We believe your issue is now resolved	12:46:20 AM
	Is there anything else I may help you with ?	12:46:26 AM
Daniel Barron	no thank you	12:46:36 AM
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:46:43 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	12:46:46 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Aarush Aneja has ended this chat session</i>	12:47:19 AM



# Chat Transcript

Hello, I am your Acebuddy

**#71556 Fenil Shah****Email:** tax@sktaxaddison.com  8473508121**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:** 44 Secs**City:** WILMINGTON**State:** Delaware**Country:** UNITED STATES

Chat Duration : 21 Mins 55 Secs

## Chat Transcript

Fenil Shah	Hello, I am your Acebuddy	29 Jan, 3:47:41 PM
Acebuddy	Hello Sanjay Makheja, I'm your Ace Buddy. I'll be happy to assist you!	3:47:43 PM
	Whom Would You Like to Connect With?	3:47:43 PM
Fenil Shah	Managed IT	3:47:50 PM
Acebuddy	Please wait while we connect you to an available Representative.	3:47:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:47:50 PM
	<i>Moin Latief accepted the chat transfer request.</i>	3:47:58 PM
Moin Latief	Thank you for contacting Ace Cloud Hosting. My name is Moin. How may i assist you?	3:48:16 PM
Fenil Shah	Server lagging too much it is impossible to work for us	3:48:25 PM
	Why this happens again and again	3:48:34 PM
	we are frusted	3:48:41 PM
Moin Latief	I apologize for the inconvenience caused, may i know your company name please?	3:49:04 PM
Fenil Shah	SK TAX ADDISON LLC	3:49:29 PM
Moin Latief	You have contacted VDI support, Kindly allow me to transfer your chat to the concerned department.	3:50:38 PM
Fenil Shah	Yes	3:50:57 PM
	please	3:50:59 PM
	<i>Moin Latief is transferring the chat to Support(QB &amp; App Hosting).</i>	3:51:07 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	3:51:15 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	3:51:25 PM
Fenil Shah	All our servers are lagging too much	3:51:50 PM

Shubham Kataria	I deeply apologize for the inconvenience caused to you.	3:52:11 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:52:16 PM
Fenil Shah	Hardik	3:52:56 PM
	but all our servers are lagging from 1 week	3:53:19 PM
	it is impossible to work for us	3:53:25 PM
Shubham Kataria	I will surely help you with this issue. Kindly allow me two minutes to check	3:53:41 PM
Fenil Shah	ok	3:54:36 PM
Shubham Kataria	Thank you for waiting.	3:57:19 PM
Fenil Shah	YES	3:57:41 PM
	SO WHATS THE ISSUE?	3:58:00 PM
Shubham Kataria	As we have checked the server up time is more than 1 day. If you allow can we reboot the server SKTaxAddison5.myrealdata.net for user Hardik	3:58:12 PM
Fenil Shah	yes you may , but how much time will it take?	3:59:16 PM
Shubham Kataria	And there was multiple instance of google chrome running that is consuming the memory	3:59:22 PM
	it will take only 2-3 minutes	3:59:34 PM
Fenil Shah	okay sure	3:59:43 PM
	go ahead	3:59:46 PM
Shubham Kataria	Thank you, please allow two three minutes. let me reboot the server	4:00:04 PM
	Server is up now. Kindly ask hardik to login	4:01:31 PM
	Are we still connected here?	4:04:53 PM
	Are we still connected here?	4:06:34 PM
	Are we still connected here?	4:08:14 PM
	As you are disconnected from the chat, we are ending the chat session. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:09:33 PM
	<i>Shubham Kataria has ended this chat session</i>	4:09:37 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

## #71708 Debbie Carrell

**Email:** debbiec@schaeferadvertising.com ☎ 8172264332**Department:** Support(QB & App Hosting)**Operator:** Yash Kalra**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 4 Secs**City:** MANSFIELD**State:** Texas**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 20 Mins 13 Secs

Debbie Carrell	Hello, I am your Acebuddy	31 Jan, 3:58:00 AM
Acebuddy	Hello Debbie Carrell, I'm your Ace Buddy. I'll be happy to assist you!	3:58:01 AM
	Whom Would You Like to Connect With?	3:58:01 AM
Debbie Carrell	Technical Support (QB & App Hosting)	3:58:14 AM
Acebuddy	Welcome to Ace Support.	3:58:14 AM
	Please chose an option :	3:58:14 AM
Debbie Carrell	I'd like to report an Issue	3:58:30 AM
Acebuddy	Please select an option!	3:58:30 AM
Debbie Carrell	Other Issue	3:58:36 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:58:36 AM
Debbie Carrell	We reported a syncing issue two days ago between QBs Integration (FP) and we still have yet to get it resolved. Currently on hold waiting to be assisted. We received an email that they reached out to us but did not get anyone. We did not receive call.	4:01:10 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:01:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:01:11 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:01:49 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:01:59 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:02:12 AM
Debbie Carrell	I don't want to start over. can you refer to our email ticket? Re:[## 630771 ##] FW: FP & QuickBooks Integration Error	4:03:03 AM
Yash Kalra	Kindly allow me two minutes to check the same.	4:03:15 AM

	May I take the remote access of your server?	4:04:57 AM
Debbie Carrell	Taylor Snider was supposed to receive a call back at 4pm - 817-226-4332 ext 238	4:05:14 AM
	She is our staff accountant and the one having the issue. She would need to be able to provide you with the information to log into her account.	4:05:42 AM
	Is the server the same for all of us?	4:06:12 AM
Yash Kalra	Debbie,I've noted the issue and will address it. If you'd like, I can fasten the process and ensure she receives a callback soon.	4:07:09 AM
	Yes, the server is the same, but sometimes the issue can be user-specific as well.	4:08:36 AM
Debbie Carrell	that would be great! I am concerned that we are already going on day 3 without assistance on this. We are stuck and unable to pay bills until this issue is resolved.	4:08:47 AM
Yash Kalra	I completely understand your concern, and please don't worry—we're here to help. I've noted the issue and will forward it to the senior engineer. I'll also ensure your team receives a callback as soon as possible.	4:10:35 AM
	Is there anything else I may help you with ?	4:10:46 AM
Debbie Carrell	This is our highest priority and concern at the moment.	4:11:04 AM
Yash Kalra	Should we proceed to close this chat now so we can forward the case? (Edited)	4:12:04 AM
Debbie Carrell	We received an email that they tried to call but we did not receive a call. I am concerned that will be the case second time around. Please be sure they are paying attention to her extension. If they do not get through, please ask them to use my cell #817-296-3121 in case there is a phone issue. Thank you!	4:13:17 AM
	I do not understand why we would close the ticket but we will trust you are escalating the issue to be resolved. The ticket should not say "resolved"	4:13:59 AM
Yash Kalra	I meant to close this chat session so that the ticket with the chat transcript can be sent to the senior engineer.	4:15:15 AM
Debbie Carrell	of course, thank you.	4:15:42 AM
Yash Kalra	For immediate assistance, you can also contact us on our 24/7 helpline at <b>888-415-5240</b> (toll-free).	4:16:15 AM
Debbie Carrell	Yeah, Taylor has been on hold for over 30 minutes with that line. not immediate.	4:16:52 AM
Yash Kalra	We apologize for the inconvenience. I'll forward the issue right away and ensure you receive a callback as soon as possible	4:17:52 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:18:09 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	

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

*Yash Kalra has ended this chat session*

4:18:14 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

5 Jan, 3:01:40 AM

### #70170 Alejandro Guerra

**Email:** alex@sanjoseproduce.com 16147729829

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

**Operator:** Gaurav kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Secs

**City:** TOMBALL

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 16 Mins 21 Secs

Alejandro Guerra	Hello, I am your Acebuddy	5 Jan, 3:01:41 AM
Acebuddy	Hello Alejandro Torres, I'm your Ace Buddy. I'll be happy to assist you!	3:01:42 AM
	Whom Would You Like to Connect With?	3:01:42 AM
Alejandro Guerra	Technical Support (QB & App Hosting)	3:01:46 AM
Acebuddy	Welcome to Ace Support.	3:01:47 AM
	Please chose an option :	3:01:47 AM
Alejandro Guerra	I'd like to report an Issue	3:01:58 AM
Acebuddy	Please select an option!	3:01:59 AM
Alejandro Guerra	Other Issue	3:02:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:02:03 AM

Alejandro Guerra	Enroll in Selfcare	3:02:18 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:02:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:02:19 AM
	<i>Gaurav Kumar accepted the chat transfer request.</i>	3:02:38 AM
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.	3:02:49 AM
	Hello Alejandro	3:03:23 AM
Alejandro Guerra	Thanks Gaurav. I already send you en email requesting to enroll in SelfCare Service	3:03:25 AM
Gaurav Kumar	I will surely help you with this issue.	3:03:37 AM
	May I take the remote access of your local computer?	3:03:44 AM
Alejandro Guerra	Yes	3:03:52 AM
Gaurav Kumar	Prior providing the access, I would suggest you to close any important documents at your end.	3:04:33 AM
Alejandro Guerra	ok, ready	3:04:38 AM
Gaurav Kumar	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/2812298084">https://assist.acecloudhosting.com/join/2812298084</a>	3:04:41 AM
	we are connected now	3:07:27 AM
	Is there anything else I may help you with ?	3:16:01 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:17:56 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	3:17:59 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Gaurav Kumar has ended this chat session</i>	3:18:03 AM



# Chat Transcript

Hello, I am your Acebuddy

21 Jan, 10:39:10 PM

## Visitor Details

### #71097 Mike Porter

**Email:** mporter@newhousetowing.com  503-572-6438  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 53 Secs  
**City:** PORTLAND  
**State:** Oregon  
**Country:** UNITED STATES

Chat Duration : 10 Mins 34 Secs

## Chat Transcript

Mike Porter	Hello, I am your Acebuddy	21 Jan, 10:39:11 PM
Acebuddy	Hello Mporter, I'm your Ace Buddy. I'll be happy to assist you!	10:39:12 PM
	Whom Would You Like to Connect With?	10:39:12 PM
Mike Porter	Technical Support (QB & App Hosting)	10:39:17 PM
Acebuddy	Welcome to Ace Support.	10:39:17 PM
	Please chose an option :	10:39:17 PM
Mike Porter	I'd like to report an Issue	10:39:27 PM
Acebuddy	Please select an option!	10:39:27 PM
Mike Porter	Password Reset	10:39:30 PM
Acebuddy	Please select an option below	10:39:30 PM
Mike Porter	Already Enrolled to Selfcare Portal	10:39:39 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:39:39 PM
	Do you need any further assistance on the topic?	10:39:39 PM
Mike Porter	Yes	10:39:44 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:39:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:39:44 PM
Mike Porter	We have two user and Brandy Raquinio login is not working	10:40:16 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:40:39 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:40:44 PM

	I will surely help you with this issue.	10:41:55 PM
Mike Porter	I had my login get admin rights temporarily, now my other user can't login.	10:41:55 PM
Manish Singh	As i can check they are active.	10:43:17 PM
Mike Porter	Can you send a reset password to her email, because it wasn't working.	10:43:58 PM
	It brandi@newhousetowing.com	10:44:12 PM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	10:44:28 PM
	Also, the registered email for your account with us is : mporter@newhousetowing.com	
	Is there anything else I may help you with ?	10:45:49 PM
Mike Porter	ok thank you I have sent it	10:45:54 PM
Manish Singh	Is there anything else I may help you with ?	10:47:21 PM
Mike Porter	no thank you	10:48:35 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:49:39 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:49:43 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	10:49:45 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Jan, 2:14:02 AM

#70143 Doug Sleeter

Email: doug@sleeter.com ☎ 925-200-6365

Department: Support(QB & App Hosting)

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** FAIRFIELD

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 18 Mins 52 Secs

Doug Sleeter	Hello, I am your Acebuddy	4 Jan, 2:14:04 AM
Acebuddy	Hello Doug Sleeter, I'm your Ace Buddy. I'll be happy to assist you!	2:14:06 AM
	Whom Would You Like to Connect With?	2:14:06 AM
Doug Sleeter	Technical Support (QB & App Hosting)	2:14:10 AM
Acebuddy	Welcome to Ace Support.	2:14:10 AM
	Please chose an option :	2:14:10 AM
Doug Sleeter	Setback	2:14:14 AM
Acebuddy	Hello Doug Sleeter, I'm your Ace Buddy. I'll be happy to assist you!	2:14:14 AM
	Whom Would You Like to Connect With?	2:14:14 AM
Doug Sleeter	Technical Support (QB & App Hosting)	2:14:20 AM
Acebuddy	Welcome to Ace Support.	2:14:20 AM
	Please chose an option :	2:14:20 AM
Doug Sleeter	I'd like to raise a Request	2:14:27 AM
Acebuddy	Please select your request type.	2:14:27 AM
Doug Sleeter	Password Reset	2:14:31 AM
Acebuddy	Please select an option below	2:14:31 AM
Doug Sleeter	Already Enrolled to Selfcare Portal	2:14:37 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	2:14:37 AM
	Do you need any further assistance on the topic?	2:14:37 AM
Doug Sleeter	Yes	2:15:00 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:15:00 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:15:00 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	2:15:31 AM

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	2:15:40 AM
Doug Sleeter	Windows password doesn't work. Host: TSGInc.myrealdata.net	2:15:47 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	2:15:55 AM
Doug Sleeter	login myrealdata\DougSleeter. Need password reset	2:16:08 AM
Tushar Pharswan	You are registered to Selfcare from where you can reset your password.	2:17:30 AM
Doug Sleeter	I tried that. will look closely again	2:17:46 AM
Tushar Pharswan	Would you like me to guide you through that.	2:17:49 AM
Doug Sleeter	ok, maybe I misunderstand the difference between the password for the self serve portal and the windows password	2:18:58 AM
	I thought they were separate	2:19:04 AM
	on self serve portal, I did a change password.	2:19:23 AM
Tushar Pharswan	The selfcare portal password and that windows password are same.	2:19:52 AM
Doug Sleeter	ok. will try that on the windows login.	2:20:08 AM
Tushar Pharswan	Kindly try the new password to login to server now.	2:20:08 AM
	Kindly let me know if that works for you or not.	2:20:25 AM
Doug Sleeter	ok, that worked. THank you.	2:21:38 AM
Tushar Pharswan	Great.	2:21:42 AM
Doug Sleeter	sorry for the bother	2:21:44 AM
Tushar Pharswan	This message has been deleted	2:21:44 AM
	No worries we are always here to help.	2:22:06 AM
	Is there anything else I may help you with ?	2:22:19 AM
	Are we still connected here?	2:22:45 AM
	Are we still connected here?	2:23:42 AM
	Are we still connected here?	2:24:10 AM
Doug Sleeter	yes.	2:24:19 AM
	the connedction to the server keeps getting lost	2:24:34 AM
Tushar Pharswan	For that I will have to check it at your end.	2:25:01 AM
	May I take the remote access of your local computer?	2:25:08 AM
Doug Sleeter	yes	2:25:22 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	2:25:26 AM
Doug Sleeter	done	2:25:44 AM
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/3322860481">https://assist.acecloudhosting.com/join/3322860481</a>	2:25:45 AM

	Kindly Click on the link and open the downloaded file.	2:25:47 AM
	We are connected now, let me check some settings now.	2:26:59 AM
Doug Sleeter	ok. thanks	2:28:04 AM
Tushar Pharswan	Is this the icon through which you login?	2:28:32 AM
Doug Sleeter	no, the one on my desktop. Let me show you.	2:28:51 AM
Tushar Pharswan	Kindly guide me to the icon through where you login.	2:28:56 AM
	Your device has not been rebooted for 20 days it usually cause the issue.	2:31:51 AM
	Kindly reboot your device.	2:32:05 AM
	The issue will then be resolved.	2:32:18 AM
Doug Sleeter	ok.	2:32:19 AM
Tushar Pharswan	Is there anything else I may help you with ?	2:32:22 AM
Doug Sleeter	I'll log back into the chat after that.	2:32:32 AM
Tushar Pharswan	Sure.	2:32:35 AM
Doug Sleeter	if there is still an issue	2:32:37 AM
	thanks	2:32:38 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:32:52 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:32:54 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Tushar Pharswan has ended this chat session</i>	2:32:57 AM



# Chat Transcript

Hello, I am your Acebuddy

**Visitor Details****#70734 Meaghan Clocksin****Email:** meaghan.clocksin@promogearusa.com**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 10 Secs**City:** MOUNT WOLF**State:** New Jersey**Country:** UNITED STATES

Chat Duration : 14 Mins 50 Secs

**Chat Transcript**

Meaghan Clocksin	Hello, I am your Acebuddy	15 Jan, 4:13:19 AM
Acebuddy	Hello Meaghan Clocksin, I'm your Ace Buddy. I'll be happy to assist you!	4:13:20 AM
	Whom Would You Like to Connect With?	4:13:20 AM
Meaghan Clocksin	Technical Support (QB & App Hosting)	4:13:24 AM
Acebuddy	Welcome to Ace Support.	4:13:24 AM
	Please chose an option :	4:13:24 AM
Meaghan Clocksin	I'd like to report an Issue	4:13:31 AM
Acebuddy	Please select an option!	4:13:31 AM
Meaghan Clocksin	Other Issue	4:13:35 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:13:35 AM
Meaghan Clocksin	Outlook won't open so I can't send mail from QB	4:13:52 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:13:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:13:53 AM
	<i>Manish Singh accepted the chat transfer request.</i>	4:14:24 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	4:14:36 AM
	Hii Meaghan	4:14:45 AM
	I will surely help you with this issue.	4:15:07 AM
Meaghan Clocksin	Hello!	4:15:09 AM
	Thank you!	4:15:11 AM
Manish Singh	Kindly check now.	4:17:26 AM

Meaghan Clocksin	outlook still won't open but I am checking to see if I can get it to open through QB	4:19:16 AM
Manish Singh	Is the application crashing?	4:19:39 AM
Meaghan Clocksin	Quick Books isn't but Outlook won't open at all.	4:19:58 AM
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	4:20:35 AM
Meaghan Clocksin	Yes it is the first time it's happened to me. No other users are not having the same issue.	4:21:50 AM
Manish Singh	May I take the remote access of your server?	4:23:11 AM
Meaghan Clocksin	Yes	4:23:19 AM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	4:25:01 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:25:06 AM
	Is there anything else I may help you with ?	4:27:39 AM
Meaghan Clocksin	That is all - thank you so much for the swift help!!	4:27:58 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	4:27:59 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:28:05 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:28:08 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	4:28:10 AM



# Chat Transcript

Hello, I am your Acebuddy

**#71536 Rebecca Testa****Email:** becky@fairtaxplanning.comm**Department:** Support(QB & App Hosting)**Operator:****Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Mac OS**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 32 Secs**City:** SALEM**State:** South Carolina**Country:** UNITED STATES

Chat Duration : 25 Mins 3 Secs

**Chat Transcript**

Rebecca Testa	Hello, I am your Acebuddy	29 Jan, 2:53:21 AM
Acebuddy	Hello Becky, I'm your Ace Buddy. I'll be happy to assist you!	2:53:22 AM
	Whom Would You Like to Connect With?	2:53:22 AM
Rebecca Testa	Technical Support (QB & App Hosting)	2:53:30 AM
Acebuddy	Welcome to Ace Support.	2:53:30 AM
	Please chose an option :	2:53:30 AM
Rebecca Testa	I'd like to report an Issue	2:53:38 AM
Acebuddy	Please select an option!	2:53:38 AM
Rebecca Testa	Other Issue	2:53:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:53:43 AM
Rebecca Testa	When logging into ATX 24, the update results box informs me that program updates require a restart of the application, When I hit continue to restart, I am prompted to Install with the InstallShield Wizard for ATX 2024. When I click install, the wizard	2:56:35 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:56:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:56:35 AM
Rebecca Testa	is interrupted before it can be installed	2:56:49 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	2:56:56 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	2:57:07 AM
Rebecca Testa	Hi Sharath!	2:57:31 AM
Sharath Kumar	Hello Becky, am looking into your concern	2:58:04 AM
	could you let me know the server that you are on	2:58:38 AM
Rebecca Testa		

Fairtax2

2:58:49 AM

Sharath Kumar

just allow me a moment

2:59:15 AM

Alright, so in order to update ATX, you will require admin access

3:01:58 AM

To provide your account with admin access we will need an email request from Rich

3:02:45 AM

Once we receive the request, we will expedite the request at the earliest and will keep you posted

3:03:55 AM

Rebecca Testa

OK - I just got off the phone with him. He's just getting home and will send an email as soon as he powers up

3:05:49 AM

Sharath Kumar

Thank you for informing him. Anything else that I may assist you with?

3:06:44 AM

Rebecca Testa

Not at this time. Should I expect an email from ACE once updated?

3:07:42 AM

Sharath Kumar

absolutely!

3:08:21 AM

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

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

Thanks!

3:09:11 AM

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

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

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

3:09:18 AM

*Sharath Kumar has ended this chat session*

3:18:24 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 9:46:34 PM

#71090 Lucy

Email: lucy@mizfashions.com ☎ 12245678680

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 4 Mins 25 Secs

Lucy	Hello, I am your Acebuddy	21 Jan, 9:46:35 PM
Acebuddy	Hello Lucy, I'm your Ace Buddy. I'll be happy to assist you!	9:46:36 PM
	Whom Would You Like to Connect With?	9:46:36 PM
Lucy	Technical Support (QB & App Hosting)	9:46:43 PM
Acebuddy	Welcome to Ace Support.	9:46:43 PM
	Please chose an option :	9:46:43 PM
Lucy	I'd like to raise a Request	9:46:50 PM
Acebuddy	Please select your request type.	9:46:50 PM
Lucy	Password Reset	9:47:03 PM
Acebuddy	Please select an option below	9:47:03 PM
Lucy	Not Enrolled to Selfcare Portal	9:47:13 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.	9:47:14 PM
	Do you need any further assistance on the topic?	9:47:14 PM
Lucy	Yes	9:47:25 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:47:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:47:25 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:48:03 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:48:09 PM
Lucy	Hi Manish	9:48:32 PM
Manish Singh	Hii Lucy	9:48:44 PM
Lucy	I received email to be requested to download new server	9:48:58 PM
	But, I forgot the password for my credential	9:49:15 PM
	So, i cannot access to my server LucyS	9:49:27 PM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	

9:49:57 PM

Also, the registered email for your account with us is :

lucy@mizfashions.com

Is there anything else I may help you with ?

9:50:41 PM

Lucy nope, that's it thansk

9:50:46 PM

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

9:50:55 PM

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

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

Thanks!

9:50:58 PM

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

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

*Manish Singh has ended this chat session*

9:51:01 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 3:20:09 AM

**#71540 Thomas Bowen**

**Email:** tombowen@bowencpa.net 17703434692

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** ROSWELL

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Thomas Bowen	Hello, I am your Acebuddy	29 Jan, 3:20:09 AM
Acebuddy	Hello Tombowen, I'm your Ace Buddy. I'll be happy to assist you!	3:20:10 AM
	Whom Would You Like to Connect With?	3:20:10 AM
Thomas Bowen	Technical Support (QB & App Hosting)	3:20:17 AM
Acebuddy	Welcome to Ace Support.	3:20:18 AM
	Please chose an option :	3:20:18 AM
Thomas Bowen	I'd like to report an Issue	3:20:23 AM
Acebuddy	Please select an option!	3:20:23 AM
Thomas Bowen	Other Issue	3:20:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:20:27 AM
Thomas Bowen	Remote Desktop says "The connection was denied because the user account is not authorized for remote login"	3:21:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:21:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:21:07 AM
Thomas Bowen	Manish from Ace Cloud Hosting support was just assisting me with this issue	3:21:25 AM
	<i>Manish Singh accepted the chat transfer request.</i>	3:22:17 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:22:40 AM
Thomas Bowen	Hi Manish	3:22:58 AM
	The solution you provided worked for two times but on third time connecting the error re-appeared	3:23:29 AM
Manish Singh	I will surely help you with this issue.	3:23:44 AM
	May I take the remote access of your server?	3:23:51 AM
Thomas Bowen	yes please	3:24:50 AM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/1402680296">https://assist.acecloudhosting.com/join/1402680296</a>	3:25:10 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:25:15 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:27:26 AM
	Is there anything else I may help you with ?	3:33:35 AM
Thomas Bowen	I am good with the solution. thanks!	3:33:46 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:33:58 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

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

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

3:34:02 AM

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

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

*Manish Singh has ended this chat session*

3:34:03 AM



## Chat Transcript

Hello!

### Visitor Details

9 Jan, 2:13:34 AM

#### #70352 Dustin

**Email:** dustin@davcreekmedia.com 00000000000000000000000000000000

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

**Operator:** Anurag Sharma

**Website:** <https://www.acecloudhosting.com/quickbooks-hosting/>

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** CONWAY

**State:** Arkansas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 18 Mins 33 Secs

Dustin	Hello!	9 Jan, 2:13:35 AM
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.	2:13:37 AM
Dustin	I'm trying to add ACE Cloud hosting to my Macbook laptop but I'm having a little difficulty. I'm currently using it on my desktop and will need to have it installed on my laptop. My business name is Dave Creek Media.	2:14:50 AM

Vatsal	Hey Dustin! Let me transfer you to the support team, they'll be assisting you on this.	2:15:38 AM
	<i>Vatsal is transferring the chat to Support(QB &amp; App Hosting).</i>	2:15:46 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:16:15 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:16:17 AM
	Hello Vatsal	2:17:44 AM
Dustin	Hello, I'm trying to add ACE Cloud hosting to my Macbook laptop but I'm having a little difficulty. I'm currently using it on my desktop and will need to have it installed on my laptop for quickbooks. My business name is Dave Creek Media.	2:18:29 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:19:22 AM
	May I take the remote access of your local computer?	2:19:38 AM
Dustin	Yes	2:19:43 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	2:19:51 AM
Dustin	Got it	2:19:59 AM
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/2872516498">https://assist.acecloudhosting.com/join/2872516498</a>	2:20:03 AM
	Kindly paste this link in the browser of local computer and join the session.	2:20:07 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:21:11 AM
	Dustin, I would like to inform you that I have successfully created the RDP on your Mac system. You can login to the server with your password there.	2:29:34 AM
	If you face any issue with the password. You can just reset your password on Selfcare or ask the primary contact to reset it for you through Myportal.	2:30:33 AM
	Is there anything else I may help you with ?	2:31:39 AM
Dustin	That'll be all, thanks!	2:31:52 AM
Anurag Sharma	Thanks for the confirmation !	2:31:56 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:32:00 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:32:04 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:32:07 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

Anurag Sharma has ended this chat session

2:32:11 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

27 Jan, 8:57:12 PM

**#71411 Scott Perry**

**Email:** sperry@atlassecurityservices.us 18457426987

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 10 Mins 6 Secs

Scott Perry	Hello, I am your Acebuddy	27 Jan, 8:57:14 PM
Acebuddy	Hello Sperry, I'm your Ace Buddy. I'll be happy to assist you!	8:57:15 PM
	Whom Would You Like to Connect With?	8:57:15 PM
Scott Perry	Technical Support (QB & App Hosting)	8:57:21 PM
Acebuddy	Welcome to Ace Support.	8:57:21 PM
	Please chose an option :	8:57:21 PM
Scott Perry	I'd like to report an Issue	8:57:26 PM
Acebuddy	Please select an option!	8:57:26 PM
Scott Perry	QuickBooks Issue	8:57:30 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:57:30 PM
Scott Perry		

	QuickBooks Login Issue	8:57:35 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	8:57:36 PM
	Was that helpful?	8:57:36 PM
Scott Perry	No	8:57:41 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:57:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:57:41 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:57:55 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:58:00 PM
Scott Perry	Call me at 845-742-6987 --Scott	8:58:05 PM
Manish Singh	We will surely arrange a callback regarding the issue.	8:58:30 PM
	But may I know exactly what kind of issue you are facing?	8:58:49 PM
Scott Perry	Cannot log in to Quickbooks - get message: "This action requires windows administrator permissions"	8:59:35 PM
Manish Singh	I will surely help you with this issue.	8:59:40 PM
	Kindly allow me two minutes to check the same.	8:59:44 PM
	May i know your username?	9:00:09 PM
Scott Perry	ok	9:00:13 PM
Manish Singh	?	9:00:52 PM
	Kindly try now.	9:01:24 PM
	Are we still connected here?	9:03:01 PM
	Are we still connected here?	9:04:50 PM
	Are we still connected here?	9:06:09 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:06:21 PM
	<i>Manish Singh has ended this chat session</i>	9:07:20 PM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

## #71564 Thomas P Maher

**Email:** taxmanharrisburgpa@gmail.com  17178362175  
**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:** HARRISBURG  
**State:** Pennsylvania  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 20 Secs

Thomas P Maher	Hello, I am your Acebuddy	29 Jan, 7:53:47 PM
Acebuddy	Hello Thomas Maher, I'm your Ace Buddy. I'll be happy to assist you!	7:53:48 PM
	Whom Would You Like to Connect With?	7:53:48 PM
Thomas P Maher	Technical Support (QB & App Hosting)	7:53:59 PM
Acebuddy	Welcome to Ace Support.	7:53:59 PM
	Please chose an option :	7:53:59 PM
Thomas P Maher	I'd like to raise a Request	7:54:05 PM
Acebuddy	Please select your request type.	7:54:05 PM
Thomas P Maher	Application Version Upgrade	7:54:13 PM
Acebuddy	Please select the application you would like to upgrade :	7:54:13 PM
Thomas P Maher	Other Application	7:54:17 PM
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server desktop.	7:54:17 PM
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.	7:54:17 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	7:54:17 PM
	Do you need any further assistance on the topic?	7:54:17 PM
Thomas P Maher	No	7:55:07 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	7:55:07 PM
	<i>Acebuddy has ended this chat session</i>	7:55:07 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Jan, 1:09:57 AM

**#70710 marymcalpine**

**Email:** marymcalpine@gmail.com 9048199782

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 36 Secs

marymcalpine	Hello, I am your Acebuddy	15 Jan, 1:09:58 AM
Acebuddy	Hello Marymcalpine, I'm your Ace Buddy. I'll be happy to assist you!	1:09:59 AM
	Whom Would You Like to Connect With?	1:09:59 AM
marymcalpine	Technical Support (QB & App Hosting)	1:10:11 AM
Acebuddy	Welcome to Ace Support.	1:10:11 AM
	Please chose an option :	1:10:11 AM
marymcalpine	I'd like to report an Issue	1:10:18 AM
Acebuddy	Please select an option!	1:10:18 AM
marymcalpine	QuickBooks Issue	1:10:24 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:10:24 AM
marymcalpine	Other QB related issue	1:10:34 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:10:34 AM

marymcalpine	QuickBooks will not open. She uses the icon SFITF	1:11:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:11:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:11:03 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:11:16 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:11:24 AM
marymcalpine	thank you. It is the version	1:11:49 AM
	2023	1:12:01 AM
Manish Singh	I will surely help you with this issue.	1:12:08 AM
	Kindly check now.	1:16:19 AM
marymcalpine	seems to be doing the same thing.	1:17:49 AM
	did not open	1:18:20 AM
Manish Singh	Kindly ask her to check now.	1:18:29 AM
marymcalpine	Seems to be the same. What about a reboot?	1:19:44 AM
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	1:21:11 AM
marymcalpine	I was having a problem with a company in 2022. Only that company. While support was on my screen she tried to login and told me she couldn't get 2023 to open	1:22:00 AM
Manish Singh	Alright, rebooting the server now.	1:22:39 AM
	Kindly ask them to login after 2 mins and check	1:23:17 AM
	Are we still connected here?	1:25:22 AM
	Are we still connected here?	1:26:14 AM
	Are we still connected here?	1:27:23 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.	1:27:28 AM
	<i>Manish Singh has ended this chat session</i>	1:27:34 AM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #70307 Kyle Dhanani

**Email:** kyle.asianengineparts@gmail.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:** 2 Secs

**City:** BELLINGHAM

**State:** Washington

**Country:** UNITED STATES

Chat Duration : 19 Mins 55 Secs

## Chat Transcript

Kyle Dhanani	Hello, I am your Acebuddy	8 Jan, 4:14:12 AM
Acebuddy	Hello Kyle Dhanani, I'm your Ace Buddy. I'll be happy to assist you!	4:14:14 AM
	Whom Would You Like to Connect With?	4:14:14 AM
Kyle Dhanani	Technical Support (QB & App Hosting)	4:14:25 AM
Acebuddy	Welcome to Ace Support.	4:14:25 AM
	Please chose an option :	4:14:25 AM
Kyle Dhanani	I'd like to report an Issue	4:14:34 AM
Acebuddy	Please select an option!	4:14:34 AM
Kyle Dhanani	QuickBooks Issue	4:14:40 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:14:40 AM
Kyle Dhanani	Other QB related issue	4:14:46 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:14:46 AM
Kyle Dhanani	DISCONNECTING	4:14:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:14:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:14:58 AM
Kyle Dhanani	616462	4:15:05 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:15:36 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:15:40 AM
	Kindly allow me two minutes to check the same.	4:15:57 AM
Kyle Dhanani		

	trying to run inventory transfers and I keep getting kicked off	4:17:27 AM
Yash Kalra	May I take the remote access of your server?	4:17:31 AM
Kyle Dhanani	sure	4:17:50 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	4:17:57 AM
Kyle Dhanani	ya	4:18:14 AM
	well it's working again	4:19:10 AM
	but if i lose my work for the third time in a row ima be upset	4:19:40 AM
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/1052086437">https://assist.acecloudhosting.com/join/1052086437</a>	4:19:49 AM
	Please connect to the remote session and allow me to review the issue so that I can provide you with the appropriate resolution.	4:20:54 AM
Kyle Dhanani	sorry i had to go	4:31:49 AM
Yash Kalra	Kyle, please log in to QuickBooks using admin credentials and reconnect to the session using the same link	4:32:18 AM
	Please feel free to connect with us again at your convenience, and we will assist in resolving the issue.	4:33:16 AM
Kyle Dhanani	thanks	4:33:43 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the smilies.	4:33:55 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:33:57 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> .	
	Thanks!	4:34:02 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Yash Kalra has ended this chat session</i>	4:34:08 AM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

10 Jan, 8:01:07 PM

### #70428 Brett Wolfe

**Email:** bwolfe@wilkinsonwolfecpa.com 18606082028

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 39 Mins 16 Secs

Brett Wolfe	Hello, I am your Acebuddy	10 Jan, 8:01:09 PM
Acebuddy	Hello Brett Wolfe, I'm your Ace Buddy. I'll be happy to assist you!	8:01:10 PM
	Whom Would You Like to Connect With?	8:01:10 PM
Brett Wolfe	VDI/DaaS Support	8:01:15 PM
Acebuddy	Please wait while we connect you to an available Representative.	8:01:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:01:15 PM
	<i>Moin Latief accepted the chat transfer request.</i>	8:01:24 PM
Moin Latief	Thank you for contacting Ace Cloud Hosting. My name is Moin. How may i assist you?	8:01:55 PM
Brett Wolfe	Hi Moin, on our RDP we wanted to install Frontier communicator app. I have downloaded it but when i run the installation it says we do not have the permissions to complete it . Could you complete it for me?	8:02:10 PM
Moin Latief	yeah surely Brett, kindly share us an email for Temp admin access and you will be able to install it. Kindly let us know if you want us to install it.	8:03:39 PM
Brett Wolfe	bwolfe@wilkinsonwolfecpa.com	8:03:57 PM
Moin Latief	I may have said it wrong, kindly let me rephrase it.	8:04:57 PM
	KIndly share us an email on "* [vdisupport@acecloudhosting.com] (mailto:support@acecloudhosting.com) *	8:05:45 PM
Brett Wolfe	this is not on our VDI test enviroment, this is on our RDP enviroment.	8:06:07 PM
Moin Latief	Stating that you require an Temp admin Privileges and you will be able to install the application completely	8:06:23 PM

	Oh i apologize for the misunderstanding!!	8:07:16 PM
	Kindly let me transfer your chat to the concerned department.	8:08:21 PM
	Thank you very much	8:08:30 PM
Brett Wolfe	thank you	8:08:47 PM
	<i>Moin Latief is transferring the chat to Support(QB &amp; App Hosting).</i>	8:08:50 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:09:04 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:09:13 PM
	Hello Brett	8:10:02 PM
	Good Day	8:10:08 PM
	Kindly confirm if you would like us to install Frontier communicator app on the server	8:10:39 PM
	Are we still connected here?	8:12:33 PM
Brett Wolfe	hi yes	8:13:06 PM
	yes i would like for you to install frontier communicator app on the server. It is currently in downloads on brett wolfes machine	8:13:29 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:13:47 PM
Brett Wolfe	where do i find this	8:14:06 PM
	wilkinsonwolfe.myrealdata.net	8:14:15 PM
	wwa_bwolfe	8:14:25 PM
Shubham Kataria	Thank you for the information.	8:14:26 PM
	Please allow me one minute to check	8:14:44 PM
	Brett, I would like to inform you that application installation requires approval from the account owner.	8:16:30 PM
	Could you please help us obtain approval from Sylwia Wilkinson. It would greatly assist us in proceeding further.	8:17:31 PM
Brett Wolfe	Sylwia is in the office with me and said its okay.	8:18:35 PM
Shubham Kataria	Actually we require the approval over email.	8:19:10 PM
	We can do the following: After this chat, we will send an email, and once Sylwia Wilkinson approves it, we will proceed with the application installation.	8:20:33 PM
Brett Wolfe	which email will it be sent to?	8:21:17 PM
	or do you want to send it to	8:21:22 PM
Shubham Kataria	Yes, you can also send the email to us at [support@acecloudhosting.com] (mailto:support@acecloudhosting.com) from this email address: [swilkinson@wilkinsonwolfecpa.com] (mailto:swilkinson@wilkinsonwolfecpa.com) .	8:22:21 PM
Brett Wolfe	okay she will do so thank you	8:25:43 PM

Shubham Kataria	you're welcome	8:25:57 PM
	Once we will receive the email we will install the application	8:26:14 PM
	And please also share the license details if required.	8:26:41 PM
Brett Wolfe	There are no license details - it is already downloaded to my downloads folder	8:27:12 PM
	Frontier_Communicator	8:27:37 PM
	is the file name	8:27:39 PM
Shubham Kataria	Okay, noted. After receiving the email, we will install it immediately and inform you via email.	8:28:02 PM
	I will also send an email after this chat. You may ask Sylwia Wilkinson to provide the necessary approval.	8:29:26 PM
	Are we still connected here?	8:31:11 PM
Brett Wolfe	i am here but have to hop on a meeting - Sylwia will send the email after the meeting.	8:31:43 PM
Shubham Kataria	Sure, please take your time	8:32:05 PM
	Is there anything else I may help you with ?	8:32:08 PM
Brett Wolfe	that is it. Does she have to just reach out by email or do i need to connect on chat again	8:32:27 PM
Shubham Kataria	There's no need to initiate the chat again; we will inform you via email.	8:32:56 PM
	Are we good to go now, or is there anything else I can assist you with (Edited)	8:34:39 PM
	Are we still connected here?	8:36:16 PM
	Are we still connected here?	8:37:07 PM
	Are we still connected here?	8:39:33 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.	8:40:23 PM
	<i>Shubham Kataria has ended this chat session</i>	8:40:26 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Jan, 3:13:16 AM

#70513 Gabby kalenka

Email: info@besteverpads.com ☎ 18055288009

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 7 Secs

**City:** CARSON CITY

**State:** California

**Country:** UNITED STATES

Chat Duration : 14 Mins 9 Secs

### Chat Transcript

Gabby kalenka	Hello, I am your Acebuddy	13 Jan, 3:13:17 AM
Acebuddy	Hello Gabby, I'm your Ace Buddy. I'll be happy to assist you!	3:13:18 AM
	Whom Would You Like to Connect With?	3:13:18 AM
Gabby kalenka	Technical Support (QB & App Hosting)	3:13:26 AM
Acebuddy	Welcome to Ace Support.	3:13:26 AM
	Please chose an option :	3:13:26 AM
Gabby kalenka	I'd like to report an Issue	3:13:32 AM
Acebuddy	Please select an option!	3:13:33 AM
Gabby kalenka	Other Issue	3:13:36 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:13:37 AM
Gabby kalenka	cerificate expired	3:13:45 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:13:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:13:46 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	3:14:04 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	3:14:12 AM
Gabby kalenka	great thanks	3:14:29 AM
	cant login to remote server says certficate expired	3:14:40 AM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:15:17 AM
Gabby kalenka	admin_bep and besteverpads are the names on the icons	3:15:53 AM
Tushar Pharswan	May I take the remote access of your local computer?	3:17:25 AM
Gabby kalenka	yes please	3:17:30 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	3:17:47 AM
Gabby kalenka		

	yep all set	3:17:56 AM
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/5722499800">https://assist.acecloudhosting.com/join/5722499800</a>	3:18:14 AM
	Kindly Click on the link and open the downloaded file.	3:18:16 AM
Gabby kalenka	weird when i try to download it says another one is running already	3:21:11 AM
Tushar Pharswan	Kindly check your download section of browser one has been downloaded.	3:22:21 AM
	Also kindly try to close the error of certificate expired and try to login again.	3:23:04 AM
	Kindly let me know if you are able to login now or not.	3:23:27 AM
	We are connected.	3:23:43 AM
	Let me try to login you.	3:23:51 AM
	Is it this icon?	3:24:12 AM
Gabby kalenka	yes	3:24:20 AM
	ooof not sure let me see if i rmemeber	3:25:54 AM
Tushar Pharswan	It is working now.	3:27:04 AM
	Is there anything else I may help you with ?	3:27:14 AM
Gabby kalenka	thanks!	3:27:15 AM
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	3:27:17 AM
Gabby kalenka	nope i'm good	3:27:21 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:27:22 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	3:27:24 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Tushar Pharswan has ended this chat session</i>	3:27:26 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Jan, 10:27:07 PM

### #70567 pstapleton

**Email:** pstapleton@tippfloor.com 12019838438

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** RIDGEFIELD

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 8 Secs

pstapleton	Hello, I am your Acebuddy	13 Jan, 10:27:08 PM
Acebuddy	Hello Pstapleton, I'm your Ace Buddy. I'll be happy to assist you!	10:27:10 PM
	Whom Would You Like to Connect With?	10:27:10 PM
pstapleton	Technical Support (QB & App Hosting)	10:27:17 PM
Acebuddy	Welcome to Ace Support.	10:27:17 PM
	Please chose an option :	10:27:17 PM
pstapleton	I'd like to report an Issue	10:27:47 PM
Acebuddy	Please select an option!	10:27:47 PM
pstapleton	QuickBooks Issue	10:27:54 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:27:54 PM
pstapleton	QuickBooks Login Issue	10:28:04 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	10:28:04 PM
	Was that helpful?	10:28:04 PM
pstapleton	No	10:29:29 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:29:29 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:29:29 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:30:11 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:30:15 PM
pstapleton	Hi Tushar, I just raised a case via e-mail, 619637	10:30:49 PM
Tushar Pharswan	Kindly allow me two minutes to check the ticket.	10:31:38 PM
pstapleton	Our accountant, username Sara_TFC can't access one of our company files called Ambient Flooring Inc	10:32:29 PM
	She is able to login to other company file called Tipp Floor Covering Inc	10:33:04 PM
Tushar Pharswan	As per your ticket is her session stuck? (Edited)	10:33:19 PM
pstapleton	I tried logging out from QB Messenger app	10:33:36 PM
	yes	10:33:39 PM
	I logged in as Admin and tried logging Sara out from QB Messenger app but session is still there	10:34:23 PM
Tushar Pharswan	With your permission may I disconnect her session and then ask her to login again?	10:34:31 PM
pstapleton	One sec, let me tell her...	10:34:48 PM
Tushar Pharswan	Yes, Kindly tell her and ask her to save anything important as her session will logged off in the process.	10:35:28 PM
pstapleton	ok, you can go now	10:35:54 PM
	she is not doing anything so do your thing	10:36:14 PM
Tushar Pharswan	Kindly ask her to login again and check if the issue is resolved or not.	10:36:33 PM
pstapleton	ok, moment...	10:36:56 PM
Tushar Pharswan	Sure, please take your time	10:38:25 PM
	Are we still connected here?	10:41:19 PM
	Are we still connected here?	10:42:08 PM
	Are we still connected here?	10:43:24 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:44:09 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:44:11 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:44:13 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> )	



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

24 Jan, 4:25:34 PM

**#71307 bennysmith21757**

**Email:** bennysmith21757@gmail.com ☎ 9906368341

**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:** 17 Secs

**City:** LOHGARH

**State:** Chandigarh

**Country:** INDIA

## Chat Transcript

Chat Duration : 7 Mins 16 Secs

bennysmith21757	Hello, I am your Acebuddy	24 Jan, 4:25:37 PM
Acebuddy	Hello Bennysmith21757, I'm your Ace Buddy. I'll be happy to assist you!	4:25:38 PM
	Whom Would You Like to Connect With?	4:25:38 PM
bennysmith21757	Technical Support (QB & App Hosting)	4:25:43 PM
Acebuddy	Welcome to Ace Support.	4:25:43 PM
	Please chose an option :	4:25:43 PM
bennysmith21757	I'd like to report an Issue	4:25:49 PM
Acebuddy	Please select an option!	4:25:49 PM
bennysmith21757	Other Issue	4:25:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:25:53 PM
bennysmith21757	I'm not able to login my ace	4:26:06 PM

Acebuddy	Please wait while we connect you to a Support Representative	4:26:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:26:07 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	4:26:18 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	4:26:24 PM
bennysmith21757	Hi Shubham	4:26:44 PM
	Please assist me	4:26:50 PM
Shubham Kataria	Hello benny	4:26:57 PM
bennysmith21757	I'm not able to login my ace	4:27:00 PM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	4:27:19 PM
	We checked and found the Server OS update for Outlook issue is going on which is taking some time	4:27:28 PM
	currently it is running on 76 %	4:27:55 PM
	<i>4:28:06 PM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - (Size:65.0 KB)</i>	4:28:06 PM
	We will surely update you over email once the server up and running	4:28:31 PM
bennysmith21757	So nobody is able to login ace or only in my case ?	4:28:40 PM
Shubham Kataria	Till the update is running, nobody can access the server	4:28:57 PM
bennysmith21757	Okay	4:29:07 PM
	thanks	4:29:09 PM
	How long it will take ?	4:29:18 PM
Shubham Kataria	It is currently on 77%, it will take around 25-30 minutes.	4:29:40 PM
	We will notify you by email once it's completed. (Edited)	4:29:55 PM
	Are we still connected here?	4:31:45 PM
bennysmith21757	Yes	4:31:51 PM
	Okay will wait	4:31:58 PM
	next 20 mins	4:32:03 PM
Shubham Kataria	Thank you for the understanding	4:32:08 PM
	We will inform you via email	4:32:19 PM
	Is there anything else I may help you with ?	4:32:22 PM
bennysmith21757	Not yet so far	4:32:29 PM
	Thanks for letting me know	4:32:40 PM
Shubham Kataria	you're welcome	4:32:46 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:32:48 PM

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

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

4:32:51 PM

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

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

*Shubham Kataria has ended this chat session*

4:32:54 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

22 Jan, 9:52:03 PM

**#71154 Alexis Woodford Demko**

**Email:** alexis@sandiegodemolition.com 16199772652

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

**Operator:** Shubham Kataria

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 13 Secs

**City:** YORBA LINDA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 11 Mins 43 Secs

Alexis Woodford Demko	Hello, I am your Acebuddy	22 Jan, 9:52:05 PM
Acebuddy	Hello Alexis Demko, I'm your Ace Buddy. I'll be happy to assist you!	9:52:06 PM
	Whom Would You Like to Connect With?	9:52:06 PM

Alexis Woodford Demko	Technical Support (QB & App Hosting)	9:52:12 PM
Acebuddy	Welcome to Ace Support.	9:52:12 PM
	Please chose an option :	9:52:12 PM
Alexis Woodford Demko	I'd like to report an Issue	9:52:16 PM
Acebuddy	Please select an option!	9:52:16 PM
Alexis Woodford Demko	QuickBooks Issue	9:52:20 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:52:20 PM
Alexis Woodford Demko	QuickBooks is Frozen	9:52:23 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	9:52:23 PM
	Was that helpful?	9:52:23 PM
Alexis Woodford Demko	No	9:52:29 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:52:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:52:29 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:52:45 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:52:51 PM
Alexis Woodford Demko	hello	9:53:03 PM
Shubham Kataria	Hello Alexis	9:53:13 PM
	Good Day	9:53:16 PM
Alexis Woodford Demko	My quickbooks is frozen and I cannot seem to logout or close down	9:53:38 PM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	9:53:45 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:53:51 PM
Alexis Woodford Demko	I don't know it - my company is San Diego Demolition LLC- user Alexis	9:54:17 PM
Shubham Kataria	thank you for the information	9:54:52 PM
	Could you please confirm from when QuickBooks is frozen	9:55:13 PM
Alexis Woodford Demko	just 10 minutes ago when I logged in	9:55:50 PM
Shubham Kataria	okay, let me check	9:56:14 PM
Alexis Woodford Demko	this is the screen it is stuck on	9:56:20 PM
	<i>9:56:20 PMAlexis Woodford Demko is sharing a file with you <a href="#">Screenshot 2025-01-22 at 8.25.57 AM.png</a> - ( Size:1.37 MB )</i>	9:56:20 PM

Shubham Kataria	Please allow me two minutes	9:56:21 PM
Alexis Woodford Demko	Kindly check now	9:57:09 PM
Shubham Kataria	still frozen	9:57:34 PM
Alexis Woodford Demko	Please check now	9:57:55 PM
Shubham Kataria	Thank you!	9:58:43 PM
	you're welcome	9:58:54 PM
	I would like to inform you that you can also unfreeze your QuickBooks from the QBReset icon that is placed on your desktop	9:58:55 PM
	<i>9:59:35 PM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - ( Size:8.37 KB )</i>	9:59:35 PM
	<i>This is the icon, you may also use this icon to unfreeze QB</i>	
Alexis Woodford Demko	I see it now- thank you for your help	9:59:56 PM
Shubham Kataria	you're welcome	10:00:03 PM
	Is there anything else I may help you with ?	10:00:08 PM
	Are we still connected here?	10:02:15 PM
	Are we still connected here?	10:03:17 PM
Alexis Woodford Demko	No that is it thank you	10:03:27 PM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:03:37 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:03:43 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:03:46 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shubham Kataria has ended this chat session</i>	10:03:48 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

17 Jan, 6:10:37 AM

### #70893 Steven Peterson

**Email:** steve@stevepetersoncpa.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** NEW YORK

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 42 Mins 59 Secs

Steven Peterson	Hello, I am your Acebuddy	17 Jan, 6:10:38 AM
Acebuddy	Hello Steven Peterson, I'm your Ace Buddy. I'll be happy to assist you!	6:10:39 AM
	Whom Would You Like to Connect With?	6:10:39 AM
Steven Peterson	Technical Support (QB & App Hosting)	6:10:48 AM
Acebuddy	Welcome to Ace Support.	6:10:48 AM
	Please chose an option :	6:10:48 AM
Steven Peterson	I'd like to raise a Request	6:11:00 AM
Acebuddy	Please select your request type.	6:11:00 AM
Steven Peterson	Other Request	6:11:14 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:11:14 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:11:14 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:53:38 AM
	<i>Ended due to chat idle timeout</i>	6:53:38 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

16 Jan, 3:17:34 AM

### #70819 Gareth Rees

Email: gdrees@synergynmo.com ☎ 754-264-2058

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

## Chat Transcript

Chat Duration : 12 Mins 24 Secs

Gareth Rees	Hello, I am your Acebuddy	16 Jan, 3:17:36 AM
Acebuddy	Hello Gareth Rees, I'm your Ace Buddy. I'll be happy to assist you!	3:17:37 AM
	Whom Would You Like to Connect With?	3:17:37 AM
Gareth Rees	Technical Support (QB & App Hosting)	3:17:45 AM
Acebuddy	Welcome to Ace Support.	3:17:46 AM
	Please chose an option :	3:17:46 AM
Gareth Rees	I'd like to raise a Request	3:17:52 AM
Acebuddy	Please select your request type.	3:17:52 AM
Gareth Rees	Password Reset	3:17:56 AM
Acebuddy	Please select an option below	3:17:56 AM
Gareth Rees	Not Enrolled to Selfcare Portal	3:18:03 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.	3:18:03 AM
	Do you need any further assistance on the topic?	3:18:03 AM

Gareth Rees	Yes	3:18:11 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:18:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:18:11 AM
	<i>Manish Singh accepted the chat transfer request.</i>	3:19:01 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:19:05 AM
Gareth Rees	Hello! My account got locked up	3:19:24 AM
	Could you please help me reset it? myrealdata\GarethR.pa1	3:19:33 AM
Manish Singh	I will surely help you with this issue.	3:20:07 AM
Gareth Rees	Thanks!	3:20:35 AM
Manish Singh	Is this the first time you are facing this issue?	3:21:13 AM
	Kindly try now Yash had made the required changes.	3:23:17 AM
	Are we still connected here?	3:26:13 AM
	This message has been deleted	3:26:46 AM
	Are we still connected here?	3:27:58 AM
	Are we still connected here?	3:29:22 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:29:28 AM
	<i>Manish Singh has ended this chat session</i>	3:30:01 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Jan, 11:03:29 PM

**#70578 Leslie Hagan**

**Email:** lhagan64@gmail.com 8176488360

**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:** BIXBY

**State:** Arkansas

**Country:** UNITED STATES

Chat Duration : 41 Secs

### Chat Transcript

Leslie Hagan	Hello, I am your Acebuddy	13 Jan, 11:03:30 PM
Acebuddy	Hello Leslie Hagan, I'm your Ace Buddy. I'll be happy to assist you!	11:03:32 PM
	Whom Would You Like to Connect With?	11:03:32 PM
Leslie Hagan	Technical Support (QB & App Hosting)	11:03:37 PM
Acebuddy	Welcome to Ace Support.	11:03:37 PM
	Please chose an option :	11:03:37 PM
Leslie Hagan	I'd like to raise a Request	11:03:45 PM
Acebuddy	Please select your request type.	11:03:45 PM
Leslie Hagan	Password Reset	11:03:50 PM
Acebuddy	Please select an option below	11:03:50 PM
Leslie Hagan	Not Enrolled to Selfcare Portal	11:03:56 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:03:56 PM
	Do you need any further assistance on the topic?	11:03:56 PM
Leslie Hagan	No	11:04:12 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	11:04:12 PM
	<i>Acebuddy has ended this chat session</i>	11:04:12 PM



# Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Jan, 6:46:57 AM

**#70831 Jocelyn****Email:** jjssaccounting@gmail.com  12087095347**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:** BLACKFOOT**State:** Idaho**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 10 Months 1 Week

Jocelyn	Hello, I am your Acebuddy	16 Jan, 6:46:58 AM
Acebuddy	Hello Jocelyn N Johnson, I'm your Ace Buddy. I'll be happy to assist you!	6:46:59 AM
	Whom Would You Like to Connect With?	6:46:59 AM
Jocelyn	Technical Support (QB & App Hosting)	6:47:03 AM
Acebuddy	Welcome to Ace Support.	6:47:03 AM
	Please chose an option :	6:47:03 AM
Jocelyn	I'd like to report an Issue	6:47:07 AM
Acebuddy	Please select an option!	6:47:08 AM
Jocelyn	Other Issue	6:47:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:47:15 AM
Jocelyn	Excel locked up	6:47:26 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:47:27 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:47:27 AM
	<i>Anurag Sharma has not responded for the transfer request.</i>	6:49:28 AM
	<i>Gurwinder Singh has not responded for the transfer request.</i>	6:49:28 AM
	<i>Chat request was not picked up by the operators</i>	6:49:29 AM
Jocelyn	My excel locked up on me and now I can't run reports	6:50:26 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

20 Jan, 2:01:33 AM

### #70990 Kyle L Reynolds

**Email:** kylelreynolds@gmail.com ☎ (417) 598-0010

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

**Operator:** Anurag Sharma

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 2 Secs

**City:** TRAVIS AFB

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 7 Mins 29 Secs

Kyle L Reynolds	Hello, I am your Acebuddy	20 Jan, 2:01:35 AM
Acebuddy	Hello Kyle L Reynolds, I'm your Ace Buddy. I'll be happy to assist you!	2:01:36 AM
	Whom Would You Like to Connect With?	2:01:36 AM
Kyle L Reynolds	Technical Support (QB & App Hosting)	2:01:55 AM
Acebuddy	Welcome to Ace Support.	2:01:55 AM
	Please chose an option :	2:01:55 AM
Kyle L Reynolds	I'd like to raise a Request	2:02:05 AM
Acebuddy	Please select your request type.	2:02:05 AM
Kyle L Reynolds	Password Reset	2:02:11 AM
Acebuddy	Please select an option below	2:02:11 AM
Kyle L Reynolds	Not Enrolled to Selfcare Portal	2:02:21 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	2:02:21 AM
	Do you need any further assistance on the topic?	2:02:21 AM
Kyle L Reynolds	Yes	2:02:26 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:02:26 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	2:02:26 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:02:48 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:02:51 AM
	Hello Kyle	2:02:59 AM
Kyle L Reynolds	Bethr_ppm needs her password	2:03:00 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:03:08 AM
Kyle L Reynolds	Profesionalpm2	2:03:35 AM
	Bethr_ppm	2:03:54 AM
Anurag Sharma	Thanks for the confirmation !	2:04:27 AM
	Kyle after this chat I will send you an email. You can just revert back to that email with an approval from the primary contact so that I can proceed with your request.	2:05:32 AM
	Is there anything else I may help you with ?	2:05:35 AM
Kyle L Reynolds	Following instructions in email?	2:06:19 AM
Anurag Sharma	Yes, I will send you an SOP which will guide you in the password reset.	2:06:58 AM
	Are we still connected here?	2:08:10 AM
Kyle L Reynolds	Yes here	2:08:17 AM
Anurag Sharma	Okay?	2:08:32 AM
	Is there anything else I may help you with ?	2:08:39 AM
Kyle L Reynolds	No thank you	2:08:48 AM
Anurag Sharma	Thanks for the confirmation !	2:08:52 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:08:56 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:09:00 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:09:02 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Anurag Sharma has ended this chat session</i>	2:09:05 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

23 Jan, 8:34:22 PM

### #71232 cathy griffith

**Email:** cgriffith@occaps.com 18437627600

**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:** 20 Secs

**City:** CHARLESTON

**State:** South Carolina

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 18 Mins 2 Secs

cathy griffith	Hello, I am your Acebuddy	23 Jan, 8:34:23 PM
Acebuddy	Hello Cathy Griffith, I'm your Ace Buddy. I'll be happy to assist you!	8:34:24 PM
	Whom Would You Like to Connect With?	8:34:24 PM
cathy griffith	Technical Support (QB & App Hosting)	8:34:30 PM
Acebuddy	Welcome to Ace Support.	8:34:30 PM
	Please chose an option :	8:34:30 PM
cathy griffith	I'd like to report an Issue	8:34:42 PM
Acebuddy	Please select an option!	8:34:42 PM
cathy griffith	Other Issue	8:34:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:34:49 PM
cathy griffith	625973 ticket number	8:35:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:35:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:35:00 PM

*Shubham Kataria accepted the chat transfer request.*

8:35:31 PM

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:35:38 PM
cathy griffith	I am attempted to load the ace cloud with quickbooks on my laptop. I have downloaded the link and when I try to use the password it says that I cannot connect to the network	8:35:57 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:36:16 PM
	<i>8:36:28 PM cathy griffith is sharing a file with you <a href="#">IMG_4264.jpg</a> - ( Size:503.6 KB )</i>	8:36:28 PM
	Thank you for the error message. Kindly provide your server name and username	8:37:21 PM
cathy griffith	I will have to find it stand by please	8:37:46 PM
	My user name is cgriffith@occaps.com	8:37:59 PM
Shubham Kataria	Thank you for providing the details.	8:38:20 PM
	May I take the remote access of your local computer?	8:38:24 PM
cathy griffith	OC_Cathy@myrealdata.net	8:39:05 PM
	Yes you may	8:39:09 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	8:39:14 PM
cathy griffith	done	8:39:34 PM
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/1962828536">https://assist.acecloudhosting.com/join/1962828536</a>	8:39:36 PM
	Kindly join this link	8:39:45 PM
	Kindly paste this link in the browser of local computer and join the session.	8:41:26 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:42:16 PM
	Thank you for your patience.	8:49:40 PM
	As per our remote conversation, your issue has been resolved	8:49:54 PM
	Is there anything else I may help you with ?	8:49:58 PM
	<i>Cathy Griffith has ended this chat session</i>	8:52:26 PM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

27 Jan, 3:55:08 PM

### #71399 Fenil Shah

Email: tax@sktaxaddison.com ☎ 8473508121

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

## Chat Transcript

Chat Duration : 20 Mins 3 Secs

Fenil Shah	Hello, I am your Acebuddy	27 Jan, 3:55:11 PM
Acebuddy	Hello Het Sanghavi, I'm your Ace Buddy. I'll be happy to assist you!	3:55:15 PM
	Whom Would You Like to Connect With?	3:55:15 PM
Fenil Shah	Technical Support (QB & App Hosting)	3:55:37 PM
Acebuddy	Welcome to Ace Support.	3:55:37 PM
	Please chose an option :	3:55:37 PM
Fenil Shah	I'd like to report an Issue	3:55:43 PM
Acebuddy	Please select an option!	3:55:44 PM
Fenil Shah	Other Issue	3:55:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:55:49 PM
Fenil Shah	the server is lagging too much	3:56:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:56:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:56:03 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	3:56:14 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	3:56:17 PM
	Hello Het	3:56:37 PM
Fenil Shah	hello the server is lagging too muchh need your help	3:56:40 PM
Aarush Aneja	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:56:45 PM

Fenil Shah	Sktaxaddison5 and user name is hardik	3:57:40 PM
Aarush Aneja	Thank you for the details. Kindly provide 3-5 minutes to check this further	3:58:48 PM
Fenil Shah	sure	3:58:56 PM
Aarush Aneja	May we reboot the server once	4:02:08 PM
	We successfully reboot the server once. Kindly login back on to the server once and check now.	4:06:56 PM
	We checked and found the chat session got disconnected in between.	4:08:14 PM
	We are also disconnecting the chat now.	4:08:24 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:08:27 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:08:29 PM
	Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:08:33 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Aarush Aneja has ended this chat session*

4:15:15 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

23 Jan, 2:33:02 AM

**#71194 jend**

**Email:** jend@taxproak.com 19077431040

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 18 Mins 33 Secs

jend	Hello, I am your Acebuddy	23 Jan, 2:33:03 AM
Acebuddy	Hello Jend, I'm your Ace Buddy. I'll be happy to assist you!	2:33:04 AM
	Whom Would You Like to Connect With?	2:33:04 AM
jend	Technical Support (QB & App Hosting)	2:33:12 AM
Acebuddy	Welcome to Ace Support.	2:33:12 AM
	Please chose an option :	2:33:12 AM
jend	I'd like to report an Issue	2:33:21 AM
Acebuddy	Please select an option!	2:33:21 AM
jend	Other Issue	2:33:26 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:33:26 AM
jend	cannot see c drive to access lacerte backup files to convert to atx	2:34:00 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:34:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:34:01 AM
jend	atx support is here too	2:34:14 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:35:36 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:35:39 AM
jend	hello again meet atx support	2:36:18 AM
	he is checking with	2:37:20 AM
	do i have admin rights on this computer	2:37:42 AM
Anurag Sharma	Let me check.	2:37:54 AM
	No. you do not have the admin rights on the server.	2:40:12 AM
jend	ok let me tell atx it guy	2:40:36 AM
Anurag Sharma	Okay	2:41:21 AM
jend	can you help us see the files for the atx convert tool? or can you get someonet that can?	2:42:54 AM
	please i need to work	2:43:01 AM
Anurag Sharma		

	Jend, we can do one thing.	2:43:28 AM
	After this chat, I will send you an email. You can just revert back to that email with an approval from the primary contact. Then, I will help you with the admin rights on the server for 24 hours.	2:44:23 AM
jend	ok stand by	2:45:00 AM
Anurag Sharma	You can then easily ask the ATX to take your remote session. And they can assist you properly.	2:45:00 AM
	I know that it might be hectic for you talking to two support agents at a time.	2:45:22 AM
	That is why suggesting you with this resolution.	2:45:33 AM
jend	do you have instructions you can give to atx guy	2:45:35 AM
Anurag Sharma	I will send you an email you just have to revert back to that email with an approval.	2:46:15 AM
jend	ok let me know when you sent it so that i can pdf the email and give it to atx it	2:46:36 AM
Anurag Sharma	Atx support will then be able to access the server with full rights.	2:46:44 AM
	Admin rights will allow you to access the server as we can. Thus, you can give the control to the atx support agent under your surveillance. Then, he can help himself.	2:48:24 AM
	I hope I am sounding clear.	2:48:42 AM
jend	ok what is the title of the email and have you sent it yet?	2:48:58 AM
Anurag Sharma	After this chat, I will send it to you.	2:49:13 AM
jend	ok thanks	2:49:34 AM
Anurag Sharma	Once you will provide me the approval. I will then give you the admin rights.	2:49:37 AM
	Once you are done with your ATX issue. You can ask us again to remove the admin rights from your user.	2:50:14 AM
	And we will do that from backend.	2:50:24 AM
jend	ok sounds good	2:50:32 AM
Anurag Sharma	Yes	2:50:38 AM
	Is there anything else I may help you with ?	2:50:41 AM
jend	nope	2:50:56 AM
Anurag Sharma	Thanks for the confirmation !	2:51:21 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:51:24 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:51:26 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 quality@acecloudhosting.com.	
	Thanks!	2:51:28 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/>)

*Anurag Sharma has ended this chat session*

2:51:37 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Jan, 4:13:42 AM

**#71627 anewtonmanda**

**Email:** anewton@riverviewtaxcpa.com +18136728297

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** LAS VEGAS

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 21 Mins 18 Secs

anewtonmanda	Hello, I am your Acebuddy	30 Jan, 4:13:44 AM
Acebuddy	Hello Amanda Newton, I'm your Ace Buddy. I'll be happy to assist you!	4:13:45 AM
	Whom Would You Like to Connect With?	4:13:45 AM
anewtonmanda	Technical Support (QB & App Hosting)	4:13:58 AM
Acebuddy	Welcome to Ace Support.	4:13:58 AM
	Please chose an option :	4:13:58 AM
anewtonmanda	I'd like to raise a Request	4:15:07 AM
Acebuddy	Please select your request type.	4:15:07 AM

aNewtonManda	Setup Ace Server	4:15:22 AM
AceBuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	4:15:22 AM
aNewtonManda	Microsoft Windows	4:15:30 AM
AceBuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	4:15:30 AM
	Do you need any further assistance on the topic?	4:15:30 AM
aNewtonManda	Yes	4:17:14 AM
AceBuddy	Please wait while we connect you to our Support Representative	4:17:14 AM
	<i>AceBuddy (bot) forwarded the chat request</i>	4:17:14 AM
	<i>Vignesh Arul declined the transfer request.</i>	4:17:20 AM
	<i>Manish Singh accepted the chat transfer request.</i>	4:18:58 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	4:19:01 AM
aNewtonManda	I cannot get the RDP Generator to work	4:19:19 AM
	Hi Manish	4:19:29 AM
Manish Singh	I will surely help you with this issue.	4:19:46 AM
	May I take the remote access of your local computer?	4:19:54 AM
aNewtonManda	yes	4:20:09 AM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/2732824838">https://assist.acecloudhosting.com/join/2732824838</a>	4:20:15 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:20:17 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:22:43 AM
	Is there anything else I may help you with ?	4:34:18 AM
aNewtonManda	that's all	4:34:55 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:34:59 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:35:02 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

24 Jan, 9:33:23 PM

### #71321 Jennifer Rogers

**Email:** jconnell@creeksideinvestors.com ☎ 12486010202

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** TROY

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 20 Secs

Jennifer Rogers	Hello, I am your Acebuddy	24 Jan, 9:33:24 PM
Acebuddy	Hello Jennifer Connell Rogers, I'm your Ace Buddy. I'll be happy to assist you!	9:33:26 PM
	Whom Would You Like to Connect With?	9:33:26 PM
Jennifer Rogers	Technical Support (QB & App Hosting)	9:33:30 PM
Acebuddy	Welcome to Ace Support.	9:33:30 PM
	Please chose an option :	9:33:30 PM
Jennifer Rogers	I'd like to report an Issue	9:33:36 PM
Acebuddy	Please select an option!	9:33:36 PM
Jennifer Rogers	QuickBooks Issue	9:33:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:33:40 PM
Jennifer Rogers	QuickBooks Login Issue	9:33:46 PM

Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:33:46 PM
	Was that helpful?	9:33:46 PM
Jennifer Rogers	No	9:33:51 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:33:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:33:51 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:34:00 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:34:04 PM
Jennifer Rogers	thank you	9:34:10 PM
Shubham Kataria	Hello jennifer	9:34:18 PM
	Good Day	9:34:23 PM
Jennifer Rogers	When i tried to login to a company it gives me an error message	9:34:27 PM
	<i>9:34:41 PM Jennifer Rogers is sharing a file with you <u>1_image.png</u> - ( Size:107.2 KB )</i>	9:34:41 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:35:00 PM
Jennifer Rogers	NicoleCo	9:35:13 PM
Shubham Kataria	Thank you for the information.	9:36:06 PM
	Please allow me two minutes to check	9:36:15 PM
Jennifer Rogers	thank you	9:38:09 PM
Shubham Kataria	May I take the remote access of your server?	9:38:22 PM
Jennifer Rogers	yes	9:38:28 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	9:38:39 PM
Jennifer Rogers	got it	9:39:37 PM
Shubham Kataria	You are showing disconnected on the server, could you please re-login again	9:40:17 PM
	This message has been deleted	9:41:30 PM
Jennifer Rogers	yes	9:41:38 PM
Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:41:57 PM
Jennifer Rogers	yes	9:43:43 PM
Shubham Kataria	Kindly check the server screen	9:43:45 PM
	Server is up now. Kindly re-login on the server	10:03:37 PM
Jennifer Rogers	thank you	10:07:41 PM

Shubham Kataria	Thank you for your patience.	10:07:44 PM
	As per our remote conversation, your issue has been resolved	10:08:04 PM
	Is there anything else I may help you with ?	10:08:06 PM
Jennifer Rogers	no thats it thank you	10:08:22 PM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:08:31 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:08:38 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:08:40 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shubham Kataria has ended this chat session</i>	10:08:45 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Jan, 6:52:12 AM

**#70832 Jocelyn**

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

**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:** BLACKFOOT

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 10 Months 1 Week

Jocelyn	Hello, I am your Acebuddy	16 Jan, 6:52:12 AM
Acebuddy	Hello Jocelyn N Johnson, I'm your Ace Buddy. I'll be happy to assist you!	6:52:13 AM
	Whom Would You Like to Connect With?	6:52:13 AM
Jocelyn	Technical Support (QB & App Hosting)	6:52:17 AM
Acebuddy	Welcome to Ace Support.	6:52:17 AM
	Please chose an option :	6:52:17 AM
Jocelyn	I'd like to report an Issue	6:52:21 AM
Acebuddy	Please select an option!	6:52:21 AM
Jocelyn	Other Issue	6:52:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:52:27 AM
Jocelyn	Excel locked up	6:53:23 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:53:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:53:24 AM
	<i>Rohan Prajapati has not responded for the transfer request.</i>	6:55:25 AM
	<i>Chat request was not picked up by the operators</i>	6:55:26 AM



