

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb, 10:33:13 PM

#71922 Gerry Green

Email: gerry@gmautocpa.com  19404970913

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: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 45 Secs

Gerry Green	Hello, I am your Acebuddy	4 Feb, 10:33:15 PM
Acebuddy	Hello Gerry, I'm your Ace Buddy. I'll be happy to assist you!	10:33:17 PM
	Whom Would You Like to Connect With?	10:33:17 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:10:00 PM
	<i>Ended due to chat idle timeout</i>	11:10:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 3:23:24 PM

#72370 Ravi Shah

Email: ravi@yourtaxadvisor.com  +1 9739609951

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 20 Secs

City: AMIPURA

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 27 Mins 51 Secs

Ravi Shah	Hello, I am your Acebuddy	12 Feb, 3:23:24 PM
Acebuddy	Hello Ravi Shah, I'm your Ace Buddy. I'll be happy to assist you!	3:23:27 PM
	Whom Would You Like to Connect With?	3:23:27 PM
Ravi Shah	Technical Support (QB & App Hosting)	3:23:32 PM
Acebuddy	Welcome to Ace Support.	3:23:32 PM
	Please chose an option :	3:23:32 PM
Ravi Shah	I'd like to report an Issue	3:23:35 PM
Acebuddy	Please select an option!	3:23:35 PM
Ravi Shah	Other Issue	3:23:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:23:40 PM
Ravi Shah	It seems that the network at RDC is not having proper connectivity. as many times the system is hanging and working very slow	3:24:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:25:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:25:00 PM
	<i>Manish Singh accepted the chat transfer request.</i>	3:25:35 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:25:38 PM
Ravi Shah	Hi	3:25:46 PM
Manish Singh	Hii	3:25:52 PM
Ravi Shah	the system is working very slow and it is hanging in between too.	3:26:00 PM
	for all the users of my rdc	3:26:12 PM
Manish Singh	I will surely help you with this issue.	3:26:24 PM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	3:26:29 PM

Ravi Shah	all the users facing the same issue	3:26:42 PM
Manish Singh	May i know the server name?	3:27:44 PM
Ravi Shah	abic cpa associates	3:27:59 PM
	hi	3:30:10 PM
	it is working little better than earlier	3:30:19 PM
	but not what it should be	3:30:32 PM
Manish Singh	Checking.	3:31:49 PM
Ravi Shah	ok	3:31:56 PM
Manish Singh	Need to reboot the server once.	3:34:58 PM
	Are we still connected here?	3:37:13 PM
	Are we still connected here?	3:38:46 PM
Ravi Shah	JUST A MINUTE	3:39:03 PM
Manish Singh	Sure	3:39:14 PM
Ravi Shah	YOU CAN DO IT NOW	3:40:31 PM
Manish Singh	Rebooting in 5 minutes.	3:41:34 PM
Ravi Shah	OK	3:41:39 PM
	Please let me know once you are done so that we can start the RDC	3:45:03 PM
Manish Singh	Yes, we will notify you once the reboot is done.	3:45:23 PM
	Rebooted the server.	3:49:27 PM
	Kindly try to access now.	3:49:33 PM
Ravi Shah	ok	3:49:40 PM
	let me check	3:49:43 PM
	yes, working fine	3:50:39 PM
	thanks	3:50:41 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.	3:50:56 PM
Ravi Shah	ok	3:51:08 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:51:13 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	3:51:15 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

3:51:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Feb, 2:31:00 PM

#73173 booksboss

Email: booksboss@acobloom.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: BAHUA

State: Punjab

Country: INDIA

Chat Transcript

Chat Duration : 6 Mins 53 Secs

booksboss	Hello, I am your Acebuddy	26 Feb, 2:31:03 PM
Acebuddy	Hello Booksboss, I'm your Ace Buddy. I'll be happy to assist you!	2:31:04 PM
	Whom Would You Like to Connect With?	2:31:04 PM
booksboss	Technical Support (QB & App Hosting)	2:31:23 PM
Acebuddy	Welcome to Ace Support.	2:31:23 PM
	Please chose an option :	2:31:23 PM
booksboss	I'd like to raise a Request	2:31:37 PM
Acebuddy	Please select your request type.	2:31:37 PM
booksboss	Other Request	2:31:54 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.	2:31:55 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:31:55 PM
booksboss	Yes, I'm facing issues with my server	2:32:05 PM
Acebuddy	Please select an option!	2:32:05 PM
booksboss	Password Reset	2:32:16 PM
Acebuddy	Please select an option below	2:32:16 PM
booksboss	Already Enrolled to Selfcare Portal	2:32:23 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	2:32:23 PM
	Do you need any further assistance on the topic?	2:32:23 PM
booksboss	Yes	2:33:43 PM
Acebuddy	Please wait while we connect you to our Support Representative	2:33:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:33:44 PM
booksboss	Hello Acebuddy,	2:34:14 PM
	Both users Acobloom_TW and Acobloom2_TW are not able to login.	2:35:08 PM
	<i>Vignesh Arul has not responded for the transfer request.</i>	2:35:45 PM
	<i>BooksBoss has ended this chat session</i>	2:37:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb, 3:06:00 AM

#71875 Angela Meador

Email: a.m.services@sbcglobal.net 15303435844

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: 57 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 18 Secs

Angela Meador	Hello, I am your Acebuddy	4 Feb, 3:06:01 AM
Acebuddy	Hello A.m.services, I'm your Ace Buddy. I'll be happy to assist you!	3:06:02 AM
	Whom Would You Like to Connect With?	3:06:02 AM
Angela Meador	Technical Support (QB & App Hosting)	3:06:22 AM
Acebuddy	Welcome to Ace Support.	3:06:22 AM
	Please chose an option :	3:06:22 AM
Angela Meador	I'd like to report an Issue	3:06:33 AM
Acebuddy	Please select an option!	3:06:33 AM
Angela Meador	QuickBooks Issue	3:06:37 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:06:38 AM
Angela Meador	Setback	3:06:49 AM
Acebuddy	Please select an option!	3:06:49 AM
Angela Meador	Other Issue	3:06:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:06:53 AM
Angela Meador	Ticket ID: 628108	3:07:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:07:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:07:03 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:08:08 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:08:11 AM
Angela Meador	Thnakyou	3:08:31 AM
Anurag Sharma	Hello Angela (Edited)	3:08:37 AM
Angela Meador	Ticket ID: 628108	3:08:37 AM
	I am angela	3:08:48 AM
Anurag Sharma	Kindly allow me 2-3 minutes to check the same.	3:08:52 AM
	Okay	3:08:58 AM
	May I take the remote access of your server?	3:11:30 AM
Angela Meador	Yes, Please!	3:11:44 AM

Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	3:11:54 AM
Angela Meador	okay	3:12:11 AM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:12:52 AM
Angela Meador	this is what I found also. May I show you the QB desktop file that I am trying to move? for clarification?	3:17:47 AM
Anurag Sharma	Yes, please !	3:19:49 AM
Angela Meador	This software was installed recently. Then I downloaded some files. I have to have Ace tech support assist with one (makeing it from Portable to a .qbw file) over the wseekend. It was successful, but it is saved to the wrong folder, and I simply cannot find it to move it! It's there, because I can open it. I will show you now. You can see 3 out of the 4 are in my prefered folder (I converted those), but Brandi Laffins is in a folder I cannot find.	3:20:59 AM 3:21:55 AM
Anurag Sharma	Okay	3:23:47 AM
	Kindly allow me 4-5 minutes to check the same.	3:23:59 AM
Angela Meador	Yes, Okay, thank you	3:24:24 AM
Anurag Sharma	Angela, could you please confirm the name of your company file ? which you want to move to your D drive?	3:30:18 AM
Angela Meador	Brandi Laffins.qbw	3:30:45 AM
Anurag Sharma	Thanks for the confirmation !	3:30:52 AM
	Kindly allow me two minutes to work on the same.	3:31:02 AM
	Please check now.	3:33:54 AM
Angela Meador	I LOOKED AWAY FOR A MOMENT and didn't see where you finally found it? i used my search index in all drives and couldn't find it. Did you copy and paste and/or MOVE it? Or copy it? I need to make sure it isn't still in both drives now. Also, it doesn't go in a sub folder under QB Company files, but I can move it out and delete the new Brandi Laffins folder you just made, after we are done	3:35:55 AM
Anurag Sharma	Yes, you are right. I just copied and paste it on the desired location.	3:36:39 AM
Angela Meador	Okay, we need to delete the original then. It takes up server space, and I only need one copy	3:37:00 AM
Anurag Sharma	It is in both the drives. If you want I can remove that for you.	3:37:22 AM
Angela Meador	Yes please	3:37:53 AM
Anurag Sharma	Okay, please wait.	3:38:05 AM
	Please check the folder is now visible to you as well.	3:41:06 AM
	You can now proceed on your own.	3:41:39 AM
	Is there anything else I may help you with ?	3:41:42 AM
Angela Meador	All looks good! thnak you!	3:44:57 AM
Anurag Sharma	Thanks for the confirmation !	3:45:02 AM

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

3:45:08 AM

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

3:45:14 AM

Angela Meador Yes, will do!

3:45:15 AM

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

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

3:45:17 AM

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

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

Anurag Sharma has ended this chat session

3:45:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Feb, 7:18:53 PM

#72460 STEPHANIE RHOADS

Email: srhoads@puroclean.com **Phone:** 18129720695

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: GEORGETOWN

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 19 Secs

STEPHANIE RHOADS	Hello, I am your Acebuddy	13 Feb, 7:18:54 PM
Acebuddy	Hello Srhoods, I'm your Ace Buddy. I'll be happy to assist you!	7:18:56 PM
	Whom Would You Like to Connect With?	7:18:56 PM
STEPHANIE RHOADS	Technical Support (QB & App Hosting)	7:19:08 PM
Acebuddy	Welcome to Ace Support.	7:19:08 PM
	Please chose an option :	7:19:08 PM
STEPHANIE RHOADS	I'd like to report an Issue	7:19:16 PM
Acebuddy	Please select an option!	7:19:16 PM
STEPHANIE RHOADS	QuickBooks Issue	7:19:20 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:19:20 PM
STEPHANIE RHOADS	QuickBooks Login Issue	7:19:27 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	7:19:33 PM
	Was that helpful?	7:19:33 PM
STEPHANIE RHOADS	No	7:19:39 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:19:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:19:39 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:20:00 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:20:04 PM
STEPHANIE RHOADS	Hi our CID is 73572	7:20:17 PM
	is there a current issue with logging in to QB?	7:20:25 PM
	Ours is saying please hold while we update your Quickbooks. This may take a few minutes	7:20:39 PM
	and nothing ever changes	7:20:42 PM
Manish Singh	I will surely help you with this issue.	7:20:49 PM
	Kindly allow me two minutes to check the same.	7:20:52 PM
	Kindly try to access now.	7:25:56 PM
STEPHANIE RHOADS	ok pelase hold	7:26:04 PM
	awesome, i'm in!	7:27:40 PM
Manish Singh	Is there anything else I may help you with ?	7:27:48 PM
STEPHANIE RHOADS	thank you for your help	7:27:49 PM
	nope, that's it	7:27:52 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.	7:27:55 PM

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

7:28:08 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!

7:28:12 PM

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

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

Manish Singh has ended this chat session

7:28:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Feb, 7:38:46 PM

#72151 paul

Email: paul@neotechnetworks.com 8887268138

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: MARACAIBO

State: Zulia

Country: VENEZUELA

Chat Transcript

Chat Duration : 26 Mins 24 Secs

paul Hello, I am your Acebuddy

7 Feb, 7:38:47 PM

Acebuddy Hello Paul Marquez, I'm your Ace Buddy. I'll be happy to assist you!

7:38:48 PM

	Whom Would You Like to Connect With?	7:38:48 PM
paul	Technical Support (QB & App Hosting)	7:39:55 PM
Acebuddy	Welcome to Ace Support.	7:39:55 PM
	Please chose an option :	7:39:55 PM
paul	I'd like to report an Issue	7:39:58 PM
Acebuddy	Please select an option!	7:39:58 PM
paul	Password Reset	7:40:45 PM
Acebuddy	Please select an option below	7:40:45 PM
paul	Already Enrolled to Selfcare Portal	7:40:53 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	7:40:53 PM
	Do you need any further assistance on the topic?	7:40:53 PM
paul	Yes	7:40:59 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:40:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:40:59 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:41:19 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:41:33 PM
	Hi Paul, How may I help you today	7:41:54 PM
paul	Hello Sharath	7:42:53 PM
	I'm trying to login to https://myportal.acecloudhosting.com/login and I am not getting the OTP code	7:43:03 PM
	my email is paul@neotechnetworks.com and I am in charge of Sundack LLC, but I got notice from our account manager that another user was requesting access for the CID account	7:43:28 PM
	was the OTP changed?	7:43:31 PM
	I need to reset the password for Melissa Shangold Melissa.Sh@myrealdatal.net urgently	7:43:53 PM
Sharath Kumar	let me quickly check your account regarding this	7:44:29 PM
paul	thank you	7:46:44 PM
Sharath Kumar	As I can see, there is a request from Amanda regarding MyPortal access	7:47:49 PM
paul	Correct, was it processed?	7:48:04 PM
Sharath Kumar	Her email address has been added as primary now	7:48:05 PM
paul	nono	7:48:09 PM
	thats not what I need	7:48:14 PM
	She made a request	7:48:21 PM
	it hasnt been approved	7:48:24 PM

	I was and should be the primary contact	7:48:32 PM
	Please, revert	7:48:43 PM
	the reason I am on this chat is because i am not getting the OTPs	7:48:53 PM
	and need to do an urgent change of password for a user	7:48:59 PM
Sharath Kumar	I understand, Since Amanda is already an authorized contact for Sundack, we didn't require an approval for her request.	7:49:30 PM
paul	ok	7:49:38 PM
	Can you reset the password for the user	7:49:43 PM
	I need it urgently	7:49:46 PM
	Melissa.Sh@myrealdata.net	7:49:58 PM
Sharath Kumar	absolutely	7:50:03 PM
	for security reasons, the password can only be provided over email	7:51:04 PM
paul	sure can you send it to me over email as soon as possible?	7:51:18 PM
Sharath Kumar	certainly, you will have to send a password request email to support first.	7:51:59 PM
paul	I can't deal with this, I need to get the user working ASAP	7:52:19 PM
	and they can't login	7:52:27 PM
Sharath Kumar	I understand, we can be on the chat to make sure that Melissa is able to sign in with the new password	7:52:45 PM
paul	sometimes they take 2 hours to answer requests for password resets	7:52:47 PM
Sharath Kumar	that is correct, but I am here to ensure that you get the user logged in immediately	7:53:24 PM
	but we do have to go as per the process	7:53:39 PM
paul	i just sent the email	7:53:39 PM
Sharath Kumar	thank you	7:53:46 PM
	bear with me for a couple of minutes, while I reset the password	7:54:08 PM
paul	Thank you Sharath	7:54:34 PM
Sharath Kumar	my pleasure, sir	7:54:45 PM
	Paul, could you let me know the ticket number that you have received for the password reset request	7:58:50 PM
paul	636862	7:59:13 PM
Sharath Kumar	Thank you	7:59:30 PM
	I just replied to your email with the new password link	8:02:13 PM
paul	ok i got it	8:02:47 PM
	thank you sharath	8:02:49 PM
	I will call the user and proceed with their 2fa process so they can login	8:02:56 PM

Sharath Kumar	great! you will have to send another request to support for reverting the Myportal access.	8:04:07 PM
paul	Got it	8:04:40 PM
	thank you	8:04:41 PM
	that would be all	8:04:45 PM
	hope you have a wonderful day	8:04:51 PM
Sharath Kumar	Thank you, I wish you the same	8:05:06 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:05:10 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/)	

Paul Marquez has ended this chat session

8:05:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Feb, 9:25:52 PM

#73314 Fenil Shah

Email: tax@sktaxaddison.com 8473508121

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 37 Secs

City: GANDHINAGAR

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 28 Mins 25 Secs

Fenil Shah	Hello, I am your Acebuddy	28 Feb, 9:25:55 PM
Acebuddy	Hello Darshak, I'm your Ace Buddy. I'll be happy to assist you!	9:25:56 PM
	Whom Would You Like to Connect With?	9:25:56 PM
Fenil Shah	Technical Support (QB & App Hosting)	9:25:59 PM
Acebuddy	Welcome to Ace Support.	9:25:59 PM
	Please chose an option :	9:25:59 PM
Fenil Shah	I'd like to report an Issue	9:26:04 PM
Acebuddy	Please select an option!	9:26:04 PM
Fenil Shah	QuickBooks Issue	9:26:09 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:26:09 PM
Fenil Shah	QuickBooks Login Issue	9:26:14 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:26:14 PM
	Was that helpful?	9:26:14 PM
Fenil Shah	No	9:26:19 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:26:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:26:19 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:26:41 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:26:45 PM
Fenil Shah	Hi	9:26:49 PM
	<i>9:27:08 PM Fenil Shah is sharing a file with you image.png - (Size:14.3 KB)</i>	9:27:08 PM
	<i>I facing the above error</i>	
Manish Singh	I will surely help you with this issue.	9:27:42 PM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	9:27:47 PM
Fenil Shah	Server Name - SKTaxAddison1 Name - Darshak Shah	9:27:51 PM
	Currently I'm using SkTaxAddison1	9:28:32 PM
	Will let you know for other server	9:28:46 PM
Manish Singh	Kindly try to check now.	9:31:12 PM
Fenil Shah	Okay	9:31:18 PM

	No, still facing the same error	9:32:16 PM
	.	9:32:21 PM
Manish Singh	May I take the remote access of your server?	9:33:35 PM
Fenil Shah	sure	9:33:45 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:34:38 PM
	Seems like everything is working fine.	9:37:03 PM
Fenil Shah	okay	9:37:49 PM
Manish Singh	Is there anything else I may help you with ?	9:38:01 PM
	Are we still connected here?	9:43:28 PM
Fenil Shah	yes	9:46:20 PM
	<i>9:48:00 PM Fenil Shah is sharing a file with you image.png - (Size:18.93 KB)</i>	9:48:00 PM
	<i>This error is showing in the SKTaxAddison3 Server</i>	
Manish Singh	Seems to be working now.	9:51:22 PM
	Is there anything else I may help you with ?	9:51:54 PM
Fenil Shah	please wait	9:52:12 PM
	Okay, now all good with QB	9:53:25 PM
	Thank you!	9:53:29 PM
Manish Singh	Is there anything else I may help you with ?	9:53:47 PM
Fenil Shah	No, Thank you!	9:53:57 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:54:14 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:54:17 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	9:54:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Feb, 1:55:45 AM

#73079 Nilay Patel

Email: nilay@priorware.com  12294570732

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: RAHWAY

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 26 Secs

Nilay Patel	Hello, I am your Acebuddy	25 Feb, 1:55:46 AM
Acebuddy	Hello Nilay, I'm your Ace Buddy. I'll be happy to assist you!	1:55:47 AM
	Whom Would You Like to Connect With?	1:55:47 AM
Nilay Patel	Technical Support (QB & App Hosting)	1:55:50 AM
Acebuddy	Welcome to Ace Support.	1:55:50 AM
	Please chose an option :	1:55:50 AM
Nilay Patel	I'd like to report an Issue	1:55:57 AM
Acebuddy	Please select an option!	1:55:57 AM
Nilay Patel	Other Issue	1:56:00 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:56:01 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:35:12 AM
	<i>Ended due to chat idle timeout</i>	2:35:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Feb, 10:38:26 PM

#72492 Ken Mathews

Email: kmathews@patriotprocesseq.com **Phone:** 12146799979

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: WHITE OAK

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 56 Secs

Ken Mathews	Hello, I am your Acebuddy	13 Feb, 10:38:27 PM
Acebuddy	Hello Kmathews, I'm your Ace Buddy. I'll be happy to assist you!	10:38:28 PM
	Whom Would You Like to Connect With?	10:38:28 PM
Ken Mathews	Technical Support (QB & App Hosting)	10:38:34 PM
Acebuddy	Welcome to Ace Support.	10:38:35 PM
	Please chose an option :	10:38:35 PM
Ken Mathews	I'd like to raise a Request	10:38:40 PM
Acebuddy	Please select your request type.	10:38:40 PM
Ken Mathews	Reboot your Server	10:38:43 PM
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.	10:38:43 PM
	Do you need any further assistance on the topic?	10:38:43 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.	11:15:24 PM
	<i>Ended due to chat idle timeout</i>	11:15:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Feb, 9:13:14 PM

#72813 Jeremy.primus

Email: jeremy.primus@novaflexled.com ☎ 320-407-0925

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: SARTELL

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 6 Secs

Jeremy.primus	Hello, I am your Acebuddy	19 Feb, 9:13:15 PM
Acebuddy	Hello Jeremy.primus, I'm your Ace Buddy. I'll be happy to assist you!	9:13:17 PM
	Whom Would You Like to Connect With?	9:13:17 PM
Jeremy.primus	Technical Support (QB & App Hosting)	9:13:36 PM
Acebuddy	Welcome to Ace Support.	9:13:36 PM
	Please chose an option :	9:13:36 PM
Jeremy.primus	I'd like to report an Issue	9:13:53 PM
Acebuddy	Please select an option!	9:13:53 PM
Jeremy.primus	Other Issue	9:14:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:14:09 PM
Jeremy.primus	Unable to get into Ace Cloud Portal	9:14:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:14:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:14:53 PM

	<i>Manish Singh accepted the chat transfer request.</i>	9:15:23 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:15:27 PM
Jeremy.primus	Hello Manish	9:15:41 PM
	I use the Autofy user for our Company, and I logged into the Cloud Portal, and it prompted me to questions. I filled them out, an now forgot them	9:16:18 PM
Manish Singh	I will surely help you with this issue.	9:16:55 PM
	May I take the remote access of your local computer?	9:17:53 PM
Jeremy.primus	May I ask why?	9:18:52 PM
	I'm having issues getting into the portal. I filled out the questions and forgot them.	9:19:26 PM
Manish Singh	Regarding the portal issue we can check what issue you are facing?	9:20:02 PM
	<i>9:20:42 PM Jeremy.primus is sharing a file with you image.png - (Size:30.78 KB)</i>	9:20:42 PM
	Are you Trying to reset the password?	9:21:08 PM
	Or using My Portal?	9:21:27 PM
Jeremy.primus	I forgot the answer to these questions	9:21:36 PM
	I'm just trying to get logged into the portal	9:21:45 PM
Manish Singh	Following with the screenshot you can email us on support@acecloudhosting.com regarding the issue so that we can assist you further.	9:23:29 PM
Jeremy.primus	Why can't you just help me now? I'm so confused	9:23:57 PM
Manish Singh	Your Authorized email with us are jeremy.primus@novaflexled.com and scott.anderson@novaflexled.com	9:24:02 PM
Jeremy.primus	Correct	9:24:10 PM
Manish Singh	Need to take remote access for that.	9:24:16 PM
Jeremy.primus	sure	9:24:30 PM
Manish Singh	https://assist.acecloudhosting.com/join/3102408658	9:24:42 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:24:47 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.	9:26:17 PM
	Is there anything else I may help you with ?	9:32:02 PM
Jeremy.primus	nope	9:32:06 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.	9:32:12 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:32:17 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!

9:32:20 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

9:32:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb, 3:25:02 AM

#72535 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: CARROLLTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 14 Secs

info	Hello, I am your Acebuddy	14 Feb, 3:25:03 AM
Acebuddy	Hello Jung Won Han, I'm your Ace Buddy. I'll be happy to assist you!	3:25:04 AM
	Whom Would You Like to Connect With?	3:25:04 AM
info	Technical Support (QB & App Hosting)	3:25:06 AM

Acebuddy	Welcome to Ace Support.	3:25:06 AM
	Please chose an option :	3:25:06 AM
info	I'd like to report an Issue	3:25:11 AM
Acebuddy	Please select an option!	3:25:11 AM
info	Other Issue	3:25:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:25:15 AM
info	my screen is black out.	3:25:26 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:25:27 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:25:27 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:25:46 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	3:25:51 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:25:57 AM
info	Donna_BK	3:26:03 AM
	I do not remember server name	3:26:12 AM
Yash Kalra	Kindly allow me two minutes to check the same.	3:26:27 AM
info	RDP_Donna_BK1	3:26:30 AM
Yash Kalra	Please try to login now. (Edited)	3:27:32 AM
info	okay. it works	3:28:13 AM
	thank you	3:28:14 AM
	<i>Jung Won Han has ended this chat session</i>	3:28:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Feb, 10:58:45 AM

#72059 hanumeshqb

Email: hanumeshqb@gmail.com ☎ 8142143613

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: ANANTAPUR

State: Karnataka

Country: INDIA

Chat Transcript

Chat Duration : 10 Mins 13 Secs

hanumeshqb	Hello, I am your Acebuddy	6 Feb, 10:58:46 AM
Acebuddy	Hello Hanumeshqb, I'm your Ace Buddy. I'll be happy to assist you!	10:58:48 AM
	Whom Would You Like to Connect With?	10:58:48 AM
hanumeshqb	Technical Support (QB & App Hosting)	10:58:53 AM
Acebuddy	Welcome to Ace Support.	10:58:53 AM
	Please chose an option :	10:58:53 AM
hanumeshqb	I'd like to report an Issue	10:59:00 AM
Acebuddy	Please select an option!	10:59:00 AM
hanumeshqb	Other Issue	10:59:05 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:59:05 AM
hanumeshqb	am not able to access this quickbooks	10:59:24 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:59:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:59:25 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:00:21 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:00:29 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:00:35 AM
hanumeshqb	my realdata/Hanu	11:01:11 AM
	Hello Tushar	11:02:48 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	11:03:48 AM
hanumeshqb	ya sure	11:04:05 AM
Tushar Pharswan	Are you able to login to server?	11:04:55 AM
hanumeshqb	yes but am not able access my company, already existing company is Freezed	11:05:36 AM
Tushar Pharswan	Kindly allow me a minute to check the server end.	11:06:38 AM

hanumeshqb	ya sure	11:06:45 AM
Tushar Pharswan	Kindly try again to access it.	11:07:09 AM
hanumeshqb	okay	11:07:14 AM
Tushar Pharswan	Kindly let me know if it is working now or not.	11:07:47 AM
hanumeshqb	2 mnts Wait	11:07:58 AM
Tushar Pharswan	Sure, please take your time	11:08:03 AM
hanumeshqb	now its working	11:08:23 AM
	thank u	11:08:27 AM
Tushar Pharswan	Is there anything else I may help you with ?	11:08:31 AM
hanumeshqb	nothing	11:08:37 AM
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	11:08:46 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:08:54 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!	11:08:56 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>hanumeshqb has ended this chat session</i>	11:09:00 AM
	<i>Tushar Pharswan has ended this chat session</i>	11:09:00 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Feb, 10:55:31 PM

#72005 fscoffice

Email: fscoffice@fsc-consulting.com

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: 22 Secs

City: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Duration : 12 Mins 20 Secs

Chat Transcript

fscoffice	Hello, I am your Acebuddy	5 Feb, 10:55:32 PM
Acebuddy	Hello Fscoffice, I'm your Ace Buddy. I'll be happy to assist you!	10:55:34 PM
	Whom Would You Like to Connect With?	10:55:34 PM
fscoffice	Technical Support (QB & App Hosting)	10:55:39 PM
Acebuddy	Welcome to Ace Support.	10:55:39 PM
	Please chose an option :	10:55:39 PM
fscoffice	I'd like to report an Issue	10:55:46 PM
Acebuddy	Please select an option!	10:55:46 PM
fscoffice	QuickBooks Issue	10:55:50 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:55:50 PM
fscoffice	Restart	10:55:58 PM
Acebuddy	Hello Fscoffice, I'm your Ace Buddy. I'll be happy to assist you!	10:55:58 PM
	Whom Would You Like to Connect With?	10:55:58 PM
fscoffice	Technical Support (QB & App Hosting)	10:56:06 PM
Acebuddy	Welcome to Ace Support.	10:56:06 PM
	Please chose an option :	10:56:06 PM
fscoffice	I'd like to report an Issue	10:56:11 PM
Acebuddy	Please select an option!	10:56:11 PM
fscoffice	Other Issue	10:56:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:56:14 PM
fscoffice	remote desktop repeatedly not opening and crashing. Currently it says remote desktop cant find the computer...	10:56:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:57:00 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:57:00 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:58:04 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:58:09 PM
	Hello	10:58:14 PM
	I will surely help you with this issue.	10:58:35 PM
	May I take the remote access of your local computer?	10:58:39 PM
fscoffice	yes	10:59:29 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	10:59:56 PM
fscoffice	ok	11:00:00 PM
Shashwat Verma	https://assist.acecloudhosting.com/join/1692116124	11:00:28 PM
	Kindly Click on the link and open the downloaded file.	11:00:31 PM
fscoffice	ok	11:01:32 PM
Shashwat Verma	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.	11:02:02 PM
	Issue itself resolved on remote session	11:07:44 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:07:48 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!	11:07:51 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	11:07:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71776 Rachel Estes

Email: rachelb.estes@gmail.com**Department:** Support(QB & App Hosting)**Operator:****Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 54 Secs**City:** LOS ANGELES**State:** California**Country:** UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 55 Secs

Rachel Estes	Hello, I am your Acebuddy	1 Feb, 3:04:07 AM
Acebuddy	Hello Rachel Estes, I'm your Ace Buddy. I'll be happy to assist you!	3:04:07 AM
	Whom Would You Like to Connect With?	3:04:07 AM
Rachel Estes	Technical Support (QB & App Hosting)	3:04:17 AM
Acebuddy	Welcome to Ace Support.	3:04:18 AM
	Please chose an option :	3:04:18 AM
Rachel Estes	I'd like to report an Issue	3:04:30 AM
Acebuddy	Please select an option!	3:04:30 AM
Rachel Estes	Other Issue	3:04:40 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:04:40 AM
Rachel Estes	My account has been restricted.	3:05:01 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:05:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:05:02 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	3:06:51 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	3:07:02 AM
	Hi Rachel, please let me know your account name	3:07:22 AM
Rachel Estes	Hello - my username is myrealdata\RachelEst.Pro2	3:08:31 AM
Sharath Kumar	checking, one moment please	3:09:04 AM
	is this your new account?	3:10:16 AM

Rachel Estes	It is my current account, I am not aware of a new account.	3:10:43 AM
Sharath Kumar	could you also let me know your server name	3:12:06 AM
Rachel Estes	yes, qblivepro2	3:12:26 AM
Sharath Kumar	bear with me for 1 minute	3:13:27 AM
	I just need a few more minutes to check what was done earlier	3:17:29 AM
	since your server was migrated to a different server earlier this month	3:17:48 AM
Rachel Estes	oh I see - thank you for checking into this	3:18:28 AM
Sharath Kumar	try signing in with this instead - Rachelest.Npro	3:18:53 AM
Rachel Estes	Should I use my prior password?	3:21:28 AM
Sharath Kumar	sure, let's see if that works	3:21:39 AM
Rachel Estes	I got this error message: Invalid User Name or You are required to enroll to use this service. Log in and enroll.	3:23:19 AM
Sharath Kumar	when was the last time that you were able to login	3:25:17 AM
	?	3:25:22 AM
Rachel Estes	I was able to get into my remote desktop yesterday	3:25:55 AM
	<i>3:26:11 AM Rachel Estes is sharing a file with you 1_image.png - (Size:47.92 KB)</i>	3:26:11 AM
	oh! looks like I am in now. Got it - thank you.	3:27:04 AM
Sharath Kumar	glad to hear that	3:27:48 AM
	Anything else that I may assist you with?	3:27:58 AM
Rachel Estes	No, thank you.	3:29:52 AM
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	3:30:24 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:30:27 AM
	<i>Sharath Kumar has ended this chat session</i>	3:33:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb, 9:58:11 AM

#72551 admin

Email: admin@consultingctx.com ☎ 17609568500

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: APPLE VALLEY

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 47 Secs

admin	Hello, I am your Acebuddy	14 Feb, 9:58:12 AM
Acebuddy	Hello Norma Moreno, I'm your Ace Buddy. I'll be happy to assist you!	9:58:13 AM
	Whom Would You Like to Connect With?	9:58:13 AM
admin	Technical Support (QB & App Hosting)	9:58:17 AM
Acebuddy	Welcome to Ace Support.	9:58:17 AM
	Please chose an option :	9:58:17 AM
admin	I'd like to report an Issue	9:58:22 AM
Acebuddy	Please select an option!	9:58:22 AM
admin	Other Issue	9:58:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:58:27 AM
admin	I cant connect to network	9:58:52 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:58:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:58:52 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:59:05 AM

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	9:59:10 AM
admin	Client ID - CID72524	9:59:18 AM
	I have Laura's connection on my computer, but i connected by error with Normas Information, now when I open Laura's i Login into Normas	10:00:04 AM
	both logins are mixup	10:00:18 AM
Tushar Pharswan	We will fix this for you by creating two different login icon for each user profile. (Edited)	10:00:55 AM
	May I take the remote access of your local computer?	10:01:09 AM
admin	yes	10:01:14 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	10:01:15 AM
admin	ok	10:01:27 AM
Tushar Pharswan	https://assist.acecloudhosting.com/join/2702536737	10:01:47 AM
	Kindly Click on the link and open the downloaded file.	10:01:58 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.	10:03:24 AM
admin	were you able to connect?	10:04:28 AM
Tushar Pharswan	Yes I will now create to login icons.	10:04:48 AM
admin	ok	10:04:53 AM
	I want to use Laura Romero	10:05:32 AM
	I opened Norma by Mistake	10:05:52 AM
	when I open Laura It connects to Norma	10:06:51 AM
Tushar Pharswan	I will fix it.	10:07:02 AM
admin	ok	10:07:31 AM
	still opens norma network	10:09:15 AM
Tushar Pharswan	As you can see it is Laura profile which you logged in.	10:10:23 AM
	The file you had opened on the screen was of QuickBooks and the best support regarding the files and the process of save and sync will be better addressed by Intuit support.	10:18:33 AM
	The user profile on server is logged in correctly of Laura as you wanted.	10:18:54 AM
	Is there anything else I may help you with ?	10:18:59 AM
	Is there anything else I may help you with ?	10:19:13 AM
	As there was no response also the session is disconnected, 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.	10:20:51 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:20:55 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!

10:20:56 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

10:21:00 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Feb, 3:49:49 PM

#73181 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Malkeet Nagpal

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 9 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 47 Mins 24 Secs

krisika Hello, I am your Acebuddy 26 Feb, 3:49:50 PM

Acebuddy Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you! 3:49:51 PM

Whom Would You Like to Connect With? 3:49:51 PM

krisika Technical Support (QB & App Hosting) 3:49:53 PM

Acebuddy

	Welcome to Ace Support.	3:49:53 PM
	Please chose an option :	3:49:53 PM
krisika	I'd like to report an Issue	3:49:59 PM
Acebuddy	Please select an option!	3:49:59 PM
krisika	Other Issue	3:50:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:50:03 PM
krisika	Hi	3:50:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:50:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:50:18 PM
	<i>Vignesh Arul accepted the chat transfer request.</i>	3:50:46 PM
	<i>Vignesh Arul is transferring the chat to Manish Singh.</i>	3:50:52 PM
	<i>Manish Singh accepted the chat transfer request.</i>	3:50:54 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:51:00 PM
	Hii Krisika	3:51:15 PM
krisika	Quickbook not working In all pc	3:51:50 PM
Manish Singh	I will surely help you with this issue.	3:52:11 PM
krisika	Yes	3:52:14 PM
	U can proceed the server reboot	3:53:01 PM
Manish Singh	As we can check there is a case going on with Nilay Patel and I am transferring this chat to the Escalation Engineer who is working on it, Krisika. (Edited)	3:54:11 PM
	<i>Manish Singh is transferring the chat to Malkeet Nagpal.</i>	3:54:36 PM
	<i>Malkeet Nagpal accepted the chat transfer request.</i>	3:55:00 PM
Malkeet Nagpal	Thank you for contacting Ace Cloud Hosting. My name is Malkeet Nagpal. I will be assisting you further.	3:55:21 PM
	Krisika, I am totally aware about this scenario however I need to record this which will take not more than 4-5 minutes.	3:56:18 PM
	May I take the remote access of your local computer?	3:56:23 PM
	to troubleshoot the Quickbooks not launching issue.	3:57:05 PM
	Are we still connected here?	3:58:12 PM
krisika	Yes	3:58:52 PM
Malkeet Nagpal	Thanks.	4:00:12 PM
	https://assist.aceclouddhosting.com/join/5172724458	4:00:35 PM
	Please use this above link on your local computer.	4:00:46 PM
		4:01:19 PM

	Prior providing the access, I would suggest you to close any important documents at your end.	
	Is this connecting at your side? (Edited)	4:03:14 PM
	Are we still connected here?	4:04:34 PM
krisika	Yes	4:04:44 PM
	U can proceed the server reboot	4:04:52 PM
	<i>4:05:49 PM krisika is sharing a file with you</i>	
	<u>17405661283557482069625656545679.jpg</u> - (Size:3.03 MB)	4:05:49 PM
	<i>This error</i>	
Malkeet Nagpal	May I know the user name that you are using on the server?	4:06:11 PM
krisika	Hkidata01	4:06:59 PM
	Priorware.myrealdata.net	4:07:10 PM
Malkeet Nagpal	Please approve my remote request.	4:07:16 PM
krisika	Ok	4:08:03 PM
Malkeet Nagpal	It is being refused.	4:09:40 PM
krisika	Server reboot done ?	4:12:09 PM
Malkeet Nagpal	I am working on it. Kindly allow me 2-3 minutes.	4:13:03 PM
krisika	Ok	4:13:11 PM
Malkeet Nagpal	Please do not login	4:15:53 PM
	it may need 1 more minute.	4:16:02 PM
krisika	Ok	4:16:50 PM
Malkeet Nagpal	Alright it is reboot and I'll inform you to login. Meanwhile would you please share any of the user's contact number with whom I may go for feedback about the server's qb freezing issue. (Edited)	4:17:47 PM
krisika	Server open now ?	4:19:17 PM
Malkeet Nagpal	It is however the old qb version is not allowing the current version to communicate properly with the user profiles.	4:20:16 PM
krisika	Server open now ?	4:20:51 PM
Malkeet Nagpal	Yes It is Krisika.	4:21:01 PM
krisika	Ok	4:21:07 PM
Malkeet Nagpal	But allow me few minutes it needs one more reboot to work.	4:22:02 PM
	May I reboot it?	4:22:14 PM
krisika	Yes	4:22:23 PM
Malkeet Nagpal	Please login now	4:24:27 PM
krisika	Ok	4:24:49 PM

Malkeet Nagpal	The application is up and running. Would you please share the any user's contact number who is working in IST time zone for the real time call follow up?	4:25:21 PM
krisika	Quickbook working now	4:27:30 PM
	Thank you	4:27:36 PM
Malkeet Nagpal	Would you please share the any user's contact number who is working in IST time zone for the real time call follow up?	4:28:02 PM
	Are we still connected here?	4:28:41 PM
krisika	Yes	4:28:51 PM
Malkeet Nagpal	Would you please share the any user's contact number who is working in IST time zone for the real time call follow up?	4:29:00 PM
krisika	9586345145	4:29:40 PM
Malkeet Nagpal	May I know the name of the user?	4:29:53 PM
krisika	Ankitp	4:31:06 PM
	Quickbook working fine In all pc	4:36:04 PM
	Thank you	4:36:09 PM
Malkeet Nagpal	Is there anything else I may help you with ?	4:36:48 PM
krisika	No	4:37:00 PM
	Thank you	4:37:03 PM
Malkeet Nagpal	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:37:08 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.	4:37:13 PM
	<i>Malkeet Nagpal has ended this chat session</i>	4:37:14 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb, 2:44:14 AM

#72529 megan Kerns

Email: mkerns@confluenceenvironmental.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 16 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 9 Secs

megan Kerns	Hello, I am your Acebuddy	14 Feb, 2:44:14 AM
Acebuddy	Hello Megan Kerns, I'm your Ace Buddy. I'll be happy to assist you!	2:44:16 AM
	Whom Would You Like to Connect With?	2:44:16 AM
megan Kerns	Technical Support (QB & App Hosting)	2:44:26 AM
Acebuddy	Welcome to Ace Support.	2:44:26 AM
	Please chose an option :	2:44:26 AM
megan Kerns	I'd like to report an Issue	2:44:34 AM
Acebuddy	Please select an option!	2:44:34 AM
megan Kerns	Other Issue	2:44:48 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:44:48 AM
megan Kerns	I was working with Sharath, we were disconnected	2:45:10 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:45:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:45:11 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:46:08 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:46:14 AM

	Hello Megan	2:46:18 AM
	Do you have login issue as i have checked from sharath	2:46:45 AM
megan Kerns	I was working with Sharath and have been disconnected.	2:46:47 AM
	yes log in issues, not yet resolved	2:47:18 AM
Shashwat Verma	I will surely help you with this issue.	2:47:24 AM
	May I take the remote access of your local computer?	2:47:29 AM
megan Kerns	yes	2:47:36 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	2:47:42 AM
	https://assist.acecloudhosting.com/join/9912759165	2:47:43 AM
	Kindly Click on the link and open the downloaded file.	2:47:48 AM
	Server login issue resolved but printing issue is pending as remote session disconnected	2:59:45 AM
	Are we still connected here?	2:59:47 AM
	Are we still connected here?	3:01:06 AM
	Are we still connected here?	3:03:53 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:05:21 AM
	<i>Shashwat Verma has ended this chat session</i>	3:05:24 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Feb, 3:29:35 AM

#72913 David Weinstein

Email: david@davidweinsteincpa.com 19149071180

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 50 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 55 Mins 34 Secs

David Weinstein	Hello, I am your Acebuddy	21 Feb, 3:29:35 AM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	3:29:37 AM
	Whom Would You Like to Connect With?	3:29:37 AM
David Weinstein	Technical Support (QB & App Hosting)	3:31:08 AM
Acebuddy	Welcome to Ace Support.	3:31:08 AM
	Please chose an option :	3:31:08 AM
David Weinstein	I'd like to report an Issue	3:31:12 AM
Acebuddy	Please select an option!	3:31:12 AM
David Weinstein	Other Issue	3:31:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:31:17 AM
David Weinstein	I requested help on sureprep yesterday	3:31:32 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:31:33 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:31:33 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:31:52 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	3:31:55 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:32:22 AM
David Weinstein	I was sent the messageHi David, Thank you for reaching out about installing the SP Binder application. Please follow these step-by-step instructions: 1. Ensure the user performing the uninstall/reinstall has full administrative rights. 2. Navigate to Control Panel > Programs > Programs and Features > Uninstall or Change a Program. 3. Uninstall the following in this order: a. SurePrepApps b. SPbinder (All) c. NovaPDF (All) 4. Temporarily disable any Virus Scan Software (recommended but not mandatory). 5. Download the SurePrep Installer from either the Admin FileRoom section or use this link: https://production.sureprep.com/PBFXInstaller/SPbinder.exe Please use "Save As" when downloading. 6. Once downloaded, right-click on the installer and select "Run as Administrator". 7. Proceed through the installation process. 8. After installation, log in to SurePrep FileRoom. 9. Attempt to open a binder. Several updates should run automatically. a. If updates don't run or stall, ensure users have full security rights to the file paths within Admin > Account Setup > Download Files Setup. 10. You should now be able to access the binders.	3:33:13 AM
Yash Kalra	Kindly help me with your server name and user name? so that I get your account details and can assist you further.	3:34:45 AM
	Are we still connected here?	3:37:15 AM
	Are we still connected here?	3:39:29 AM

David Weinstein	yes	3:39:44 AM
	davidwein	3:39:46 AM
	david@davidweisnteincpa.com	3:39:53 AM
Yash Kalra	Kindly allow me two minutes to check the same.	3:41:52 AM
	Please allow me to transfer this chat to the concerned team member. They'll be able to assist you better.	3:41:59 AM
	Thank you for your patience!	
David Weinstein	ok	3:42:08 AM
	<i>Yash Kalra is transferring the chat to Shashwat Verma.</i>	3:42:14 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	3:42:18 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:42:21 AM
David Weinstein	I sent an email yesterday, can you give me the ticket number	3:43:32 AM
Shashwat Verma	Let me check the previous tickets	3:44:08 AM
	Allow me 2 mins	3:44:18 AM
David Weinstein	it was in regards to the sureprep	3:44:27 AM
Shashwat Verma	Sure	3:44:35 AM
	We really appreciate your efforts and patience.	3:44:53 AM
	I will surely help you with this issue.	3:46:56 AM
	We have checked the ticket and got your confirmation for admin rights	3:47:17 AM
	You want admin rights for application installation at your end, correct?	3:47:40 AM
David Weinstein	yes	3:47:56 AM
	Ideally I'd like you to do the sureprep installation	3:48:08 AM
Shashwat Verma	Sure, we'll give the admin rights to the user DavidWein@myrealdata.net for next 48 hrs.	3:48:41 AM
	Shall we proceed with that?	3:48:51 AM
David Weinstein	yes, give me permanent admin rights	3:49:06 AM
	can you do the sure prep installation?	3:49:32 AM
Shashwat Verma	Yes, we can do the installation from our end too, in that case we'll not provide the admins rights and will do the rest of the work from our side only.	3:50:29 AM
	Do you want to proceed like that ?	3:50:52 AM
David Weinstein	Yes, then give us the admin rights	3:51:05 AM
Shashwat Verma	So, you yourself want the rights or want us to the application installation.? (Edited)	3:51:47 AM
David Weinstein	I want both	3:52:14 AM
Shashwat Verma	Sure, we'll do the needful.	3:53:05 AM

David Weinstein	do you want to remote in while I am on the server so I can enter passwords	3:53:43 AM
Shashwat Verma	Let me check the link you have shared in email	3:54:05 AM
	Kindly allow me two minutes to check the same.	3:54:07 AM
	No need for that, we'll install the application, further settings can be configured by you later.	3:55:58 AM
	We have scheduled the installation in night hours, will let you know when we are done, also you 'll soon get an email for confirmation of getting admins rights for the user DavidWein@myrealdata.net	3:56:47 AM
David Weinstein	Excuse me Shashwat.	3:58:11 AM
	The server DavidWein is fine. I installed it properly	3:58:24 AM
	The process takes 5-7 minutes, can we please do it now	3:58:43 AM
	leave the server DavidWein alone	3:58:54 AM
	or give me admin rights for PragatiG now	3:59:06 AM
Shashwat Verma	Kindly mention the username you would like to give privilege of admin rights on email with respect to ticket id #644545	4:00:09 AM
	Because as of now David Weinstein is the POC of the account, kindly mention the other username in email.	4:01:29 AM
David Weinstein	give me a minute I'm trying to login and get the rdp	4:01:51 AM
Shashwat Verma	Okay	4:01:58 AM
David Weinstein	It's Praghati.G	4:02:19 AM
Shashwat Verma	Kindly mention this username in email for admin rights privileges as per the ticket #644545	4:02:55 AM
David Weinstein	Praghati.G	4:05:34 AM
	I wrote it above	4:05:42 AM
Shashwat Verma	We need an email for the same as its related to security concerns	4:06:23 AM
	Hence, we require an email mentioning Praghati.G to have admin access from david@davidweinsteincpa.com, as praghati was not mentioned in the earlier emails.	4:07:40 AM
David Weinstein	I already sent that	4:08:09 AM
Shashwat Verma	Let me check that	4:08:20 AM
David Weinstein	Do I have to log out of DavidWein to get into Pragati.G server?	4:11:59 AM
Shashwat Verma	Could you please confirm currently I am working with david or praghati? (Edited)	4:13:47 AM
	Let me proceed with installation first, then we'll resolve the admin rights issue.	4:16:47 AM
	Are we still connected here?	4:18:38 AM
	Are we still connected here?	4:21:21 AM
	Are we still connected here?	4:23:21 AM

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

4:25:05 AM

Shashwat Verma has ended this chat session

4:25:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb, 12:54:30 AM

#72511 kelly

Email: kelly@mccordcpa.com NA

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: 54 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 1 Sec

kelly	Hello, I am your Acebuddy	14 Feb, 12:54:31 AM
Acebuddy	Hello Kelly, I'm your Ace Buddy. I'll be happy to assist you!	12:54:32 AM
	Whom Would You Like to Connect With?	12:54:32 AM
kelly	Technical Support (QB & App Hosting)	12:54:49 AM
Acebuddy	Welcome to Ace Support.	12:54:49 AM
	Please chose an option :	12:54:49 AM
kelly	I'd like to report an Issue	12:54:59 AM
Acebuddy	Please select an option!	12:54:59 AM
kelly	Other Issue	12:55:05 AM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:55:05 AM
kelly	Ticket number 632941	12:55:21 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:55:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:55:22 AM
kelly	Please call me I do not want to chat 310 373 0143	12:55:49 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:56:00 AM
	<i>Shashwat Verma is transferring the chat to Yash Kalra.</i>	12:56:12 AM
	Please call me at the number above Shashwat	12:56:44 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:57:15 AM
	Sure	12:57:23 AM
kelly	please call me 310 373 0143	12:57:28 AM
Shashwat Verma	Okay, we have noted your request.	12:57:42 AM
	Is there anything else I may help you with ?	12:57:45 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:57:55 AM
kelly	please call me	12:57:56 AM
	I have been trying to get ahold of support all day. No answer on the phone support line	12:58:17 AM
	please ask Shashwat Verma to call me at 310 373 0143	12:59:03 AM
Yash Kalra	Ok kelly, as soon as this chat ends, I'll schedule a callback for you	12:59:38 AM
	Is there anything else I may help you with ?	12:59:52 AM
kelly	No	12:59:57 AM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:00:24 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:00:26 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	1:00:33 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Feb, 6:41:06 PM

#71828 Lewisville

Email: lewisville@eaglefintax.com  4696098829

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: KUKATPALLY

State: Telangana

Country: INDIA

Chat Transcript

Chat Duration : 38 Mins 1 Sec

Lewisville	Hello, I am your Acebuddy	3 Feb, 6:41:07 PM
Acebuddy	Hello Supervisor, I'm your Ace Buddy. I'll be happy to assist you!	6:41:08 PM
	Whom Would You Like to Connect With?	6:41:08 PM
Lewisville	Technical Support (QB & App Hosting)	6:41:10 PM
Acebuddy	Welcome to Ace Support.	6:41:10 PM
	Please chose an option :	6:41:10 PM
Lewisville	I'd like to report an Issue	6:41:19 PM
Acebuddy	Please select an option!	6:41:20 PM
Lewisville	Other Issue	6:41:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:41:24 PM
Lewisville	can you update drake software	6:41:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:41:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:41:43 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	6:42:02 PM

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	6:42:12 PM
Lewisville	hi	6:42:18 PM
	can you look into above issue	6:42:32 PM
	please	6:42:38 PM
Sharath Kumar	certainly, could you please confirm me your server name	6:43:03 PM
Lewisville	myrealdatal.net	6:43:18 PM
Sharath Kumar	This message has been deleted	6:43:58 PM
	EagleFintax.myrealdatal.net, would this be the server name?	6:45:10 PM
Lewisville	yes	6:45:18 PM
Sharath Kumar	signing into it, one moment please	6:45:31 PM
Lewisville	okay	6:45:40 PM
Sharath Kumar	Hi, I just signed into the server and found that credentials are required for Drake to update the application	6:49:16 PM
	I have a workaround, though	6:49:31 PM
Lewisville	can you take my screen access	6:49:43 PM
Sharath Kumar	since only an admin can update the application, I'll have to provide your account with appropriate permissions to update the application	6:50:52 PM
Lewisville	okay please do	6:51:11 PM
Sharath Kumar	if you could let me know your username, I can provide you with temporary access	6:51:35 PM
Lewisville	lewisvilleeagle1	6:52:15 PM
Sharath Kumar	got it, just bear with me for 2 minutes	6:53:03 PM
Lewisville	okay	6:53:09 PM
Sharath Kumar	Hello, I see the account is already an admin	6:55:56 PM
	let me remote into your account and update Drake	6:56:21 PM
Lewisville	okay	6:56:40 PM
Sharath Kumar	I'll be sending the request now, please make sure to close out any confidential data prior to providing remote access	6:57:02 PM
Lewisville	okay	6:57:15 PM
Sharath Kumar	are you sure that you are signed into the server?	6:57:54 PM
Lewisville	logout	6:58:07 PM
	already	6:58:12 PM
Sharath Kumar	I request you to sign in again please	6:58:29 PM
Lewisville	okay	6:58:39 PM

	sign in	6:59:32 PM
	please check	6:59:38 PM
Sharath Kumar	I see you now, sending request	7:00:05 PM
Lewisville	okay	7:00:35 PM
Sharath Kumar	now am seeing LewisvilleEagle5	7:01:42 PM
	NOT seeing lewisvilleeagle1	7:01:56 PM
Lewisville	yes	7:01:57 PM
	5 only	7:02:21 PM
Sharath Kumar	you will have to sign in with the lewisvilleeagle1 account as that is the account that has administrative permissions	7:02:38 PM
Lewisville	okay	7:02:57 PM
Sharath Kumar	thank you	7:03:05 PM
Lewisville	opening 1	7:03:28 PM
	can you check	7:04:00 PM
Sharath Kumar	still showing eagle5	7:04:40 PM
Lewisville	can you take my screen	7:04:53 PM
	last time you people done update	7:05:18 PM
	eagle5	7:05:27 PM
Sharath Kumar	yes, sure!	7:05:44 PM
Lewisville	send me request	7:06:01 PM
	here	7:06:02 PM
Sharath Kumar	understood	7:06:12 PM
	one moment	7:06:15 PM
	https://assist.acecloudhosting.com/join/1172816425	7:06:45 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:06:50 PM
	are you connected via Wi-Fi? If yes, could you move toward the router for a better connection?	7:15:20 PM
	Are we still connected here?	7:16:36 PM
	Are we still connected here?	7:17:52 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:19:00 PM
	<i>Sharath Kumar has ended this chat session</i>	7:19:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Feb, 10:42:53 AM

#73021 Susan Walker

Email: susan@watsworks.com 8013726051

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: 15 Secs

City: JUNCTION CITY

State: Kansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 16 Secs

Susan Walker	Hello, I am your Acebuddy	23 Feb, 10:42:54 AM
Acebuddy	Hello Susan Walker, I'm your Ace Buddy. I'll be happy to assist you!	10:42:55 AM
	Whom Would You Like to Connect With?	10:42:55 AM
Susan Walker	Technical Support (QB & App Hosting)	10:43:03 AM
Acebuddy	Welcome to Ace Support.	10:43:03 AM
	Please chose an option :	10:43:03 AM
Susan Walker	I'd like to report an Issue	10:46:01 AM
Acebuddy	Please select an option!	10:46:01 AM
Susan Walker	Other Issue	10:46:10 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:46:10 AM
Susan Walker	Error message logging into the VPN	10:46:41 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:46:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:46:42 AM

	<i>Anurag Sharma accepted the chat transfer request.</i>	10:48:39 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:48:42 AM
Susan Walker	Hi I am getting this message when I try to login	10:49:31 AM
	<i>10:49:43 AMSusan Walker is sharing a file with you Ace Screen Shot .png - (Size:10.6 KB)</i>	10:49:43 AM
	My main computer is down and I am on my back up computer so I don't know if it is me.	10:50:04 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:50:15 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:50:18 AM
Susan Walker	I am not sure I think it is SusanWB.NPRE	10:51:22 AM
Anurag Sharma	Thanks for the confirmation !	10:51:38 AM
	May I take the remote access of your local computer?	10:51:42 AM
Susan Walker	yes.	10:52:00 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	10:52:07 AM
	https://assist.acecloudhosting.com/join/3022574115	10:52:40 AM
	Kindly paste this link in the browser of local computer and join the session.	10:52:44 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.	10:55:56 AM
	Issue seems to be resolved	10:59:55 AM
	Is there anything else I may help you with ?	10:59:57 AM
Susan Walker	That is all. Thank you	11:00:52 AM
Anurag Sharma	Thanks for the confirmation !	11:00:59 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:01:02 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:01:04 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:01:06 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Anurag Sharma has ended this chat session</i>	11:01:11 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Feb, 12:43:47 AM

#72111 fatima

Email: fatima@sfft.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 20 Secs

City: BRONX

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 19 Mins

fatima	Hello, I am your Acebuddy	7 Feb, 12:43:48 AM
Acebuddy	Hello Wali, I'm your Ace Buddy. I'll be happy to assist you!	12:43:49 AM
	Whom Would You Like to Connect With?	12:43:49 AM
fatima	Technical Support (QB & App Hosting)	12:43:56 AM
Acebuddy	Welcome to Ace Support.	12:43:56 AM
	Please chose an option :	12:43:56 AM
fatima	I'd like to report an Issue	12:44:09 AM
Acebuddy	Please select an option!	12:44:09 AM
fatima	Other Issue	12:44:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:44:15 AM
fatima	I can not connect to my Ace Server. I keep getting the following error message0x5000004	12:44:48 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:44:48 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	12:44:48 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	12:44:54 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	12:45:01 AM
fatima	hi	12:45:14 AM
Sharath Kumar	Hello Wali, Could you please let me know the server you are connecting to	12:45:36 AM
fatima	myrealdatalWali.S	12:45:48 AM
	Gateway Name: RDG.myrealdatal.net	12:46:01 AM
	It worked on windows but not mac	12:46:15 AM
Sharath Kumar	Is this your first time connecting to the server with Mac?	12:46:38 AM
fatima	No	12:47:24 AM
	I have done it in the past	12:48:26 AM
	I have followed all the instructions provided in the new user email for a MAC	12:48:42 AM
Sharath Kumar	understood	12:49:09 AM
	bear with me for a few minutes	12:49:37 AM
fatima	okay	12:50:34 AM
Sharath Kumar	could you please try reinstalling the Microsoft remote desktop on your Mac	12:52:55 AM
fatima	I already updated it	12:54:04 AM
Sharath Kumar	in that case, can you delete the existing connection and create a new one	12:55:56 AM
fatima	Also did that	12:56:04 AM
Sharath Kumar	am looking for a workaround for this	12:59:20 AM
fatima	okay	1:01:23 AM
Sharath Kumar	May I take the remote access of your local computer?	1:02:46 AM
fatima	It is a different computer. How can I give you remote access to that? Please provide instructions	1:04:24 AM
Sharath Kumar	I will be sending you a link shortly that you need to open on the Mac	1:04:48 AM
fatima	okay	1:05:37 AM
Sharath Kumar	Here is the link - https://assist.acecloudhosting.com/join/4292439987	1:05:49 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:05:55 AM
fatima	okay	1:07:53 AM
Sharath Kumar	https://assist.acecloudhosting.com/join/4292439987	1:08:18 AM
fatima	did you get access	1:09:08 AM
Sharath Kumar	not yet	1:09:25 AM

It is loading now (Edited)

1:10:59 AM

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

1:11:27 AM

fatima

okay

1:11:37 AM

Sharath Kumar

anything else that I may assist you with

1:28:51 AM

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

2:02:52 AM

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

2:02:56 AM

Sharath Kumar has ended this chat session

2:03:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Feb, 3:46:26 PM

#73003 Noah.f.noar

Email: noah.f.noar@gmail.com 63-4216587

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 29 Secs

City: HARGEYSA

State: Woqooyi Galbeed

Country: SOMALIA

Chat Transcript

Chat Duration : 25 Mins 22 Secs

Noah.f.noar

Hello, I am your Acebuddy

22 Feb, 3:46:27 PM

Acebuddy

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

3:46:29 PM

Whom Would You Like to Connect With?

3:46:29 PM

Noah.f.noar	Technical Support (QB & App Hosting)	3:46:35 PM
Acebuddy	Welcome to Ace Support.	3:46:35 PM
	Please chose an option :	3:46:35 PM
Noah.f.noar	I'd like to report an Issue	3:46:41 PM
Acebuddy	Please select an option!	3:46:41 PM
Noah.f.noar	QuickBooks Issue	3:46:45 PM
Acebuddy	What type of QuickBooks Issue are you facing?	3:46:45 PM
Noah.f.noar	QuickBooks Login Issue	3:46:53 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	3:46:53 PM
	Was that helpful?	3:46:53 PM
Noah.f.noar	No	3:47:00 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:47:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:47:00 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	3:47:27 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	3:47:35 PM
	Hi Noah. How are you doing today?	3:47:45 PM
	I will surely help you with this issue.	3:48:26 PM
	Could you please help me with your server name or business name?	3:48:33 PM
Noah.f.noar	hello	3:49:20 PM
	dear my quck books has got problem of crashing	3:49:38 PM
	please help	3:49:42 PM
	some one already solve but it comes again	3:49:59 PM
	I am working	3:50:11 PM
Yash Ahi	I will surely help you with this issue.	3:50:23 PM
	Could you please help me with your server name or business name?	3:50:33 PM
Noah.f.noar	please this emergency	3:50:36 PM
	sure sir	3:50:44 PM
	wabbi group	3:50:46 PM
	my is noah	3:50:50 PM
Yash Ahi	Thank you for the information.	3:51:16 PM
	Kindly allow me two minutes to check the same.	3:51:19 PM

	Could you please help me with your username?	3:53:25 PM
	Is it Diridawa_WG?	3:53:36 PM
Noah.f.noar	Sir yes	3:53:37 PM
	Yes	3:53:40 PM
	You got it	3:54:04 PM
Yash Ahi	May I take the remote access of your server?	3:54:08 PM
Noah.f.noar	yes sir	3:54:18 PM
Yash Ahi	I just sent you a remote request.	3:55:12 PM
	Please accept	3:55:18 PM
Noah.f.noar	See the problem sir	3:56:05 PM
Yash Ahi	Yes.	3:56:10 PM
	It seems to be working now.	3:56:24 PM
Noah.f.noar	did you solve the issue	3:58:11 PM
Yash Ahi	Well the issue seems to be there.	3:58:31 PM
	As I can see, your c: drive is almost full, due to which you are facing issues on the server.	3:58:59 PM
Noah.f.noar	How then?	3:59:36 PM
Yash Ahi	Kindly allow me few minutes, let me check if I can clear out some space.	3:59:48 PM
Noah.f.noar	Please do it	4:00:00 PM
	I am working and this cause too may probmes	4:00:26 PM
Yash Ahi	PLease allow me 3-4 minutes	4:01:02 PM
	Thank you for your patience Noah.	4:02:54 PM
	Well I was able to clear around 1.5 GB space in c: drive.	4:03:12 PM
Noah.f.noar	ok	4:03:49 PM
Yash Ahi	But you will still face issues, as the c: drive is only 2% free, and we recommend atleasat 20% free space in c: drive.	4:03:53 PM
Noah.f.noar	ok	4:04:48 PM
Yash Ahi	In that case, I would recommend you to go for an additional space upgrade plans.	4:05:25 PM
	We have some of the discounted plans out of which you can chose the convenient one.	4:06:10 PM
	Shall I provide you?	4:06:58 PM
	Are we still connected here?	4:07:50 PM
Noah.f.noar	yes	4:09:03 PM
	I will Plan	4:09:24 PM

	but is it working now	4:09:29 PM
Yash Ahi	It is working as I cleared out around 1 GB space.	4:09:48 PM
	But you will face issue any other minute.	4:09:59 PM
	As the space is critically low.	4:10:14 PM
Noah.f.noar	Ok Understand sir	4:10:15 PM
Yash Ahi	I will be sending you plans on the email after this chat, if you wish to upgrade, you may let me know.	4:10:44 PM
Noah.f.noar	Ok	4:10:58 PM
Yash Ahi	Is there anything else I may help you with ?	4:11:03 PM
Noah.f.noar	noah.f.noar@gmail.com	4:11:05 PM
	is full	4:11:10 PM
	but you can send me noahnoar10@gmail.com	4:11:23 PM
Yash Ahi	Ok Noah.	4:11:40 PM
	After this chat you will get the reference ticket ID	4:11:42 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:11:44 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:11:47 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Ahi has ended this chat session</i>	4:11:50 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Feb, 11:28:40 PM

#73011 Thomas P Maher

Email: taxmanharrisburgpa@gmail.com  17178362175

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: HARRISBURG

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 59 Secs

Thomas P Maher	Hello, I am your Acebuddy	22 Feb, 11:28:41 PM
Acebuddy	Hello Thomas Maher, I'm your Ace Buddy. I'll be happy to assist you!	11:28:42 PM
	Whom Would You Like to Connect With?	11:28:42 PM
Thomas P Maher	Technical Support (QB & App Hosting)	11:29:00 PM
Acebuddy	Welcome to Ace Support.	11:29:00 PM
	Please chose an option :	11:29:00 PM
Thomas P Maher	I'd like to raise a Request	11:29:08 PM
Acebuddy	Please select your request type.	11:29:08 PM
Thomas P Maher	Change in Users	11:29:32 PM
Acebuddy	Please select your desired option!	11:29:32 PM
Thomas P Maher	User Addition	11:29:38 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	11:29:38 PM
	Do you need any further assistance on the topic?	11:29:38 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.	23 Feb, 12:05:41 AM
	<i>Ended due to chat idle timeout</i>	12:05:41 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Feb, 2:54:31 AM

#72034 Lalit

Email: lalit@yourtaxadvisor.com ☎ 2125761592

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: LAS VEGAS

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 49 Secs

Lalit	Hello, I am your Acebuddy	6 Feb, 2:54:33 AM
Acebuddy	Hello Lalit, I'm your Ace Buddy. I'll be happy to assist you!	2:54:33 AM
	Whom Would You Like to Connect With?	2:54:33 AM
Lalit	Technical Support (QB & App Hosting)	2:54:39 AM
Acebuddy	Welcome to Ace Support.	2:54:39 AM
	Please chose an option :	2:54:39 AM
Lalit	I'd like to report an Issue	2:54:47 AM
Acebuddy	Please select an option!	2:54:47 AM
Lalit	Other Issue	2:54:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:54:53 AM
Lalit	cannot install updates	2:55:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:55:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:55:07 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	2:55:51 AM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	2:55:56 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:56:02 AM
Lalit	abic cpa assoc	2:56:13 AM
	212-576-1592	2:56:27 AM

	cell phone 9739609951	2:56:35 AM
	hi Shubham	2:56:58 AM
Shubham Yadav	Lalit can you please let me know which updates are you referring to ?	2:57:05 AM
Lalit	you installed the software Tax wise couple of days ago	2:57:14 AM
	tax wise	2:57:23 AM
	pl come on my desk top	2:57:34 AM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	2:57:55 AM
	Lalit I have updated the application right now	2:59:36 AM
Lalit	i need to down load more updates	3:00:37 AM
	i should be able to update the same	3:00:48 AM
	can you please give me the access from my rdp	3:01:07 AM
Shubham Yadav	Lalit if you want to update it on your own, we can provide you temporary admin rights.	3:01:58 AM
Lalit	ok please do that or you come on my desk top and we do it toghethert	3:02:24 AM
Shubham Yadav	Alright	3:02:30 AM
	May I take the remote access of your local computer?	3:02:32 AM
Lalit	yes please	3:02:46 AM
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.	3:02:58 AM
	https://assist.acecloudhosting.com/join/9622002519	3:03:03 AM
	Kindly Click on the link and open the downloaded file.	3:03:06 AM
Lalit	yes i did	3:03:08 AM
Shubham Yadav	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:04:40 AM
Lalit	ok	3:04:57 AM
	go ahead	3:05:01 AM
	we need t	3:05:41 AM
	we need to download thew state programmes from twise	3:05:59 AM
Shubham Yadav	Can you please let me know which state programmes	3:06:39 AM
Lalit	we neeed to log in tw website and then do the down load from there	3:06:42 AM
Shubham Yadav	Alright please try to login	3:07:22 AM
	As per remote session you are able to update the application	3:24:14 AM
	Is there anything else I may help you with ?	3:24:15 AM
	Are we still connected here?	3:26:02 AM

Are we still connected here? 3:27:59 AM

Are we still connected here? 3:29:17 AM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 3:29:20 AM

Shubham Yadav has ended this chat session 3:29:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 7 Feb, 9:42:45 PM

#72164 Mike Stuart

Email: michaelstuart@mac.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: SOSUA

State: Florida

Country: DOMINICAN REPUBLIC

Chat Transcript Chat Duration : 37 Mins 52 Secs

Mike Stuart	Hello, I am your Acebuddy	7 Feb, 9:42:46 PM
Acebuddy	Hello Mike Stuart, I'm your Ace Buddy. I'll be happy to assist you!	9:42:48 PM
	Whom Would You Like to Connect With?	9:42:48 PM
Mike Stuart	Technical Support (QB & App Hosting)	9:42:57 PM
Acebuddy	Welcome to Ace Support.	9:42:57 PM
	Please chose an option :	9:42:57 PM
Mike Stuart	I'd like to raise a Request	9:43:15 PM
Acebuddy	Please select your request type.	9:43:16 PM

Mike Stuart	Other Request	9:43:30 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:43:30 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:43:30 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:20:39 PM
	<i>Ended due to chat idle timeout</i>	10:20:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 12 Feb, 5:47:12 AM

#72355 Randall Brody

Email: randall.brody@taxsamaritan.com ☎ 17023501040

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 54 Secs

City: NORTH LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript Chat Duration : 20 Mins 1 Sec

Randall Brody	Hello, I am your Acebuddy	12 Feb, 5:47:14 AM
Acebuddy	Hello Randall Brody, I'm your Ace Buddy. I'll be happy to assist you!	5:47:16 AM
	Whom Would You Like to Connect With?	5:47:16 AM
Randall Brody	Managed Security	5:47:24 AM
Acebuddy	Please wait while we connect you to an available Representative.	5:47:24 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	5:47:25 AM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	5:47:32 AM
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?	5:47:49 AM
Randall Brody	Hi, I need to reset the password as follows:	5:48:18 AM
	Server name: TaxSamaritan.myreldata.net Username: myreldata\TaxSamaritan1TS	5:48:29 AM
Pradeep Kumar	Alright, Let me transfer the chat to the concern team.	5:48:54 AM
Randall Brody	Thank you	5:49:01 AM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	5:49:04 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:50:52 AM
	<i>Anurag Sharma is transferring the chat to Sanyam Madan.</i>	5:50:56 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	5:50:59 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	5:51:09 AM
Randall Brody	Thank you	5:51:18 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:52:13 AM
Randall Brody	Server name: TaxSamaritan.myreldata.net Username: myreldata\TaxSamaritan1TS	5:52:31 AM
Sanyam Madan	Thank you for the information and allow 2 minutes to check the same.	5:53:17 AM
Randall Brody	Thank you	5:53:36 AM
Sanyam Madan	sorry for the delay	6:02:39 AM
Randall Brody	no problem	6:02:46 AM
Sanyam Madan	In 15 minutes, we will send you an email requesting your authorization. Please provide your approval, and we will proceed with the password reset.	6:05:40 AM
Randall Brody	Sounds great. Thank you for your help!	6:05:53 AM
Sanyam Madan	Is there anything else I may help you with ?	6:06:11 AM
Randall Brody	That's all for now. Thank you!	6:06:21 AM
Sanyam Madan	In 15 minutes, we will send you an email requesting your authorization. Please provide your approval, and we will proceed with the password reset.	6:06:35 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:06:39 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!	6:06:45 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/>)

please share your valuable feedback

6:07:00 AM

Sanyam Madan has ended this chat session

6:07:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Feb, 7:39:01 PM

#73046 adoughty

Email: adoughty@sophelle.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 19 Secs

City: SOUTH PORTLAND

State: Maine

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 59 Secs

adoughty	Hello, I am your Acebuddy	24 Feb, 7:39:02 PM
Acebuddy	Hello Adoughty, I'm your Ace Buddy. I'll be happy to assist you!	7:39:03 PM
	Whom Would You Like to Connect With?	7:39:03 PM
adoughty	Technical Support (QB & App Hosting)	7:39:07 PM
Acebuddy	Welcome to Ace Support.	7:39:07 PM
	Please chose an option :	7:39:07 PM
adoughty	I'd like to report an Issue	7:39:13 PM
Acebuddy	Please select an option!	7:39:13 PM

adoughty	QuickBooks Issue	7:39:17 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:39:17 PM
adoughty	QuickBooks Login Issue	7:39:23 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	7:39:23 PM
	Was that helpful?	7:39:23 PM
adoughty	No	7:39:33 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:39:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:39:33 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:39:42 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:39:50 PM
adoughty	Ticket ID 645712	7:39:51 PM
Sharath Kumar	Hello there, allow me a moment to check this for you	7:40:04 PM
adoughty	I am still unable to login	7:40:28 PM
	This is a serious issue as we have time sensitive matters that have already had to be put on pause over the weekend due to this issue	7:40:59 PM
	This needs to be resolved now	7:41:06 PM
Sharath Kumar	Hi Amanda, Sorry to hear that the QuickBooks update did not resolve your concern.	7:41:38 PM
	I also understand the importance of this. Please allow me 2 more minutes to sign into the server and check some more settings	7:42:41 PM
adoughty	Ok, thank you	7:42:50 PM
Sharath Kumar	still working on the server, few more minutes	7:46:49 PM
	Thank you for your patience.	7:46:54 PM
	Hi Amanda, Could you please try to open the file from QuickBooks now	7:49:59 PM
adoughty	Still receiving the same information about the file being missing.	7:50:30 PM
	Didn't you say you could roll back the RD to the night of Thursday?	7:50:46 PM
Sharath Kumar	Sure, that can be done. That will take some time, though. atleast 3-4 hours.	7:52:57 PM
	may I remote in and see how you are trying to open the file	7:53:22 PM
adoughty	Why didn't you do that Friday when you found what was going on or even if you didn't find an issue, so that I could get back to work?	7:53:40 PM
	Yes, remote in	7:53:56 PM
Sharath Kumar	I currently see DouglasW on the server	7:54:33 PM
adoughty	Yes, we all use the same one	7:54:42 PM
		7:55:02 PM

	For some reason you all made a separate one for me that doesn't do anything	
Sharath Kumar	got it, remoting in now	7:55:05 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:55:13 PM
	and just to confirm, you mentioned earlier that the file was placed in D:/Client Data, correct?	7:58:06 PM
adoughty	As far as I can tell but feel free to see if it is somewhere else	7:58:26 PM
Sharath Kumar	I am going to find these files from this location D:\WebDAV\Financial\QuickBooks\QBdata	8:02:09 PM
	Could you please once again confirm the last date and time when you were able to access it	8:02:33 PM
adoughty	Thursday, between 4 pm and 5 om eastern	8:02:52 PM
Sharath Kumar	noted!	8:03:54 PM
	I have marked this ticket as a priority and will be reaching out to you with an update at the earliest	8:04:41 PM
adoughty	Ok, thank you	8:04:52 PM
	Are you done being remoted in?\	8:05:07 PM
Sharath Kumar	I have disconnected from the remote session, I will have to retrieve the backup from the server	8:05:54 PM
	I am on it now and will keep you posted via email	8:06:04 PM
adoughty	TThank you	8:06:12 PM
Sharath Kumar	Is there anything else I may help you with ?	8:06:36 PM
	This message has been deleted	8:06:41 PM
adoughty	No	8:06:56 PM
Sharath Kumar	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!	8:07:25 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.	8:07:29 PM
	<i>Sharath Kumar has ended this chat session</i>	8:08:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Feb, 10:32:33 PM

#72879 Brian Archambault

Email: admin@wvncaz.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: MESA

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 17 Secs

Brian Archambault	Hello, I am your Acebuddy	20 Feb, 10:32:34 PM
Acebuddy	Hello Brian Archambault, I'm your Ace Buddy. I'll be happy to assist you!	10:32:35 PM
	Whom Would You Like to Connect With?	10:32:35 PM
Brian Archambault	Technical Support (QB & App Hosting)	10:32:41 PM
Acebuddy	Welcome to Ace Support.	10:32:41 PM
	Please chose an option :	10:32:41 PM
Brian Archambault	I'd like to raise a Request	10:32:48 PM
Acebuddy	Please select your request type.	10:32:49 PM
Brian Archambault	Printer/Scanner Addition	10:32:56 PM
Acebuddy	Please select your desired option :	10:32:56 PM
Brian Archambault	Printer Addition	10:33:00 PM
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge-base article attached below.	10:33:00 PM
	Once the local client has been installed, Please try printing from the server and select 'Uniprint' option from the printers list and select your desired printer when prompted.	10:33:00 PM
	Do you need any further assistance on the topic?	10:33:00 PM

Brian Archambault	Yes	10:38:20 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:38:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:38:20 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:38:28 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:38:34 PM
	Hello Brian	10:38:38 PM
Brian Archambault	Hello	10:38:43 PM
	i need help with my printers, they are showing that they are on the QB desktop side but they will not print	10:39:09 PM
Shashwat Verma	I will surely help you with this issue.	10:39:24 PM
	May I take the remote access of your local computer?	10:39:31 PM
Brian Archambault	Yes	10:39:38 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	10:39:50 PM
	https://assist.acecloudhosting.com/join/1482697262	10:39:56 PM
	Kindly Click on the link and open the downloaded file.	10:39:59 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:40:53 PM
	Issue resolved on remote session by re-installing the Uni-print at user end.	11:11:44 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:11:48 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!	11:11:50 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	11:11:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 1:52:40 AM

#72338 Anais Dilger

Email: ezrad@rortax.com

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: 38 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 58 Secs

Anais Dilger	Hello, I am your Acebuddy	12 Feb, 1:52:41 AM
Acebuddy	Hello Ezra, I'm your Ace Buddy. I'll be happy to assist you!	1:52:42 AM
	Whom Would You Like to Connect With?	1:52:42 AM
Anais Dilger	Technical Support (QB & App Hosting)	1:52:45 AM
Acebuddy	Welcome to Ace Support.	1:52:45 AM
	Please chose an option :	1:52:45 AM
Anais Dilger	I'd like to report an Issue	1:52:50 AM
Acebuddy	Please select an option!	1:52:50 AM
Anais Dilger	Other Issue	1:52:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:52:53 AM
Anais Dilger	Lacerte 2024 needs an update	1:53:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:53:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:53:03 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	1:54:16 AM
	<i>Shubham Yadav is transferring the chat to Anurag Sharma.</i>	1:54:32 AM

	<i>Anurag Sharma accepted the chat transfer request.</i>	1:54:45 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:54:48 AM
	Hello Ezra	1:54:52 AM
Anais Dilger	Hi Anurag	1:54:54 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	1:55:57 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:56:02 AM
Anais Dilger	Sure thing.	1:56:08 AM
	Server name: RORTax User name: RT_Anais	1:56:23 AM
Anurag Sharma	Thanks for the confirmation !	1:57:39 AM
	Kindly allow me two minutes to check the same.	1:57:42 AM
	Ezra, as I can check there are active users on the server.	1:59:11 AM
	Thus, I am scheduling this application update during the night hours. We will inform you once it is done.	1:59:46 AM
Anais Dilger	Ok, I'm gonna make sure they leave the server. Can you see who exactly is on?	1:59:51 AM
Anurag Sharma	Okay	2:00:00 AM
Anais Dilger	Unfortunately, we need this done right away	2:00:02 AM
Anurag Sharma	Okay no problem Ezra	2:00:12 AM
Anais Dilger	Can you let me know who is still on?	2:01:24 AM
	<i>2:02:14 AM Anurag Sharma is sharing a file with you image.png - (Size:10.22 KB)</i>	2:02:14 AM
	<i>Please ask these users to log off from the server.</i>	
	Thanks!	2:02:58 AM
Anurag Sharma	Please confirm if I can log them off from the server?	2:03:29 AM
Anais Dilger	I will get confirmation in just a moment	2:03:43 AM
Anurag Sharma	Sure, please take your time	2:03:49 AM
	May I proceed?	2:06:18 AM
Anais Dilger	Just one more moment, I do apologize	2:07:37 AM
Anurag Sharma	Okay, please take your time.	2:08:16 AM
Anais Dilger	Ok, please proceed	2:08:54 AM
Anurag Sharma	Thanks for the confirmation !	2:09:12 AM
	Ezrad, I have initialized the Lacerte update from the backend. It will take sometime.	2:10:53 AM
	I will send you an email once it is completed.	2:11:02 AM
	Is there anything else I may help you with ?	2:11:15 AM

Anais Dilger	No, I just want to know roughly how long this will take, if you have that information	2:11:34 AM
Anurag Sharma	You can login back into the server in 25 minutes.	2:12:37 AM
Anais Dilger	Ok, thank you!	2:12:42 AM
Anurag Sharma	Thanks for the confirmation !	2:13:26 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:13:31 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:13:34 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:13:36 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Anurag Sharma has ended this chat session</i>	2:13:39 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Feb, 9:33:54 PM

#72318 Norris Mary

Email: maryn@southernwoodframing.com ☎ 3016438661

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: MARBURY

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Secs

Norris Mary	Hello, I am your Acebuddy	11 Feb, 9:33:55 PM
Acebuddy	Hello Norris Mary, I'm your Ace Buddy. I'll be happy to assist you!	9:33:56 PM
	Whom Would You Like to Connect With?	9:33:56 PM
Norris Mary	Technical Support (QB & App Hosting)	9:34:04 PM
Acebuddy	Welcome to Ace Support.	9:34:04 PM
	Please chose an option :	9:34:04 PM
Norris Mary	I'd like to raise a Request	9:34:16 PM
Acebuddy	Please select your request type.	9:34:16 PM
Norris Mary	Change in Applications	9:34:25 PM
Acebuddy	Please select your desired option!	9:34:25 PM
Norris Mary	Application Addition	9:34:29 PM
Acebuddy	Please select your Application	9:34:29 PM
Norris Mary	Other Application	9:34:34 PM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email.	9:34:34 PM
	<ul style="list-style-type: none">• Application name and version• Setup/Installer download link (if any)• Activation Code / License information• Any other info/guide needed to install the application.	9:34:34 PM
	We will update you via email once the installation is complete.	9:34:34 PM
	Application Addition usually takes 1-2 Hour(s)	
	Do you need any further assistance on the topic?	9:34:34 PM
Norris Mary	No	9:34:43 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:34:43 PM
	<i>Acebuddy has ended this chat session</i>	9:34:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Feb, 4:51:21 AM

#73291 mark

Email: mark@ritepainting.com 📞 12064064844

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: PORT ORCHARD

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 9 Secs

mark	Hello, I am your Acebuddy	28 Feb, 4:51:23 AM
Acebuddy	Hello Mark, I'm your Ace Buddy. I'll be happy to assist you!	4:51:24 AM
	Whom Would You Like to Connect With?	4:51:24 AM
mark	Technical Support (QB & App Hosting)	4:51:37 AM
Acebuddy	Welcome to Ace Support.	4:51:37 AM
	Please chose an option :	4:51:37 AM
mark	I'd like to report an Issue	4:51:47 AM
Acebuddy	Please select an option!	4:51:47 AM
mark	QuickBooks Issue	4:51:53 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:51:53 AM
mark	Other QB related issue	4:52:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:52:03 AM
mark	I need to download and update to QB enterprise	4:52:44 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:52:44 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:52:44 AM

Shashwat Verma accepted the chat transfer request.

4:53:05 AM

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	4:53:08 AM
mark	Hello mark	4:53:15 AM
mark	Hello	4:53:24 AM
Shashwat Verma	I will surely help you with this issue.	4:54:08 AM
mark	Great	4:54:19 AM
Shashwat Verma	We have noted your request and will do the needful in night hours and will let you know on email.	4:54:34 AM
mark	Is that work for you?	4:54:44 AM
mark	Sure	4:54:52 AM
Shashwat Verma	This message has been deleted	4:54:59 AM
mark	Ok	4:55:09 AM
Shashwat Verma	Is there anything else I may help you with ?	4:55:13 AM
mark	Nope	4:55:21 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	4:55:26 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:55:28 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:55:30 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	4:55:33 AM



Chat Transcript

Hello, I am your Acebuddy

#72398 Larry Ma**Email:** larry@techusys.com ☎ 9493566000**Department:** Support(QB & App Hosting)**Operator:****Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 23 Secs**City:** SANTA ANA**State:** California**Country:** UNITED STATES

Chat Duration : 29 Mins 11 Secs

Chat Transcript

Larry Ma	Hello, I am your Acebuddy	12 Feb, 9:41:12 PM
Acebuddy	Hello Larry, I'm your Ace Buddy. I'll be happy to assist you!	9:41:13 PM
	Whom Would You Like to Connect With?	9:41:13 PM
Larry Ma	Technical Support (QB & App Hosting)	9:41:22 PM
Acebuddy	Welcome to Ace Support.	9:41:22 PM
	Please chose an option :	9:41:22 PM
Larry Ma	I'd like to report an Issue	9:41:54 PM
Acebuddy	Please select an option!	9:41:54 PM
Larry Ma	Other Issue	9:41:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:41:58 PM
Larry Ma	Can't access remote desktop still !	9:42:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:42:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:42:09 PM
Larry Ma	Ticket Number is: 639195	9:42:13 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	9:43:29 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	9:43:35 PM
	Hi Larry, allow me a moment to look into this for you	9:43:49 PM
	Your issue is currently being handled by our escalation team. They will reach out to you with a resolution as soon as possible	9:46:41 PM
	allow me a few minutes while I look into your concern	9:48:18 PM
Larry Ma	ok just haven't heard an update since last night	9:48:23 PM

Sharath Kumar	I am checking with the team regarding the same	9:48:40 PM
	may I take a remote session of your computer to check some settings on the RDP file (Edited)	9:50:25 PM
Larry Ma	ok	9:51:41 PM
Sharath Kumar	https://assist.acecloudhosting.com/join/2382277557	9:51:56 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:52:03 PM
	Larry, could you confirm if other users are also using Windows 11	9:58:47 PM
Larry Ma	did something change? never needed to start that service before	9:58:55 PM
	another user is on a Mac	9:58:57 PM
Sharath Kumar	on your laptop it was stopped due to some reason	9:59:28 PM
Larry Ma	Mac user was having same issue I can't check with them right now	10:00:01 PM
Sharath Kumar	some minor changes for remote desktop services on server was also done	10:00:02 PM
	I would require you to restart your computer to make sure this resolves your concern	10:00:38 PM
	we will get disconnected, though	10:00:46 PM
Larry Ma	ok maybe just leave ticket for now, because we've been having remote issues on and off ever since we had this account	10:00:57 PM
Sharath Kumar	So I will follow up with you on email, is that okay?	10:01:05 PM
Larry Ma	if you look at our ticket history I can guarantee we have a dozen remote desktop related tickets which is ridiculous	10:01:13 PM
Sharath Kumar	certainly	10:01:19 PM
Larry Ma	we never had issues with RightNetworks	10:01:35 PM
Sharath Kumar	understood, I have yet to receive a confirmation from the escalation team whether there was any particular change was done on the server	10:02:32 PM
Larry Ma	ok	10:03:14 PM
Sharath Kumar	I will keep you informed about this, do let us know if Mac users are able to connect	10:05:06 PM
	also after restart do let us know if the issue persists	10:05:52 PM
Larry Ma	ok	10:06:01 PM
Sharath Kumar	anything else that I may assist you with?	10:06:02 PM
Larry Ma	no	10:06:47 PM
Sharath Kumar	I have closed out the remote session and informing escalation team about what happened	10:06:53 PM
	You have a good rest of your day, Larry	10:07:15 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!

10:07:21 PM

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

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

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

10:07:27 PM

Sharath Kumar has ended this chat session

10:10:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb, 8:52:06 PM

#71915 David Weinstein

Email: david@davidweinsteincpa.com 19149071180

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 44 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 11 Secs

David Weinstein	Hello, I am your Acebuddy	4 Feb, 8:52:08 PM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	8:52:10 PM
	Whom Would You Like to Connect With?	8:52:10 PM
David Weinstein	Technical Support (QB & App Hosting)	8:52:15 PM
Acebuddy	Welcome to Ace Support.	8:52:15 PM
	Please chose an option :	8:52:15 PM

David Weinstein	I'd like to report an Issue	8:52:20 PM
Acebuddy	Please select an option!	8:52:21 PM
David Weinstein	Other Issue	8:52:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:52:27 PM
David Weinstein	My vps is running slow	8:52:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:52:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:52:45 PM
David Weinstein	51.3 Mbps download 45.4 Mbps upload Latency: 4 ms Server: Miami	8:53:04 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	8:54:27 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	8:54:35 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:54:40 PM
David Weinstein	DavidWein	8:56:19 PM
	David Weinstien	8:56:22 PM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	8:57:19 PM
David Weinstein	I logged out	8:59:03 PM
Shubham Yadav	David can you please confirm are you referring to server slowness ? (Edited)	8:59:28 PM
David Weinstein	not sure how to respond	9:00:42 PM
	it usually works as fast as my pc	9:00:54 PM
	The internet speeds are my broadband whcih is fast	9:01:25 PM
Shubham Yadav	Alright so internet on server is running low ?	9:01:50 PM
David Weinstein	yes the vps	9:02:30 PM
	when I log in	9:02:41 PM
Shubham Yadav	Thanks for the confirmation	9:03:46 PM
	Since when are you facing the issue ?	9:04:04 PM
David Weinstein	ok	9:04:04 PM
	just now	9:04:10 PM
Shubham Yadav	David as I can check server is working in normal configuration	9:05:01 PM
	What we can do is a reboot if you want us to	9:05:21 PM
David Weinstein	I just went in, looks like its going faster	9:06:05 PM
	ok thank you	9:06:17 PM
Shubham Yadav	That's great david	9:06:25 PM
	Please let me know if you face any issue	9:06:41 PM

Are we still connected here? 9:10:05 PM

Are we still connected here? 9:14:37 PM

Are we still connected here? 9:15:15 PM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 9:15:18 PM

Shubham Yadav has ended this chat session 9:15:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 8 Feb, 3:05:10 AM

#72190 Charles Mattison

Email: cmattison@rushcontractingllc.com 14433366860

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: 25 Secs

City: ALEXANDRIA

State: Virginia

Country: UNITED STATES

Chat Transcript Chat Duration : 12 Mins 36 Secs

Charles Mattison	Hello, I am your Acebuddy	8 Feb, 3:05:11 AM
Acebuddy	Hello Charles Mattison, I'm your Ace Buddy. I'll be happy to assist you!	3:05:12 AM
	Whom Would You Like to Connect With?	3:05:12 AM
Charles Mattison	Technical Support (QB & App Hosting)	3:05:18 AM
Acebuddy	Welcome to Ace Support.	3:05:18 AM
	Please chose an option :	3:05:18 AM

Charles Mattison	I'd like to report an Issue	3:05:26 AM
Acebuddy	Please select an option!	3:05:26 AM
Charles Mattison	QuickBooks Issue	3:05:33 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:05:33 AM
Charles Mattison	QuickBooks Login Issue	3:05:37 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	3:05:37 AM
	Was that helpful?	3:05:37 AM
Charles Mattison	No	3:06:17 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:06:17 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:06:17 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	3:06:32 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:06:35 AM
	Hello Charles	3:06:44 AM
Charles Mattison	Hello	3:07:00 AM
	I am getting an error message on trying to log into QB. "An handed exception..."	3:08:05 AM
	Sorry, "unhanded"	3:08:26 AM
Shashwat Verma	I will surely help you with this issue.	3:08:31 AM
	May I take the remote access of your local computer?	3:08:35 AM
Charles Mattison	ok	3:09:01 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	3:09:09 AM
	https://assist.acecloudhosting.com/join/9172342695	3:09:35 AM
Charles Mattison	done	3:09:38 AM
Shashwat Verma	Kindly Click on the link and open the downloaded file.	3:09:38 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:11:18 AM
	issue is due to web connector, will let you know when we are done with reair	3:17:32 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	3:17:40 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:17:43 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	

Thanks!

3:17:45 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/>)

Shashwat Verma has ended this chat session

3:17:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Feb, 8:47:21 PM

#72598 Rick Barcomb

Email: barcombrb@gmail.com 19417433812

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: PUNTA GORDA

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins

Rick Barcomb	Hello, I am your Acebuddy	15 Feb, 8:47:22 PM
Acebuddy	Hello Rick Barcomb, I'm your Ace Buddy. I'll be happy to assist you!	8:47:23 PM
	Whom Would You Like to Connect With?	8:47:23 PM
Rick Barcomb	Technical Support (QB & App Hosting)	8:47:32 PM
Acebuddy	Welcome to Ace Support.	8:47:32 PM
	Please chose an option :	8:47:32 PM
Rick Barcomb	I'd like to report an Issue	8:47:40 PM

Acebuddy	Please select an option!	8:47:40 PM
Rick Barcomb	Other Issue	8:47:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:47:46 PM
Rick Barcomb	I can no longer access my current year tax program to do tax returns. It is necessary to get this up and running because I need to work on weekends to keep up,	8:49:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:49:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:49:21 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	8:49:57 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	8:50:20 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:50:27 PM
Rick Barcomb	RickBarcomb1.myrealdata.net	8:51:14 PM
	user name Rick Barcomb	8:51:40 PM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	8:52:02 PM
Rick Barcomb	ok	8:52:10 PM
Shubham Yadav	May I take the remote access of your local computer?	8:53:59 PM
Rick Barcomb	yes	8:54:26 PM
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.	8:54:31 PM
	https://assist.acecloudhosting.com/join/9282789762	8:54:32 PM
	Kindly Click on the link and open the downloaded file.	8:54:43 PM
	As per remote session you are now able to use ATX 2024	9:11:43 PM
	Is there anything else I may help you with ?	9:11:45 PM
	Are we still connected here?	9:13:44 PM
	Are we still connected here?	9:15:17 PM
	Are we still connected here?	9:16:19 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:16:20 PM
	<i>Shubham Yadav has ended this chat session</i>	9:16:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Feb, 2:17:57 AM

#73082 David Weinstein

Email: david@davidweinsteincpa.com  19149071180

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 20 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 51 Secs

David Weinstein	Hello, I am your Acebuddy	25 Feb, 2:17:59 AM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	2:18:01 AM
	Whom Would You Like to Connect With?	2:18:01 AM
David Weinstein	Technical Support (QB & App Hosting)	2:18:04 AM
Acebuddy	Welcome to Ace Support.	2:18:04 AM
	Please chose an option :	2:18:04 AM
David Weinstein	I'd like to report an Issue	2:18:11 AM
Acebuddy	Please select an option!	2:18:11 AM
David Weinstein	Other Issue	2:18:22 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:18:22 AM
David Weinstein	Desktop canopy isn't printing files to canopy	2:19:14 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:19:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:19:14 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	2:19:45 AM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	2:19:50 AM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:19:57 AM
David Weinstein	I just tested it, it didn't work	2:20:21 AM
	I deleted it and reinstalled it 3 times, it didn't work for me	2:20:35 AM
	Ref 647109 DOesn't work	2:21:07 AM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	2:21:21 AM
	David are you able to print from any other application right now ?	2:22:44 AM
David Weinstein	no	2:24:48 AM
Shubham Yadav	May I take the remote access of your local computer?	2:25:11 AM
David Weinstein	you mean the vps, sure	2:25:31 AM
Shubham Yadav	Local computer	2:25:41 AM
David Weinstein	why my local computer it works theree	2:25:57 AM
Shubham Yadav	David I want access of your local computer to check printer and rdp settings.	2:26:07 AM
	May I take the remote access of your local computer?	2:26:44 AM
David Weinstein	I just checked the local it works there	2:27:03 AM
	Can I use uniprint and then choose canopy	2:27:24 AM
Shubham Yadav	Yes David you can try that	2:27:36 AM
	Please let me know once it happens	2:29:19 AM
	Are we still connected here?	2:31:06 AM
	Are we still connected here?	2:33:16 AM
David Weinstein	yes	2:34:12 AM
	doing 5 things at once	2:34:18 AM
	I'll try that	2:34:21 AM
Shubham Yadav	Alright	2:34:31 AM
David Weinstein	i want it to wokr with ou5t it though	2:34:34 AM
Shubham Yadav	May I take the remote access of your local computer?	2:34:47 AM
	Are we still connected here?	2:36:18 AM
David Weinstein	yes	2:37:32 AM
	can you wait a minute	2:37:38 AM
Shubham Yadav	Sure David	2:37:42 AM
	David are you able to print now ?	2:40:08 AM
	Are we still connected here?	2:42:09 AM
	Are we still connected here?	2:44:17 AM

Are we still connected here?

2:46:09 AM

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

2:46:48 AM

Shubham Yadav has ended this chat session

2:46:50 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Feb, 12:32:07 PM

#73244 Fenil Shah

Email: tax@sktaxaddison.com 8473508121

Department: Support(QB & App Hosting)

Operator: Rohit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 12 Mins 12 Secs

Fenil Shah	Hello, I am your Acebuddy	27 Feb, 12:32:10 PM
Acebuddy	Hello Kamlesh, I'm your Ace Buddy. I'll be happy to assist you!	12:32:12 PM
	Whom Would You Like to Connect With?	12:32:12 PM
Fenil Shah	Technical Support (QB & App Hosting)	12:32:15 PM
Acebuddy	Welcome to Ace Support.	12:32:16 PM
	Please chose an option :	12:32:16 PM
Fenil Shah	I'd like to report an Issue	12:32:22 PM
Acebuddy	Please select an option!	12:32:22 PM

Fenil Shah	Other Issue	12:32:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:32:26 PM
Fenil Shah	Server too much lagging	12:32:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:32:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:32:40 PM
	<i>Rohit Kumar accepted the chat transfer request.</i>	12:32:58 PM
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.	12:33:08 PM
Fenil Shah	Hi	12:34:00 PM
Rohit Kumar	Hi Kamlesh	12:34:35 PM
	How can I help you?	12:34:46 PM
Fenil Shah	Our server is too much lagging	12:34:50 PM
Rohit Kumar	May I know the server name?	12:34:56 PM
Fenil Shah	SKTAXADDISON3	12:35:05 PM
Rohit Kumar	Thank you so much.	12:35:30 PM
	Please give me 2-3 minutes so I can check this for you	12:35:41 PM
Fenil Shah	Sure	12:35:45 PM
Rohit Kumar	Thank you for your patience	12:37:06 PM
	I have checked that RAM utilization on server SKtaxaddison3 is 96%	12:37:30 PM
	<i>12:37:34 PM Rohit Kumar is sharing a file with you image.png - (Size:11.94 KB)</i>	12:37:34 PM
	Additionally space in C Drive is also low. However I can try to clean C Drive to manage space.	12:38:04 PM
Fenil Shah	Okay,	12:39:41 PM
Rohit Kumar	I was only able to free 1 GB space and it is still around 10 GB free out of 70 GB	12:40:38 PM
	I will recommend you add smallest amount of space and atleast 3 GB RAM to the server (Edited)	12:41:16 PM
Fenil Shah	Okay	12:41:38 PM
Rohit Kumar	You can add 40 GB space to C Drive at \$28/month and 3 GB RAM at \$60/month	12:42:27 PM
	Please let me know if we should make these changes.	12:42:38 PM
	Hello Kamlesh, Are we connected?	12:43:09 PM
	Are we connected?	12:44:15 PM
	<i>Rohit Kumar has ended this chat session</i>	12:44:22 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Feb, 9:53:44 PM

#72480 ricky pais

Email: ricky@brannanhessel.cpa

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: WILLISTON

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 50 Secs

ricky pais	Hello, I am your Acebuddy	13 Feb, 9:53:45 PM
Acebuddy	Hello Ricky Pais, I'm your Ace Buddy. I'll be happy to assist you!	9:53:47 PM
	Whom Would You Like to Connect With?	9:53:47 PM
ricky pais	Technical Support (QB & App Hosting)	9:53:52 PM
Acebuddy	Welcome to Ace Support.	9:53:52 PM
	Please chose an option :	9:53:52 PM
ricky pais	I'd like to report an Issue	9:53:58 PM
Acebuddy	Please select an option!	9:53:58 PM
ricky pais	Other Issue	9:54:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:54:02 PM
ricky pais	Looking for Sharath?	9:54:11 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:54:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:54:11 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	9:54:39 PM

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	9:54:49 PM
	Hello Ricky	9:54:56 PM
ricky pais	Hello, do you want to take over again to see how fast or slow it is now?	9:55:10 PM
Sharath Kumar	sure, let me send you a new link	9:55:29 PM
	one moment	9:55:33 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:56:02 PM
ricky pais	ok	9:56:29 PM
Sharath Kumar	https://assist.acecloudhosting.com/join/6752284602	9:56:35 PM
	I am not able to view your screen	9:58:20 PM
ricky pais	it still seems to be running slow. i opened chrome, then tried to open an excel file. its still trying to open...	9:58:56 PM
Sharath Kumar	that is unfortunate	9:59:37 PM
ricky pais	it does seem SLIGHTLY faster, maybe it needed a few minutes to get up to speed?	10:00:04 PM
Sharath Kumar	comparatively, would you say it was working better previously?	10:00:13 PM
ricky pais	slightly, yes	10:00:28 PM
Sharath Kumar	oh okay, good to know	10:00:30 PM
ricky pais	i can try the same thing on my other coworkers computers, and then see how it goes...	10:00:47 PM
Sharath Kumar	could you open this link once again	10:00:49 PM
ricky pais	on local or remote?	10:01:25 PM
	i did it on the local...	10:02:01 PM
Sharath Kumar	on the local, yes.	10:02:29 PM
	or if you could provide a screenshot of the speedtest	10:03:32 PM
	we are looking to see if there is any latency	10:03:48 PM
ricky pais	i did it, not sure why its not working. i will run the speed test again.	10:03:55 PM
Sharath Kumar	and you would be able to so the settings for other remote session right?	10:04:42 PM
ricky pais	what do you mean? change the service setting to automatic and delete/re-enter the credentials?	10:05:26 PM
Sharath Kumar	two things needs to be done	
	1. change gateway to RDG.myrealdata.net	10:05:27 PM
	2. services.msc on local computer and then start the remote desktop service	
ricky pais	Download Mbps 86.64 Upload Mbps 94.30 Ping ms 5 16 33	10:05:43 PM
	latency 33	10:06:07 PM
Sharath Kumar	latency is fine	10:06:54 PM

ricky pais	i ran the test on the remote server as well	10:07:26 PM
	Download Mbps 521.29 Upload Mbps 356.67 Ping ms 50 66 38	10:07:31 PM
	latency 38	10:07:44 PM
Sharath Kumar	could you try this once more	10:07:56 PM
	on remote	10:08:09 PM
ricky pais	running	10:08:14 PM
	Download Mbps 499.54 Upload Mbps 172.26 Ping ms 22 84 22	10:08:52 PM
	latency 22	10:08:54 PM
	even running the test it lagged and ran slow	10:09:04 PM
Sharath Kumar	I see, latency under 50 is fine	10:09:51 PM
ricky pais	ok, any clue why it is still running so slow?	10:10:08 PM
Sharath Kumar	not sure what the exact issue is	10:10:10 PM
ricky pais	ok, i will try the changes you made on mine, on the others in my office and see if they experience any improvement.	10:10:43 PM
Sharath Kumar	sure, I will follow up later today	10:11:29 PM
	anything else that I may assist you with?	10:11:51 PM
ricky pais	no, but i appreciate you reaching out later, thank you for your help.	10:12:15 PM
Sharath Kumar	My pleasure	10:12:51 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!	10:12:55 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:13:01 PM
	<i>Sharath Kumar has ended this chat session</i>	10:13:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 8:33:49 AM

#72361 Zach Hollman

Email: zach@alphaprimeusa.com 19547565945

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 38 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 40 Secs

Zach Hollman	Hello, I am your Acebuddy	12 Feb, 8:33:52 AM
Acebuddy	Hello Zach Hollman, I'm your Ace Buddy. I'll be happy to assist you!	8:33:54 AM
	Whom Would You Like to Connect With?	8:33:54 AM
Zach Hollman	Technical Support (QB & App Hosting)	8:33:57 AM
Acebuddy	Welcome to Ace Support.	8:33:58 AM
	Please chose an option :	8:33:58 AM
Zach Hollman	I'd like to raise a Request	8:34:11 AM
Acebuddy	Please select your request type.	8:34:11 AM
Zach Hollman	Other Request	8:34:28 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:34:28 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:34:28 AM
Zach Hollman	Yes, I'm facing issues with my server	8:34:41 AM
Acebuddy	Please select an option!	8:34:41 AM
Zach Hollman	QuickBooks Issue	8:34:46 AM
Acebuddy	What type of QuickBooks Issue are you facing?	8:34:46 AM

Zach Hollman	Other QB related issue	8:34:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:34:53 AM
Zach Hollman	SPS Commerce needs to run under the SPS Quickbooks user. However, QB keeps defaulting back to the admin user.	8:35:40 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:35:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:35:41 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	8:36:32 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	8:36:42 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:36:53 AM
	Are we still connected here?	8:39:28 AM
	Are we still connected here?	8:40:27 AM
Zach Hollman	Can we change this. We need the admin QB user to SPS	8:40:55 AM
	AutoLogon is the user	8:41:29 AM
	Alpha Prime	8:41:41 AM
	Hello	8:42:23 AM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:43:02 AM
Zach Hollman	Server is AlphaPrime.myreldata.net	8:43:22 AM
Zach Hollman		8:43:33 AM
	Did that work	8:45:28 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	8:45:58 AM
Zach Hollman	This is under the AutoLogin acct	8:48:47 AM
Tushar Pharswan	Thank you for waiting.	8:50:57 AM
	May I take the remote access of your local computer?	8:51:00 AM
Zach Hollman	yes	8:51:34 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	8:51:59 AM
Zach Hollman	k	8:52:15 AM
Tushar Pharswan	https://assist.acecloudhosting.com/join/9342160965	8:53:02 AM
	Kindly Click on the link and open the downloaded file.	8:53:05 AM
	Kindly allow me 2-4 minutes to check server end.	8:54:02 AM
Zach Hollman	Im on the server	8:54:53 AM
Tushar Pharswan	We are connected now.	8:55:25 AM
Zach Hollman	awesome.	8:56:24 AM

	Quickbooks needs to stay connected to the SPS user for QB. For what ever reason it defaults back to the Admin QB acct	8:57:23 AM
Tushar Pharswan	Kindly show me how it is defaulting back to the admin user.	8:59:57 AM
Zach Hollman	I am not sure how it does it.	9:00:47 AM
	I am the only one that uses this auto login acct. For what ever reason once we log off QB reverts back to the admin acct.	9:01:32 AM
	Is SPS manager somehow connected to the Admin acct and by default it opens it up	9:02:39 AM
	Go ahead you can drive	9:03:04 AM
Tushar Pharswan	Are you referring when you are opening QuickBooks its defaulting to the Admin account?	9:04:06 AM
Zach Hollman	no, somehow it will say the admin is logged in unless i remote in and turn off the SPS commerce app and hard close it then log into QB and log off and close the app	9:05:37 AM
Tushar Pharswan	Allow me a moment to check it with my team.	9:07:55 AM
	Thank you for waiting, as of now our higher team is unavailable but hey will soon be here in around 4 to 5 hours, we will have to discuss this with them.	9:18:21 AM
	As of now by this workaround you are able to work correct?	9:18:50 AM
Zach Hollman	Yes, but it's a nightmare becasue we have accountants needing the admin acct	9:21:59 AM
Tushar Pharswan	I deeply apologize for the inconvenience caused to you.	9:23:13 AM
	Our escalation team will surely get a Better solution this.	9:23:44 AM
	Kindly share your contact number so that if needed they can reach you out by a call session.	9:24:06 AM
Zach Hollman	9547565945	9:26:55 AM
Tushar Pharswan	Could you tell us your general time frame in between we can reach you with time zone.	9:28:20 AM
Zach Hollman	New York EST	9:28:37 AM
	Hi	9:29:09 AM
	you see what I just changed	9:29:16 AM
	This was set to Admin, I am going to change to SPS user	9:30:37 AM
Tushar Pharswan	Let me take a screenshot.	9:30:50 AM
	It will help our team in the troubleshooting.	9:31:08 AM
Zach Hollman	go ahead	9:31:11 AM
	Can I change it back	9:31:42 AM
Tushar Pharswan	Yes you can change it back.	9:31:55 AM
	We will email you once we get a new solution for this.	9:32:58 AM
	Is there anything else I may help you with ?	9:33:01 AM
Zach Hollman	Have a good night	9:33:16 AM
Tushar Pharswan		

It's morning here we are in IST time zone, we will work on your issue have a good night.

9:34:23 AM

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

9:34:26 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!

9:34:29 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/>)

Tushar Pharswan has ended this chat session

9:34:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Feb, 3:45:56 PM

#71824 Ravi Shah

Email: ravi@yourtaxadvisor.com ☎ +1 9739609951

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 19 Secs

City: LAS VEGAS

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 9 Secs

Ravi Shah

Hello, I am your Acebuddy

3 Feb, 3:45:59 PM

Acebuddy

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

3:46:00 PM

	Whom Would You Like to Connect With?	3:46:00 PM
Ravi Shah	Technical Support (QB & App Hosting)	3:46:28 PM
Acebuddy	Welcome to Ace Support.	3:46:28 PM
	Please chose an option :	3:46:28 PM
Ravi Shah	I'd like to raise a Request	3:46:35 PM
Acebuddy	Please select your request type.	3:46:36 PM
Ravi Shah	Other Request	3:46:45 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.	3:46:45 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:46:45 PM
Ravi Shah	Yes, I'm facing issues with my server	3:47:02 PM
Acebuddy	Please select an option!	3:47:02 PM
Ravi Shah	Other Issue	3:47:07 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:47:07 PM
Ravi Shah	I am downloading Taxwise software for the year 2024 and in that I need support to download the same and update in all the users of RDC	3:48:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:48:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:48:11 PM
Ravi Shah	ok	3:48:16 PM
	<i>Manish Singh accepted the chat transfer request.</i>	3:48:17 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:48:20 PM
	I will surely help you with this issue.	3:48:38 PM
Ravi Shah	Thank you	3:48:50 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.	3:49:21 PM
	Also, the registered email for your account with us is : ravi@yourtaxadvisor.com	
	Kindly provide the license details and setup file location so that we can proceed with the request.	3:49:54 PM
	Is there anything else I may help you with ?	3:50:03 PM
Ravi Shah	hi	3:51:04 PM
	i sent you email	3:51:08 PM
	it needs to be downloaded from my CCH account	3:51:53 PM
	I have logged in in my RDC	3:52:03 PM

Manish Singh	May i know the exact location of the file where the setup is placed?	3:53:16 PM
	Are we still connected here?	3:54:30 PM
Ravi Shah	at the location where last year we have registered the 2023 version	3:54:52 PM
Manish Singh	Kindly provide us with your contact number so that we can assist you over the call.	3:56:12 PM
Ravi Shah	+91 94286 11508	3:56:54 PM
Manish Singh	Alright we will arrange a callback as it can be better assisted over the call.	3:57:57 PM
	Is there anything else I may help you with ?	3:58:01 PM
Ravi Shah	no. Thank you for the same	3:58:17 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:01:02 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:01:06 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	4:01:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Feb, 8:08:20 PM

#73122 Larry Bell

Email: larry@bostonbookkeeping.com 15084721724

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: OVERLAND PARK

State: Kansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 56 Secs

Larry Bell	Hello, I am your Acebuddy	25 Feb, 8:08:21 PM
Acebuddy	Hello Larry Bell, I'm your Ace Buddy. I'll be happy to assist you!	8:08:22 PM
	Whom Would You Like to Connect With?	8:08:22 PM
Larry Bell	Technical Support (QB & App Hosting)	8:08:28 PM
Acebuddy	Welcome to Ace Support.	8:08:28 PM
	Please chose an option :	8:08:28 PM
Larry Bell	I'd like to raise a Request	8:08:37 PM
Acebuddy	Please select your request type.	8:08:37 PM
Larry Bell	Other Request	8:08:52 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:08:52 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:08:52 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.	8:41:18 PM
	<i>Ended due to chat idle timeout</i>	8:41:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Feb, 8:19:35 PM

#72949 Theresia Beauchamp

Email: tbeauchamp@starchase.com ☎ 757-264-6519

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 20 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 59 Secs

Theresa Beauchamp	Hello, I am your Acebuddy	21 Feb, 8:19:36 PM
Acebuddy	Hello Theresa Beauchamp, I'm your Ace Buddy. I'll be happy to assist you!	8:19:37 PM
	Whom Would You Like to Connect With?	8:19:37 PM
Theresa Beauchamp	Technical Support (QB & App Hosting)	8:19:42 PM
Acebuddy	Welcome to Ace Support.	8:19:42 PM
	Please chose an option :	8:19:42 PM
Theresa Beauchamp	I'd like to report an Issue	8:19:49 PM
Acebuddy	Please select an option!	8:19:49 PM
Theresa Beauchamp	Other Issue	8:19:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:19:55 PM
Theresa Beauchamp	Upon connecting to the remote desktop. , I received a Microsoft.NET Framework error message. "Object reference not set to an instance of an object"	8:20:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:20:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:20:46 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	8:20:51 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	8:20:59 PM
Theresa Beauchamp	Hello Sharath	8:21:14 PM
Sharath Kumar	Hi Theresa. could you please provide me with a screenshot of the error message	8:21:58 PM
Theresa Beauchamp	yes, one sec	8:22:56 PM
Sharath Kumar	thank you (Edited)	8:23:48 PM
	<i>8:24:08 PM Theresa Beauchamp is sharing a file with you Screenshot.png - (Size:1.01 MB)</i>	8:24:08 PM
	Got it, I think we have a simple fix for that. Just allow me a couple minutes to sign into the server and permanently fix this for you	8:25:32 PM
Theresa Beauchamp	I have gotten these before. Your team usually has to do something on the back end.	8:25:40 PM

	Thank you	8:25:42 PM
Sharath Kumar	Alright, Theresia. I have made the appropriate changes and hopefully this error should not come up again	8:29:32 PM
	Thank you for your patience.	8:29:44 PM
Theresia Beauchamp	ok. should I disconnect and re-connect? currently the error message is still there	8:30:17 PM
Sharath Kumar	yes, please try that	8:31:09 PM
Theresia Beauchamp	didnt work	8:31:47 PM
	You might have to reboot	8:32:33 PM
Sharath Kumar	checking, one moment please	8:33:50 PM
	I currently see other users logged in	8:37:38 PM
	Nelda and Tami, could you please check with them if it okay to restart the server	8:38:14 PM
Theresia Beauchamp	ok, I can ask them to get out. PLease note for some reason I am always the only one getting this error message	8:38:34 PM
Sharath Kumar	I see, let me quickly check your user profile before I restart the server	8:39:19 PM
Theresia Beauchamp	You can go ahead and reboot if necessary	8:41:55 PM
Sharath Kumar	Alright, restarting now	8:43:22 PM
	Theresia, could you please try accessing the server now and let me know if you are experiencing the same issue	8:46:42 PM
	Are we still connected here?	8:47:29 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.	8:48:30 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:48:36 PM
	<i>Sharath Kumar has ended this chat session</i>	8:48:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Feb, 7:43:37 AM

#72053 Gloria Phillips

Email: gphillips@gpacnt.com  15804783686

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: 52 Secs

City: PONCA CITY

State: Oklahoma

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 43 Secs

Gloria Phillips	Hello, I am your Acebuddy	6 Feb, 7:43:38 AM
Acebuddy	Hello Gloria Phillips, I'm your Ace Buddy. I'll be happy to assist you!	7:43:40 AM
	Whom Would You Like to Connect With?	7:43:40 AM
Gloria Phillips	Technical Support (QB & App Hosting)	7:43:53 AM
Acebuddy	Welcome to Ace Support.	7:43:53 AM
	Please chose an option :	7:43:53 AM
Gloria Phillips	I'd like to report an Issue	7:44:00 AM
Acebuddy	Please select an option!	7:44:00 AM
Gloria Phillips	Other Issue	7:44:05 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:44:05 AM
Gloria Phillips	Drake 24 was suppose to be installed but I cannot find it on the server.	7:44:42 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:44:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:44:43 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	7:45:11 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	7:45:15 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:45:25 AM
Gloria Phillips	Gloria Phillips - GPaccounting.myrealdatal.com - Lake**84231	7:47:52 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	7:49:03 AM
	Thank you for waiting.	7:50:35 AM
	As per the ticket #623140 you had a chat conversation with one of our representatives, on that same ticket we asked for an approval mail to proceed with the installation.	7:51:56 AM
Gloria Phillips	And we did he install while I was on the server. but looking it is not there now.	7:52:36 AM

Tushar Pharswan	and as per 632990 the installation was done.	7:52:37 AM
Gloria Phillips	but I do not see it either on the desktop or in the directory	7:53:30 AM
Tushar Pharswan	Okay, you mentioned that they installed it while you were on the server.	7:54:07 AM
Gloria Phillips	yes, but I got off as soon as he said it was done. I had other things to do. I assumed it completed.	7:55:14 AM
	He copied the serial number and other numbers he needed.	7:55:46 AM
	Can I install?	7:56:22 AM
Tushar Pharswan	I just checked the server.	7:57:10 AM
	I have put the icon for Drake 24 on your desktop.	7:57:25 AM
Gloria Phillips	Thank you!	7:57:42 AM
Tushar Pharswan	Kindy check if it is working or not as I made some changes on permission side.	7:57:56 AM
	I apologize for the inconvenience caused to you regarding this kindly confirm if the application is working or not as of now.	7:58:48 AM
Gloria Phillips	I'll have to get the account and serial numbers which I will. Why could I not find in the directory?	8:00:02 AM
Tushar Pharswan	It was in C drive Drake folder also I searched in the windows start menu where I found it.	8:02:42 AM
	We will email you regarding this hat transcript as well kindly confirm there if you are able to access Drake 24 or not.	8:04:43 AM
	Is there anything else I may help you with ?	8:04:47 AM
	Are we still connected here?	8:05:17 AM
Gloria Phillips	yes I got it. thank you!!	8:06:40 AM
Tushar Pharswan	Okay.	8:06:54 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:07:01 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:07:12 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:07:18 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	8:07:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Feb, 3:06:04 AM

#72786 Ethel Lu

Email: ethel@dejenetax.com

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 8 Secs

City: IRVINE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 44 Secs

Ethel Lu	Hello, I am your Acebuddy	19 Feb, 3:06:05 AM
Acebuddy	Hello Ethel Lu, I'm your Ace Buddy. I'll be happy to assist you!	3:06:06 AM
	Whom Would You Like to Connect With?	3:06:06 AM
Ethel Lu	Technical Support (QB & App Hosting)	3:06:23 AM
Acebuddy	Welcome to Ace Support.	3:06:23 AM
	Please chose an option :	3:06:23 AM
Ethel Lu	I'd like to report an Issue	3:06:34 AM
Acebuddy	Please select an option!	3:06:34 AM
Ethel Lu	Other Issue	3:06:40 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:06:40 AM
Ethel Lu	Dual monitors is not working	3:07:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:07:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:07:03 AM

Shubham Yadav accepted the chat transfer request.

3:07:22 AM

Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	3:07:30 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:07:55 AM
Ethel Lu	Hi, i have dual monitors set up on my physical PC. when I log into remote PC its only on 1 monitor	3:08:15 AM
	DejeneAlnc.myrealdata.net	3:08:23 AM
	Ethel.L	3:08:30 AM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	3:08:32 AM
	May I take the remote access of your local computer?	3:08:42 AM
Ethel Lu	yes	3:08:48 AM
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.	3:08:52 AM
Ethel Lu	okay	3:09:01 AM
Shubham Yadav	https://assist.acecloudhosting.com/join/3672729475	3:09:06 AM
	Kindly Click on the link and open the downloaded file.	3:09:09 AM
Ethel Lu	thank you!	3:10:35 AM
Shubham Yadav	Is there anything else I may help you with ?	3:10:43 AM
	As per remote session you are now able to use multiple monitors.	3:11:15 AM
	Are we still connected here?	3:11:34 AM
	Are we still connected here?	3:13:22 AM
	Are we still connected here?	3:13:26 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:13:30 AM
	<i>Shubham Yadav has ended this chat session</i>	3:13:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Feb, 7:49:23 PM

#73049 Remote

Email: remote@momiitrass.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 17 Secs

City: KUWAIT

State: Al Ahmadi

Country: KUWAIT

Chat Transcript

Chat Duration : 27 Mins 30 Secs

Remote	Hello, I am your Acebuddy	24 Feb, 7:49:24 PM
Acebuddy	Hello Fatema, I'm your Ace Buddy. I'll be happy to assist you!	7:49:26 PM
	Whom Would You Like to Connect With?	7:49:26 PM
Remote	Technical Support (QB & App Hosting)	7:49:33 PM
Acebuddy	Welcome to Ace Support.	7:49:33 PM
	Please chose an option :	7:49:33 PM
Remote	I'd like to raise a Request	7:49:45 PM
Acebuddy	Please select your request type.	7:49:46 PM
Remote	Application Update	7:49:56 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.	7:49:56 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	7:49:56 PM
Remote	Yes	7:50:05 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:50:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:50:05 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:50:23 PM
Remote	ok	7:50:29 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:50:40 PM
Remote	Thanks i have raised a ticket already 646634	7:51:04 PM
	I cant able to open the lacerte	7:51:13 PM
Sharath Kumar	Could you please let me know the server name that you are signed into	7:52:00 PM

	<i>7:52:32 PM Remote is sharing a file with you 1_image.png - (Size:26.81 KB)</i>	7:52:32 PM
	Thank you! one moment please	7:53:49 PM
Remote	ok	7:53:58 PM
	???	7:57:43 PM
Sharath Kumar	apologies for the delay!	7:58:19 PM
	am signed into the server and checking some settings in Lacerte	7:58:34 PM
Remote	ok	7:58:47 PM
Sharath Kumar	Fatema, it appears the application requires an update, however to update it, the lacerte credentials are required	8:03:04 PM
	If you could bear with me for a few more minutes, I will be providing you the appropriate access to do so	8:03:39 PM
Remote	sure	8:04:20 PM
Sharath Kumar	almost there, just a couple more minutes.	8:08:19 PM
Remote	ok	8:08:28 PM
Sharath Kumar	Once again, thank you for your patience.	8:08:29 PM
	alright, that's done. Could you please try accessing the application now	8:11:14 PM
Remote	sure	8:11:21 PM
	let me try	8:11:25 PM
	its done thank you soo much#	8:13:29 PM
Sharath Kumar	glad to hear that	8:14:35 PM
	Fatema, Is there anything else I may help you with?	8:14:50 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.	8:16:44 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:16:47 PM
	<i>Sharath Kumar has ended this chat session</i>	8:16:55 PM



Chat Transcript

Hello, I am your Acebuddy

#72524 Todd Hill

Email: todd@whatwatershouldbe.com  12052466661

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 17 Secs

City: TUSCALOOSA

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 6 Secs

Todd Hill	Hello, I am your Acebuddy	14 Feb, 1:56:50 AM
	Hello sorry I was busy, yes smart service will be remote in and download the update	1:57:38 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	1:58:57 AM
	Hello Kerry, would you be sharing your screen with them for this purpose?	1:59:23 AM
Todd Hill	yes	1:59:30 AM
	They showed me how to download it so I will try it myself first but I may have them remote in and do it for me. They have done it multiple times for me.	2:00:25 AM
	I just need you guys to unlock the download restrictions for about an hour so I can update it	2:01:09 AM
Sharath Kumar	noted, we can provide you with admin access for today	2:02:55 AM
	you will have to accept a disclaimer that will be sent to you via email	2:03:18 AM
Todd Hill	perfect thank you	2:03:25 AM
	please go ahead and email it to me	2:03:40 AM
Sharath Kumar	alright, let me inform the other guy who is currently working on your ticket	2:04:21 AM
	I will have him sent that to you	2:04:31 AM
	and will provide you with admin access shortly	2:04:42 AM
Todd Hill	thank you	2:04:50 AM
Sharath Kumar	Is there anything else I may help you with ?	2:06:27 AM
Todd Hill	no that will do it, thanks	2:10:27 AM
Sharath Kumar	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!

2:10:47 AM

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

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

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

2:10:51 AM

Sharath Kumar has ended this chat session

2:10:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Feb, 1:32:54 AM

#72431 Divya Verma

Email: divya.verma@lpctax.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 40 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 36 Secs

Divya Verma	Hello, I am your Acebuddy	13 Feb, 1:32:56 AM
Acebuddy	Hello Divya Verma, I'm your Ace Buddy. I'll be happy to assist you!	1:32:57 AM
	Whom Would You Like to Connect With?	1:32:57 AM
Divya Verma	Technical Support (QB & App Hosting)	1:33:02 AM

Acebuddy	Welcome to Ace Support.	1:33:02 AM
	Please chose an option :	1:33:02 AM
Divya Verma	I'd like to report an Issue	1:33:10 AM
Acebuddy	Please select an option!	1:33:10 AM
Divya Verma	Other Issue	1:33:14 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:33:14 AM
Divya Verma	Lacerte software not working	1:33:28 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:33:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:33:28 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	1:33:35 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	1:33:44 AM
	Hello Divya, bear with me for a minute to sign into your server and help you with this	1:34:18 AM
Divya Verma	Hello. Okay]	1:34:40 AM
Sharath Kumar	alright, am in	1:36:37 AM
Divya Verma	I'm unable to open Lacerte. I keep getting a popup message that the Administrator Access is required for the update action	1:37:18 AM
Sharath Kumar	understood, what version of Lacerte are you using (Edited)	1:37:33 AM
Divya Verma	I just opened it up. It seems like its working now	1:38:34 AM
Sharath Kumar	good to know that	1:39:03 AM
Divya Verma	Actually I'm still getting a message to relaunch to install the update	1:39:25 AM
	Im using the 2024	1:39:41 AM
Sharath Kumar	I just checked the permission settings, and I can confirm that all users have permission to access Lacerte	1:39:53 AM
	got it	1:40:10 AM
Divya Verma	Same popup message about needing Administrator Access to update	1:40:55 AM
Sharath Kumar	I can update the application but a server reboot would be required to finish off the update	1:41:01 AM
	Only support team has the access to update the applications on the server	1:41:24 AM
Divya Verma	Okay	1:41:54 AM
Sharath Kumar	Could you inform Joseph about this	1:43:06 AM
	I am updating the application right now	1:43:30 AM
Divya Verma	Okay I just informed him	1:44:13 AM
Sharath Kumar	Thank you, it will take 15-20 minutes for me the whole process	1:45:28 AM
	Can I keep you posted via email for this	1:45:46 AM

Divya Verma	Yes. Thank you!	1:45:55 AM
Sharath Kumar	I will let you know as soon as the update is installed, you may sign back in and let us know if the issue persists or not	1:46:19 AM
	great!	1:46:24 AM
	anything else that I may assist you with?	1:46:29 AM
Divya Verma	Nope that was it. Thank you!	1:46:41 AM
Sharath Kumar	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!	1:47:11 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:47:15 AM
	<i>Divya Verma has ended this chat session</i>	1:47:33 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Feb, 8:53:57 PM

#72957 Michael Hutchinson

Email: michael@chinsonsgrillshack.com ☎ 16494326543

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 59 Secs

Michael Hutchinson	Hello, I am your Acebuddy	21 Feb, 8:53:58 PM
Acebuddy	Hello Michael Hutchinson, I'm your Ace Buddy. I'll be happy to assist you!	8:53:59 PM
	Whom Would You Like to Connect With?	8:53:59 PM
Michael Hutchinson	Technical Support (QB & App Hosting)	8:54:01 PM
Acebuddy	Welcome to Ace Support.	8:54:01 PM
	Please chose an option :	8:54:01 PM
Michael Hutchinson	I'd like to report an Issue	8:54:10 PM
Acebuddy	Please select an option!	8:54:10 PM
Michael Hutchinson	QuickBooks Issue	8:54:13 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:54:13 PM
Michael Hutchinson	Other QB related issue	8:54:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:54:18 PM
Michael Hutchinson	I am not able to open my quickbooks file	8:54:32 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:54:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:54:33 PM
Michael Hutchinson	It is asking for administrative privealges	8:54:49 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	8:55:50 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	8:56:05 PM
	Hello Michael, could you please share a screenshot of the error message that you receive	8:56:24 PM
	Could you also let me know if the issue is with your account or others are also facing the same issue	8:59:25 PM
	Are we still connected here?	9:04:04 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:05:49 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:05:52 PM
	<i>Sharath Kumar has ended this chat session</i>	9:05:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Feb, 1:22:53 AM

#73075 AMorales

Email: amorales@ulpdx.org

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: SANTEE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 36 Secs

AMorales	Hello, I am your Acebuddy	25 Feb, 1:22:55 AM
Acebuddy	Hello Amorales, I'm your Ace Buddy. I'll be happy to assist you!	1:22:56 AM
	Whom Would You Like to Connect With?	1:22:56 AM
AMorales	Technical Support (QB & App Hosting)	1:23:04 AM
Acebuddy	Welcome to Ace Support.	1:23:04 AM
	Please chose an option :	1:23:04 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:04:31 AM
<i>Ended due to chat idle timeout</i>		2:04:31 AM



