

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

1 Aug, 10:01:04 PM

### #80052 Mickey B

**Email:** mickey@fintaxcpas.com

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** RUPAL

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 27 Mins 22 Secs

Mickey B	Hello, I am your Acebuddy	1 Aug, 10:01:05 PM
Acebuddy	Hello Mickey B, I'm your Ace Buddy. I'll be happy to assist you!	10:01:06 PM
	Whom Would You Like to Connect With?	10:01:06 PM
Mickey B	Technical Support (QB & App Hosting)	10:01:21 PM
Acebuddy	Welcome to Ace Support.	10:01:21 PM
	Please chose an option :	10:01:21 PM
Mickey B	I'd like to report an Issue	10:01:30 PM
Acebuddy	Please select an option!	10:01:30 PM
Mickey B	Other Issue	10:01:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:01:36 PM
Mickey B	Issue with Microsoft 365	10:01:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:01:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:01:52 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	10:02:10 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you	10:02:15 PM

	today.	
	Hello Mickey	10:02:21 PM
	How are you doing?	10:02:27 PM
	<i>10:03:27 PM Mickey B is sharing a file with you <a href="#">image.png</a> - ( Size:41.79 KB )</i>	10:03:27 PM
	<i>Hello Sujeeet! One of our team member is facing issue with MS excel. Getting this error. They tried to</i>	
Mickey B	Could you please look into this and assist.	10:03:41 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:04:01 PM
Mickey B	How to check the server name?	10:04:40 PM
	The user name is amit.d@myrealdatal.net	10:06:04 PM
Sujeet Kumar Suman	No issue. Please help us with the <b>company name</b> and the <b>affected user's name</b> so we can proceed further.	10:06:24 PM
Mickey B	Company Name - FinTax CPAs	10:06:39 PM
	User Name here	10:06:54 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	10:07:17 PM
Mickey B	sure	10:07:24 PM
Sujeet Kumar Suman	Thank you for your patience. Could you please let us know when Amit was last able to use the Excel application? Also, kindly confirm if Amit is the only one facing this issue, or if other users are experiencing the same problem.	10:09:15 PM
Mickey B	Its him only	10:09:45 PM
	He worked on the the excel today morning only	10:10:02 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	10:10:28 PM
	Thank you for your patience. We are still in the process of checking Amit's access to the Excel application. We will update you shortly.	10:13:30 PM
	Thank you for your patience.	10:17:47 PM
	As checked, Microsoft services are not leased through us. We recommend that you connect with Microsoft Support directly for further assistance.	10:17:56 PM
	However, we can try guiding Amit to log out of the account and log back in again to see if that resolves the issue.	10:18:30 PM
	If the issue still persists, please coordinate with Microsoft Support so they can assist you accordingly.	10:19:19 PM
	Are we still connected here?	10:21:10 PM
	Are we still connected here?	10:26:52 PM
	Are we still connected here?	10:28:18 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at	10:28:25 PM

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

*Sujeet Kumar Suman has ended this chat session*

10:28:28 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

26 Aug, 7:14:12 PM

**#80848 justin carpenter**

**Email:** jcarpenter1906@gmail.com 14432203368

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 25 Secs

**City:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 36 Mins

justin carpenter	Hello, I am your Acebuddy	26 Aug, 7:14:13 PM
Acebuddy	Hello Jcarpenter1906, I'm your Ace Buddy. I'll be happy to assist you!	7:14:14 PM
	Whom Would You Like to Connect With?	7:14:14 PM
justin carpenter	VDI/DaaS Support	7:14:21 PM
Acebuddy	Please wait while we connect you to an available Representative.	7:14:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:14:21 PM
	<i>Shubham accepted the chat transfer request.</i>	7:14:33 PM
justin carpenter	Hi how are you	7:14:38 PM
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>	7:15:01 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:15:12 PM

	helli	7:16:01 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:16:21 PM
	Kindly help me with your server name and user name along with the issue that you are facing, to help you better way.	7:17:06 PM
justin carpenter	carpenter tax accounting	7:17:52 PM
	My server is active and we are putting our passwords in and it still isn't working	7:18:02 PM
Shubham Maurya	Thanks for sharing details Justin, As I can check we have already shared you steps to reset password using "Myportal" with ticket number: #756612	7:20:30 PM
justin carpenter	I reset it and I am trying to login and it's not working	7:20:43 PM
	<i>7:21:23 PM justin carpenter is sharing a file with you <a href="#">1_image.png</a> - (Size:38.85 KB)</i>	7:21:23 PM
Shubham Maurya	Please can you share me the error message while logging in to the server after password reset?	7:21:25 PM
justin carpenter	here it is	7:21:34 PM
Shubham Maurya	Thank you for the information, Please hold on let me check your account status.	7:22:21 PM
justin carpenter	ok	7:22:49 PM
Shubham Maurya	Thank you for the patience Justin, we just checked that user was locked due to multiple login attempt.	7:25:35 PM
	We have unlocked your account, Please try to login with the last password which you reset.	7:26:11 PM
justin carpenter	ok	7:26:37 PM
	it's still not working	7:26:47 PM
	can someone do a screenshare with me	7:26:51 PM
	im not talking about the portal account	7:27:03 PM
	i am talking about the actual RDP	7:27:10 PM
Shubham Maurya	Yes, your RDP account was locked due to multiple login attempt. Which we have unlocked.	7:28:07 PM
	Let me help you over the remote session to reset it again.	7:28:18 PM
	May I take the remote access of your local computer?	7:28:25 PM
justin carpenter	yes	7:28:43 PM
Shubham Maurya	<a href="https://assist.acecloudhosting.com/join/4622124101">https://assist.acecloudhosting.com/join/4622124101</a>	7:29:23 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:29:30 PM
justin carpenter	are you in?	7:29:55 PM
Shubham Maurya	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:30:33 PM
	Yes	7:30:38 PM

	Please locate your RDP file on system.	7:31:41 PM
justin carpenter	ok	7:32:20 PM
	done	7:32:22 PM
	I know I got a email from yall saying yall deleted my server could that be the case	7:32:43 PM
Shubham Maurya	That's not the case we can see your account is active and working fine, let me check run time of the system.	7:33:45 PM
	Are we still connected here?	7:46:10 PM
	Are we still connected here?	7:51:11 PM
	We are still connected on remote and continuing our troubleshooting steps.	8:22:40 PM
	As per discussion over the remote session, The issue is resolved.	8:32:26 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:50:37 PM
	<i>Shubham Maurya has ended this chat session</i>	8:50:38 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

19 Aug, 7:54:03 PM

#### #80667 Ashley Miller

**Email:** amiller@murryllc.com 17634505443

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 10 Secs

**City:** HUDSON

**State:** New Hampshire

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 25 Mins 42 Secs

Ashley Miller	Hello, I am your Acebuddy	19 Aug, 7:54:04 PM
Acebuddy	Hello Ashley Miller, I'm your Ace Buddy. I'll be happy to assist you!	7:54:05 PM
	Whom Would You Like to Connect With?	7:54:05 PM
Ashley Miller	Technical Support (QB & App Hosting)	7:54:27 PM
Acebuddy	Welcome to Ace Support.	7:54:27 PM
	Please chose an option :	7:54:27 PM
Ashley Miller	I'd like to report an Issue	7:54:33 PM
Acebuddy	Please select an option!	7:54:33 PM
Ashley Miller	Other Issue	7:54:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:54:38 PM
Ashley Miller	PERMISSIONS ISSUE - extremely important! Ticket 624376 we migrated to a new server over the weekend and all of our client users can see ALL our folders and files. client users are only supposed to see their own respective client folders	7:55:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:55:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:55:48 PM
Ashley Miller	i have a meeting at 10 am CST and need to have this resolved before then	7:56:04 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:56:08 PM
	i am trying to get through on the phone now	7:56:13 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:56:14 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:57:13 PM
Ashley Miller	Hi Shubham, I need to set up a screen share session immediately. We have been working with Harsh Bhardwaj and Sanyam Madan on this issue	7:57:18 PM
	MurryLLCnew.myrealdatal.net.	7:57:54 PM
	CID66068	7:57:58 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	7:58:19 PM
	May I take the remote access of your server?	8:01:05 PM
Ashley Miller	yes, someone just picked up on the phone as well	8:02:24 PM
	I would like to be connected with whomever can help me fix this issue the fastest!	8:02:55 PM
	i am connected with the person on the phone. thank you	8:04:48 PM
Shubham Maurya	Please stay connected on call for real time conversation, If you want you can disconnect this chat as I already share your query with them.	8:04:49 PM
	In case if you want any further help you can get back to us anytime. (Edited)	8:05:07 PM
	Are we still connected here?	8:09:07 PM

Are we still connected here?

8:11:08 PM

Are we still connected here?

8:18:27 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.

8:19:37 PM

*Shubham Maurya has ended this chat session*

8:19:46 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

4 Aug, 10:28:02 AM

### #80095 Ravi Shah

**Email:** ravi@yourtaxadvisor.com +1 9739609951

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 27 Secs

**City:** ANNAPOLIS

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 9 Mins

Ravi Shah	Hello, I am your Acebuddy	4 Aug, 10:28:03 AM
Acebuddy	Hello Ravi, I'm your Ace Buddy. I'll be happy to assist you!	10:28:05 AM
	Whom Would You Like to Connect With?	10:28:05 AM
Ravi Shah	Technical Support (QB & App Hosting)	10:28:09 AM
Acebuddy	Welcome to Ace Support.	10:28:09 AM
	Please chose an option :	10:28:09 AM
Ravi Shah	I'd like to raise a Request	10:28:16 AM

Acebuddy	Please select your request type.	10:28:16 AM
Ravi Shah	Other Request	10:28:27 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.	10:28:28 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:28:28 AM
Ravi Shah	Yes, I'm facing issues with my server	10:28:35 AM
Acebuddy	Please select an option!	10:28:35 AM
Ravi Shah	Other Issue	10:28:40 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:28:40 AM
Ravi Shah	I am facing issue in opening taxwise software 2024 as it is asking for secure code?	10:29:24 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:29:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:29:25 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:29:34 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:29:43 AM
	Hello Ravi, I will be surely assisting you with this. Kindly help me with your server name and user name?	10:29:58 AM
Ravi Shah	I am facing issue in opening taxwise software 2024 as it is asking for secure code?	10:29:58 AM
	Lalitab is user name	10:30:41 AM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	10:30:52 AM
Ravi Shah	They are asking for secure code	10:31:36 AM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	10:31:43 AM
Ravi Shah	Hello are you there?	10:33:12 AM
Ashutosh Mishra	Yes	10:33:16 AM
	To assist further, may I take the remote access of your server?	10:33:35 AM
Ravi Shah	I am not able to see your message	10:34:08 AM
	Yes sure	10:34:25 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	10:34:33 AM
Ravi Shah	Yes it is closed	10:34:56 AM
Ashutosh Mishra	Please enter username and password again.	10:36:19 AM
Ravi Shah	ok	10:36:27 AM
	entered	10:37:06 AM
Ashutosh Mishra	Is this the first time you are facing this issue?	10:37:18 AM
Ravi Shah		

	Yes i think so	10:37:33 AM
Ashutosh Mishra	Is this username correct? there is also username Lalit in the dropdown that is similar to your username on server.	10:38:43 AM
Ravi Shah	It is coorect only	10:39:01 AM
	In every user it is aksing for secure code	10:39:57 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	10:40:51 AM
Ravi Shah	ok	10:40:57 AM
Ashutosh Mishra	As per Taxwise the MFA has been implemented in the software in phased manner since 2024 that is why it's asking for the 6-digit code. Do you have any authenticator app installed on your phone such as Google Authenticator or Microsoft authenticator?	10:44:08 AM
Ravi Shah	Yes i Have that Google Authenticator app also	10:44:42 AM
	and I have tried to enter the code from there in the sifftware but it is satying that code is incoorect	10:45:12 AM
Ashutosh Mishra	I see let's try again, make sure to enter the code and proceed before new code appears.	10:46:06 AM
	Plese enter password.	10:46:13 AM
Ravi Shah	Pls enter a valid code	10:47:02 AM
	Like this error is coming	10:47:14 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	10:47:44 AM
Ravi Shah	ok	10:48:00 AM
Ashutosh Mishra	Is the time on your phone same as the time showing on the server?	10:51:45 AM
	like 10:52 AM right now?	10:52:05 AM
Ravi Shah	yes it is same	10:52:15 AM
Ashutosh Mishra	Please close other Taxwise software and let's try again.	10:53:27 AM
Ravi Shah	yes i have closed	10:55:05 AM
Ashutosh Mishra	Enter the code now.	10:55:18 AM
Ravi Shah	Pls dont reset password and other things	10:56:35 AM
Ashutosh Mishra	We can re-pair the device also let's try that as it could be there is some sync issue. (Edited)	10:56:46 AM
Ravi Shah	Repair the dvice means?	10:57:08 AM
Ashutosh Mishra	I mean to pair your device MFA with the application again.	10:57:37 AM
Ravi Shah	ok lets try that	10:57:54 AM
Ashutosh Mishra	Please enter the details.	10:58:29 AM
Ravi Shah	Pls dont reset password and other things	10:58:44 AM
Ashutosh Mishra	Yes, we will not reset password we will reset admin device pairing.	10:58:53 AM
Ravi Shah	I dont know the registration code	11:00:44 AM

	For registration code i need to ask my colleague	11:02:59 AM
	He is living in US	11:03:15 AM
Ashutosh Mishra	I wish I could assist you with this however the details are required to reset the device pairing. The issue also appears to be internal to the application itself, if your colleague is not reachable right now, we would suggest reaching out to TaxWise support for any workaround.	11:04:40 AM
Ravi Shah	Is there any other way from where we can get this registration code?	11:05:21 AM
Ashutosh Mishra	You can login to the TaxWise solution centre to get the registration details.	11:07:57 AM
Ravi Shah	ok wait	11:08:26 AM
Ashutosh Mishra	Sure, please take your time	11:08:48 AM
Ravi Shah	Now where I will get the registration code	11:13:15 AM
Ashutosh Mishra	Click on My Product Information.	11:15:02 AM
	I will check this for you.	11:16:19 AM
Ravi Shah	Done	11:17:09 AM
Ashutosh Mishra	No you will see QR code when loggin again.	11:17:54 AM
	Please open the authenticator app and scan the QR to pair again.	11:18:15 AM
Ravi Shah	ok	11:18:32 AM
	Its not working	11:19:32 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	11:20:01 AM
Ravi Shah	ok	11:20:12 AM
	still it is not showing QR	11:28:19 AM
Ashutosh Mishra	Can you login through the admin account?	11:29:28 AM
Ravi Shah	No	11:31:38 AM
	We dont have password for that ID	11:31:56 AM
Ashutosh Mishra	I see, in that case I would suggest reaching out to the TaxWise support. Since the admin login would be required to reset the device pairing.	11:33:27 AM
	I wish i could assist you further than this however i have tried all the steps as per TaxWise support for MFA issues and an admin login would also be required to complete the steps.	11:35:01 AM
Ravi Shah	ok	11:35:38 AM
Ashutosh Mishra	Thank you for your patience. I will keep the ticket open for this chat and follow up with you. If any further assistance is required from Ace support, a senior engineer can also reach out to you for further assistance.	11:37:09 AM
Ravi Shah	ok	11:37:19 AM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:37:26 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!

11:37:29 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/>)

*Ashutosh Mishra has ended this chat session*

11:37:45 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Aug, 6:30:35 PM

#### #80107 Jay Thakor

**Email:** jay@hfcpillc.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 22 Mins 58 Secs

Jay Thakor	Hello, I am your Acebuddy	4 Aug, 6:30:35 PM
Acebuddy	Hello Jay, I'm your Ace Buddy. I'll be happy to assist you!	6:30:37 PM
	Whom Would You Like to Connect With?	6:30:37 PM
Jay Thakor	Technical Support (QB & App Hosting)	6:30:43 PM

Acebuddy	Welcome to Ace Support.	6:30:43 PM
	Please chose an option :	6:30:43 PM
Jay Thakor	I'd like to raise a Request	6:31:24 PM
Acebuddy	Please select your request type.	6:31:24 PM
Jay Thakor	Other Request	6:31:42 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:31:42 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:31:42 PM
Jay Thakor	Restart	6:31:52 PM
Acebuddy	Hello Jay, I'm your Ace Buddy. I'll be happy to assist you!	6:31:52 PM
	Whom Would You Like to Connect With?	6:31:52 PM
Jay Thakor	Technical Support (QB & App Hosting)	6:31:59 PM
Acebuddy	Welcome to Ace Support.	6:31:59 PM
	Please chose an option :	6:31:59 PM
Jay Thakor	I'd like to raise a Request	6:32:06 PM
Acebuddy	Please select your request type.	6:32:06 PM
Jay Thakor	Restart	6:32:12 PM
Acebuddy	Hello Jay, I'm your Ace Buddy. I'll be happy to assist you!	6:32:12 PM
	Whom Would You Like to Connect With?	6:32:12 PM
Jay Thakor	Technical Support (QB & App Hosting)	6:32:40 PM
Acebuddy	Welcome to Ace Support.	6:32:40 PM
	Please chose an option :	6:32:40 PM
Jay Thakor	I'd like to report an Issue	6:32:45 PM
Acebuddy	Please select an option!	6:32:45 PM
Jay Thakor	QuickBooks Issue	6:32:56 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:32:57 PM
Jay Thakor	QuickBooks Update	6:33:05 PM
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.	6:33:06 PM
	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.	6:33:06 PM
	Do you need any further assistance on the topic?	6:33:06 PM

Jay Thakor	Yes	6:33:18 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:33:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:33:18 PM
Jay Thakor	Hello	6:33:26 PM
	I am unable to login into QB Desktop.	6:33:38 PM
	<i>6:34:04 PM Jay Thakor is sharing a file with you</i>	6:34:04 PM
	<u><a href="#">1_image.png</a></u> - ( Size:38.05 KB )	
	<i>Manish Singh accepted the chat transfer request.</i>	6:34:12 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:34:16 PM
Jay Thakor	It's required windows Administrative Password. Please help me.	6:34:20 PM
Manish Singh	Kindly allow me two minutes to check the same.	6:34:29 PM
Jay Thakor	Thank you!	6:34:36 PM
	I think you need to reboot the server and maybe some setting in QBD.	6:37:19 PM
Manish Singh	Yes, checking please wait	6:37:35 PM
Jay Thakor	ok	6:37:52 PM
Manish Singh	We need to reboot the server once.	6:42:37 PM
	Shall we proceed with the server reboot.	6:43:00 PM
Jay Thakor	Please reoot it	6:43:01 PM
	reboot	6:43:03 PM
	yes	6:43:09 PM
	please let me know once it's done	6:44:44 PM
Manish Singh	Rebooted the server kindly try after 2 minutes.	6:45:16 PM
	Are we still connected here?	6:49:19 PM
	Are we still connected here?	6:51:48 PM
	Are we still connected here?	6:53:24 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.	6:53:30 PM
	<i>Manish Singh has ended this chat session</i>	6:53:34 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

27 Aug, 6:16:24 PM

### #80896 Frank

**Email:** equest@henssgenhardware.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** HAMMINKELN

**State:** Nordrheinwestfalen

**Country:** GERMANY

## Chat Transcript

Chat Duration : 22 Mins 4 Secs

Frank	Hello, I am your Acebuddy	27 Aug, 6:16:25 PM
Acebuddy	Hello Frank, I'm your Ace Buddy. I'll be happy to assist you!	6:16:25 PM
	Whom Would You Like to Connect With?	6:16:25 PM
Frank	Technical Support (QB & App Hosting)	6:16:32 PM
Acebuddy	Welcome to Ace Support.	6:16:32 PM
	Please chose an option :	6:16:32 PM
Frank	I'd like to report an Issue	6:16:42 PM
Acebuddy	Please select an option!	6:16:42 PM
Frank	Other Issue	6:16:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:16:54 PM
Frank	new account	6:17:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:17:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:17:38 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:18:06 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:18:09 PM

Frank	we want to install a new account from henssgen hardware	6:18:54 PM
Manish Singh	Frank, may I know if you would like to have new account or new user ?	6:19:26 PM
Frank	CID72405	6:19:27 PM
	new user	6:19:38 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.	
	Also, the registered email for your account with us is : matt@henssgenhardware.com or [rachel@henssgenhardware.com] (mailto:rachel@henssgenhardware.com)	6:20:08 PM
Frank	Ticket ID: 750918 Please note that the credentials I shared earlier are only for signing in to O365 apps. To log in to the server, please use the following details: • Username: frank.h@myrealdata.net • Password: The one you set up via MyPortal If you require the RDP file, I have attached it here for your reference.	6:20:42 PM
	we have the rdp file	6:21:13 PM
Manish Singh	Kindly allow me two minutes to check the same.	6:21:31 PM
Frank	ok	6:21:41 PM
Manish Singh	Alright! The user Frank is already created you need assistance with accessing the server?	6:23:19 PM
Frank	yes	6:23:28 PM
Manish Singh	This message has been deleted	6:23:39 PM
	I will surely help you with this issue.	6:23:43 PM
	May I take the remote access of your local computer?	6:23:54 PM
Frank	yes	6:24:02 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/7612903255">https://assist.acecloudhosting.com/join/7612903255</a>	6:24:26 PM
	Kindly paste this link in the browser of local computer and join the session.	6:24:29 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:24:33 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.	6:26:57 PM
	Is there anything else I may help you with ?	6:37:00 PM
	Are we still connected here?	6:38:01 PM
Frank	yes thanks	6:38:17 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	6:38:18 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:38:24 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

6:38:27 PM

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

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

*Manish Singh has ended this chat session*

6:38:29 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Aug, 12:19:15 AM

#### #80550 Megan Reiner

**Email:** dsmmobilewash2@hotmail.com 15155564569

**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:** ANKENY

**State:** Iowa

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 39 Secs

Megan Reiner	Hello, I am your Acebuddy	16 Aug, 12:19:16 AM
Acebuddy	Hello Megan Reiner, I'm your Ace Buddy. I'll be happy to assist you!	12:19:17 AM
	Whom Would You Like to Connect With?	12:19:17 AM
Megan Reiner	Technical Support (QB & App Hosting)	12:19:23 AM
Acebuddy	Welcome to Ace Support.	12:19:23 AM

	Please chose an option :	12:19:23 AM
Megan Reiner	I'd like to raise a Request	12:19:28 AM
Acebuddy	Please select your request type.	12:19:29 AM
Megan Reiner	Other Request	12:19:42 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:19:42 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:19:42 AM
Megan Reiner	No, That'll be all!	12:19:55 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	12:19:55 AM
	<i>Acebuddy has ended this chat session</i>	12:19:56 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 Aug, 8:50:11 PM

**#80224 mike.redner**

**Email:** mike.redner@mastercraftusa.com

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** NEWBURGH

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 31 Mins 31 Secs

mike.redner	Hello, I am your Acebuddy	6 Aug, 8:50:12 PM
Acebuddy	Hello Mike Redner, I'm your Ace Buddy. I'll be happy to assist you!	8:50:12 PM

	Whom Would You Like to Connect With?	8:50:12 PM
mike.redner	Technical Support (QB & App Hosting)	8:50:17 PM
Acebuddy	Welcome to Ace Support.	8:50:17 PM
	Please chose an option :	8:50:17 PM
mike.redner	I'd like to report an Issue	8:50:21 PM
Acebuddy	Please select an option!	8:50:21 PM
mike.redner	Other Issue	8:50:25 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:50:25 PM
mike.redner	When I print i get a Incorrect License Key or demo evaluation period expired across my pages	8:51:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:51:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:51:04 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:52:44 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:52:49 PM
	Hello Mike	8:53:00 PM
	How are you doing?	8:53:07 PM
mike.redner	I'm good Sujeet. Thank you for asking	8:53:25 PM
	How are you today?	8:53:41 PM
Sujeet Kumar Suman	I'm good too. Thank you for asking.	8:54:18 PM
	Kindly help me with your server name and user name?	8:54:25 PM
mike.redner	The server name should be Onfloor Technologies and the user name is Michael	8:54:42 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	8:55:06 PM
mike.redner	No problem, thank you	8:55:13 PM
Sujeet Kumar Suman	Thank you for your patience.	8:56:40 PM
	Could you please elaborate on your issue?	8:57:44 PM
mike.redner	When i print from Quickbooks, I get a "Incorrect license key or demo evaluation period expired. Contact your IT support desk." watermark over the page after it's printed	8:59:28 PM
Sujeet Kumar Suman	Sure, I can help with that.	9:00:26 PM
	Are you the only one facing this issue while printing, or are others experiencing the same problem as well?	9:00:38 PM
mike.redner	I am the only one so far but I experienced the same issue yesterday and I had a second user later in the day experience the same issue as well	9:01:10 PM
	I can provide both ticket numbers if you need them	9:01:18 PM

Sujeet Kumar Suman	Please help us with the ticket number.	9:02:16 PM
mike.redner	Of course, the first ticket number was 745854. The second ticket number was 746002	9:03:01 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	9:03:44 PM
mike.redner	Sounds good	9:03:52 PM
Sujeet Kumar Suman	Thank you for your patience.	9:05:52 PM
	May I take the remote access of your local computer?	9:05:57 PM
mike.redner	Yes you can	9:06:05 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	9:06:20 PM
mike.redner	Thank you, i'm all set	9:06:39 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:06:55 PM
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/7752398825">https://assist.acecloudhosting.com/join/7752398825</a>	9:06:58 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:08:30 PM
	Thank you for your patience.	9:15:34 PM
	We are currently working to resolve the issue from the back end. Kindly stay connected on the chat.	9:15:43 PM
	Thank you for your patience.	9:19:06 PM
mike.redner	We are all set Sujeet. Thank you again for your help	9:19:28 PM
Sujeet Kumar Suman	As per discussion over the remote session, as checked with my senior team, this is a known ongoing issue and is expected to resolve automatically within 15-30 minutes. We will notify you once the issue has been resolved.	9:20:51 PM
	Is there anything else I may help you with ?	9:20:56 PM
mike.redner	That will be it today	9:21:15 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:21:23 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!	9:21:30 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:21:40 PM
		9:21:43 PM

Sujeet Kumar Suman has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

12 Aug, 9:42:54 PM

### #80415 Linh Pham

**Email:** linh.pham@ptnoodles.com 14803438856

**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:** 35 Secs

**City:** ANNAPOLIS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 7 Mins 40 Secs

Linh Pham	Hello, I am your Acebuddy	12 Aug, 9:42:55 PM
Acebuddy	Hello Linh Pham, I'm your Ace Buddy. I'll be happy to assist you!	9:42:55 PM
	Whom Would You Like to Connect With?	9:42:55 PM
Linh Pham	Technical Support (QB & App Hosting)	9:43:02 PM
Acebuddy	Welcome to Ace Support.	9:43:02 PM
	Please chose an option :	9:43:02 PM
Linh Pham	I'd like to raise a Request	9:43:12 PM
Acebuddy	Please select your request type.	9:43:12 PM
Linh Pham	Other Request	9:43:24 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:43:24 PM

	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:43:24 PM
Linh Pham	Yes, I'm facing issues with my server	9:43:31 PM
Acebuddy	Please select an option!	9:43:31 PM
Linh Pham	Other Issue	9:43:37 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:43:37 PM
Linh Pham	drive is full	9:43:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:43:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:43:53 PM
	<i>Arjun Sikarwar declined the transfer request.</i>	9:44:14 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:44:24 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:44:29 PM
Linh Pham	hi	9:44:32 PM
	my drive is full	9:44:40 PM
Manish Singh	Yes, Linh Is it regading C:/ drive?	9:44:54 PM
Linh Pham	yes	9:45:31 PM
Manish Singh	I will surely help you with this issue.	9:46:04 PM
Linh Pham	yes please	9:46:12 PM
Manish Singh	Kindly allow me two minutes to check the same.	9:46:40 PM
Linh Pham	ok thanks	9:47:31 PM
Manish Singh	This will take some time to clear all the junk files and unnecessary data. We will email you regarding the same.	9:49:56 PM
	Is there anything else I may help you with ?	9:50:00 PM
Linh Pham	no	9:50:15 PM
	thanks	9:50:16 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:50:20 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:50:28 PM
Linh Pham	ok	9:50:28 PM
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:50:34 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*

9:50:35 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Aug, 11:43:53 PM

**#80062 Renae Cook**

**Email:** renae.cook@ecs-env.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:** ROYSE CITY

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 28 Secs

Renae Cook	Hello, I am your Acebuddy	1 Aug, 11:43:54 PM
Acebuddy	Hello Renae Cook, I'm your Ace Buddy. I'll be happy to assist you!	11:43:55 PM
	Whom Would You Like to Connect With?	11:43:55 PM
Renae Cook	Technical Support (QB & App Hosting)	11:44:06 PM
Acebuddy	Welcome to Ace Support.	11:44:06 PM
	Please chose an option :	11:44:06 PM
Renae Cook	I'd like to raise a Request	11:44:19 PM
Acebuddy	Please select your request type.	11:44:19 PM
Renae Cook	Password Reset	11:44:25 PM

Acebuddy

Please select an option below

11:44:25 PM

*Ended due to chat idle timeout*

2 Aug, 12:25:23 AM

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

12:25:23 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Aug, 1:53:29 AM

**#80922 Deanne Elise Zirker**

**Email:** dzirker@humblebrands.com

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** ALBUQUERQUE

**State:** New Mexico

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 47 Secs

Deanne Elise Zirker

Hello, I am your Acebuddy

28 Aug, 1:53:30 AM

Acebuddy

Hello Deanne Elise Zirker, I'm your Ace Buddy. I'll be happy to assist you!

1:53:31 AM

Whom Would You Like to Connect With?

1:53:31 AM

Deanne Elise Zirker

Technical Support (QB & App Hosting)

1:53:39 AM

Acebuddy

Welcome to Ace Support.

1:53:39 AM

Please chose an option :

1:53:39 AM

Deanne Elise Zirker

I'd like to report an Issue

1:53:47 AM

Acebuddy

Please select an option!

1:53:47 AM

Deanne Elise Zirker	Password Reset	1:53:50 AM
Acebuddy	Please select an option below	1:53:50 AM
Deanne Elise Zirker	Already Enrolled to Selfcare Portal	1:53:54 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:53:54 AM
	Do you need any further assistance on the topic?	1:53:54 AM
Deanne Elise Zirker	Yes	1:53:59 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:53:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:53:59 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	1:54:09 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	1:54:17 AM
	Deanne , we are connected on 2 chats, should I disconnect the previous one ?	1:55:03 AM
Deanne Elise Zirker	I couldn't find the first chat but same issue	1:55:35 AM
Sanyam Madan	Okay got it	1:56:04 AM
	May I take the remote access of your local computer?	1:56:47 AM
Deanne Elise Zirker	yes you may	1:56:54 AM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	1:57:15 AM
	<a href="https://assist.acecloudhosting.com/join/5892735543">https://assist.acecloudhosting.com/join/5892735543</a>	1:57:19 AM
	Kindly paste this link in the browser of local computer and join the session.	1:57:22 AM
	Deanne , are you there ?	1:59:54 AM
	Since we are connected on different chat, we are disconnecting this one	2:01:13 AM
	<i>Sanyam Madan has ended this chat session</i>	2:01:17 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

12 Aug, 8:44:50 PM

#80406 Chris Elam

Email: chris.elam@srg-us.com ☎ 18139560136

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 48 Secs

**City:** ORLANDO

**State:** Florida

**Country:** UNITED STATES

Chat Duration : 43 Mins 19 Secs

### Chat Transcript

Chris Elam	Hello, I am your Acebuddy	12 Aug, 8:44:51 PM
Acebuddy	Hello Chris Elam, I'm your Ace Buddy. I'll be happy to assist you!	8:44:52 PM
	Whom Would You Like to Connect With?	8:44:52 PM
Chris Elam	Technical Support (QB & App Hosting)	8:44:58 PM
Acebuddy	Welcome to Ace Support.	8:44:58 PM
	Please chose an option :	8:44:58 PM
Chris Elam	I'd like to report an Issue	8:45:06 PM
Acebuddy	Please select an option!	8:45:06 PM
Chris Elam	Password Reset	8:45:10 PM
Acebuddy	Please select an option below	8:45:10 PM
Chris Elam	Already Enrolled to Selfcare Portal	8:45:16 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:45:16 PM
	Do you need any further assistance on the topic?	8:45:16 PM
Chris Elam	Yes	8:45:59 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:45:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:45:59 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:46:23 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:46:37 PM
Chris Elam	Trying to login in to our remote server. Nothing is working. Passwords that I have saved won't work. My username not being recognized or locked. Urgent matter, please help.	8:47:25 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:48:14 PM
Chris Elam	Server name? No idea. User name is ChrisEl	8:49:15 PM

	our CID is 70559	8:49:26 PM
	Every year when I actually need to access this thing, I have trouble. How can we make this more seamless?	8:49:49 PM
	hello?	8:52:44 PM
Shubham Maurya	We do understand Chris, We have a new application in replacement of usual RDP, but few users are getting this update proactively. If you want we can help to configure this new application which provide more stability and reliability with remote server.	8:52:45 PM
<b>Key Features of Ace Connect</b>		
	<b>Enterprise-Grade Reliability</b> : Built on Microsoft's proven RDP libraries, delivering exceptional stability and security without compromise	
	<b>Direct Support Integration</b> : Instant access to our support channels and connected services for real-time assistance	
	<b>Contemporary User Interface</b> : Features a sleek, modern design that prioritizes ease of use and enhances overall user experience	
	<b>Intelligent Failover Protection</b> : Advanced automated gateway failover system that maintains service continuity during connectivity issues	8:52:58 PM
	<b>Seamless Updates</b> : Automatic over-the-air updates ensure users always have access to the latest features and security patches	
	<b>Connectivity Optimization</b> : Dedicated performance mode designed specifically for users with limited bandwidth to ensure optimal functionality	
	<b>Enhanced Performance Engine</b> : Multiple backend optimizations that deliver superior performance across various network conditions	
Chris Elam	Whatever you need to do to get me up and running as quickly as possible.	8:53:08 PM
Shubham Maurya	Sure, please do confirm "The Staffing Resource Group Inc." is the correct company name?	8:54:32 PM
Chris Elam	Correct	8:54:41 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check.	8:55:28 PM
	Thanks for your patience Chris, We just checked that your account was inactive and locked due to multiple wrong password attempt.	9:01:50 PM
	We have just reactivated and unlocked your account please try to login now with correct password.	9:02:17 PM
Chris Elam	Ok, looks like I'm in now	9:03:02 PM
Shubham Maurya	That's great ! we can see same issue with jeff.wombacher@srg-us.com account.	9:03:29 PM
	Do you want us to active that account also?	9:03:39 PM
Chris Elam	Please remove Jeff's account. He is no longer with our company.	9:03:48 PM
	Do we have any other users?	9:03:52 PM
Shubham Maurya	Noted.	
	No right now only two active users are there ( jeff.wombacher@srg-us.com and chris.elam@srg-us.com) and one inactive (PhilTh@myrealdata.net)	9:05:04 PM
Chris Elam	Ok, Phil is no longer with the company so that makes sense.	9:05:30 PM
	<i>9:07:20 PM Shubham Maurya is sharing a file with you</i>	9:07:20 PM

[How to Manage ACE Server Users 4.pdf](#) - ( Size:1.33 MB )

As we can see that you do have access of Myportal which gives you admin rights to make the changes for

Shubham Maurya	You can follow these steps for better guidance on that.	9:07:57 PM
	We will disable jeff.wombacher@srg-us.com as per your request, once this chat will end all details will be share with you over the mail. Hope that would be helpful.	9:08:58 PM
Chris Elam	yes	9:09:34 PM
Shubham Maurya	Thank you for your understanding with us, Also want to inform you that your account was inactive for a longer period of time so to avoid having this same issue please keep your account active by making a login attempt prior 30 days passing without login.	9:13:21 PM
Chris Elam	Is there any way to change that setting?	9:13:51 PM
	There's no way I'll remember to do that. We only have this available to us for hurricane season purposes. When I need it to work, I need it to work. Can't go through all this effort to unlock my account every time.	9:14:36 PM
Shubham Maurya	Sure we can see that max we can make it to 90 days to keep the account active post that it will go back to inactive state, but you can easily activate is using myportal by yourself in future.	9:19:00 PM
Chris Elam	PLease change to the 90	9:24:38 PM
Shubham Maurya	Thanks for the confirmation Chris, We have updated that to 90 days and also disabled the user "[jeff.wombacher@srg-us.com](mailto:jeff.wombacher@srg-us.com)" from your account as per your request.	9:26:14 PM
	Is there anything else I may help you with ?	9:26:23 PM
Chris Elam	Not at this time, thank you	9:27:00 PM
Shubham Maurya	Your are most welcome ! we do appreciate your patience and understanding with us.	9:27:45 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!	9:27:49 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:27:56 PM
	<i>Shubham Maurya has ended this chat session</i>	9:28:11 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

16 Aug, 3:59:16 AM

### #80558 Andrew Njoroge NGANGA

Email: andrew.nganga@jiweman.com 12067305215

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SEATTLE

State: Washington

Country: UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 13 Secs

Andrew Njoroge NGANGA	Hello, I am your Acebuddy	16 Aug, 3:59:17 AM
Acebuddy	Hello Andrew Njoroge Nganga, I'm your Ace Buddy. I'll be happy to assist you!	3:59:18 AM
	Whom Would You Like to Connect With?	3:59:18 AM
Andrew Njoroge NGANGA	Technical Support (QB & App Hosting)	3:59:53 AM
Acebuddy	Welcome to Ace Support.	3:59:53 AM
	Please chose an option :	3:59:53 AM
Andrew Njoroge NGANGA	I'd like to report an Issue	4:01:19 AM
Acebuddy	Please select an option!	4:01:19 AM
Andrew Njoroge NGANGA	Setback	4:01:20 AM
Acebuddy	Welcome to Ace Support.	4:01:20 AM
	Please chose an option :	4:01:20 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:34:31 AM
<i>Ended due to chat idle timeout</i>		4:34:31 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

27 Aug, 9:08:13 PM

#80909 tanya oubre

Email: toubre@dieselpartsdirect.com ☎ 2259281913

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: 52 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

## Chat Transcript

Chat Duration : 42 Mins 13 Secs

tanya oubre	Hello, I am your Acebuddy	27 Aug, 9:08:14 PM
Acebuddy	Hello Tanya Oubre, I'm your Ace Buddy. I'll be happy to assist you!	9:08:15 PM
	Whom Would You Like to Connect With?	9:08:15 PM
tanya oubre	Technical Support (QB & App Hosting)	9:08:18 PM
Acebuddy	Welcome to Ace Support.	9:08:18 PM
	Please chose an option :	9:08:18 PM
tanya oubre	I'd like to raise a Request	9:08:23 PM
Acebuddy	Please select your request type.	9:08:23 PM
tanya oubre	Other Request	9:08:36 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:08:36 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:08:36 PM
tanya oubre	Yes, I'm facing issues with my server	9:08:45 PM
Acebuddy		

	Please select an option!	9:08:45 PM
tanya oubre	Other Issue	9:08:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:08:49 PM
tanya oubre	I cannot connect to the server. I had help earlier and it was fixed.. but it broke again. I was just on a chat with Vikas Singh Chauhan and my computer froze and I had to turn it off. I still cannot get to the server	9:09:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:09:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:09:48 PM
	<i>Ankit Kumar declined the transfer request.</i>	9:09:55 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	9:10:11 PM
tanya oubre	I am working at my physical office today rather than my remote office, but I work here once a month and am on the company network , so that should not be the problem	9:10:26 PM
	Hi Yash, I believe we chatted this morning	9:10:54 PM
	you had it fixed, but then it stopped working	9:11:03 PM
Yash Kalra	Hi Tanya	9:11:08 PM
	Yes I still remember your issue, I guess at that time also the chat session disconnected.	9:12:05 PM
	May I take the remote access of your local computer in order to resolve the issue? (Edited)	9:12:15 PM
tanya oubre	you had it working, so we closed it	9:12:30 PM
	yes	9:12:31 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	9:13:19 PM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/3412130575">https://assist.acecloudhosting.com/join/3412130575</a>	9:13:35 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.	9:14:52 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.	9:50:27 PM
	<i>Ended due to chat idle timeout</i>	9:50:27 PM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

19 Aug, 10:10:37 AM

### #80651 HARSHIL SHAH

Email: harshil@ambitsol.co

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: 48 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

## Chat Transcript

Chat Duration : 21 Mins 55 Secs

HARSHIL SHAH	Hello, I am your Acebuddy	19 Aug, 10:10:39 AM
Acebuddy	Hello Harshil Shah, I'm your Ace Buddy. I'll be happy to assist you!	10:10:40 AM
	Whom Would You Like to Connect With?	10:10:40 AM
HARSHIL SHAH	Technical Support (QB & App Hosting)	10:10:44 AM
Acebuddy	Welcome to Ace Support.	10:10:44 AM
	Please chose an option :	10:10:44 AM
HARSHIL SHAH	I'd like to report an Issue	10:10:54 AM
Acebuddy	Please select an option!	10:10:54 AM
HARSHIL SHAH	Other Issue	10:10:59 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:10:59 AM
HARSHIL SHAH	Remote	10:11:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:11:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:11:08 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:11:30 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:11:38 AM
	<i>10:11:44 AM HARSHIL SHAH is sharing a file with you</i>	10:11:44 AM
	<i><a href="#">image.png</a> - ( Size:54.79 KB )</i>	
	Hello Harshil	10:12:00 AM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:12:05 AM
HARSHIL SHAH	CalasGroup1.myreldata.net	10:12:22 AM
	myreldata\BookkeeperTwo	10:12:26 AM
Shubham Kataria	thank you for the information.	10:12:56 AM
	Kindly confirm if you are the only user who is facing this issue.	10:13:20 AM
HARSHIL SHAH	we have 7 user all facing same	10:13:49 AM
Shubham Kataria	Please allow me a minute to check the same.	10:14:19 AM
HARSHIL SHAH	ok	10:14:32 AM
	hi	10:18:24 AM
Shubham Kataria	hello	10:18:42 AM
	I'm still checking your account, it will take one more minute.	10:19:01 AM
HARSHIL SHAH	ok	10:19:07 AM
Shubham Kataria	Thank you for your patience.	10:19:39 AM
HARSHIL SHAH	ok	10:20:16 AM
Shubham Kataria	Upon review, I found that your account is currently temporarily disabled by the billing team.	10:20:25 AM
HARSHIL SHAH	purpose?	10:20:49 AM
Shubham Kataria	kindly confirm if there are any pending billing issues on your end.	10:20:52 AM
	As per our records, the account is temporarily disabled due to non-payment.	10:21:37 AM
HARSHIL SHAH	do they send reminder?	10:22:50 AM
Shubham Kataria	Yes, the account owner should have received an email regarding the payment.	10:23:26 AM
HARSHIL SHAH	Jill or brian ?	10:23:47 AM
	or John	10:23:55 AM
Shubham Kataria	The email should be sent to John (Edited)	10:24:48 AM
	Once the billing is settled, the account will be reactivated by the billing team. (Edited)	10:24:54 AM
	Is there anything else I may help you with ?	10:28:23 AM
	Are we still connected here?	10:29:36 AM
	Are we still connected here?	10:30:43 AM
	Are we still connected here?	10:31:29 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.	10:32:30 AM
	<i>Shubham Kataria has ended this chat session</i>	10:32:34 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Aug, 4:25:35 AM

#80523 rhernandez

Email: rhernandez@docomopacific.com ☎ 16716864566

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 46 Secs

City: SANTA RITA

State: Guam

Country: GUAM

## Chat Transcript

Chat Duration : 29 Mins 50 Secs

rhenandez	Hello, I am your Acebuddy	15 Aug, 4:25:36 AM
Acebuddy	Hello Ricardo B Hernandez, I'm your Ace Buddy. I'll be happy to assist you!	4:25:36 AM
	Whom Would You Like to Connect With?	4:25:36 AM
rhenandez	Technical Support (QB & App Hosting)	4:25:39 AM
Acebuddy	Welcome to Ace Support.	4:25:39 AM
	Please chose an option :	4:25:39 AM
rhenandez	I'd like to report an Issue	4:25:44 AM
Acebuddy	Please select an option!	4:25:44 AM
rhenandez	Other Issue	4:25:49 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:25:49 AM
rhenandez	authenticator	4:25:59 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:25:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:25:59 AM

	<i>Anjainay Singh accepted the chat transfer request.</i>	4:26:44 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:26:57 AM
rherandez	hello sorry i cant wait two hours because im the admin and need to run web connector i need my authenticator reset	4:27:03 AM 4:27:11 AM
	Username: RicardoHe	4:27:17 AM
	715619	4:27:43 AM
	is my ticket number	4:28:04 AM
Anjainay Singh	Please allow me two minutes so that I can go through the ticket and assist you accordingly.	4:28:33 AM
rherandez	ok	4:28:45 AM
Anjainay Singh	As I read the ticket and got to know that you need to setup the authenticator on your new phone , am I right?	4:30:23 AM
rherandez	yes	4:30:33 AM
Anjainay Singh	Thankyou for being on hold, I have dis-enrolling you from authenticator application and sending you the Self care PDF guide using which you may enroll it again in authenticator application on your new phone.	4:34:17 AM
	Could you please provide your user name so that I can proceed accordingly Ricardo?	4:35:44 AM
	RicardoHe - is this your user name Ricardo?	4:36:55 AM
	Are we still connected here?	4:37:55 AM
	Are we still connected here?	4:39:07 AM
rherandez	YRS	4:40:17 AM
	yes	4:40:19 AM
	Ricardo Hernandez	4:40:38 AM
	RicardoHe is my username	4:40:44 AM
Anjainay Singh	Thankyou for your confirmation. could you please also confirm which mobile application you are using on your new phone to setup the through which you will do authentication.	4:42:35 AM
	is it Google authenticator or Microsoft authenticator application?	4:43:01 AM
rherandez	authenticator	4:43:15 AM
Anjainay Singh	Thankyou for being on hold Ricardo.	4:46:07 AM
rherandez	ok	4:46:39 AM
Anjainay Singh	I have just send you an email regarding setting up the authenticator on new phone.	4:46:51 AM
	Could you please confirm whether you have received an email?	4:49:57 AM
	Are we still connected here?	4:51:52 AM
	Are we still connected here?	4:52:35 AM

Are we still connected here? 4:54:06 AM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 4:55:05 AM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 4:55:20 AM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 4:55:24 AM

*Anjainay Singh has ended this chat session* 4:55:27 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 28 Aug, 8:17:11 PM

**#80953 info**

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

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Transcript Chat Duration : 18 Mins 50 Secs

info	Hello, I am your Acebuddy	28 Aug, 8:17:12 PM
Acebuddy	Hello Bongryong, I'm your Ace Buddy. I'll be happy to assist you!	8:17:13 PM
	Whom Would You Like to Connect With?	8:17:13 PM
info	Technical Support (QB & App Hosting)	8:17:19 PM
Acebuddy	Welcome to Ace Support.	8:17:19 PM
	Please chose an option :	8:17:19 PM

	info	I'd like to report an Issue	8:17:27 PM
Acebuddy		Please select an option!	8:17:27 PM
	info	QuickBooks Issue	8:17:32 PM
Acebuddy		What type of QuickBooks Issue are you facing?	8:17:32 PM
	info	Other QB related issue	8:17:38 PM
Acebuddy		Please specify the issue you are facing before I connect you to an available support representative!	8:17:38 PM
	info	the taxes is not calculated.	8:17:49 PM
Acebuddy		Please wait while we connect you to a Support Representative	8:17:50 PM
		<i>Acebuddy (bot) forwarded the chat request</i>	8:17:50 PM
		<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	8:18:37 PM
Vikas Singh Chauhan		Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	8:18:59 PM
		I will be surely assisting you with this. Kindly help me with your server name and user name?	8:19:18 PM
	info	Server name : Bongryong.myreldata.net. and user name : ANNIE_BK	8:19:47 PM
Vikas Singh Chauhan		Okay, it is for the account <b>BR KIM CPA FIRM ?</b>	8:20:04 PM
	info	yes	8:20:10 PM
Vikas Singh Chauhan		Thanks for the confirmation !	8:20:22 PM
		BONGRYONG, is this issue occurring for a single user or for all the users on the server.	8:23:00 PM
	info	single user	8:24:05 PM
		my computer only	8:24:09 PM
Vikas Singh Chauhan		Also please let me know when was the last time you were able to calculate the taxes with out any issue.	8:24:50 PM
	info	20min or 30min ago?	8:25:41 PM
Vikas Singh Chauhan		May I take the remote access of your server?	8:26:08 PM
	info	yes	8:26:14 PM
Vikas Singh Chauhan		Prior providing the access, I would suggest you to close any important documents at your end.	8:26:28 PM
		Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/5672405159">https://assist.acecloudhosting.com/join/5672405159</a>	8:26:35 PM
		Please let me know if face any issue while accessing the link.	8:31:33 PM
		Are we still connected here?	8:33:10 PM
		Are we still connected here?	8:34:25 PM
		Are we still connected here?	8:35:11 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.

8:35:23 PM

Vikas Singh Chauhan has ended this chat session

8:36:02 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

12 Aug, 7:02:12 PM

### #80394 help

**Email:** help@triadcybersolutions.com ☎ 3362999989

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** ORANGEBURG

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 44 Mins

help	Hello, I am your Acebuddy	12 Aug, 7:02:13 PM
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	7:02:14 PM
	Whom Would You Like to Connect With?	7:02:14 PM
help	Managed IT	7:02:16 PM
Acebuddy	Please wait while we connect you to an available Representative.	7:02:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:02:16 PM
	<i>Sushant accepted the chat transfer request.</i>	7:03:34 PM
Sushant	Thank you for contacting Ace Cloud Hosting. My name is Sushant. I will be assisting you today.	7:04:00 PM
help	cant connect to my server	7:04:06 PM
Sushant	Please let me know your company name.	7:04:33 PM

help	TPCCSVR.myrealdata.net Username: FredPeg	7:05:09 PM
Sushant	Please wait while we connect you to our concern team.	7:06:05 PM
	<i>Sushant is transferring the chat to Support(QB &amp; App Hosting).</i>	7:06:37 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:06:43 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:07:05 PM
help	check man	7:07:52 PM
Shubham Maurya	I will surely help you with this issue. Please do let me know when was the last time you were able to use it and is there any error message when you try to login?	7:08:55 PM
help	the logon attempt failed	7:09:52 PM
Shubham Maurya	Sure, I can help with that. Let me look into it for you.	7:10:49 PM
help	send me a new rdp shortcut	7:11:10 PM
	on my email	7:11:22 PM
	help@triadcyersolutions.com	7:11:37 PM
Shubham Maurya	Sure.	7:11:39 PM
	Could you please confirm is it MAC, Windows or Chromebook.	7:12:07 PM
help	win	7:12:21 PM
Shubham Maurya	Thanks for the confirmation !	7:12:28 PM
	May I connect with your local machine to try resolve the server connection issue? (Edited)	7:13:35 PM
help	ok	7:14:09 PM
Shubham Maurya	Kindly close all important tabs and documents for not to breach any security concern.	7:14:31 PM
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/8602372357">https://assist.acecloudhosting.com/join/8602372357</a>	7:14:55 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.	7:19:21 PM
	Are we still connected here?	8:00:31 PM
help	yes	8:00:43 PM
	stay here	8:00:48 PM
	im discussing with Will	8:00:59 PM
Shubham Maurya	Sure please take your time.	8:01:12 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:46:46 PM
	<i>Ended due to chat idle timeout</i>	8:46:46 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

27 Aug, 7:29:59 PM

**#80902 tanya oubre**

**Email:** toubre@dieselpartsdirect.com 2259281913

**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:** 32 Secs

**City:** BATON ROUGE

**State:** Louisiana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 36 Mins 39 Secs

tanya oubre	Hello, I am your Acebuddy	27 Aug, 7:30:00 PM
Acebuddy	Hello Toubre, I'm your Ace Buddy. I'll be happy to assist you!	7:30:01 PM
	Whom Would You Like to Connect With?	7:30:01 PM
tanya oubre	Technical Support (QB & App Hosting)	7:30:05 PM
Acebuddy	Welcome to Ace Support.	7:30:05 PM
	Please chose an option :	7:30:05 PM
tanya oubre	I'd like to report an Issue	7:30:10 PM
Acebuddy	Please select an option!	7:30:10 PM
tanya oubre	Other Issue	7:30:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:30:14 PM
tanya oubre	cannot connect to the server	7:30:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:30:35 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	7:30:35 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	7:30:48 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	7:30:51 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:31:03 PM
tanya oubre	dieselp	7:31:12 PM
Yash Kalra	Kindly help me with your username as well?	7:31:56 PM
tanya oubre	dpd_tanya	7:32:04 PM
Yash Kalra	Kindly allow me two minutes to check the same.	7:32:11 PM
	Thank you staying connected.	
	To help me assist you better, please answer the following questions:	
	<ol style="list-style-type: none"> <li>1. Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact message.</li> <li>2. Have you checked if your internet connection is stable? Also, have you tried connecting using a different network, such as a mobile hotspot?</li> </ol>	7:34:50 PM
	(Edited)	
tanya oubre	I have not tried connecting at a different location	7:35:38 PM
	the error is a problem connecting to the remote resource. Ask your network administrator for help.	7:36:57 PM
Yash Kalra	Toubre, is this issue occurring for a single user or for all the users on the server?	7:37:03 PM
tanya oubre	but my connection is stable	7:37:09 PM
	just me	7:37:09 PM
Yash Kalra	May I take the remote access of your local computer?	7:37:20 PM
tanya oubre	yes	7:37:27 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	7:37:34 PM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/1312460162">https://assist.acecloudhosting.com/join/1312460162</a>	7:37:45 PM
tanya oubre	ok	7:37:48 PM
	there is a meeting I am in on the other monitor, do not close it	7:38:34 PM
Yash Kalra	Okay toubre.	7:38:57 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.	7:39:56 PM
	Toubre, we assisted you regarding logging issue. Is there anything else I may help you with ?	7:59:55 PM
	Are we still connected here?	8:02:49 PM

Are we still connected here? 8:04:07 PM

Are we still connected here? 8:06:33 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. 8:06:36 PM

*Yash Kalra has ended this chat session* 8:06:39 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 26 Aug, 6:23:47 PM

**#80846 Maricel**

**Email:** admin@taxwisecorp.com

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** BUENAVISTA

**State:** Zambales

**Country:** PHILIPPINES

Chat Transcript Chat Duration : 10 Mins 26 Secs

Maricel	Hello, I am your Acebuddy	26 Aug, 6:23:48 PM
Acebuddy	Hello Liza Joy Jimenez, I'm your Ace Buddy. I'll be happy to assist you!	6:23:49 PM
	Whom Would You Like to Connect With?	6:23:49 PM
Maricel	Technical Support (QB & App Hosting)	6:26:31 PM
Acebuddy	Welcome to Ace Support.	6:26:31 PM
	Please chose an option :	6:26:31 PM
Maricel	I'd like to report an Issue	6:26:38 PM

Acebuddy	Please select an option!	6:26:38 PM
Maricel	Other Issue	6:26:43 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:26:43 PM
Maricel	cannot connect to rdp	6:26:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:26:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:26:59 PM
	<i>6:28:01 PM Maricel is sharing a file with you <a href="#">image.png</a> - ( Size:19.17 KB )</i>	6:28:01 PM
	<i>Please connect me, here is my IP</i>	
	<i>Manish Singh accepted the chat transfer request.</i>	6:28:04 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:28:08 PM
	<i>Manish Singh is transferring the chat to Yash Kalra.</i>	6:28:21 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	6:28:23 PM
Yash Kalra	Hello Liza.	6:28:32 PM
Maricel	Hi Yash	6:28:49 PM
	Same problem, please assist	6:29:13 PM
Yash Kalra	I remember your issue, please allow me some time as you know we have to send this IP to NOC team for whitelisting.	6:29:45 PM
Maricel	yes please, I still do not have an static IP from my ISP.	6:30:42 PM
Yash Kalra	Okay, liza no issue.	6:31:06 PM
	Shall we proceed to end this chat for now so that I can mail the noc team regarding the same.	6:31:38 PM
	Or is there anything else, you may need help with?	6:32:25 PM
Maricel	none for now, please proceed	6:33:51 PM
	thank you	6:33:53 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	6:34:01 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:34:10 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:34:12 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/>)

*Yash Kalra has ended this chat session*

6:34:15 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Aug, 10:31:33 PM

**#80542 Jaime Archer**

**Email:** jarcher@nsilandservices.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:** CARLISLE

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 37 Secs

Jaime Archer	Hello, I am your Acebuddy	15 Aug, 10:31:34 PM
Acebuddy	Hello Jaime Archer, I'm your Ace Buddy. I'll be happy to assist you!	10:31:34 PM
	Whom Would You Like to Connect With?	10:31:34 PM
	Welcome to Ace Support.	10:32:02 PM
	Please chose an option :	10:32:02 PM
Jaime Archer	Technical Support (QB & App Hosting)	10:32:02 PM
	I'd like to raise a Request	10:32:08 PM
Acebuddy	Please select your request type.	10:32:08 PM
Jaime Archer	Other Request	10:32:18 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.	10:32:18 PM

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

10:32:18 PM

*Ended due to chat idle timeout*

11:13:12 PM

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

11:13:12 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

31 Aug, 2:22:11 AM

#### #81024 Abeer Sweis

**Email:** asweis@sweiskloss.com 3103946460

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

**Operator:** Tushar Pharswan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 35 Secs

**City:** SANTA MONICA

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 27 Mins 25 Secs

Abeer Sweis	Hello, I am your Acebuddy	31 Aug, 2:22:11 AM
Acebuddy	Hello Abeer Sweis, I'm your Ace Buddy. I'll be happy to assist you!	2:22:13 AM
	Whom Would You Like to Connect With?	2:22:13 AM
Abeer Sweis	Technical Support (QB & App Hosting)	2:22:18 AM
Acebuddy	Welcome to Ace Support.	2:22:18 AM
	Please chose an option :	2:22:18 AM
Abeer Sweis	I'd like to report an Issue	2:22:28 AM
Acebuddy	Please select an option!	2:22:28 AM

Abeer Sweis	Other Issue	2:22:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:22:33 AM
Abeer Sweis	Ticket ID: 757126	2:22:45 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:22:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:22:46 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	2:24:28 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	2:24:32 AM
	Hello Abeer.	2:24:42 AM
	Kindly allow me two minutes to check the same.	2:24:48 AM
	<i>2:25:23 AMAbeer Sweis shared a voice note</i>	2:25:23 AM
	<i>Voice note.mp3 - ( Size:172.12 KB )</i>	
	I deeply apologize for the inconvenience caused to you.	2:26:19 AM
	Abeer I just checked and found that your user profile was in locked state due to wrong password attempts or locked due to inactivity.	2:28:25 AM
	I have now unlocked it.	2:28:33 AM
	Kindly try to login now.	2:28:44 AM
Abeer Sweis	that is not the real issue though- i get in and have a screen that says access is denied.	2:29:45 AM
Tushar Pharswan	Oaky may I take the remote access of your system to check the login icon once.	2:30:25 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:30:27 AM
Abeer Sweis	yes	2:30:50 AM
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/1102583249">https://assist.acecloudhosting.com/join/1102583249</a>	2:30:56 AM
	Kindly Click on the link and open the downloaded file.	2:30:59 AM
	We are connected now.	2:33:01 AM
	I'm currently checking all the necessary permission from the back end it might take 4 to 6 minutes.	2:36:39 AM
Abeer Sweis	ok	2:37:03 AM
Tushar Pharswan	Is there anything else I may help you with ?	2:48:12 AM
	as discussed over the remote session Login issue is resolved as well as QuickBooks and windows update are schedule for 4 PM PST.	2:49:31 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:49:33 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!	2:49:35 AM

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

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

*Tushar Pharswan has ended this chat session*

2:49:37 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Aug, 10:25:36 PM

#### #80363 Lewisville

**Email:** lewisville@eaglefintax.com ☎ 4696098829

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** RAJENDRANAGAR

**State:** Telangana

**Country:** INDIA

### Chat Transcript

Chat Duration : 21 Mins 36 Secs

Lewisville	Hello, I am your Acebuddy	11 Aug, 10:25:36 PM
Acebuddy	Hello Lewisville, I'm your Ace Buddy. I'll be happy to assist you!	10:25:37 PM
	Whom Would You Like to Connect With?	10:25:37 PM
Lewisville	Technical Support (QB & App Hosting)	10:25:52 PM
Acebuddy	Welcome to Ace Support.	10:25:52 PM
	Please chose an option :	10:25:52 PM
Lewisville	I'd like to report an Issue	10:26:05 PM
Acebuddy		

	Please select an option!	10:26:05 PM
Lewisville	Other Issue	10:26:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:26:10 PM
	<i>10:27:14 PM Lewisville is sharing a file with you <a href="#">image.png</a> - ( Size:37.73 KB )</i>	10:27:14 PM
	<i>unable to open drake 2023</i>	
Lewisville	hello	10:28:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:28:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:28:29 PM
	<i>Gaurav kumar declined the transfer request.</i>	10:30:19 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:30:27 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:30:40 PM
	Thankyou for brining this issue to our attention.	10:31:38 PM
	Please allow me two minutes so that I may fetch your account details and then check the server settings so that I can fix this issue.	10:32:29 PM
Lewisville	can you check above issue	10:34:12 PM
Anjainay Singh	Sure, please allow me two minutes.	10:34:47 PM
	Could you please confirm whether other users are facing same issue at their end?	10:36:30 PM
Lewisville	we are facing	10:39:20 PM
Anjainay Singh	Could you please confirm who manages your Drake account, as popup clearly says that your Drake account has been disabled.	10:39:42 PM
	Could you please confirm from Drake Administrator whether your account is locked ?	10:40:11 PM
Lewisville	CAN YOU TAKE MY SCREEN	10:42:04 PM
Anjainay Singh	Sure Lewisville.	10:42:30 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:42:35 PM
Lewisville	okay	10:42:53 PM
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/3332890471">https://assist.acecloudhosting.com/join/3332890471</a>	10:43:26 PM
	Could you please confirm your username on server?	10:44:03 PM
	<i>10:45:34 PM Anjainay Singh is sharing a file with you <a href="#">image.png</a> - ( Size:5.44 KB )</i>	10:45:34 PM
	<i>Could you please confirm your username between two?</i>	
	<i>Lewisville has ended this chat session</i>	10:47:13 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

26 Aug, 12:30:48 AM

### #80820 office

**Email:** office@mermanusa.com 12035701995

**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:** BRIDGEPORT

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 45 Mins 26 Secs

office	Hello, I am your Acebuddy	26 Aug, 12:30:49 AM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	12:30:50 AM
	Whom Would You Like to Connect With?	12:30:50 AM
office	Technical Support (QB & App Hosting)	12:30:53 AM
Acebuddy	Welcome to Ace Support.	12:30:53 AM
	Please chose an option :	12:30:53 AM
office	I'd like to report an Issue	12:31:03 AM
Acebuddy	Please select an option!	12:31:03 AM
office	QuickBooks Issue	12:31:11 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:31:11 AM
office	QuickBooks is Frozen	12:31:14 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:31:14 AM
	Was that helpful?	12:31:14 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.

1:16:15 AM

*Ended due to chat idle timeout*

1:16:15 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

12 Aug, 7:22:19 PM

### #80397 Teague Teague Elias

**Email:** teague@raskull.com 14322010082

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 17 Secs

**City:** SEMINOLE

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 40 Mins 56 Secs

Teague Teague Elias	Hello, I am your Acebuddy	12 Aug, 7:22:21 PM
Acebuddy	Hello Lena Neufeld, I'm your Ace Buddy. I'll be happy to assist you!	7:22:22 PM
	Whom Would You Like to Connect With?	7:22:22 PM
Teague Teague Elias	Technical Support (QB & App Hosting)	7:22:29 PM
Acebuddy	Welcome to Ace Support.	7:22:29 PM
	Please chose an option :	7:22:29 PM
Teague Teague Elias	I'd like to report an Issue	7:22:34 PM
Acebuddy	Please select an option!	7:22:34 PM
Teague Teague Elias	QuickBooks Issue	7:22:39 PM

Acebuddy	What type of QuickBooks Issue are you facing?	7:22:39 PM
Teague Teague Elias	Other QB related issue	7:22:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:22:44 PM
Teague Teague Elias	User is not able to view anything beyond the date 7/1/2025	7:23:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:23:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:23:07 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	7:24:02 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	7:24:07 PM
	Hello Lena	7:24:12 PM
	How are you doing?	7:24:37 PM
Teague Teague Elias	I'm good	7:24:44 PM
	I'm having an issue with Logan Neal's company file. When he logs in to his user on his computer, he cannot see anything past a certain date. However if I log in to his user on my computer, I can see everything just fine. Is there any way you can see if there is something wrong with his server?	7:25:57 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:26:15 PM
Teague Teague Elias	Logan Neal	7:27:31 PM
	<i>The visitor's name and email address were changed.</i>	7:28:44 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	7:28:56 PM
Teague Teague Elias	RS_Logan@myrealdata.net	7:29:21 PM
Sujeet Kumar Suman	Thank you for your patience.	7:34:51 PM
	May I take the remote access of your server?	7:36:18 PM
Teague Teague Elias	It's not my server. It's Logan's. Give me just a bit and I will reach out to him to make sure he is not in the middle of something	7:36:54 PM
Sujeet Kumar Suman	Got it, but I need to get access to the Logan's server.	7:37:41 PM
Teague Teague Elias	Yes that's fine	7:38:12 PM
Sujeet Kumar Suman	Thanks for the confirmation !	7:38:59 PM
	Kindly guide Logan to approve the remote access request for the server.	7:40:49 PM
Teague Teague Elias	done	7:41:12 PM
Sujeet Kumar Suman	Thanks for the confirmation !	7:41:23 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.	7:41:34 PM
Teague Teague Elias	He is with a customer. Hang on just a minute	7:45:19 PM

	File location for what? Quickbooks?	7:45:27 PM
Sujeet Kumar Suman	Okay.	7:45:34 PM
	Logan Neal's company file location?	7:46:24 PM
Teague Teague Elias	Do you still see his screen?	7:50:47 PM
Sujeet Kumar Suman	Yes.	7:51:21 PM
Teague Teague Elias	There is no data beyond a certain date on that specific computer but when I log in to his user on my server, I can see everything just fine	7:52:02 PM
Sujeet Kumar Suman	Okay.	7:52:46 PM
	Sure, I can help with that. Let me look into it for you.	7:52:53 PM
	As checked from the backend configuration, you are accessing the company file from one location, while Logan is accessing it from a different location. This is why the company file is not being updated properly.	7:55:07 PM
Teague Teague Elias	No that's not the issue because we only started logging in to different locations when this issue came up	7:56:11 PM
	normally he only logs in from one location but then this started happening so we were trouble shooting	7:56:40 PM
Sujeet Kumar Suman	Could you please confirm if the issue is resolved now?	8:00:40 PM
Teague Teague Elias	Yes thank you	8:00:55 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:01:20 PM
	Is there anything else I may help you with ?	8:01:23 PM
Teague Teague Elias	No thank you	8:03:01 PM
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:03:13 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> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:03:15 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	8:03:17 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

28 Aug, 6:40:09 PM

#80945 kkingsley

Email: kkingsley@travelerschampionship.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 12 Secs

City: NEWINGTON

State: Connecticut

Country: UNITED STATES

## Chat Transcript

Chat Duration : 7 Mins 15 Secs

kkingsley	Hello, I am your Acebuddy	28 Aug, 6:40:09 PM
Acebuddy	Hello Kkingsley, I'm your Ace Buddy. I'll be happy to assist you!	6:40:10 PM
	Whom Would You Like to Connect With?	6:40:10 PM
kkingsley	Technical Support (QB & App Hosting)	6:40:18 PM
Acebuddy	Welcome to Ace Support.	6:40:18 PM
	Please chose an option :	6:40:18 PM
kkingsley	I'd like to report an Issue	6:40:26 PM
Acebuddy	Please select an option!	6:40:26 PM
kkingsley	QuickBooks Issue	6:40:31 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:40:31 PM
kkingsley	QuickBooks is Frozen	6:40:35 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	6:40:35 PM
	Was that helpful?	6:40:35 PM
kkingsley	No	6:41:03 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:41:03 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	6:41:03 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	6:41:12 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	6:41:18 PM
	Hello Katie (Edited)	6:41:32 PM
kkingsley	My QB is frozen	6:43:12 PM
Sujeet Kumar Suman	No worries, I will definitely assist you with this.	6:43:26 PM
	Are you the only one experiencing this issue, or are others affected as well?	6:43:58 PM
kkingsley	yes	6:44:31 PM
Sujeet Kumar Suman	Does this mean everyone is facing the problem?	6:45:02 PM
kkingsley	Sorry I mean I am the only one having this problem	6:45:39 PM
Sujeet Kumar Suman	It's ok	6:45:46 PM
	This issue occurs when accessing a specific company file.	6:45:47 PM
kkingsley	Ok I was able to get in thank you	6:46:34 PM
Sujeet Kumar Suman	Thanks for the confirmation !	6:46:47 PM
	Is there anything else I may help you with ?	6:46:55 PM
kkingsley	no	6:47:03 PM
Sujeet Kumar Suman	Thanks for the confirmation !	6:47:08 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	6:47:11 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!	6:47:19 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:47:22 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	6:47:25 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

5 Aug, 10:59:07 PM

### #80186 info

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

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 7 Mins 1 Sec

info	Hello, I am your Acebuddy	5 Aug, 10:59:08 PM
Acebuddy	Hello Daniel Han, I'm your Ace Buddy. I'll be happy to assist you!	10:59:09 PM
	Whom Would You Like to Connect With?	10:59:09 PM
info	Technical Support (QB & App Hosting)	11:01:00 PM
Acebuddy	Welcome to Ace Support.	11:01:00 PM
	Please chose an option :	11:01:00 PM
info	I'd like to report an Issue	11:01:04 PM
Acebuddy	Please select an option!	11:01:04 PM
info	Other Issue	11:01:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:01:08 PM
info	I cannot connect to our printer on our network	11:01:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:01:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:01:21 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:01:54 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:01:56 PM

Hello Daniel	11:02:00 PM
Are we still connected here?	11:04:16 PM
Are we still connected here?	11:05:29 PM
Are we still connected here?	11:06:03 PM
As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:06:06 PM
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:06:08 PM
<i>Anurag Sharma has ended this chat session</i>	11:06:10 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details	11 Aug, 7:51:32 PM
<b>#80354 Isaac Kleven</b>	
<b>Email:</b> isaac@stockpkg.com	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Acebuddy	
<b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a>	
<b>Operating System:</b> Microsoft Windows	
<b>Browser:</b> Google Chrome	
<b>Device:</b> Desktop	
<b>City:</b> OMAHA	
<b>State:</b> Nebraska	
<b>Country:</b> UNITED STATES	

Chat Transcript	Chat Duration : 41 Mins 59 Secs
Isaac Kleven	Hello, I am your Acebuddy
Acebuddy	Hello Isaac Kleven, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Isaac Kleven	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

	Please chose an option :	7:51:37 PM
Isaac Kleven	I'd like to report an Issue	7:51:47 PM
Acebuddy	Please select an option!	7:51:47 PM
Isaac Kleven	Password Reset	7:51:52 PM
Acebuddy	Please select an option below	7:51:52 PM
Isaac Kleven	Not Enrolled to Selfcare Portal	7:51:57 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.	7:51:57 PM
	Do you need any further assistance on the topic?	7:51:57 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:33:33 PM
	<i>Ended due to chat idle timeout</i>	8:33:33 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

19 Aug, 7:42:11 PM

### #80664 test

**Email:** test@gmail.com +16887849764

**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:** 13 Secs

**City:** NEW DELHI

**State:** Delhi

**Country:** INDIA

## Chat Transcript

Chat Duration : 2 Mins 35 Secs

test Hello, I am your Acebuddy

19 Aug, 7:42:12 PM

Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	7:42:13 PM
	Whom Would You Like to Connect With?	7:42:13 PM
test	Technical Support (QB & App Hosting)	7:42:23 PM
Acebuddy	Welcome to Ace Support.	7:42:23 PM
	Please chose an option :	7:42:23 PM
test	I'd like to report an Issue	7:42:35 PM
Acebuddy	Please select an option!	7:42:35 PM
test	Other Issue	7:42:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:42:38 PM
test	test	7:42:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:42:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:42:45 PM
	<i>Vignesh Arul accepted the chat transfer request.</i>	7:42:51 PM
Vignesh Arul	Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I will be assisting you today.	7:43:04 PM
	<i>Vignesh Arul has ended this chat session</i>	7:44:48 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

19 Aug, 8:35:57 PM

**#80673 fawn**

**Email:** fawn@unksconstruction.com ☎ 7026368671

**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:** 44 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 8 Mins 26 Secs

fawn	Hello, I am your Acebuddy	19 Aug, 8:35:58 PM
Acebuddy	Hello Fawn Smith, I'm your Ace Buddy. I'll be happy to assist you!	8:35:59 PM
	Whom Would You Like to Connect With?	8:35:59 PM
fawn	Technical Support (QB & App Hosting)	8:36:06 PM
Acebuddy	Welcome to Ace Support.	8:36:06 PM
	Please chose an option :	8:36:06 PM
fawn	I'd like to report an Issue	8:36:16 PM
Acebuddy	Please select an option!	8:36:16 PM
fawn	Other Issue	8:36:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:36:21 PM
fawn	Support phone num ber not working	8:36:32 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:36:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:36:33 PM
	<i>Tushar accepted the chat transfer request.</i>	8:37:37 PM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	8:37:45 PM
	Hello Fawn.	8:37:53 PM
fawn	Hello	8:37:57 PM
	I have been trying to call support but I get a rapid busy signal.	8:38:14 PM
Tushar	Did you tried our 24/7 helpline on 888-415-5240 (toll-free) number?	8:38:28 PM
fawn	I need to know more about this Ace Connct Server	8:38:28 PM
Tushar	I deeply apologize for the inconvenience caused to you there might be a high flow of calls.	8:38:51 PM
fawn	No - I called 800-432-1585	8:38:54 PM
	Probably so regarding this new Ace Connect server	8:39:19 PM
	Does this Ace connect server replace the one we have know for Quickbooks?	8:39:41 PM
Tushar	our contact number is 888-415-5240 (toll-free) for suture support calls.	8:39:52 PM
	Regarding the ACE Connect.	8:40:00 PM
	No it does not.	8:40:15 PM
	It is just a new way to connect to your user profile which has QuickBooks. (Edited)	8:40:41 PM

fawn	I received an email from Ace Cloud about the new Ace Connect Server and the phone indicated to contact is 800-432-1585	8:40:53 PM
	<i>8:41:46 PM fawn is sharing a file with you</i> <a href="#"><u>Unks Construction, Inc. Mail - Important_ New Ace Connect App for Your Cloud Access.pdf</u></a> - (Size:307.48 KB )	8:41:46 PM
	<i>Email with with Support Phone #</i>	
	Okay. I will give it a try. Thank you	8:42:20 PM
Tushar	Okay kindly try it.	8:42:35 PM
	Also, your existing server is not changed it's our in-house application to connect to your user profile with added features.	8:43:17 PM
	Is there anything else I may help you with ?	8:43:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:44:20 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:44:22 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 has ended this chat session</i>	8:44:25 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details ..... 2 Aug, 12:20:32 AM

**#80066 Jen Faulkner**

**Email:** jfaulkner@schillings.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:** ST JOHN

**State:** Indiana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 24 Secs

Jen Faulkner	Hello, I am your Acebuddy	2 Aug, 12:20:33 AM
Acebuddy	Hello Jen Faulkner, I'm your Ace Buddy. I'll be happy to assist you!	12:20:34 AM
	Whom Would You Like to Connect With?	12:20:34 AM
Jen Faulkner	Technical Support (QB & App Hosting)	12:20:40 AM
Acebuddy	Welcome to Ace Support.	12:20:40 AM
	Please chose an option :	12:20:40 AM
Jen Faulkner	I'd like to report an Issue	12:20:47 AM
Acebuddy	Please select an option!	12:20:47 AM
Jen Faulkner	Password Reset	12:20:53 AM
Acebuddy	Please select an option below	12:20:53 AM
Jen Faulkner	Not Enrolled to Selfcare Portal	12:21:00 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	12:21:00 AM
	Do you need any further assistance on the topic?	12:21:00 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:55:57 AM
	<i>Ended due to chat idle timeout</i>	12:55:57 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 Aug, 1:44:26 PM

**#80213 gemma****Email:** gemma@am.consulting  +639178137837**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:** 55 Secs**City:** SANTA CRUZ**State:** Bulacan**Country:** PHILIPPINES

Chat Duration : 20 Mins 23 Secs

## Chat Transcript

gemma	Hello, I am your Acebuddy	6 Aug, 1:44:27 PM
Acebuddy	Hello Gemma, I'm your Ace Buddy. I'll be happy to assist you!	1:44:28 PM
	Whom Would You Like to Connect With?	1:44:28 PM
gemma	Technical Support (QB & App Hosting)	1:44:33 PM
Acebuddy	Welcome to Ace Support.	1:44:33 PM
	Please chose an option :	1:44:33 PM
gemma	I'd like to report an Issue	1:44:39 PM
Acebuddy	Please select an option!	1:44:39 PM
gemma	QuickBooks Issue	1:44:43 PM
Acebuddy	What type of QuickBooks Issue are you facing?	1:44:43 PM
gemma	QuickBooks is Frozen	1:44:53 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:44:53 PM
	Was that helpful?	1:44:53 PM
gemma	No	1:45:01 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:45:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:45:01 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	1:45:14 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	1:45:20 PM
gemma	Hi Shubham	1:45:32 PM
	my QB is frozen again	1:45:46 PM

Shubham Kataria	hello Gemma	1:45:47 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:45:54 PM
gemma	AllianceMgmt	1:46:05 PM
Shubham Kataria	Thank you for the information. please allow me a minute to check the same.	1:46:38 PM
	Kindly confirm if QB is freezing while performing any particular task	1:47:24 PM
gemma	actually, I just logged in, but I can't work on any	1:47:50 PM
Shubham Kataria	Alright,	1:48:22 PM
	I have unfreeze your QB, please try to access now	1:49:06 PM
gemma	ok, let me try	1:49:16 PM
Shubham Kataria	And also would like to inform you that there is low space in C drive which may cause the QB freezing issue	1:49:39 PM
	Let me check if I can clean up anything in the Drive.	1:50:10 PM
gemma	Hi Shubham, I was able to log in now and everything is okay. I just had it unfreeze 2 hours ago :(	1:52:18 PM
Shubham Kataria	You may also unfreeze it at your end by using the QB reset option which is already placed in your task bar	1:52:54 PM
	<i>1:53:12 PM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - ( Size:732 Bytes )</i>	1:53:12 PM
	From this option you may also unfreeze it from your end	1:53:28 PM
gemma	I saw the icon, but it is frozen as well	1:53:30 PM
Shubham Kataria	And I'm also trying to clean up the Drive so that this issue won't occur again	1:54:07 PM
	Please allow me 3-4 minutes to perform this task	1:54:21 PM
gemma	ok, good	1:54:26 PM
Shubham Kataria	Thank you for your patience.	1:59:48 PM
	I've checked the drive for any files to clean up, but there's nothing that can be removed. We recommend upgrading your drive for additional storage.	2:00:38 PM
	As a goodwill gesture, I'm adding 5 GB of additional space from our end to help prevent this issue from recurring. (Edited)	2:01:06 PM
gemma	okay, I will mention this to Stacey to decide. Thank you so much for your help.	2:01:21 PM
	oh, thank you!	2:01:32 PM
	that is good news!	2:01:37 PM
Shubham Kataria	You're welcome	2:03:39 PM
	I have added 5 Gb space now.	2:03:51 PM
	Kindly discuss with stacey so that you won't face the issue again.	2:04:15 PM
gemma	oh Shubham thank you so much!	2:04:16 PM

Shubham Kataria	Is there anything else I may help you with ?	2:04:19 PM
gemma	that's it for now	2:04:28 PM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:04:42 PM
gemma	have a great day!	2:04:42 PM
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:04:45 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!	2:04:47 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>	2:04:50 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

7 Aug, 10:38:11 PM

#80271 cristi

Email: cristi@smartspotkc.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: KANSAS CITY

State: Kansas

Country: UNITED STATES

## Chat Transcript

cristi	Hello, I am your Acebuddy	7 Aug, 10:38:11 PM
Acebuddy	Hello Cristi Williams, I'm your Ace Buddy. I'll be happy to assist you!	10:38:12 PM
	Whom Would You Like to Connect With?	10:38:12 PM
cristi	Technical Support (QB & App Hosting)	10:38:27 PM
Acebuddy	Welcome to Ace Support.	10:38:27 PM
	Please chose an option :	10:38:27 PM
	<i>Cristi Williams has ended this chat session</i>	10:38:51 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Aug, 1:05:24 PM

**#80335 Jason Snider****Email:** jason@mainsstreettax.llc**Department:** Support(QB & App Hosting)**Operator:** Acebuddy**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Mac OS**Browser:** Google Chrome**Device:** Desktop**City:** SEATTLE**State:** Washington**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 28 Secs

Jason Snider	Hello, I am your Acebuddy	10 Aug, 1:05:25 PM
Acebuddy	Hello Jason Snider, I'm your Ace Buddy. I'll be happy to assist you!	1:05:26 PM
	Whom Would You Like to Connect With?	1:05:26 PM

Jason Snider	Technical Support (QB & App Hosting)	1:05:36 PM
Acebuddy	Welcome to Ace Support.	1:05:36 PM
	Please chose an option :	1:05:36 PM
Jason Snider	I'd like to raise a Request	1:05:44 PM
Acebuddy	Please select your request type.	1:05:44 PM
Jason Snider	Other Request	1:05:55 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.	1:05:55 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:05:55 PM
Jason Snider	Restart	1:06:17 PM
Acebuddy	Hello Jason Snider, I'm your Ace Buddy. I'll be happy to assist you!	1:06:17 PM
	Whom Would You Like to Connect With?	1:06:17 PM
Jason Snider	Technical Support (QB & App Hosting)	1:06:21 PM
Acebuddy	Welcome to Ace Support.	1:06:21 PM
	Please chose an option :	1:06:21 PM
Jason Snider	I'd like to raise a Request	1:06:30 PM
Acebuddy	Please select your request type.	1:06:30 PM
Jason Snider	Other Request	1:06:49 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.	1:06:49 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:06:49 PM
Jason Snider	No, That'll be all!	1:06:54 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	1:06:54 PM
	<i>Acebuddy has ended this chat session</i>	1:06:54 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #80968 Rhys Babich

**Email:** rbabich@oaksbrands.com  585 200 6987

**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:** ROCHESTER

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 45 Secs

Rhys Babich	Hello, I am your Acebuddy	29 Aug, 1:17:09 AM
Acebuddy	Hello Rhys Babich, I'm your Ace Buddy. I'll be happy to assist you!	1:17:10 AM
	Whom Would You Like to Connect With?	1:17:10 AM
Rhys Babich	Technical Support (QB & App Hosting)	1:17:23 AM
Acebuddy	Welcome to Ace Support.	1:17:23 AM
	Please chose an option :	1:17:23 AM
Rhys Babich	I'd like to raise a Request	1:17:29 AM
Acebuddy	Please select your request type.	1:17:29 AM
Rhys Babich	Reboot your Server	1:17:33 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	1:17:33 AM
	Do you need any further assistance on the topic?	1:17:33 AM
Rhys Babich	Restart	1:21:15 AM
Acebuddy	Hello Rhys Babich, I'm your Ace Buddy. I'll be happy to assist you!	1:21:15 AM
	Whom Would You Like to Connect With?	1:21:15 AM
Rhys Babich	Technical Support (QB & App Hosting)	1:21:23 AM
Acebuddy	Welcome to Ace Support.	1:21:23 AM
	Please chose an option :	1:21:23 AM
Rhys Babich	I'd like to raise a Request	1:21:41 AM
Acebuddy	Please select your request type.	1:21:41 AM
Rhys Babich		

	Other Request	1:21:47 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:21:47 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:21:47 AM
Rhys Babich	Yes, I'm facing issues with my server	1:22:09 AM
Acebuddy	Please select an option!	1:22:09 AM
Rhys Babich	Other Issue	1:22:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:22:15 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:52:55 AM
	<i>Ended due to chat idle timeout</i>	1:52:55 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details	19 Aug, 10:25:58 PM
<b>#80680 fawn</b>	
<b>Email:</b> fawn@unksconstruction.com	19 Aug, 10:25:58 PM
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Tushar Pharswan	
<b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a>	
<b>Operating System:</b> Microsoft Windows	
<b>Browser:</b> Microsoft Edge	
<b>Device:</b> Desktop	
<b>Average Response Time:</b> 40 Secs	
<b>City:</b> LAS VEGAS	
<b>State:</b> Nevada	
<b>Country:</b> UNITED STATES	

Chat Transcript	Chat Duration : 20 Mins 53 Secs
fawn	19 Aug, 10:25:59 PM
Acebuddy	Hello, I am your Acebuddy

	Hello Fawn, I'm your Ace Buddy. I'll be happy to assist you!	10:26:00 PM
	Whom Would You Like to Connect With?	10:26:00 PM
fawn	Technical Support (QB & App Hosting)	10:26:04 PM
Acebuddy	Welcome to Ace Support.	10:26:04 PM
	Please chose an option :	10:26:04 PM
fawn	I'd like to report an Issue	10:26:11 PM
Acebuddy	Please select an option!	10:26:11 PM
fawn	Other Issue	10:26:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:26:14 PM
fawn	Ace Connect not working	10:26:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:26:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:26:26 PM
	<i>Tushar accepted the chat transfer request.</i>	10:27:26 PM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	10:27:28 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:27:35 PM
fawn	Hello again Tushar.	10:27:41 PM
	753527 Ticket Number	10:28:06 PM
Tushar	Hello Fawn.	10:28:15 PM
	Kindly allow me two minutes to check the same.	10:28:19 PM
fawn	Thank you	10:28:38 PM
Tushar	We will have to connect over remote session.	10:29:01 PM
	May I take the remote access of your local computer?	10:29:03 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:29:04 PM
fawn	No problem. Thank you	10:29:25 PM
	Yes on taking control	10:29:35 PM
Tushar	<a href="https://assist.acecloudhosting.com/join/2162043050">https://assist.acecloudhosting.com/join/2162043050</a>	10:29:48 PM
	Kindly Click on the link and open the downloaded file.	10:29:51 PM
fawn	Can you see the screen?	10:31:45 PM
	?	10:32:17 PM
Tushar	I will now have to reboot your local system kindly save your work and once you are ready kindly let me know.	10:34:05 PM
fawn	It's all good.	10:34:58 PM

Tushar	Once the system is rebooted, we will follow-up with the troubleshooting as the pop up keeps coming it will be resolved by a reboot.	10:36:20 PM
	We are connected again after reboot.	10:37:28 PM
	Kindly enter your password.	10:39:00 PM
fawn	I keep getting that and I also changed my password to be sure.	10:40:09 PM
Tushar	It seems after multiple attempts your user profile is locked.	10:40:15 PM
	Kindly allow me a minute to unlock it.	10:40:27 PM
fawn	Thank you	10:40:33 PM
Tushar	Let's try to connect with the old way for once.	10:41:25 PM
	Kindly enter your password.	10:42:11 PM
	Kindly enter your password.	10:43:38 PM
	It is working now.	10:45:07 PM
	the server name and username fields were shuffled.	10:45:22 PM
fawn	Sure is. Thank you as this seems to move quicker.	10:45:24 PM
Tushar	Is there anything else I may help you with ?	10:45:40 PM
fawn	Not a thing. As usual you guys are right on it. Thank you again.	10:46:12 PM
Tushar	I would truly appreciate it if you could take a moment to click the 'Like' button or fill out the feedback form — your input means a lot to us.	10:46:34 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:46:48 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!	10:46:50 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 has ended this chat session</i>	10:46:52 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

5 Aug, 10:28:14 PM

### #80184 Victor Iannuzzi

**Email:** vj@florastuart.com 12707829090

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** BOWLING GREEN

**State:** Kentucky

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 17 Mins

Victor Iannuzzi	Hello, I am your Acebuddy	5 Aug, 10:28:15 PM
Acebuddy	Hello Victor Iannuzzi, I'm your Ace Buddy. I'll be happy to assist you!	10:28:16 PM
	Whom Would You Like to Connect With?	10:28:16 PM
Victor Iannuzzi	Technical Support (QB & App Hosting)	10:28:23 PM
Acebuddy	Welcome to Ace Support.	10:28:23 PM
	Please chose an option :	10:28:23 PM
Victor Iannuzzi	I'd like to report an Issue	10:28:31 PM
Acebuddy	Please select an option!	10:28:31 PM
Victor Iannuzzi	Password Reset	10:28:35 PM
Acebuddy	Please select an option below	10:28:35 PM
Victor Iannuzzi	Already Enrolled to Selfcare Portal	10:28:40 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:28:40 PM
	Do you need any further assistance on the topic?	10:28:40 PM
Victor Iannuzzi	Yes	10:38:53 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:38:53 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:38:53 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	10:39:07 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	10:39:15 PM
	Hello Victor , how are you doing	10:39:33 PM
Victor Iannuzzi	Not So Good, trying to reset password	10:40:03 PM
Sanyam Madan	I deeply apologize for the inconvenience caused to you.	10:40:06 PM
	Kindly allow me two minutes to check the same.	10:40:13 PM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the password reset request right away.	10:41:53 PM
Victor Iannuzzi	SENT	10:42:49 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	10:43:14 PM
Victor Iannuzzi	Sorry gave wrong CID, NEED TO RESEND, SHOULD BE CID74982	10:45:25 PM
Sanyam Madan	No Don't worry, I got your account	10:46:06 PM
Victor Iannuzzi	EMAIL RESET DOES NOT RECOGNIZE MY EMAIL	10:47:18 PM
	SHOULD BE VJ@FLORASTUART.COM	10:47:42 PM
Sanyam Madan	Okay	10:48:10 PM
	I have sent you the password	10:48:22 PM
	Please check at your end and let us know 😊	10:48:40 PM
Victor Iannuzzi	Got it	10:49:34 PM
Sanyam Madan	Is there anything else I may help you with ?	10:49:40 PM
Victor Iannuzzi	stay with me to see if i get in	10:49:55 PM
Sanyam Madan	Sure, please take your time	10:50:25 PM
Victor Iannuzzi	No Luck, can you screen share I have tried for an hour now	10:53:11 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	10:53:19 PM
Victor Iannuzzi	lest go	10:53:32 PM
	I amm ready	10:53:49 PM
Sanyam Madan	Kindly paste this link in the browser of local computer and join the session.	10:53:56 PM
	<a href="https://assist.acecloudhosting.com/join/3232303866">https://assist.acecloudhosting.com/join/3232303866</a>	10:53:58 PM
Victor Iannuzzi	I will need my it to give permission to run zoho, can you use microsoft quick assit instead	10:55:56 PM
	r u there?	10:56:32 PM
Sanyam Madan	Please allow me 1 minute	10:57:30 PM
	I apologize Victor, we can only use Zoho Assist for support sessions as per our policy	10:59:01 PM

Victor Iannuzzi	one momment I will get permission+	10:59:28 PM
Sanyam Madan	However, we can schedule a team's meeting to proceed with the screen access	10:59:45 PM
Victor Iannuzzi	am on phone now , it will take less than a minute	11:00:59 PM
Sanyam Madan	Okay, no worries	11:01:15 PM
Victor Iannuzzi	its going now	11:05:19 PM
Sanyam Madan	Great	11:05:35 PM
	Okay We are connected	11:05:47 PM
Victor Iannuzzi	Im on	11:05:48 PM
Sanyam Madan	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:45:31 PM
	<i>Ended due to chat idle timeout</i>	11:45:31 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

28 Aug, 10:45:07 PM

### #80964 gopi

**Email:** gopi@smsolutionsinc.com ☎ 17328037605

**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:** PISCATAWAY

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins 21 Secs

gopi	Hello, I am your Acebuddy	28 Aug, 10:45:07 PM
Acebuddy	Hello Gopi, I'm your Ace Buddy. I'll be happy to assist you!	10:45:08 PM

	Whom Would You Like to Connect With?	10:45:08 PM
gopi	Technical Support (QB & App Hosting)	10:45:14 PM
Acebuddy	Welcome to Ace Support.	10:45:14 PM
	Please chose an option :	10:45:14 PM
gopi	I'd like to report an Issue	10:45:37 PM
Acebuddy	Please select an option!	10:45:37 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:19:29 PM
	<i>Ended due to chat idle timeout</i>	11:19:29 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 11 Aug, 7:27:08 PM

**#80352 Pallavi DV**

**Email:** pallavidv@norwintechologies.com

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 16 Secs

**City:** BANGALORE

**State:** Karnataka

**Country:** INDIA

Chat Transcript Chat Duration : 38 Mins 32 Secs

Pallavi DV	Hello, I am your Acebuddy	11 Aug, 7:27:10 PM
Acebuddy	Hello Pallavidv, I'm your Ace Buddy. I'll be happy to assist you!	7:27:11 PM
	Whom Would You Like to Connect With?	7:27:11 PM

Pallavi DV	Technical Support (QB & App Hosting)	7:27:23 PM
Acebuddy	Welcome to Ace Support.	7:27:23 PM
	Please chose an option :	7:27:23 PM
Pallavi DV	I'd like to report an Issue	7:27:32 PM
Acebuddy	Please select an option!	7:27:32 PM
Pallavi DV	QuickBooks Issue	7:27:36 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:27:36 PM
Pallavi DV	Other QB related issue	7:27:48 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:27:48 PM
Pallavi DV	My quickbooks desktop is very slow & some time it will be hanging could you please help me on this	7:29:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:29:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:29:53 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:29:56 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:30:04 PM
Pallavi DV	Hi Shubham	7:30:37 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:30:45 PM
Pallavi DV	Server name:Myreldata\PallaviDV	7:31:15 PM
	User Name:\Pallavi	7:31:41 PM
	sorry User Name:Pallavi	7:31:53 PM
Shubham Maurya	No worries and thank you for sharing details Pallavi.	7:32:32 PM
	Your server name is ACCSCIENT.myreldata.net, correct?	7:33:29 PM
Pallavi DV	s	7:34:13 PM
Shubham Maurya	Or business name you can confirm, It's "ACCSCIENT"	7:34:32 PM
Pallavi DV	Yes	7:35:12 PM
Shubham Maurya	Alright, Thank you for the details.	7:35:36 PM
	Can you please also share few more detail regarding this slow performance issue? Like only you are facing this issue or multiple users are facing it.	7:36:32 PM
Pallavi DV	me only	7:36:57 PM
Shubham Maurya	From how long you are facing this issue and is it happening with every new project (QB file) or with some specific project only?	7:37:27 PM
Pallavi DV	today only	7:38:05 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	7:39:33 PM

Pallavi DV	sure	7:39:55 PM
Shubham Maurya	May I take the remote access of your server machine? (Edited)	7:42:06 PM
Pallavi DV	ok	7:42:17 PM
Shubham Maurya	Prior providing the access, I would suggest you to close any important documents at your end.	7:45:57 PM
	Kindly accept the remote access request on your server.	7:46:36 PM
Pallavi DV	everthing will closed	7:46:39 PM
Shubham Maurya	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:47:50 PM
Pallavi DV	ok	7:48:10 PM
Shubham Maurya	Please locate that same file on which you were working earlier. (Edited)	7:48:12 PM
Pallavi DV	ok	7:49:02 PM
Shubham Maurya	Can you try to perform the same steps where you were facing slow performance issue.	7:50:37 PM
Pallavi DV	ok	7:50:47 PM
Shubham Maurya	We have made few backend changes, please try to check now.	7:53:27 PM
Pallavi DV	2 mins please i will check	7:53:49 PM
Shubham Maurya	Take your time Pallavi.	7:54:15 PM
Pallavi DV	now better have past	7:55:34 PM
	please check again	7:56:34 PM
Shubham Maurya	Please try to login and check it once again.	7:58:12 PM
Pallavi DV	ok	7:58:20 PM
	Now ok. issue resolved. Thank you for your help	8:00:05 PM
Shubham Maurya	You are most welcome, we have cleared few app files to speed up the application and we also observed that some critical application updates are pending for QuickBooks. (Edited)	8:01:32 PM
	We will schedule them to update when no user is active on server, you can take follow up through ticket number which you will received on your email after this chat.	8:02:26 PM
Pallavi DV	ok. Thank you again	8:03:06 PM
Shubham Maurya	Thank you Pallavi for your patience and understanding.	8:03:36 PM
	Is there anything else I may help you with ?	8:03:39 PM
Pallavi DV	Now nothing if issue arise i will let you know.	8:04:34 PM
Shubham Maurya	Sure, you can get back to us anytime. We'll be more than happy to help you.	8:05:08 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

8:05:14 PM

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

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

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

8:05:27 PM

*Shubham Maurya has ended this chat session*

8:05:42 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Aug, 2:47:18 AM

**#80240 Victor Quinones**

**Email:** victor@qcotax.com ☎ 323-597-1152

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 53 Secs

Victor Quinones	Hello, I am your Acebuddy	7 Aug, 2:47:19 AM
Acebuddy	Hello Victor, I'm your Ace Buddy. I'll be happy to assist you!	2:47:20 AM
	Whom Would You Like to Connect With?	2:47:20 AM
Victor Quinones	Technical Support (QB & App Hosting)	2:47:28 AM
Acebuddy	Welcome to Ace Support.	2:47:28 AM

	Please chose an option :	2:47:28 AM
Victor Quinones	I'd like to report an Issue	2:47:34 AM
Acebuddy	Please select an option!	2:47:35 AM
Victor Quinones	Other Issue	2:47:38 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:47:38 AM
Victor Quinones	I am unable to print to our local PDF printer	2:47:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:47:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:47:58 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:48:07 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:48:13 AM
Victor Quinones	Hi	2:48:19 AM
Abhay Kumar Saraswat	Hello Victor	2:48:26 AM
	How are you doing today?	2:48:33 AM
Victor Quinones	Doing well thnk u	2:48:40 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	2:49:14 AM
	I will be surely assisting you with this.	2:49:20 AM
	Is this for account: *Quinones & Co Inc*?	2:49:35 AM
Victor Quinones	Correct	2:49:40 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	2:49:49 AM
	Since when have you been experiencing this issue with the printer?	2:50:37 AM
Victor Quinones	Probably 2 weeks ago	2:50:53 AM
Abhay Kumar Saraswat	Okay.	2:51:38 AM
	I'd like to ask, how have you been managing to print over the past two weeks?	2:52:24 AM
Victor Quinones	I haven't actually printed to PDF in the last two weeks	2:52:41 AM
	I was not having issues before though	2:52:52 AM
Abhay Kumar Saraswat	Okay.	2:53:01 AM
Victor Quinones	And I didn't change anything on my end	2:53:02 AM
Abhay Kumar Saraswat	No worries.	2:53:09 AM
	Is this issue occurring only for you, or are other users also experiencing it?	2:53:34 AM

Victor Quinones	Only myself	2:54:02 AM
	It also occurred at my home office	2:54:11 AM
	Currently I'm at the regular office station	2:54:26 AM
Abhay Kumar Saraswat	Okay.	2:54:42 AM
	I just want to be certain about this.	2:55:44 AM
	May I take the remote access of your local computer?	2:55:47 AM
Victor Quinones	Yes	2:56:47 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	2:56:53 AM
Victor Quinones	No problem go ahead and let me know	2:57:05 AM
Abhay Kumar Saraswat	<a href="https://assist.acecloudhosting.com/join/2972237609">https://assist.acecloudhosting.com/join/2972237609</a>	2:57:25 AM
	Kindly paste this link in the browser of local computer and join the session.	2:57:28 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.	2:58:30 AM
	Is there anything else I may help you with ?	3:28:07 AM
	Are we still connected here?	3:29:11 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	3:30:12 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

3 Aug, 12:51:25 AM

#80086 jtsoi

Email: jtsoi@southeastworldwide.com 17186569393

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:** 27 Secs

**City:** MANHASSET

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 13 Mins 40 Secs

jtsoi	Hello, I am your Acebuddy	3 Aug, 12:51:26 AM
Acebuddy	Hello Jtsoi, I'm your Ace Buddy. I'll be happy to assist you!	12:51:27 AM
	Whom Would You Like to Connect With?	12:51:27 AM
jtsoi	Technical Support (QB & App Hosting)	12:51:34 AM
Acebuddy	Welcome to Ace Support.	12:51:34 AM
	Please chose an option :	12:51:34 AM
jtsoi	I'd like to report an Issue	12:51:41 AM
Acebuddy	Please select an option!	12:51:41 AM
jtsoi	QuickBooks Issue	12:51:45 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:51:45 AM
jtsoi	Other QB related issue	12:51:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:51:53 AM
jtsoi	account receivable in customer center showing zero balance but on the outstanding report is showing outstanding balance. I need this qb error fix	12:53:28 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:53:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:53:29 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	12:53:33 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:53:42 AM
	Hello Jtsoi	12:53:55 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:54:02 AM
jtsoi	SouthEastWWL.myrealdatal.net / qb1	12:54:43 AM
Shubham Kataria	Thank you for the information.	12:55:13 AM
	<i>12:57:14 AM jtsoi is sharing a file with you <a href="#">qb_error.jpg</a> - ( Size:46.73 KB )</i>	12:57:14 AM
	Since this information pertains to QuickBooks data, and after consulting with our senior engineer, it was recommended to contact Intuit Support for further assistance, as they possess more expertise in their application.	12:57:45 AM

	For this issue intuit support can assist you.	12:58:14 AM
jtsOI	how to contact them	12:58:38 AM
Shubham Kataria	Let me provide you their contact number quickly.	12:59:04 AM
	Intuit support: 800-607-7513	12:59:13 AM
	You may contact them on this line.	12:59:33 AM
	Are we still connected here?	1:02:26 AM
	Are we still connected here?	1:03:03 AM
jtsOI	end chat	1:03:23 AM
Shubham Kataria	Alright, Kindly contact them on the above number, they will assist you for the QB issue.	1:04:04 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:04:11 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:04:14 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>Shubham Kataria has ended this chat session</i>	1:05:06 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Aug, 12:07:06 AM

**#80506 atidiv.t**

**Email:** atidiv.t@myrealdatal.net

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 5 Secs

**City:** MUMBAI

**State:** Maharashtra

**Country:** INDIA

## Chat Transcript

Chat Duration : 53 Mins 46 Secs

atidiv.t	Hello, I am your Acebuddy	15 Aug, 12:07:07 AM
Acebuddy	Hello Atidiv.t, I'm your Ace Buddy. I'll be happy to assist you!	12:07:08 AM
	Whom Would You Like to Connect With?	12:07:08 AM
atidiv.t	Technical Support (QB & App Hosting)	12:07:12 AM
Acebuddy	Welcome to Ace Support.	12:07:12 AM
	Please chose an option :	12:07:12 AM
atidiv.t	I'd like to report an Issue	12:07:21 AM
Acebuddy	Please select an option!	12:07:22 AM
atidiv.t	QuickBooks Issue	12:07:30 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:07:30 AM
atidiv.t	Other QB related issue	12:07:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:07:44 AM
atidiv.t	We need to install QB integrator please help help.	12:08:26 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:08:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:08:26 AM
	<i>Ankit declined the transfer request.</i>	12:09:19 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:09:54 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:09:59 AM
atidiv.t	Hello Manish.	12:10:17 AM
Manish Singh	Hii Atidiv, How may I assist you today?	12:10:51 AM
atidiv.t	We need to install QB integrator please help help.	12:11:23 AM
Manish Singh	I will surely help you with this issue.	12:11:41 AM
	Kindly help me with your server name and user name?	12:12:05 AM
atidiv.t	This is the server name atidiv.t@myrealdatal.net.	12:12:55 AM
Manish Singh	May I know your CID number associated with us as [atidiv.t@myrealdatal.net] (mailto:atidiv.t@myrealdatal.net) is your username.	12:13:56 AM

atidiv.t	Can you please process directly?	12:14:28 AM
Manish Singh	Alright, we got your account Hedley and Bennett Inc	12:14:42 AM
atidiv.t	Yes.	12:14:49 AM
Manish Singh	We need authorization from anjali.reddy@hedleyb.com Kindly email us on support@acecloudhosting.com	12:15:32 AM
	And kindly share the location of the setup file.	12:15:53 AM
atidiv.t	Please give me a moment.	12:16:18 AM
Manish Singh	Sure please take your time..	12:16:31 AM
atidiv.t	We have requested for the same.	12:21:09 AM
Manish Singh	Once the QB integrator is installed we will notify you over the email.	12:24:32 AM
	Is there anything else I may help you with ?	12:24:35 AM
atidiv.t	Just one doubt, how the QB integrator will be installed without server access or does it have other options	12:26:39 AM
	Are we connected?	12:28:19 AM
Manish Singh	You provide the installer or download link. support team installs it on the server where QB is hosted.	12:28:39 AM
	May I know the ticket number associated with the installation?	12:29:25 AM
	Are we still connected here?	12:30:39 AM
atidiv.t	Yes.	12:30:50 AM
	Actually we don't have details and it might take more time.	12:33:37 AM
	Can you please process without it?	12:34:01 AM
Manish Singh	May I know the location of the integrator	12:37:19 AM
	Setup file	12:37:54 AM
	Are we still connected here?	12:38:59 AM
atidiv.t	Yes.	12:39:20 AM
Manish Singh	Kindly let me know the location of the setup file so that I can install it on server.	12:39:49 AM
atidiv.t	Please help us we are new in this.	12:41:22 AM
Manish Singh	Atidiv, kindly install the setup file of the integrator or QB connector which you would like to install on your end so that we can install it on server and help me with the name of the connector.	12:42:50 AM
atidiv.t	This is our server atidiv.t@myrealdata.net	12:43:15 AM
Manish Singh	Your server name is HABINC.myrealdata.net	12:43:28 AM
	[atidiv.t](mailto:atidiv.t@myrealdata.net) is your username from which you access your server .	12:43:52 AM
	May I take the remote access of your server?	12:43:57 AM
atidiv.t		12:44:00 AM

	Yes.	
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	12:44:06 AM
atidiv.t	Sure.	12:44:12 AM
Manish Singh	Kindly accept the session.	12:44:13 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.	12:44:34 AM
	Kindly initiate the chat again when you got the details we will email you including Anjali, and follow up accordingly.	12:58:55 AM
	Is there anything else I may help you with ?	12:58:58 AM
atidiv.t	No.	12:59:05 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:59:17 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!	12:59:20 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> )	
atidiv.t	okay.	12:59:34 AM
	<i>Manish Singh has ended this chat session</i>	1:00:54 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Aug, 9:07:12 PM

#80408 abdullala

Email: abdullala@lalaenterprises.com ☎ 16016938300

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** MERIDIAN

**State:** Mississippi

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 40 Mins 54 Secs

abdullala	Hello, I am your Acebuddy	12 Aug, 9:07:14 PM
Acebuddy	Hello Abdul K Lala, I'm your Ace Buddy. I'll be happy to assist you!	9:07:14 PM
	Whom Would You Like to Connect With?	9:07:14 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.	9:48:08 PM
	<i>Ended due to chat idle timeout</i>	9:48:08 PM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

20 Aug, 3:21:38 AM

**#80691 Dennis Guiney**

**Email:** dguiney@jmtconsulting.com 5166651140

**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:** LONG BEACH

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 35 Secs

Dennis Guiney	Hello, I am your Acebuddy	20 Aug, 3:21:39 AM
Acebuddy	Hello Dennis Guiney, I'm your Ace Buddy. I'll be happy to assist you!	3:21:40 AM
	Whom Would You Like to Connect With?	3:21:40 AM
Dennis Guiney	Technical Support (QB & App Hosting)	3:21:46 AM
Acebuddy	Welcome to Ace Support.	3:21:46 AM
	Please chose an option :	3:21:46 AM
Dennis Guiney	I'd like to raise a Request	3:21:57 AM
Acebuddy	Please select your request type.	3:21:57 AM
Dennis Guiney	Other Request	3:22:03 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.	3:22:03 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:22:03 AM
Dennis Guiney	No, That'll be all!	3:22:14 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	3:22:14 AM
	<i>Acebuddy has ended this chat session</i>	3:22:15 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

20 Aug, 11:05:29 PM

**#80720 Cheryl A. Cooper**

**Email:** physcoop@live.ca 613-826-1662

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 12 Secs

**City:** OSGOODE

**State:** Ontario

**Country:** CANADA

## Chat Transcript

Chat Duration : 50 Mins 32 Secs

Cheryl A. Cooper	Hello, I am your Acebuddy	20 Aug, 11:05:30 PM
Acebuddy	Hello Cheryl A. Cooper, I'm your Ace Buddy. I'll be happy to assist you!	11:05:31 PM
	Whom Would You Like to Connect With?	11:05:31 PM
Cheryl A. Cooper	Technical Support (QB & App Hosting)	11:05:35 PM
Acebuddy	Welcome to Ace Support.	11:05:35 PM
	Please chose an option :	11:05:35 PM
Cheryl A. Cooper	I'd like to raise a Request	11:05:41 PM
Acebuddy	Please select your request type.	11:05:41 PM
Cheryl A. Cooper	Setup Ace Server	11:05:45 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	11:05:45 PM
Cheryl A. Cooper	Microsoft Windows	11:05:49 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	11:05:49 PM
	Do you need any further assistance on the topic?	11:05:49 PM
Cheryl A. Cooper	Yes	11:05:59 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:05:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:05:59 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:06:20 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:06:27 PM
Cheryl A. Cooper	Setting up Ace Connect and in configuration stage. Not sure what to enter as DOMAIN	11:06:32 PM
Abhay Kumar Saraswat	I will be surely assisting you with this.	11:06:47 PM
Cheryl A. Cooper	I have already entered the servername, user and password	11:06:59 PM
Abhay Kumar Saraswat	Is this for account: <b>Cooper Physiotherapy Clinic ?</b>	11:07:21 PM
Cheryl A. Cooper	yes	11:07:44 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:07:51 PM
	May I take the remote access of your local computer?	11:07:55 PM
Cheryl A. Cooper		

	yes	11:08:00 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	11:08:16 PM
Cheryl A. Cooper	done	11:08:26 PM
Abhay Kumar Saraswat	Thank you.	11:08:31 PM
	<a href="https://assist.acecloudhosting.com/join/9602806294">https://assist.acecloudhosting.com/join/9602806294</a>	11:08:33 PM
	Kindly paste this link in the browser of local computer and join the session.	11:08:36 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:10:47 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:56:03 PM
	<i>Ended due to chat idle timeout</i>	11:56:03 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

27 Aug, 5:31:07 PM

#80894 akiva ungar

Email: akiva@healthdirectny.com ☎ 7183889300

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: MONTICELLO

State: New York

Country: UNITED STATES

### Chat Transcript

Chat Duration : 37 Mins 48 Secs

akiva ungar	Hello, I am your Acebuddy	27 Aug, 5:31:09 PM
Acebuddy	Hello Akiva Ungar, I'm your Ace Buddy. I'll be happy to assist you!	5:31:10 PM
	Whom Would You Like to Connect With?	5:31:10 PM
akiva ungar	VDI/DaaS Support	5:31:20 PM
Acebuddy	Please wait while we connect you to an available Representative.	5:31:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:31:20 PM
	<i>Ayush Kishor accepted the chat transfer request.</i>	5:31:32 PM
Ayush Kishor	Thank you for choosing ACE cloud Hosting, my name is Ayush. How may I assist you today?	5:32:21 PM
akiva ungar	cant connect to server	5:32:24 PM
	getting error	5:32:31 PM
	?	5:33:01 PM
	are u here?	5:33:45 PM
Ayush Kishor	Yes, allow me a moment, let me check it from backend.	5:34:38 PM
	<i>5:34:56 PM Makiva ungar is sharing a file with you <a href="#">image.png</a> - ( Size:47.66 KB )</i>	5:34:56 PM
	<i>this is the error i m getting</i>	
	Kindly stay connected, let me transfer your chat to the concerned department	5:36:23 PM
	<i>Ayush Kishor is transferring the chat to Support(QB &amp; App Hosting).</i>	5:36:44 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	5:36:59 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	5:37:04 PM
	Hello Akiva	5:37:08 PM
akiva ungar	cant connect to server	5:37:24 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:37:42 PM
	<i>5:37:44 PM Makiva ungar is sharing a file with you <a href="#">image.png</a> - ( Size:48.08 KB )</i>	5:37:44 PM
	<i>getting this error</i>	
akiva ungar	Abe-HD	5:37:53 PM
Sujeet Kumar Suman	Thank you for the screenshot.	5:38:20 PM
	When was the last time you were able to access the server?	5:38:21 PM
akiva ungar	yesturday	5:38:29 PM
Sujeet Kumar Suman	Are you the only one facing this problem, or is someone else experiencing the same issue?	5:39:06 PM
akiva ungar	dont know	5:39:13 PM

Sujeet Kumar Suman	Thank you for providing the details.	5:39:28 PM
	May I take the remote access of your local computer?	5:39:32 PM
akiva ungar	yes	5:39:53 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	5:39:56 PM
akiva ungar	k	5:40:05 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/5192749499">https://assist.acecloudhosting.com/join/5192749499</a>	5:40:08 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:41:53 PM
akiva ungar	this is not you should do	5:59:27 PM
	u can search o your pc leave control on my pc	5:59:43 PM
Sujeet Kumar Suman	I am guiding you with an example for the password.	6:00:03 PM
akiva ungar	y do you search on my pc with out permission	6:00:08 PM
Sujeet Kumar Suman	Sure, I already did.	6:00:15 PM
akiva ungar	y is my new password not working	6:00:39 PM
Sujeet Kumar Suman	Apologies for that	6:00:49 PM
akiva ungar	y is my new password not working	6:01:23 PM
Sujeet Kumar Suman	Because the password was not reset successfully.	6:01:25 PM
akiva ungar	ok let me try again	6:01:38 PM
Sujeet Kumar Suman	Sure, please take your time	6:01:46 PM
	You are now logged in.	6:04:26 PM
	Is there anything else I may help you with ?	6:04:29 PM
akiva ungar	yes i only want on one screen not on all	6:04:58 PM
Sujeet Kumar Suman	For that you have to follow the below steps:	
	1. Right-click the <b>RDP file</b> , show more options and choose Edit.	
	2. Go to the Display tab (here, you can edit the display settings).	6:06:09 PM
	3. uncheck the Box "*Use all my monitors for the remote session box*"	
	4. Click the <b>General</b> Tab, then click Save	
	Is your issue resolved by following the above steps?	6:08:02 PM
akiva ungar	one moment please	6:08:18 PM
Sujeet Kumar Suman	Sure, please take your time	6:08:24 PM
akiva ungar	now its perfect thanks for yor help	6:08:54 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Aug, 8:38:16 AM

### #80079 Ubol Saikwa

**Email:** ubolsaikwa@gmail.com 14049139122

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** STONE MOUNTAIN

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 23 Mins 35 Secs

Ubol Saikwa	Hello, I am your Acebuddy	2 Aug, 8:38:17 AM
Acebuddy	Hello Ubol Saikwa, I'm your Ace Buddy. I'll be happy to assist you!	8:38:18 AM
	Whom Would You Like to Connect With?	8:38:18 AM
Ubol Saikwa	Technical Support (QB & App Hosting)	8:38:27 AM
Acebuddy	Welcome to Ace Support.	8:38:27 AM
	Please chose an option :	8:38:27 AM
Ubol Saikwa	I'd like to raise a Request	8:38:37 AM
Acebuddy	Please select your request type.	8:38:37 AM
Ubol Saikwa	Password Reset	8:38:49 AM
Acebuddy	Please select an option below	8:38:49 AM
Ubol Saikwa	Already Enrolled to Selfcare Portal	8:38:56 AM

Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:38:56 AM
	Do you need any further assistance on the topic?	8:38:56 AM
Ubol Saikwa	Yes	8:40:11 AM
Acebuddy	Please wait while we connect you to our Support Representative	8:40:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:40:11 AM
Ubol Saikwa	I forgot my recent password	8:40:23 AM
	<i>Dharmveer Singh accepted the chat transfer request.</i>	8:40:36 AM
Dharmveer Singh	Thank you for contacting Ace Cloud Hosting. My name is Dharmveer Singh. I will be assisting you today.	8:40:49 AM
Ubol Saikwa	I forgot my recent password	8:41:00 AM
Dharmveer Singh	We will surely help you with this issue.	8:41:22 AM
Ubol Saikwa	the system ask me to add a new password	8:42:01 AM
	but I forget old password	8:42:10 AM
	please help	8:42:14 AM
	<i>Dharmveer Singh is transferring the chat to Shashwat Verma.</i>	8:43:13 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:43:18 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:43:21 AM
	I will surely help you with this issue.	8:43:30 AM
Ubol Saikwa	ok	8:43:41 AM
Shashwat Verma	To reset the password kindly visit <a href="http://selfcare.acecloudhosting.com">selfcare.acecloudhosting.com</a>	8:44:41 AM
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:	
	1. Visit <b>Selfcare Portal</b> <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> Click "*Forgot your password*".	
	2. Enter your Server Username.	8:44:57 AM
	3. Enter the CAPTCHA verification and Click <b>Continue</b> .	
	4. In the window that opens, choose an authentication method from the list.	
	5. Enter your new password and click <b>Reset</b> to finish.	
Ubol Saikwa	I forgot the password to log in to <a href="http://selfcare.acecloudhosting.com">selfcare.acecloudhosting.com</a>	8:45:07 AM
Shashwat Verma	No problem	8:45:19 AM
	Just use the forgot password option, you will get a code on email	8:45:37 AM
	Password of selfcare and server are same.	8:45:59 AM
Ubol Saikwa	okay. got it	8:46:09 AM
	thank you	8:46:15 AM
Shashwat Verma	Shall I show you the same on remote session	8:46:18 AM

	Or you'll try at your end?	8:46:27 AM
Ubol Saikwa	I am ok	8:47:11 AM
	I received the new login, but I paid \$83.75, not \$44. Please suggest. I want to change the payment method to this account also. routing number: 091311229 account number: 202538686928	8:47:14 AM
	two more issue	8:47:25 AM
	March 18 you email me that you will migrate me	8:48:00 AM
	Second Can you change the ach account number?	8:48:19 AM
Shashwat Verma	Okay, as it's the weekend, we will need to escalate this case to the billing team. We will share your query with them, and once they are available on Monday, they will provide you with an update regarding your billing inquiry.	8:49:05 AM
	Yes, for contact update, kindly share the same request on email from registered email address as per the security concerns	8:50:16 AM
	Let me check that for you.	8:50:27 AM
Ubol Saikwa	I changed the password	8:52:11 AM
	but how can I rid of the box that show on the left cornor of the screen	8:52:35 AM
Shashwat Verma	Could you please share the prompt screenshot?	8:53:39 AM
	May I take the remote access of your server?	8:54:44 AM
Ubol Saikwa	yes	8:54:54 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	8:55:04 AM
Ubol Saikwa	you will see the left cornor top	8:55:31 AM
Shashwat Verma	Good to go!	8:55:52 AM
Ubol Saikwa	It gone	8:55:53 AM
	Thank you	8:55:57 AM
Shashwat Verma	For your migration related query, we have to check the previous cases running on your account as we have checked that, under this ticket #454631, you have been assigned a dedicated server however your services are still running on dedicated server.	8:57:23 AM
Ubol Saikwa	That's correct	8:57:57 AM
Shashwat Verma	We have to check the case with the team and will update accordingly	8:58:05 AM
Ubol Saikwa	Can we do the migrate again then?	8:58:06 AM
	I see I will try to connect with them then	8:58:22 AM
	they try to call but never get to talk	8:58:31 AM
	Thank you for your help	8:58:36 AM
Shashwat Verma	Yes we have checked that tickets too about the callback	8:58:53 AM
Ubol Saikwa	And for billing , the billing team will be in touc h with me, right?	8:59:04 AM

Shashwat Verma	Ubol, we have a dedicated team as one solution point for you called customer success team	8:59:39 AM
	To avoid more confusion, i will mention all your issues on the ticket and the team will connect with you with a solution by Monday.	9:00:22 AM
Ubol Saikwa	ok	9:00:32 AM
Shashwat Verma	Is there anything which stops you to work for now? (Edited)	9:00:54 AM
Ubol Saikwa	no I am good thank you for your help	9:01:32 AM
	bye for now	9:01:40 AM
Shashwat Verma	Sure, our team will get back to you.	9:01:44 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	9:01:47 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:01:49 AM
	<i>Shashwat Verma has ended this chat session</i>	9:01:52 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 Aug, 10:47:27 PM

#### #80230 Teresa Leslie

**Email:** accounting@altusgp.com 18594445660

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** LEXINGTON

**State:** Kentucky

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 26 Mins 2 Secs

Teresa Leslie

Hello, I am your Acebuddy

6 Aug, 10:47:28 PM

Acebuddy	Hello Teresa Leslie, I'm your Ace Buddy. I'll be happy to assist you!	10:47:29 PM
	Whom Would You Like to Connect With?	10:47:29 PM
Teresa Leslie	Technical Support (QB & App Hosting)	10:47:34 PM
Acebuddy	Welcome to Ace Support.	10:47:34 PM
	Please chose an option :	10:47:34 PM
Teresa Leslie	I'd like to report an Issue	10:47:41 PM
Acebuddy	Please select an option!	10:47:41 PM
Teresa Leslie	Other Issue	10:47:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:47:50 PM
Teresa Leslie	Remote service is frozen and I am unable to close boxes in quickbooks.	10:48:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:48:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:48:21 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:48:27 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:48:33 PM
	I deeply apologize for the inconvenience caused to you.	10:48:54 PM
	Is this for account: <b>Altus Capital AM</b> ?	10:49:28 PM
Teresa Leslie	yes	10:49:58 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	10:50:16 PM
	I will be surely assisting you with this.	10:50:23 PM
	Could you please confirm me your username?	10:50:33 PM
Teresa Leslie	tleslie@altusgp.com (I think) LOL	10:51:02 PM
Abhay Kumar Saraswat	I would like to inform you that this should be your email address.	10:52:10 PM
Teresa Leslie	thanks, than what i gave you is correct	10:52:25 PM
	it could be our accounting email of accounting@altusgp.com	10:53:01 PM
Abhay Kumar Saraswat	No worries, I'll check it.	10:53:23 PM
	Is this frozen issue occurring only for you, or are other users on the server also experiencing it?	10:53:40 PM
Teresa Leslie	it seems to be for me.	10:54:04 PM
Abhay Kumar Saraswat	Okay, and since when have you been experiencing this issue?	10:54:28 PM
Teresa Leslie	I'm in quickbooks and I am unable to click out of a box to move forward	10:54:31 PM
	It has happen one other time. but it just happen again about 10 mins ago	10:55:03 PM

Abhay Kumar Saraswat	Thank you for the information.	10:55:11 PM
	May I take the remote access of your local computer?	10:55:24 PM
Teresa Leslie	Yes	10:55:30 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	10:55:38 PM
Teresa Leslie	ok	10:55:51 PM
Abhay Kumar Saraswat	<a href="https://assist.acecloudhosting.com/join/5192963460">https://assist.acecloudhosting.com/join/5192963460</a>	10:56:04 PM
	Kindly paste this link in the browser of local computer and join the session.	10:56:08 PM
Teresa Leslie	done	10:56:54 PM
Abhay Kumar Saraswat	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:57:07 PM
	Are we still connected here?	11:04:27 PM
	Thank you for your patience.	11:09:40 PM
	I have made some changes at backend to fix the issue with QuickBooks.	11:10:21 PM
Teresa Leslie	thank you	11:10:52 PM
Abhay Kumar Saraswat	On the taskbar at the bottom, there's an icon that allows you to forcefully close <b>QuickBooks</b> when it's frozen.	11:11:26 PM
	You can see the black & red icon of QuickBooks which can close the QB when its frozen.	11:12:57 PM
	<i>11:13:07 PM Abhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:481 Bytes )</i>	11:13:07 PM
	Are we still connected here?	11:13:28 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	11:13:31 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Aug, 7:38:05 PM

#80792 nguyen

Email: chinh\_cn@yahoo.com ☎ 4082096515

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** JACKSONVILLE

**State:** Florida

**Country:** UNITED STATES

Chat Duration : 33 Mins 23 Secs

### Chat Transcript

nguyen	Hello, I am your Acebuddy	24 Aug, 7:38:06 PM
Acebuddy	Hello Chinh Nguyen, I'm your Ace Buddy. I'll be happy to assist you!	7:38:07 PM
	Whom Would You Like to Connect With?	7:38:07 PM
nguyen	Technical Support (QB & App Hosting)	7:38:13 PM
Acebuddy	Welcome to Ace Support.	7:38:13 PM
	Please chose an option :	7:38:13 PM
nguyen	I'd like to raise a Request	7:38:20 PM
Acebuddy	Please select your request type.	7:38:20 PM
nguyen	Application Update	7:38:29 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	7:38:29 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	7:38:29 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:11:29 PM
	<i>Ended due to chat idle timeout</i>	8:11:29 PM



# Chat Transcript

Hello, I am your Acebuddy

**#80636 kendrakphillips****Email:** kendrakphillips@gmail.com  9038261554**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:** HUTTO**State:** Texas**Country:** UNITED STATES

Chat Duration : 7 Mins 47 Secs

## Chat Transcript

kendrakphillips	Hello, I am your Acebuddy	19 Aug, 1:05:10 AM
Acebuddy	Hello Kendra Phillips, I'm your Ace Buddy. I'll be happy to assist you!	1:05:11 AM
	Whom Would You Like to Connect With?	1:05:11 AM
kendrakphillips	Technical Support (QB & App Hosting)	1:05:18 AM
Acebuddy	Welcome to Ace Support.	1:05:18 AM
	Please chose an option :	1:05:18 AM
kendrakphillips	I'd like to raise a Request	1:05:31 AM
Acebuddy	Please select your request type.	1:05:31 AM
kendrakphillips	Setup Ace Server	1:05:35 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	1:05:35 AM
kendrakphillips	Microsoft Windows	1:05:40 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	1:05:40 AM
	Do you need any further assistance on the topic?	1:05:40 AM
kendrakphillips	No	1:12:57 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	1:12:57 AM
	<i>Acebuddy has ended this chat session</i>	1:12:57 AM



